



The Community Inclusion Driver Strategy:

Assisting People with Disabilities
Living in Rural Areas
in Finding Personal Transportation

Assistance derived from Easter Seals Project ACTION through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration.

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The Community Inclusion Driver Strategy: **Assisting People with Disabilities Living in Rural Areas** **in Finding Personal Transportation**



Developed from

FILLING THE GAP:
A Strategy for Enhancing Traditional Community Transportation
for People with Disabilities

A Project of
The Institute for Disability Studies
The University of Southern Mississippi
and
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Department of Public Policy and Administration
Jackson State University

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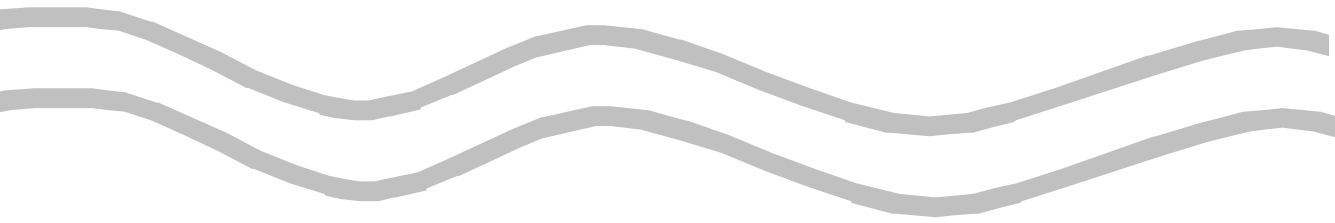
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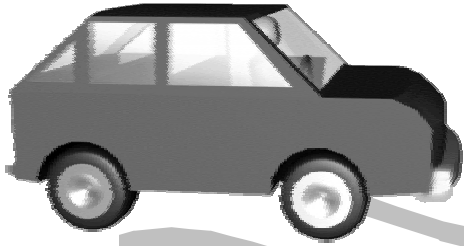
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What is a Community Inclusion Driver?

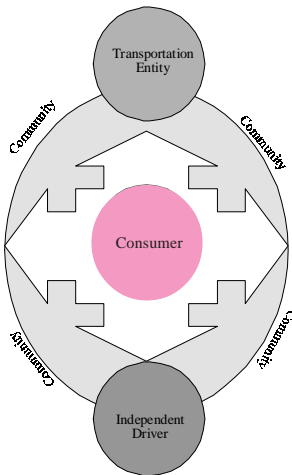
Community inclusion is something many of us take for granted. Inclusion means being involved in and a valued member of your community. Being involved in the community includes working, attending school, volunteering, and enjoying what the community has to offer by way of recreation and leisure activities, such as sporting events, fairs, parks, and even local swimming holes. It also means using services such as doctors, country stores, and hairdressers. Many of us get to know others and make friends in our community by pursuing our interests. To enjoy our interests, we talk to others, attend events, purchase goods, and join groups and clubs with people who share our interests.

Community inclusion is an important goal for people with disabilities. Transportation for people with disabilities—especially for those living in remote rural areas—allows them to be a part of their community. As a rural transportation provider, you are aware of individuals with disabilities living in your service area who need transportation to participate fully in the community. You are also aware of the economics of trying to provide reliable transportation to these identified individuals.

There is a strategy that can work for them and for you—the Community Inclusion Driver. There are people with vehicles living in every rural community willing to provide transportation to people with disabilities. Often people with disabilities create their own informal transportation network assisted by people within their community. These friends, neighbors, and “folks-down-the-road” have the time and personal vehicles to allow them to become Community Inclusion Drivers.

People living with disabilities can be resourceful. Given the opportunity to help themselves, they can do an admirable job, no matter where they are located. The

Community Inclusion Driver (CID) strategy is a system you as a rural transportation provider may use to assist people with disabilities living in underserved or unserved rural service areas in methods for finding and securing their own transportation.



The CID strategy is an arrangement that brings together the consumer (a person with a disability), a transportation provider (you), and an independent driver in a negotiated agreement to provide transportation services to a person with a disability living in remote rural areas where public transportation services do not presently exist or where the expansion of public transportation is not feasible.

The rural transportation provider's role in the CID strategy is as a broker. Your organization is familiar with your rural community, but you are unable to offer scheduled transportation services in all the areas you cover. You may know consumers needing transportation and people who can be community inclusion drivers. You have staff and systems

in place that can easily assimilate the limited tasks required to put the CID strategy in place in your area.

The Americans with Disabilities Act and the CID Strategy

According to the **Americans with Disabilities Act of 1990 (ADA)**, an estimated 43,000,000 U.S. citizens have disabilities. Many more Americans are at high risk for developing disabilities because of poor prenatal care, poor living conditions, lack of early educational opportunities, and lack of access to appropriate health and human services. It is a documented fact that individuals with disabilities, as a group, are affected by attitudes and are severely disadvantaged socially, vocationally, economically, and educationally. Given the tremendous transportation barriers faced by people with disabilities, many of them are isolated and excluded from community life.

The ADA ensures that people with disabilities have access to the nation's network of public and private transportation, enabling them to get to work and to be included in community activities. Given the spirit and purpose of the ADA, community transportation systems must move toward 100 percent compliance.

The ADA recognizes persons with disabilities have the same fundamental rights afforded to all U.S. citizens under the Constitution even if they live in underserved or unserved rural communities: the rights to freedom and individual choice. The ADA also defines a person with a disability as someone who has a physical or mental impairment that substantially limits that person in a major life activity (i.e., working, seeing, hearing,

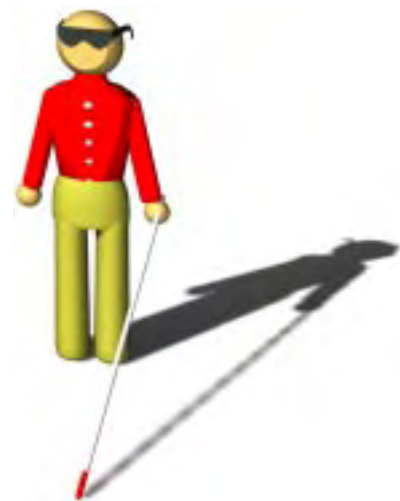
breathing, learning, speaking, walking, self-care, and manual tasks) or has record of such an impairment, or is regarded as having such an impairment. This omnibus civil rights statute prohibits discrimination against individuals with disabilities in private sector employment, all public services, public accommodations, **transportation**, and telecommunication. The attention to public and private transportation accessibility is probably one of the strongest aspects of the ADA.

Title III of the ADA

Title III includes specific prohibitions on discrimination in transportation services provided by private entities. The ADA section 301(6) defines a private entity as any entity other than a public entity. The legislative history indicates Title III does not apply to volunteer-driven ridership arrangements. However, it is helpful for all transportation providers to understand the general obligations for both public and private entities.

