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Transportation is one of those services that is difficult to access, yet so important for many individuals with spinal cord injury. There has been an increase in paratransit programs in many of our cities, yet there are still many problems. Some cities don't have good services for wheelchairs, especially during non-standard (evenings or weekends) hours; others have trip limits (number of trips/month or destinations); others will only transport to and from medical appointments; others require advance notice.

With all of these restrictions, accessing these transportation resources can be challenging. As with many of the other resources listed in this guide, it helps to be clear, concise and persistent when dealing with these organizations.

### **TRANSPORTATION INFORMATION**

#### **Information and Referral Services**

408/345-4532

800/255-9333

1275 S. Winchester Blvd., Suite A

San Jose, CA 95128

- County-wide paratransit information

### **AMBULANCE SERVICE**

#### **American Medical Response**

650/652-5300

800/847-3148

1616 Rollins Rd.

Burlingame, CA 94010

- Ambulance services for the Greater Bay Area

#### **Bayshore**

408/244-3300

370 Hatch Drive

Foster City, CA 94404

- Pick-up from Santa Clara, San Mateo, and San Francisco counties and will transport anywhere in California

#### **BayTrans**

408/565-9000

- Transport anywhere 7 days, 24hrs.
- Round-trip \$70.00 + \$3.00 a mile
- One-way \$35.00 + \$3.00 a mile
- Visa, Mastercard, MediCal, cash, check

## 25. Transportation & Travel Resources

### California Medical Transport (CMT)

408/977-0911

- Transport anywhere by guerney
- Round-trip \$80.00 + \$2.50 mile
- One-way \$40.00 + \$2.50 mile
- Visa, Mastercard, cash, check, insurance with authorization number

### 1st Call Plus

408/287-2273

- Local transportation only
- 7 days a week with one day notice
- Round-trip \$60.00 + \$1.00 mile first 10 miles, \$2.00 additional mile
- One-way \$40.00 + \$1.00 mile first 5 miles, \$2.00 additional mile
- Check or cash payment

### MV Transportation

408/292-3600

- Service area includes all of California

### SPECIALIZED DOOR-TO-DOOR SERVICE (Paratransit)

#### Community Service Agency of Mountain View/Vantrans Program

650/968-0851

204 Stierlin Rd.

Mountain View, CA 94043

- Provides escorted transportation via staff and volunteers to residents of Los Altos, Los Altos Hills and Mountain View who qualify for the service. Call the office for enrollment and information. Transports both ambulatory and persons in wheelchairs. Register by phone. Minimum fee: \$6.00 each way. 1 - 2 month waiting list

### Outreach

408/436-2865

To schedule rides: 408/436-4860

Gilroy Senior Center: 408/683-2688

Milpitas Senior Center: 408/942-2476

97 E. Brokaw Rd., Suite 140

San Jose, CA 95112

- Serves residents of Santa Clara County. Taxi service is available 24 hours/day, 7 days/week. Van service is available to those who use a wheelchair and are unable to ride in a taxi. Serves South County residents from 8 am to 5 pm, Monday through Friday. Call the office to enroll. There may be a waiting list for service. Need to give 1 working day notice prior to scheduled appointment. Languages spoken are: Tagalog, French, Greek, Italian, Native American dialects, Spanish and Vietnamese

## 25. Transportation & Travel Resources

### **Protrans**

408/448-7449

2423 Meridian Ave.

San Jose, CA 95124

- Serves Santa Clara County

### **Santa Clara County Valley Transportation Agency (VTA)**

408/321-2300

800/894-9908

3331 North First Street, Bldg. B

San Jose, CA 95134

- Provides information on buses and the Regional Transit Connection Discount Card Program

### **Mobility Training Program (Bus)**

831/423-3868

Santa Cruz Metro Transit District

920 Pacific Ave., Suite 21

Santa Cruz, CA 95060

Website: <[www.scmpd.com](http://www.scmpd.com)>

- Training in riding the bus system

## **TRAVEL RESOURCES**

### **Agencies**

#### **Accessibility Travel Services**

610/873-5759

1042 Hopewell Rd.

Downingtown, PA 19355

#### **Access First Travel**

800/557-2047

781/322-1610

239 Commercial Street

Malden, MA 02148

E-mail: [accessfir@aol.com](mailto:accessfir@aol.com)

