

Protection and
Advocacy System
for New Hampshire

Problems with Transportation? Where to Turn for Help

The Disabilities Rights Center is dedicated to eliminating barriers existing in New Hampshire to the full and equal enjoyment of civil and other legal rights by people with disabilities.

DISABILITIES RIGHTS CENTER

I DON'T DRIVE. WHERE CAN I GO FOR HELP TO FIND TRANSPORTATION?

If you need transportation and you are a client of an area agency for developmental services or a community mental health center, you can get help from your case manager.



If lack of transportation is a major problem in your life, you are not alone. Many people with disabilities in New Hampshire who don't drive or don't own a car struggle with this problem. Public transportation in New Hampshire is provided in a few of the larger cities and towns, and very few other places. Unfortunately, this problem is real, and a good solution has not yet been reached. However, there are some places you can go for help with transportation. The resources tend to vary by community, so this pamphlet can't list all of the options.



www.drcnh.org

Disabilities Rights Center

18 Low Avenue
Concord, NH 03301

Phone: 603-228-0432 or
1-800-834-1721 (voice/ TTY)
Fax: 603-225-2077
Email: advocacy@drcnh.org



DOES THE DRC HELP WITH TRANSPORTATION PROBLEMS?

The DRC may be able to help you if you are experiencing discrimination in transportation due to a disability, such as:

- You have a service animal and were refused service from a bus or taxi.
- The city bus system is inaccessible to you
- Your child receives special education and the school fails to provide transportation as a related service
- The paratransit system refuses to pick you up because of your disability

I WANT TO FILE A COMPLAINT ABOUT TRANSPORTATION DISCRIMINATION. WHERE DO I GO?

You can file a complaint concerning a violation of the Americans with Disabilities Act with:

Departmental Office of Civil Rights
U.S. Department of Transportation
400 7th Street, S.W.
Washington D.C. 20590
202-366-4648

For planes and trains, there are different agencies that handle complaints.

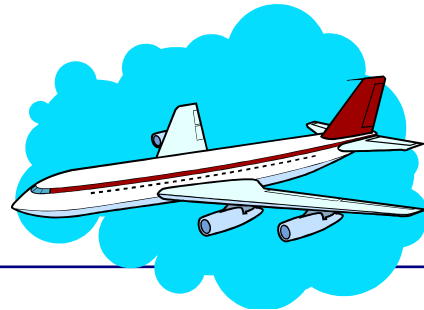
Federal Railroad Administration

ROA-10
Office of Civil Rights
1120 Vermont Ave., NW
Washington, DC 20590
202-493-6010 (Voice)

Federal Aviation Administration

ACR-4, Room 1030
Office of Civil Rights
800 Independence Ave., SW
Washington, DC 20591
202-267-3258 (Voice)
202-267-9730 (TTY)

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WILL MEDICAID OR MEDICARE PAY FOR TRANSPORTATION TO MEDICAL APPOINTMENTS?

MEDICAID:

Yes. Transportation by common carrier, private individual, ambulance and wheelchair van service, are covered if necessary for the person to get to and from necessary medical appointments.

MEDICARE:

Not usually. Medicare generally does not cover transportation to get routine health care. Medicare pays for limited ambulance services.



Many local communities have informal or agency transportation systems. Community Action Programs (CAPs) often offer accessible bus or demand response (dial-a-ride) services for seniors and individuals with disabilities.

CAP of Belknap-Merrimack Counties
Concord
603-225-3295

Southwestern Community Services
Keene
603-352-7512

Tri-County CAP
Berlin
603-752-7001

Rockingham County Community CAP
Portsmouth
603-431-2911
1-800-556-9300

Strafford County Community Action Committee
Dover
603-749-1334

You can also get information and referrals for transportation and other assistance from:

New Hampshire Helpline: 1-800-852-3388

ServiceLink: 1-866-634-9412

WILL VOCATIONAL REHABILITATION PROVIDE TRANSPORTATION?

VR may provide transportation as needed during the VR program for completion of the employment plan.