General Rules:

1. A private entity primarily engaged in the business of transporting people may not discriminate on the basis of disability.
2. A private entity must comply with the general rule regardless of whether the entity operates a fixed route or a demand responsive system.
3. A private entity may not impose or apply eligibility criteria that screen out people with disabilities from fully enjoying the transportation services provided unless such criteria can be shown to be “necessary” to provision of service.
4. A private entity must be “readily accessible,” unless the operator can demonstrate that its transportation system, when viewed in its entirety, provides a level of service to people with disabilities that is equivalent to the level of service provided to the general public.



The community inclusion driver strategy is a “special transportation service” that will equip you as a transportation provider to comply with your obligations under the ADA and more specifically the requirement of “readily accessible.” It will also assist in the enhancement of people with disabilities located in your service areas to enjoy independence, productivity, integration, and inclusion. Given the spirit and purpose of the ADA, community transportation must move toward 100 percent compliance. In an effort

to achieve compliance, you as a provider must reach the widest service area possible, including persons with disabilities living in underserved or unserved rural communities. The ruralness provides an additional challenge for people to be included in community life. With the CID strategy, you have the power to remove this barrier of isolation and exclusion and become readily accessible for people with disabilities.

Self-Determination and the CID

Self-determination is an emerging philosophy for people with disabilities that maintains that they are entitled to be a part of their community. Self determination contends that



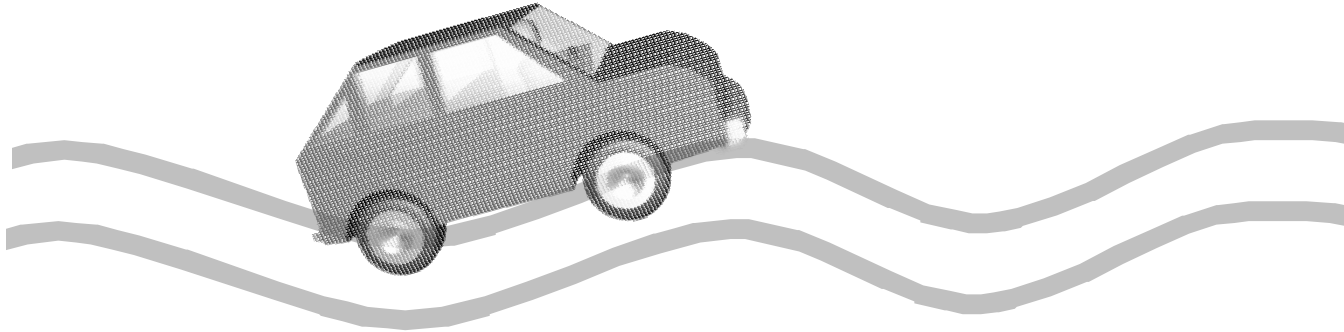
individuals with disabilities have the right to determine their own futures with appropriate assistance from their family, friends, and community service providers.

CID, as a strategy for enhancing traditional community transportation for people with disabilities, can foster independence and interdependence across all life areas, including family life, college, work, worship, recreation, and social events. Beyond the legal mandate of the ADA, the community inclusion driver strategy is an additional transportation tool that provides you an opportunity to support people with disabilities living in your service area in

breaking the illusion of inferiority and participating fully in activities of family, community, and society. One of the fundamental goals underlying the spirit of the ADA is self-determination for people with disabilities.

As a transportation provider you are a vital part of the self-determination equation for people with disabilities. To be a part of their communities, people with disabilities must have access to transportation. Transportation allows people with disabilities living in your rural service areas to remain in the locale they choose and yet be a part of community life through family, education and training, work, church, and social activities. Through the implementation of the community inclusion driver strategy, your agency or organization will be supporting the philosophy of self-determination.

Using the CID strategy you will have the opportunity to provide people with disabilities with transportation tailored to their needs. You will be providing consumers with more options as well as including them as active participants in planning and creating the transportation they need.



How the CID Strategy Can Work in Your Service Area

The CID strategy is not designed for **ALL** transportation providers. For example, the CID may not be feasible for those transportation providers whose service areas are located in urban settings. Also, providers currently providing comprehensive transportation services through a fixed-route or demand response system to all of the people with disabilities eligible in and around their service areas may not be interested in the implementation of the CID strategy. However, this nontraditional strategy is designed for transportation providers who need to provide services to people with disabilities who live in underserved or unserved rural communities.

Don't rule out chances for community collaboration. Consider working with existing providers in your community. Perhaps there is a community action agency or transportation entity that can include the CID strategy in their annual application for transportation funding.

These ten steps are recommendations for using the CID strategy:

- Step 1:** Determine how the CID strategy can best be incorporated into your organization. Develop and address guidelines, eligibility, and liability issues. Designate representatives in your agency whom consumers should contact about the CID program.

- Step 2:** Solicit television, radio, and print media for time or space for your pre-designed public service announcements (PSA). Don't forget to add your organizational tag to the PSA, including a telephone number for consumers to call.

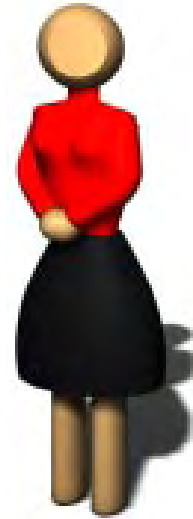
- Step 3:** Upon receiving an inquiry by a consumer, your organizational representative should send the consumer booklet explaining the program and its requirements.
- Step 4:** When the consumer has reviewed the booklet and expressed an interest, the organizational representative should determine that person's eligibility. This could be done over the telephone for those who have no access to transportation to get to your office. However, you should use a process that best fits into your current organizational operation.
- Step 5:** The consumer must provide your organization with sufficient documentation that he is a qualified individual with a disability as defined by the Americans with Disability Act (ADA). The documentation should be in the form of a doctor's statement or proof that the individual has met some other disability determination requirements (Vocational Rehab, Medicaid, etc.).
- Step 6:** The consumer and your representative should work together to identify local potential personal drivers such as a family member, church member, a friend, or other responsible adult.
- Step 7:** Once a potential driver has been identified, your representative should hold a meeting with the driver and consumer. The driver should present proof of automobile insurance on the vehicle to be used to transport the consumer. At this time, your representative can inspect the vehicle to be used. Be sure to record the VIN number.
- Step 8:** An agreement should be negotiated and executed by all three parties. The agreement should outline the obligations and responsibilities of each party of this arrangement. The mileage reimbursement and other relevant matters should be incorporated into this agreement. The consumer and driver should take this opportunity to establish a ride schedule.



- Step 9:** As the transportation services take place, the driver and consumer should submit appropriate documents to your organizational representative on an agreed upon basis.
- Step 10:** Your representative should make periodic contact with the driver and the consumer to evaluate the provision of services.

Internal Coordination for the CID Program

As a transportation provider, you have a system for handling day-to-day work and record keeping. You should be able to easily incorporate the daily workings of the CID into your current system, assigning duties to staff and setting up forms as needed. Above all else, the internal coordination you devise for the CID should suit your operation's needs and not create new, separate, and difficult systems that will be hard to maintain.