#### **Access Tours**

800/929-4811

P.O. Box 499

Victor, ID 80455

## 25. Transportation & Travel Resources

### **Accessible Adventures**

888/880-0222

802/496-2252

P.O. Box 888

Village Square RT 100

Waitsfield, VT 05673

Website: <[www.AccessibleAdventures.com](http://www.AccessibleAdventures.com)>

### **Accessible Journeys, Inc.**

800/846-4537

610/521-0339

FAX: 610/521-6959

35 West Sellers Ave.

Ridley Park, PA 19078

Website: <[www.disabilitytravel.com](http://www.disabilitytravel.com)>

### **ADA Vacations Plus**

800/778-7953

651 N. W. 31 Street

Miami, FL 33127

E-mail: [medical@adavacationsplus.com](mailto:medical@adavacationsplus.com)

Website: <[www.adavacationsplus.com](http://www.adavacationsplus.com)>

### **Alaska Welcomes You! Inc.**

800/349-6301

907/349-6301

P.O. Box 91333

Anchorage, AK 99509

Website: <[www.accessiblealaska.com](http://www.accessiblealaska.com)>

### **Alternative Leisure Company, Inc.**

Trips Unlimited

781/275-0023

9 Elmbrook Rd.

Bedford, MA 01730

Website: <[www.alctrips.com](http://www.alctrips.com)>

### **Arizona Raft Adventures**

800/786-RAFT

520/526-8200

4050 E. Huntington Dr.

Flagstaff, AZ 86004

Website: <[www.azraft.com](http://www.azraft.com)>

## 25. Transportation & Travel Resources

### **Breckenridge Outdoor Education Center**

970/453-6422

P.O. Box 697

Breckenridge, CO 80424

Website: <[www.boec.org](http://www.boec.org)>

### **Challenge Alaska**

907/344-7399

907/563-2658

P.O. Box 110065

Anchorage, AK 99511-0065

### **Cruise Planners**

800/801-9002

603/942-5697

70 Garland Rd.

Nottingham, NH 03290

Website: <[www.Love2cruise.com](http://www.Love2cruise.com)>

### **Discovery Hills Travel**

800/750-5975

760/744-6536

886 Overlook Circle

San Marcos, CA 92069

Website: <[www.discotravel.com/ruby](http://www.discotravel.com/ruby)>

### **Easy Access Travel**

800/920-8989

909/372-9595

5386 Arlington Ave.

Riverside, CA 92504

E-mail: [ezaccess@earthlink.net](mailto:ezaccess@earthlink.net)

### **The Enabled Traveler**

916/364-1365

Tuff Tours

P.O. Box 276244

Sacramento, CA 95827-6244

## 25. Transportation & Travel Resources

### **International Cruise Concepts**

800/772-7998  
303/797-3404  
P.O. Box 163  
Littleton, CO 80160

### **Medically Escorted Cruises and Tours**

877/226-3218  
954/491-2223  
915 East Cypress Creek Rd.  
Fort Lauderdale, FL 33334  
Website: <[www.assistedtravel.com/home.html](http://www.assistedtravel.com/home.html)>

### **National Ability Center**

435/649-3991  
P.O. Box 682799  
Park City, UT 84068-2799  
Website: <[www.nationalability.org](http://www.nationalability.org)>

### **Neverland Adventures**

800/717-UCAN  
619/696-6068  
715 "J" Street, Suite 201  
San Diego, CA 92101  
Website: <[www.neverland-adventures.com](http://www.neverland-adventures.com)>

### **Travel Turtle Tours**

800/453-9195  
203/746-5577  
240 Main St.  
Danburn, CT 06810

### **TRIPS Inc.**

800/686-1013  
541/686-1013  
960 East 19th Street  
Eugene, OR 97403  
Website: <[www.tripsinc.com](http://www.tripsinc.com)>

