People with disabilities are not able to get where they need to go on their schedule.

Lack of transportation can mean people with disabilities are unable to commute to work, get to medical and other necessary appointments, conduct civic business (court house, post office, polling places), go grocery shopping, or visit family and friends.

Barriers to transportation for people with disabilities include; limited transportation on weekends and evenings, transportation options or routes not going where people need to go, rides being canceled or not arriving on time, and lack of accessible transportation.

Other barriers to transportation include high fares or unaffordable rates, one-ride one purpose programs that do not allow people to use the same ride to accomplish multiple tasks, fragmented transportation systems that fail to connect to each other (between towns, across county lines etc.).

If rides don’t come or are late, it can cause other disruptions in an individual’s life. Increased costs can result when more transportation must be scheduled, appointments are missed, or jobs are lost because unreliable transportation makes commuting impossible.
Recommendations

Direct DHS to require inclusion of transportation as a component of employment outcomes for long-term care (Family care or IRIS) participants and establish three to six commuter pilot programs for long participants who are working in community integrated employment or receiving community integrated employment services that are anticipated to result in a community integrated job compliant with the home and community based settings (HCBS) settings rule within the timeframe of the pilot project.

Reform the Non-Emergency Medical Transportation (NEMT) brokerage to ensure pay for performance billing for all NEMT rides, establish additional criteria for the NEMT broker, and establish independent oversight and quality assurance of NEMT services.

Incentivize a regional approach to transportation by creating statutory language allowing counties and municipalities to pool and coordinate existing sources of public and other transportation funding, and creating appropriation lines specifically for regional entities pooling funding to create, expand, and maintain public transportation capacity within the region.