Consider these suggestions for internal coordination, but remember the division of duties can best be made according to the way your staff currently handles their duties.

- Assign one person to act as a **coordinator** to handle calls from both consumers and potential drivers. This person should be comfortable working with people with varying disabilities and be personally interested in helping them secure transportation. The coordinator would see that the various eligibility and log forms are completed, reviewed, and kept on file. Consider training a second person as a backup for this position when the primary coordinator might need to be away.
- One **bookkeeper** or secretary should be designated to handle the reimbursements to drivers. This staff member should keep a regular—monthly and annual—report of trips. The bookkeeper will also regularly monitor the program budget.

It will be important for the staff working on you CID program to communicate with each other on the participants and progress of the project.

Outreach and Marketing

Getting the word out to both potential riders and drivers is important. Some individuals with disabilities needing transportation may already have come to you of their own accord, and you may even have a list of individuals with disabilities in your area whom you have been unable to serve. These individuals can serve as a starting point, but it will be important to reach out into your community to recruit not only additional consumers, but also potential drivers.

You can use the CID public service announcement (PSA) to notify your community of the CID program. The video PSA can be used on local television stations or local cable television systems. It can be customized with your organization's name and contact information. This PSA appeals to individuals with disabilities to contact your organization for assistance in using the CID to secure transportation in their community. The corresponding audio PSA can be used by local radio stations. The stations will add a sound bite to the end identifying your agency as the source of this announcement. The preprinted ads that accompany this book are based on standard column measures and can be used by your local newspapers as a public service advertisement with your agency's name and contact information included.

While all these communication tools will work for you if you use them, remember that word of mouth can be one of the most valuable tools. Consumers may be able to tell you of available drivers. Additionally, you may find that mentioning the program to different individuals within your community will help you locate people with disabilities needing transportation as well as drivers.



Consumer and Service Eligibility

The community inclusion driver strategy is open to all persons with disabilities living in remote rural areas where regular public transportation services do not presently exist or where the expansion of public transportation as we know it is not feasible.

However, eligibility to receive rides may depend on your community's needs, the participating agencies, funding sources, the administration of the program, and the defined geographic area being served. The type of transportation service provided to individuals with disabilities may be dependent in part on the funding sources.

Programs designed to be inclusive of all transportation needs will allow greater community inclusion to people with disabilities. Consumers should not be limited to medical transportation or vocational training. Transportation services should be inclusive of employment, education and training, recreation and leisure activities, and shopping. However, the limitation of available resources may necessitate the establishment of transportation service priorities.

Consumer Training

Once consumers are determined eligible for services under the CID strategy, they need to be trained, just like drivers, in its use. Consumer training on the use of the CID strategy

should be conducted along with volunteer driver training. It is important that consumers know how to use the CID program. Besides training the consumer in the CID program, there is a need for effective communication between all three CID partners.

Consumers should also be informed, and if possible trained, on safety issues and procedures. (Be sure to encourage all passengers to buckle seat belts.) This can reduce any chances of personal injury and clarify what action is to be taken in the event of an accident or emergency. Consumers need to understand their responsibilities in the CID program. Effective communication is key. Consumers need to be clear when giving information and guidance to their drivers.

Driver Eligibility

Before searching for drivers, develop guidelines outlining the driver's duties and responsibilities. The driver's duties should be simple and clearly defined. There should be minimum qualifications to determine eligibility. The different aspects of the guidelines may address such areas as recruitment, screening and selection, driver training, and driver responsibilities.



Recruitment

Community service organizations can be a good recruitment source. This is especially true since volunteer drivers are expected to come from within the community being served by the CID. The transportation provider may want to communicate with community service organizations in the area to see if they are willing to share their list of volunteers. These organizations may also lead to prospective volunteer drivers.

Screening and Selection

All prospective drivers need to have

- a valid state driver's license (with classifications appropriate for the type of vehicle being driven),
- a currently registered and tagged vehicle,
- the state minimum liability insurance coverage for their vehicle, and
- a clean driving record.

To ensure driver qualifications and passenger safety, your policy might include

- a physical checkup (including eye exam and drug testing),
- license and background check for violations (DUI/DWI) and accidents,
- road tests of the vehicle(s) to be in service, and
- safety inspection of the vehicle(s) to be in service.

Driver selections can be made once you have confirmed the qualifications of each recruited applicant.

Driver Training

Although the CID is not an ADA mandated transportation program, it might be a good idea to address the training of drivers as if it were. Under the ADA, all transportation personnel must be trained to handle the needs of persons with disabilities. Although the regulations provide no specific training requirements, effective transportation personnel training programs might include activities that address vehicle operations and client assistance. One source of training is your state's local transportation assistance program (LTAP).



Client Assistance

Drivers may learn to better serve clients through

- training on consumer assistance techniques for different kinds of disabilities
 - sensitivity training to deal with the needs of people with disabilities and their families
 - principles and mechanics of safely securing wheelchairs and other mobility devices
-
- the assistance to individuals with vision impairment and interactive communication skills designed to effectively assist people with cognitive disabilities
 - certification training in CPR, seizure procedures and first aid

Vehicle and Equipment Operation

Drivers may also benefit from these additional training sessions

- defensive driving course
- training on the operation, maintenance, and preventive maintenance of accessible equipment, including lifts
- emergency exit procedures
- pre-trip inspection and maintenance training
- lift maintenance training
- vehicle specifications catalog training
- air-conditioning testing
- dispatching and transit dispatch manual
- route planning training: scheduling and routing documentation of defensive driving



Driver and Vehicle Documentation

A simple form to be completed by all drivers will provide necessary information on drivers and their vehicles—name, address, telephone number, driver’s license number, insurance company, and vehicle identification number (VIN). A log form will allow you to record each trip. This form should include the dates and times (pickup and arrival) of the ride, odometer readings (beginning and ending). Your program administrator will review these forms. Your program administrator should also determine a timely schedule for driver mileage reimbursement checks, for example, every two weeks or monthly.

Liability Coverage

Drivers and their vehicles must have liability insurance for the vehicle and vehicle users. Proof of insurance should be supplied and kept on file for every driver, and it is important that drivers are told what they are liable for. In a nutshell, liability issues are easily resolved with clearly defined policies and thorough discussion with insurance companies. Close contact must be maintained with insurance companies. They may have training materials or be able to refer the drivers to driver training and safety programs. However, drivers need to be informed of liability issues. A better understanding of liability issues can promote their confidence.