## 25. Transportation & Travel Resources

### **Wilderness Inquiry**

800/728-0179

612/379-3858

1313 5th Street SE

P.O. Box 84

Minneapolis, MN 55414-1546

Website: <[www.wildernessinquiry.org](http://www.wildernessinquiry.org)>

### **Worlds of Travel**

770/698-8444

Four Winds Travel and Tour

Co. 9 Dunwoody Park, Suite 11

Decatur, GA 30338

## **OTHER TRAVEL RESOURCES**

### **Organization for the Promotion of Access and Travel for the Handicapped**

813/932-0916

P.O. Box 15777

Tampa, FL 33684

- Organization that promotes accessible travel accommodations for travelers with disabilities

### **Mobility International USA**

541/343-1284

P.O. Box 10767

Eugene, OR 97440

- Non-profit organization dedicated to integrating international exchange programs for persons with disabilities
- Publish quarterly newsletter

### **Travel Industry and Disability Exchange (TIDE)**

818/343-6339

5435 Donna Ave.

Tarzana, CA 91356

- Non-profit organization dedicated to the development and expansion of travel by people with disabilities
- Operates Nautilus Tours which specializes in independent travel and tours for wheelchair travelers
- \$15.00 annual membership
- Publish quarterly newsletter - *Tide's In*

## 25. Transportation & Travel Resources

### BOOKS, NEWSLETTERS AND MAGAZINES

#### *Access America*

Northern Cartographic, Inc.

P.O. Box 133

Burlington, VT 05402

- An atlas and guide to the national parks for visitors with disabilities

#### *Access Amtrak: A Guide to Amtrak Services for Travelers with Disabilities (1998)*

Office of Amtrak Access

800/USA-RAIL

202/906-2121

FAX: 202/906-2500

2W, 60 Massachusetts Ave. NE

Washington, DC 20002

Website: <[www.amtrak.com](http://www.amtrak.com)>

- Free guide that provides information about reservations, discounts, ticketing, accessible coaches, sleeping accommodations, meals, service animals and other concerns of travelers with disabilities

#### *Access to Travel Magazine*

888/439-4146

P.O. Box 43

Delmar, NY 12054

Website: <[www.accesstravelmag.com](http://www.accesstravelmag.com)>

#### *Easy Access to National Parks*

The Sierra Club Guide for People with Disabilities

Miramar Communications

P.O. Box 8987

Malibu, CA 90265-8987

#### *Emerging Horizons*

C & C Creative Concepts

209/599-9409

P.O. Box 278

Ripon, CA 95366

- Quarterly newsletter

## 25. Transportation & Travel Resources

*Fodor's Great American Vacations for People with Disabilities (1996)*

Anto Howard and Donna Comacchio

Fodor Travel Publications

800/733-3000

Random House Order Department

400 Hahn Rd.

Westminster, MD 21157

Website: <[www.randomhouse.com](http://www.randomhouse.com)>

*The Handicapped Travel Newsletter*

P.O. Box 269

Athens, TX 75751

- \$10.00 per year

*The Itinerary*

Subscription Dept.

P.O. Box 1084

Bayonne, NJ 07002-1084

*Open World*

Society for the Advancement of Travelers with Handicaps

212/447-1928

347 Fifth Ave., Suite 610

New York, NY 10016-5010

Website: <[www.sath.org](http://www.sath.org)>

- Quarterly publication

*Over the Rainbow*

Mobility International USA

541/343-1284

P.O. Box 10767

Eugene, OR 97440

- Quarterly newsletter

## 25. Transportation & Travel Resources

### *Travel After Spinal Cord Injury*

National Spinal Cord Injury Association Fact Sheet #15

800/962-9629

301/588-6959

FAX: 301/588-9414

The Zalco Building

870 Georgia Ave., Suite 500

Silver Spring, MD 20910

E-mail: [NSCIA2@aol.com](mailto:NSCIA2@aol.com)

Website: <[www.spinalcord.org](http://www.spinalcord.org)>

### *Travel Notes*

Accessible Journeys, Inc.

