Living After Stroke: Mobility and Transportation Options After Stroke

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Where to begin

- Start by asking family and friends about the services they use. What are their recommendations, experiences and cautions?
- Information about many transportation organizations is on the Internet. Do your best to find assistance in navigating the Internet if you need it.
- Many transportation providers have telephone numbers, but be prepared to reach an automated system.
- Always have paper and pencil ready to take notes.
- Keep a list of who you have called—it’s easy to call the same place more than once. If you leave a message and receive a call back, this list can help you keep track of the information you receive from each specific transportation provider.
- Do your best to keep an open mind and be flexible. You may want to travel at 10 a.m. but a ride may only be available at noon.

Contact local transportation providers

- Local trips are provided by local transportation providers. Many of the phone numbers I’ve given you are for national organizations that will connect you with local transportation providers. If you call them, be sure to tell them where you live (city/state) and where you want to go.
- Search “transportation” in the yellow pages or phone directory.
- Dial your local 211 or 311 service. Follow instructions for transportation options.
- Use the Internet to search the following key words: transit, transportation, transportation assistance and volunteer drivers.
- For older adults, contact your state or local Administration on Aging at http://www.aoa.gov/AoA_programs/OAA/How_To_Find/Agencies/find_agencies.aspx or use the Eldercare Locator at http://www.eldercare.gov.
- For veterans, contact your local Veterans’ Service Organization (VSO) at http://www.va.gov/vso/.
Questions to ask transportation providers
While the questions you ask will depend on your destination, the transportation provider and any assistance you may need on the trip, you can review these and customize them to meet your needs.

- Do you provide service from my origin to my destination?
- What are your hours of operation?
- What is the cost of the trip?
- What type of payment do you accept (cash, tokens, credit card, etc.)?
- Do you accept any type of insurance?
- How far in advance do I need to schedule a trip (for private transportation)?
- Where can I find a schedule (for bus, train or ferry)?
- Can I use my cane, walker or other mobility device?
- I can fold my mobility device. Will it fit in the vehicle?
- I've never used the bus, train or ferry. Do you have a travel trainer that can show me how to use it? Is there a charge for this service?
- Does the vehicle have steps?
- If the vehicle is a bus, does it have a ramp, lift or “kneel”?
- I'd like to practice getting on and off the bus using the ramp/lift. Can I do this on an out-of-service bus?
- Can I get assistance from the driver to get in and out of the vehicle?
- Can the driver assist me? What type of assistance can I get—will the driver help me to the curb? To my door? Through my door?
- Can the driver assist me with packages? What type of assistance—will he unload them on the curb? Bring them to my door? Through my door?
- Will I be the only one on the vehicle or will I share the ride with other passengers (for private transportation)?
- Can I bring a friend or family member with me? Is there an additional charge for this person?
- How long will I be on the vehicle for this trip?
- Where do I have to wait for the vehicle?
  - At my home? Will I receive a telephone call or do I need to wait outside?
  - At a bus stop? Is there a shelter with seats?
- What is your cancellation policy?