Emergency Plans

An emergency procedure plan should be in place for each consumer in the event a consumer experiences a medical problem. This procedure should be developed primarily by the driver and consumer, but the transit coordinator should be involved and have a copy of the plan. A consumer emergency plan might address such things as



- who to call in case of an emergency
- the type of disability
- possible emergencies in transit (i.e., seizures)
- the medication(s) the consumer is currently taking and any known allergies
- the location of the nearest medical facility(s) and the quickest routes

Drivers should also have an emergency plan in case of a vehicle breakdown. It would be helpful if drivers have a basic knowledge of vehicle service. A vehicle emergency plan should be developed between the transportation coordinator, the driver, and the consumer, and it should address the following:

- Who to call for auto service?
- Who to call if a consumer is in transit at the time of the breakdown?
- Who to contact at the coordinating agency?
- Is there a backup driver to complete the trip?

Program Accountability

Several simple tools will keep your CID program running smoothly. Consider using forms to ease record keeping for your program. Let the consumers and drivers be involved in the daily aspects of the transportation program. Your employees will not be tied up completing forms if most of the records you require are to be completed by the consumer or the driver. Reproducible sample forms have been included at the end of this handbook for your use.

Liability Issues (Provider, Consumer and Driver)

Liability issues are always a major challenge to providing transportation. There are states that may classify the CID as a driving for hire arrangement. In those states, the CID strategy would be prohibited through the various state and local regulatory and licensing agencies, including insurance. If this is the case in your state, you may need to request a waiver or changes in state or local laws and regulations regarding the implementation of the CID strategy. You should check with your public service commission, state department of transportation, or the insurance commission.

You should examine the liability challenge from three perspectives: a) transportation provider, b) community inclusion driver, and c) consumer.

Transportation Provider Perspective

As a transportation provider, you are always concerned about the liabilities your organization is exposed to, but there are several ways to prevent or limit exposure to liabilities:

- a. Under the CID, drivers are required to provide proof of insurance coverage. The driver's insurance carrier should provide coverage for persons riding with the driver (owner and insurance holder). The transportation provider should verify that the driver's insurance meets the state's minimum requirements and provides for bodily injury/property damage liability, uninsured motorists, medical coverages, and third parties, including passengers.
- b. In most instances, transportation providers receiving public dollars will be held liable for the action of the CID reimbursed for services. A transportation provider using volunteers for other aspects or services provided by their organization must provide liability insurance for those volunteers anyway. If this applies to your current organization, your organization will simply incorporate the "volunteering" driver into this existing insurance coverage. However, transportation providers without current volunteer coverage may purchase coverage through an organization's



liability and excess non-owned auto insurance. The average cost of this insurance varies, running \$50 and up, depending on the number of volunteers. However, you may require drivers to inform their insurance company that the vehicle is being used for business purposes for so many hours a week. This again will vary by state and insurance company and may increase the driver's cost.

- c. Drivers assume responsibility through their personal insurance coverage which would be incorporated into the CID agreement. As the transportation provider, you should insist and include in the CID agreement that drivers will assume full liability for themselves and consumers when they are transporting consumers on approved trips.

Given the above options for consideration by transportation providers, you should review the relevant transportation and insurance statutes and regulations in your state regarding liabilities. This review should also include consideration of the requirements of the funding sources such as Medicaid and Human Services.

Community Inclusion Driver Perspective

Each CID driver should be required to provide proof of insurance coverage. The driver should check with his insurance carrier to verify details of his personal automobile insurance coverage. The CID should pay particular attention to the coverage of bodily injury/property damage liability, collision, and medical coverages.

Consumer: Individual with a Disability Perspective

The consumer should understand the liability arrangement, including who is ultimately responsible for insurance coverage. By signing the CID agreement, the consumer accepts the liability structure as defined in the agreement.



Vehicle Issues

Vehicle issues to be addressed relate to several areas, including selection, inspection, maintenance and repair, insurance, breakdowns and backups.

Selection and Inventory

The selection of vehicles for the provision of service under the CID strategy is related to both driver and size concerns. Vehicles used in the CID strategy will be provided by the driver. Drivers that have met requirements as specified in the driver eligibility section of the manual will have their vehicle certified for service

availability. In some instances, community members or agencies may want to make unused vehicles available for services, minus a driver. In this instance, these vehicles will be matched with drivers certified as eligible and available for service. The CID coordinator will maintain a list of eligible drivers and vehicles available for service under the CID program.

The list of eligible vehicles should be maintained by assigned number, type, and characteristics in a database. Because of the diversity of persons with disabilities in rural areas, vehicles should be classified by their ability to handle the needs of individuals with different types of disabilities. The local transportation entity should evaluate each vehicle and its potential for addressing diverse disability needs. Different vehicle needs may include the following:



- Vehicles used to provide rides to those with mobility impairments may require a wheelchair lift or a place for wheelchair storage.
- Vehicles used to service an individual who requires an attendant or a service animal must have characteristics that accommodate the extra passenger.

Inspection

Drivers participating in the CID program should be required to have their vehicle inspected at least once a year. Your transportation organization should inspect the vehicles of eligible drivers and any vehicles that might be donated or loaned to the program for service. Drivers are expected to maintain their vehicle in good repair and to demonstrate this upkeep through written records at the time of the inspection. Once the vehicle has been inspected and certified as being in good condition, it can be used in the CID program.

Maintenance and Repair

The responsibility for all vehicle maintenance and repair for vehicles used in the CID program belongs to the vehicle owner. Consumers with concerns about the condition of vehicles being used should have the right to inspect or have a proxy assess the condition of a vehicle. If it is decided a vehicle does not meet minimal safety standards, the consumer may call the CID coordinator and request another available driver or cancel the trip and reschedule for another day.

Insurance

CID drivers must have comprehensive insurance for their vehicles and passengers. Proof of insurance should be supplied and kept on file for every driver. It is important that drivers are told what they are liable for.

Breakdowns and Backups

Transportation providers should consider maintaining a list of backup drivers available in the event of a breakdown. In the event of a breakdown, the local transportation coordinator will be contacted to seek the availability of a backup driver who will be dispatched to resume the trip. The initial driver will be responsible for resolving any repairs.



Caretaker/Support Issues

Some individuals with disabilities have a family member, personal care attendant, or service animal with them at all times. These people and animals are important to the lives of those individuals with disabilities. When a person with a disability travels with a personal attendant or service animal, the two should be considered as one unit and extra charges should not be applied to that trip. Drivers should be made aware of and be comfortable with an accompanying personal care attendant or service animal in advance of making the trip.