800/846-4537

610/521-0339

FAX: 610/521-6959

35 West Sellers Ave.

Ridley Park, PA 19078

Website: <[www.disabilitytravel.com](http://www.disabilitytravel.com)>

- Quarterly newsletter

### *The Very Special Traveler*

TVST P.O. Box 756

New Windsor, MD 21776

### *A World of Options: A Guide to International Exchange Community Service and Travel for Persons with Disabilities (1997)*

Christa Bucks

Mobility International USA

541/343-1284

P.O. Box 10767

Eugene, OR 97440

- Ideas and resources to promote the involvement of people with disabilities in international exchange programs

# 25. Transportation & Travel Resources

## ON-LINE RESOURCES

### Accessible Traveler's Database

#### Project Action

800/659-6428

202/347-3066

700 13th Street, Suite 200

Washington, DC 20005

Website: <[www.projectaction.org](http://www.projectaction.org)>

- Lists accessible van rental companies, private bus tour companies with accessible vehicles, accessible taxis, and information on airport transfers, hotel shuttles and travel agencies in areas throughout the US

### AccessAble Travel Source

Website: <[www.dbserver.accessable.com/accessable/agents.cfm](http://www.dbserver.accessable.com/accessable/agents.cfm)>

- Database of travel agents around the world

### Accessible Travel Section

Moss Rehab ResourceNet

Website: <[www.mossresourcenet.org/agencies.htm](http://www.mossresourcenet.org/agencies.htm)>

- Maintains a list of specialized travel agencies

### Everybody's Airline Directory Website

Website: <[www.everybody.co.uk](http://www.everybody.co.uk)>

- Lists the world's major airlines and information on their arrangements for passengers with disabilities

### Global Access Travel

Website: <[www.globalaccess.com.au](http://www.globalaccess.com.au)>

- On-line information service for people with disabilities looking to travel to Australia

## ACCESSIBLE VAN RENTALS

### Priceless Rent-A-Car

Accessible Transportation Department

800/662-8322 x403

Website: <[www.pricelesscar.com](http://www.pricelesscar.com)>

### Rainbow Wheels

800/910-VANS

Website: <[www.rainbowwheels.com](http://www.rainbowwheels.com)>

- Nation-wide rentals
- Short or long term

## 25. Transportation & Travel Resources

### **Wheelers East, Inc.**

800/862-7475

215/647-4090

FAX: 215/296-7203

- Van rentals in Pennsylvania, Washington, DC, Delaware, New Jersey, Maryland, Connecticut, New York and Virginia

### **Wheelchair Getaways**

800/642-2042

Website: <[www.wheelchair-getaways.com](http://www.wheelchair-getaways.com)>

- Nationwide rentals
- Short and long term rentals

## **AIR TRAVEL**

All airlines are mandated by law to be wheelchair accessible. Wheelchair travelers are entitled to all the comforts and accommodations of non-wheelchair travelers. Assistance boarding and deboarding the plane as well as proper storage of your wheelchair should be arranged prior to departure date. Each airline may have slightly different reservation procedures, so a list of the major airlines with reservation numbers is included below. If you are traveling with an attendant or using a ventilator, make sure the airline is clear about all your needs.

- |               |              |
|---------------|--------------|
| • Alaska      | 800/426-0333 |
| • American    | 800/433-7300 |
| • Continental | 408/280-5353 |
| • Delta       | 800/221-1212 |
| • Northwest   | 800/225-2525 |
| • Southwest   | 800/435-9792 |
| • TWA         | 800/221-2000 |
| • United      | 800/241-6522 |
| • USAir       | 800/428-4322 |

## 25. Transportation & Travel Resources

### BUS

Greyhound bus line is accessible to wheelchair travelers. Reservations need to be made 48hrs. in advance but four to seven days is preferred. Once reservations are made, the disabled services department needs to be informed of your travel dates, times and special needs. Companions or attendants travel free.

- **Greyhound Bus lines**

800/231-2222 (English)

800/531-5332 (Spanish)

Reservations: 800/231-2222

Disabled services: 800/752-4841

### TRAIN

Each train is mandated to have at least four available accessible compartments. The rooms are bigger and have larger bathrooms. Accessible compartments sleep two. If the dining car is on the second deck, you will need to "order in."

- **Amtrak**

800/872-7245

### CRUISE

Cruise ships are also a viable mode of transportation. The cabins are larger and all the decks are wheelchair friendly. See travel agencies for more information on reservations and cruise destinations.