CID Estimated Costs

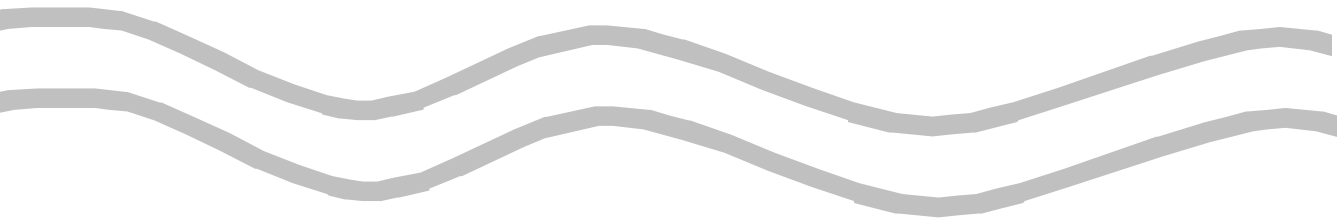
The CID strategy was designed to be inexpensive for transportation providers. How much you want to invest in the CID strategy depends upon the availability of both human and financial resources in your organization as well as the demands by consumers for this type of transportation in your service area. **You can determine your organization's involvement.** You should use every opportunity to absorb the management of CID into your current operating budget. Remember, under the CID, the drivers are only reimbursed for their documented, actual mileage. Initially, you will probably not have many consumers to serve. You may have many inquires, but many consumers may not complete the full process or may be determined ineligible for CID. The reimbursement of mileage to the driver will be the major cost challenge for you. The following are only a few ways you can control costs and yet meet the basic needs of consumers in your service areas:

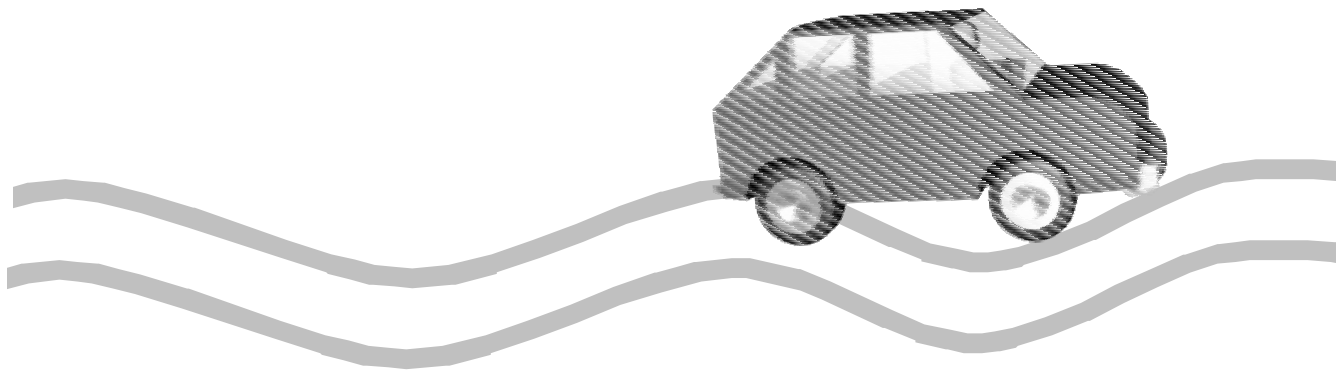
- Limit the number of trips or miles per week except for employment (three trips to the grocery store per month). If the potential consumers are employed, you should explore whether they are able to contribute toward their transportation. Many of the consumer's trips are not daily activities (job interview or doctor appointment).



- Limit the times or the type of trips to be reimbursed. This also might be controlled by funding source requirements.
- Provide quotes of maximum miles eligible for reimbursement for one month (500 miles per month). If a consumer uses up his or her allotted amount of miles, he or she must wait until next month.
- Limit the reimbursement rate for mileage (25 cents per mile rather than the federal reimbursement rate of 32 cents per mile).
- Limit the number of days transportation can be provided (consumers' choice of four days per week, except for employment);
- Consumers share the cost of the trips or mileage (5%, 10%, etc.) with the transportation providers based upon their financial abilities.
- Use an existing reimbursement funding program for which the consumer has been determined to be eligible.
- The consumers can identify and secure a personal sponsor for funding (local church or individual philanthropical organization).

Based upon a review of similar programs, cost per consumer has been calculated on the following basis: **30 miles per day x 7 days per week = 210 miles per week x .32 per mile (IRS maximum allowable reimbursement deduction) = \$67.20 per week x 4 weeks = \$268.80 per month.**





How Do We Fund the CID Strategy?

Funding can be found through many sources. Traditional and nontraditional sources are available, but may require some searching and persistence on your part to make the CID work for your community.

Begin by contacting your state's 5310/5311 coordinators with the Department of Transportation. They manage federal and state funds that support rural and small city transportation programs. The 5310/5311 offers funding to finance both the purchase of vehicles and the hiring of staff to operate transportation programs. The programs pay for vouchers and operating costs for nonprofits and public transit districts. Let them know that you are interested in starting a voucher/reimbursement program or in augmenting an existing transportation service for people with disabilities. They will tell you how to apply for funding and let you know who else in your area, if anyone, is already providing a rider service.

If you are a current 5310/5311 provider, you can include the CID strategy in your upcoming contract proposal to be funded in your regular budget. For example, Medicaid reimbursement for non-emergency medical transportation can provide additional funds to the operation. This is a federal Medicaid reimbursement program for non-emergency medical trips, which includes doctor visits, therapy sessions, and counseling, to name a few. Medicaid provides a certain dollar amount to a registered driver per person per trip. Whether or not a trip costs you as much as the reimbursement rate, you still get the full dollar amount. As an example, you drive a consumer to a doctor's appointment and that two-way trip costs you \$5 to provide. Medicaid may have a \$10 reimbursement rate for that trip. You've just made \$5. You can put that money into your coffers and use it for other expenses (Bernier, Seekins, and Herron 1996, 5).

While you may begin with federal and state funding sources, do not overlook your county and city governments. Programs such as CID can operate moderately well on small budgets depending on the community's needs.

Possible Funding Resources

Traditional Sources:

- The Department of Transportation: 5310/5311 funding
- Medicaid Title 19 reimbursement
- Surface Transportation Program
- State, city, and county transit funds
- State Rural/Local Transit Assistance Program
- Fare-box revenues
- Taxi service providers

Nontraditional Sources:

- Congestion Mitigation and Air Quality (CMAG)
- Unearmarked Section 5309 funds
- The Job Access and Reverse Commute Program
- Indian Reservation Roads Funds

Hidden Federal Money:

- Head Start
- Ryan White CARE Act
- Community Development Block Grants
- Healthy Start Program
- Vocational Rehabilitation Services
- Area Agency on Aging

Loans and Grants:

- U.S. Department of Agriculture grants and loans to rural communities
- U.S. Department of Agriculture Rural Business Enterprise Grants
- The Community Transportation Development Fund
- State Department of Human Services
- State Department of Health

Local Funds:

- Local sales tax (1/10 %)
- Allocation from existing tax revenue
- Hospitals and businesses
- Higher education

Other Possible Sources:

- Foundations
- Sales of services and products
- Independent living centers
- Nonprofit and for-profit organizations
- State disability and planning councils

Source: "Non-Traditional Funds for Community Transportation." 1999. *Community Transportation Magazine*. January/February.

An Overview of Possible Funding Resources

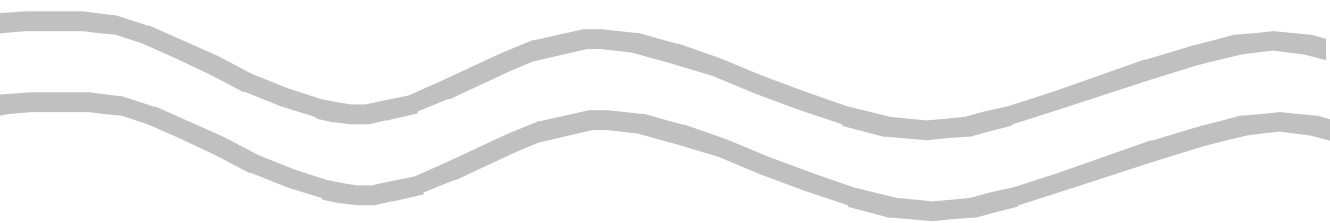
Source	Descriptions and Possible Access	Contact
Congestion Mitigation and Air Quality (CMAG) Funds	All states receive CMAG funds, and those states with no non-attainment areas (regions with excessive levels of air pollution) transfer their CMAG funds to their surface transportation program.	Contact your State Department of Transportation or your state or local air quality official < www.4cleanair.org/members >.
Job Access and Reverse Commute Program	A competitive project, the Job Access and Reverse Commute Program require significant coordination between transit, employment services, and other agencies.	The notice of available funding can be found in the Federal Register at < www.nara.gov > or < www.oed.usda.gov/nofa.htm >.
Head Start	A local Head Start could seek funding for a vehicle that could further be used to serve other needs in the community. A local transportation provider could also suggest being included in its local Head Start proposal as a transportation provider.	Contact your local Head Start provider.
Foundations	Foundations have a wide range of giving practices. If you are a public nonprofit organization, it may be possible to qualify for foundation funds. The key is matching your mission and goals with the foundation's mission and goals.	Start by contacting local foundation in your community and state. For assistance on to how to approach foundations, go to the Foundation Center at < www.foundationcenter.org >.
Vocational Rehabilitation Services	The federal government and state governments may have transportation funding available for rehabilitation and work-related services.	Contact your State Department of Rehabilitation and Vocational Training or watch for notices of available funding at < www.nara.gov > or < www.oed.gov/nofa.htm >.
Healthy Start	(Funded through DHHS's Health Resources and Services Administration to provide services for pregnant women and new mothers in high infant mortality areas.) Transportation services are an eligible expense. A community must submit an application. To make sure that funding for transportation is included in the proposal, you will need to identify any local groups planning to propose for funds and join their coalition.	Contact the U.S. Department of Health and Human Services at < www.dhhs.gov >. To find out if your community is a designated area, check < www.ctaa.org/ntrc/ctap/publists.shtml >.

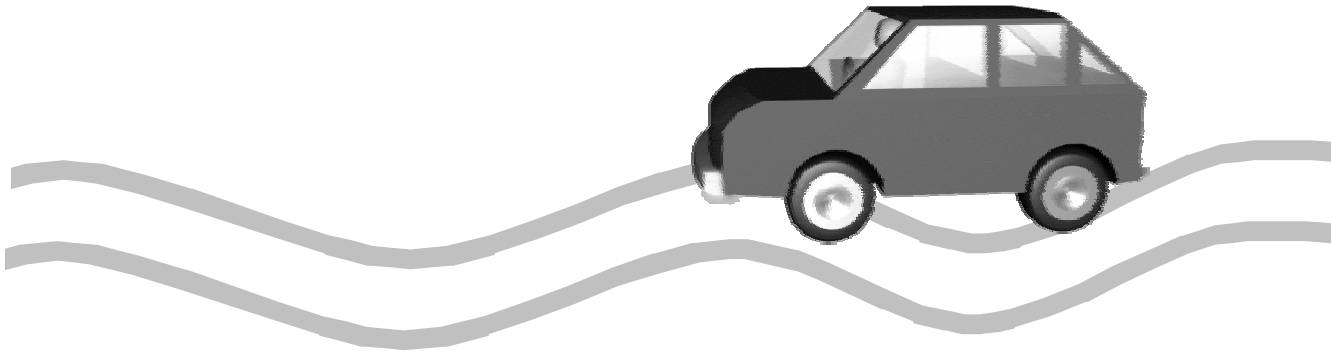
Source: Non-Traditional Funds for Community Transportation. 1999. *Community Transportation Magazine*. January/February.

References

Bernier, B., Seekins, T., and Herron, K. (1996). *Making Transportation Work for People with Disabilities in Rural America*. (p. 5) Missoula: The University of Montana, Rural Institute on Disabilities.

Public Law 101-336, the Americans with Disabilities Act of 1990, signed on July 26, 1990.





Sample Forms

Sample CID Consumer Form

Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number _____

Date of Birth _____

Do you require any special accommodations? Yes No

Describe your disability _____

Describe accommodation needed. (for example, use wheelchair, use lift, use interpreter, use TTY, have personal care attendant, have service animal, etc.)

Do you require medication? Yes No

Please list medications _____

Do you own a car/van? Yes No

Is it accessible? Yes No

In case of emergency, contact: _____

Sample CID Driver Form

Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number _____

Date of Birth _____

Driver's License Number _____

Vehicle Identification Number (VIN) _____

Insurance Carrier _____

Policy Number _____

Sample Agreement

We the undersigned agree to provide the following:

Transportation Provider: My agency will assist people with disabilities in our community by working with them to find community inclusion drivers and to create the individual transportation they need in underserved and unserved rural areas. We will keep records, market the program, coordinate the program, and seek funding resources. We will provide consumer and driver training. We will pay the undersigned community inclusion driver _____ cents per mile for transportation services.

Consumer: I am a person with a disability as defined by the Americans with Disabilities Act and have provided sufficient documentation of proof. I will work in collaboration with the transportation provider and a community inclusion driver to create much needed transportation for me within my community. I will assist in the identification of community inclusion drivers. I will participate in the consumer training provided by the transportation provider. I will submit the appropriate documentation and comply with all policies and procedures given by the transportation provider.

Driver: I will provide transportation to people with disabilities in my community by acting as a community inclusion driver. I will participate in the driver training provided by the transportation provider. I will submit the appropriate documentation, maintain necessary insurances, maintain my vehicle in good condition, and be prompt and courteous. I will submit the appropriate documentation and comply with all policies and procedures given by the transportation provider.

My signature is evidence that I fully understand all terms and conditions stated in this agreement:

_____	_____
Transportation Provider	Date
_____	_____
Consumer	Date
_____	_____
Driver	Date

(Sample - each transportation provider should have agreement drafted by their own legal advisors)



This Project

The Institute for Disability Services, Mississippi's Center for Excellence in Developmental Disabilities Education, Research, and Service located at The University of Southern Mississippi, in cooperation with the Mississippi Center for Technology Transfer at Jackson State University, received funding from Project ACTION of Easter Seals for the project "Filling the Gap: A Strategy for Enhancing Traditional Community Transportation for People with Disabilities." This proposal responded to their category of Focusing Transit Outreach to Unserved and Underserved Portions of the Disability Communities. The project detailed a reproducible system that rural transportation providers could use to assist people with disabilities living in underserved or unserved rural communities in methods for finding and securing transportation by using "community inclusion drivers." The community inclusion driver strategy is an additional approach for transportation providers operating in rural communities to meet their legal obligations of "readily accessible" as required by the Americans with Disabilities Act of 1990 (ADA).

This project provides an enhanced strategy to the traditional rural transportation delivery systems, "filling the gap" in current transportation systems not able to financially reach their rural constituents, assisting rural transportation systems toward 100 percent compliance with the ADA, and providing transportation services that support self-determination and inclusion for consumers with disabilities living in rural communities. The project product outcomes are this handbook for rural transportation providers, a booklet for consumers with disabilities, and a public service announcement as an outreach and marketing tool for rural transportation systems to promote the "community inclusion driver" strategy. Products are culturally sensitive, user friendly, and readily accessible. A culturally diverse, collaborative, volunteer rural transportation panel composed of rural transportation providers, consumers with disabilities, families, governmental agencies, support and advocacy groups, and professional and community organizations, was established to ensure products are responsive to the needs of consumers with disabilities living in unserved and underserved rural areas.

Product Development Staff



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Mississippi's Center for Excellence in Developmental Disabilities
Education, Research and Service,
The University of Southern Mississippi

Royal P. Walker, Jr., J.D., Project Co-Director
Alma Ellis, Product Production Manager
Vicki Killingsworth, Consumer Advisor



The Mississippi Center for Technology Transfer,
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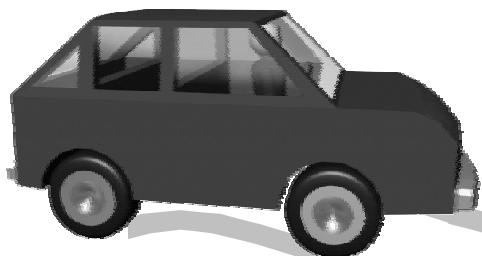
George Amedee, Ph.D., Project Co-Director
Jody Fields, Graduate Student Researcher

Special thanks to the members of the “Filling the Gap” Rural Transportation Panel:

Gerald Anderson, consumer, Columbia
Patricia Anderson, consumer, Columbia
Earlene Ashley, Rankin County Human Resource Agency, Brandon
Evelyn Bumpers, Meridian Transportation Commission, Meridian
Willie Ruth Daughtery, United Community Action Committee, Ashland
Susie Evans, Mississippi Christian Family Services, Rolling Fork
Diane and Dave Forrest, parents, Natchez
Lee Frison, Five County Child Development Program, Prentiss
Darryl Hover, consumer, Collinsville
John Johnson, Mississippi Valley State University Transit, Itta Bena
Kathern Lee, Pearl River Valley Opportunity, Inc., Columbia
Leandrew Mayberry, Mississippi Department of Transportation, Jackson
Eunice McGlory, Southern Mississippi Planning and Development District, Gulfport
Wanda Patterson, Mississippi Department of Health, Jackson
Aurelia Jones-Taylor, Aaron Henry Community Health Services Center, Inc., Clarksdale

The Community Inclusion Driver Strategy:

Assisting People with Disabilities
Living in Rural Areas
in Finding Personal Transportation



A Guide for Drivers

Transportation has always been a challenge for people with disabilities living in remote rural areas. If you know individuals with disabilities living in rural areas, you know how hard it can be to be a part of the community. They may have difficulty finding transportation to work, to the doctor, to the grocery store, to college, or to other community activities.

The ADA and Transportation

The American with Disabilities Act (ADA) was passed in 1990 to prohibit discrimination against people with disabilities in private sector employment, all public services, public accommodations, transportation, and telecommunications.

The ADA defines a person with a disability as someone who has a physical or mental impairment that substantially limits that person in a major life activity, such as working, seeing, hearing, breathing, learning, speaking, walking, self-care, and manual tasks.

The ADA recognizes that individuals with disabilities have the same fundamental rights afforded to all U.S. citizens under the Constitution even if they live in rural communities where there is no organized transportation.

The Community Inclusion Driver

The Community Inclusion Driver strategy is a system for helping people with disabilities find and secure transportation in your rural community. It is an arrangement that brings together a person with disabilities, a transportation provider, and YOU (an independent driver) in a negotiated agreement for providing transportation services in remote rural areas where public transportation services can not be expanded or do not exist.

How Does the Community Inclusion Driver Strategy Work?

Your local transportation provider has agreed to work with people with disabilities in your community to secure personal transportation in areas where there is limited or no public transportation available to people with disabilities.

Do you know someone in your community who has a disability and could benefit from this program? Are you interested in helping out your neighbors by providing reliable transportation so they can be included in the community? Community inclusion allows individuals with disabilities to participate in activities such as employment, shopping, banking, and social events just like everyone else.

If you are interested in volunteering as a community inclusion driver to assist a person with a disability living in your rural area with a need for transportation, contact the Community Inclusion Driver program being sponsored by your local transportation provider.

Volunteering as a Driver

Most drivers will be identified by individuals with disabilities they know, but drivers can also volunteer. ALL drivers must have a current license, a vehicle or access to a vehicle (such as the use of a church van), current liability insurance, safety inspection, and other requirements set by the transportation provider. Drivers may be asked to participate in other training such as first aid and CPR.

YOU can make a difference in your community. As a community inclusion driver, you volunteer your time and vehicle to assist others.

However, you are reimbursed for the mileage driven. Just turn the required documents in to the CID program office, and they will mail you a reimbursement check. The frequency of the checks depends on the agreement worked out by you, the consumer, and the provider.



Important Issues for You

Special Needs: Driver and Consumer

People with disabilities come in all shapes and sizes and have different needs and requirements. As a driver, the consumers you serve may depend on the type of vehicle you own. You may not be able to provide a ride for someone in a wheelchair, for example, or for someone who has a service animal if you have allergies. It is important for you to understand the needs of the consumer and your own limitations as a driver.



Some people with disabilities will have a family member, personal care attendant, or service animal with them at all times. They should inform you if they will have other people traveling with them. Knowing these things will prevent confusion for the consumer, the provider, and, more importantly, you.

Emergency Plans

Emergency plans are twofold: mechanical and medical. As a driver, you should have an emergency plan in place in case of a mechanical breakdown. An emergency road service such as AAA would be beneficial as well as a cell phone. You are not reimbursed for any mechanical problems.

Remember: The upkeep of YOUR vehicle is your responsibility.

It is important to have an emergency plan in place with the consumer and the Community Inclusion Driver program in the event your passenger should experience a medical problem. Your passenger should provide you and the provider with profile information on his or her condition (such as medications and allergies) and who to call in case of an emergency. All parties must be prepared to act quickly if an emergency situation presents itself.

Paperwork/Record Keeping

You will be responsible for providing information about yourself when you volunteer for the program. This may include a copy of your driver's license, insurance card, inspection information, and emergency contact. You will also be required to keep good records of the trips you provide. Remember, good record keeping will make the program operate better for everyone.



Being a Good Driver

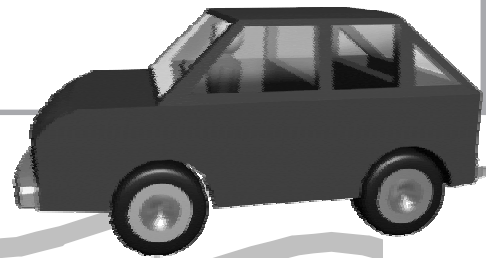
Used correctly, the Community Inclusion Driver strategy can take individuals with disabilities exactly where they need to go—work, job training, college, the doctor, the grocery store, community or church events, and to the movies.

Good communication is the key to a successful Community Inclusion Driver program. You should be straightforward with the consumer and the transportation provider. You should understand your responsibilities in the program, for example, being on time. You should be informed on liability issues, safety issues, and procedures. You should be clear in receiving information and guidance from your passenger. You should be available for training and flexible when possible with your scheduling. And always remember to “buckle up” when you ride in any vehicle, and please do not “drink and drive.”

For more information, contact your local transportation provider:



Identifying label can be attached here.



Your Agency's Name
Your Agency's Address
Your Agency's City, State and Zip

Postage

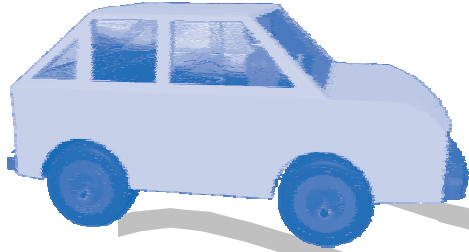
The Interested Driver
The Driver's Address
The Driver's City, State, and Zip



Creating solutions, changing lives.

The Community Inclusion Driver Strategy:

Assisting People with Disabilities
Living in Rural Areas
in Finding Personal Transportation



A Guide for Consumers

Transportation has always been a challenge for people with disabilities living in remote rural areas. If you are a person with a disability living in a rural area, you know how hard it can be to be a part of your community. You may have difficulty finding transportation to work, to the doctor, to the grocery store, to college, or to other community activities.

The ADA and Transportation

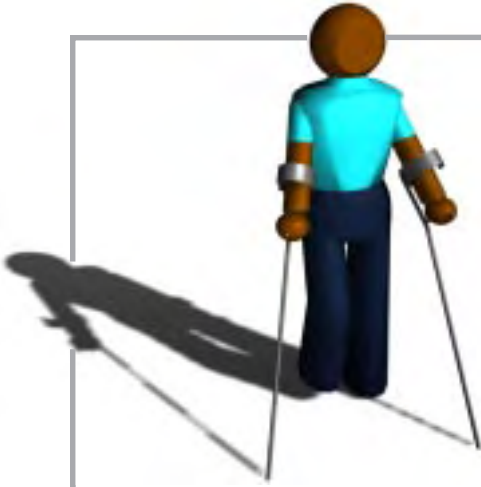
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The ADA defines a person with a disability as someone who has a physical or mental impairment that substantially limits that person in a major life activity, such as working, seeing, hearing, breathing, learning, speaking, walking, self-care, and manual tasks.

The ADA recognizes that individuals with disabilities have the same fundamental rights afforded to all U.S. citizens under the Constitution even if they live in rural communities where there is no organized transportation.

The Community Inclusion Driver

The Community Inclusion Driver strategy is a system for helping you find and secure transportation in your rural community. It is an arrangement that brings together YOU (a person with a disability), a transportation provider, and an independent driver in a negotiated agreement for providing transportation services in remote rural areas where public transportation services can not be expanded or do not exist.



How Does the Community Inclusion Driver Strategy Work?

Your local transportation provider has agreed to work with people with disabilities in your community to secure personal transportation in areas where there is limited or no public transportation available to people with disabilities.

If you are a person with a disability living in a rural area with the need for transportation, you may qualify for the Community Inclusion Driver program being sponsored by your local transportation provider.

Eligibility and Training

When you apply to participate in the program, you will be asked to provide documentation of your disability, such as a doctor's statement or proof you have met some other disability determination requirement for an agency such as Vocational Rehabilitation or Medicaid. Other eligibility requirements may depend on the participating transportation agency, its funding sources, administration of the program, and the area being served.

Once you are determined eligible, you will be briefly trained by the transportation provider on how to use the program and on safety issues.

Helping to Find Drivers

You may be asked to identify individuals with dependable vehicles you know who might be interested in being drivers. These people might be family members, friends, neighbors, or people in your community with the time and the interest in providing rides to people with disabilities. These drivers will be reimbursed for their mileage.

To be eligible to be a driver, a person must meet license, vehicle, insurance, safety, and other requirements set by the transportation provider. The vehicle they intend to use must pass operation and safety requirements. Drivers will receive training in program procedures and emergency planning.

Once you have been accepted into the program and a driver has been identified, a transportation provider representative will meet with both you and the driver so you can sign an agreement.

Important Issues for You

Your Special Needs

People with disabilities come in all shapes and sizes and have different needs and requirements. Assist the transportation provider and the driver in helping you with your transportation needs. Do you use a wheelchair or a walker? Are you visually impaired and need help with forms? Are you hearing impaired and need access to a TTY? Do you take medication? Do you have seizures? These are all important things to know to best serve you.

Caretakers/Personal Care Attendants/Service Animals/Children

Some people with disabilities have a family member, personal care attendant, or service animal with them at all times. Please inform your transportation provider and your driver if you have a personal care attendant or service animal. You should also tell your transportation provider and driver if you are a parent and will have a child or children with you when you use transportation services. Knowing these things will prevent confusion for the provider, driver, and, more importantly, you.

Emergency Plan

It is important to have an emergency plan in place with the transportation provider in the event you should experience a medical problem. You should advise the provider of the person to be called in case of an emergency. All parties must be prepared to act quickly if an emergency situation presents itself.

Paperwork/Record Keeping

You will be responsible for providing information about yourself and your needs to the transportation provider as you apply for the program. You will also be required to keep good records of your trips. Please remember good record keeping will make the program operate better for everyone.





Being a Good Passenger

Used correctly, the Community Inclusion Driver strategy can take you exactly where you need to go—to work, job training, school, the doctor, the grocery store, a community or church event, maybe even the movies.

Good communication is also key to a successful Community Inclusion Driver program. You should be straightforward with the transportation provider. You should understand your responsibilities in the program. You should be informed on liability issues and on safety issues and procedures. You should be clear in giving information and guidance to your driver. You should be available for training and flexible when possible with your scheduling. And always remember to “buckle up” when you ride in any vehicle.

For more information, contact your local transportation provider:



Identifying label can be attached here.



Your Agency's Name
Your Agency's Address
Your Agency's City, State and Zip

Postage

The Interested Consumer
The Consumer's Address
The Consumer's City, State, and Zip



Creating solutions, changing lives.

