

Ann Arbor Center for Independent Living

University of Michigan
Model SCI Care System

Michigan Resource Guide
for Persons with Spinal Cord Injury



Transportation and Travel

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Introduction

Today, more individuals with physical disabilities are traveling than ever before. With changes created by the Americans With Disabilities Act and the increased demands placed by customers, you'll find an array of options for transportation and travel, around town and in faraway places.

Remember to ask the right questions when preparing for a travel experience. Having a physical disability may make one more vulnerable to the consequences of misinformation.

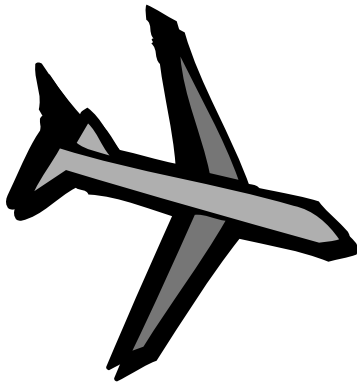
- Clarify and particularize your needs to each travel situation.
- Changes can occur and mistakes get made, so be prepared. Have a "plan B" in mind in case things need to be changed mid-trip.
- Remember, there is no substitute for vigilance when planning a trip. Thorough and clear follow-up with travel agents is often imperative. People need to know exactly what you need, so they can best help.

Included in this resource guide are a variety of websites that will help you answer the questions: "Where do I want to go, and how will I get there?" Once you know, you'll be "on the go!" See, visit, enjoy! Happy trails!

People In Action

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SCI access

New Airport a Big Improvement, Especially for Wheelchair Users



by Glen Ashlock

The new Northwest Airlines terminal at Detroit Metropolitan Airport is definitely an improvement over the old Davies terminal, both in general, and more specifically, for wheelchair users. Overall, it's a more user-friendly structure, from the covered curbside check-in, to the smooth-riding trams, to the roomier waiting areas near the gates. Here is one wheelchair user's experience of "the new airport" on a recent visit.

Valet Parking Is Easiest

All parking for the new terminal is in one structure. There are different levels and price options (for example: long-term, short-term, economy, valet). Handicap parking spaces are spread out across all levels of the parking structure. The level for international arrivals is recommended for people with vans, as it has more overhead clearance. There is a wheelchair symbol on the signs for the international levels.

Regardless of where you park, you need to go to level 6 to take the enclosed pedestrian bridge into the airport. There is a moving walkway from the elevators on level 6 to the central parking lobby near the pedestrian bridge. The parking lobby has baggage check-in and e-ticketing machines. If you bring your parking receipt, you can pre-pay at one of the machines on the way out to avoid waiting in line when leaving the structure.

The new parking structure is big, very big. Even from a handicap spot near the elevator, you can have a long way to go to the baggage check-in. The

airport spokesman I talked to suggested that people who need help getting around or moving bags get a family member to drop them off at the door (so not everything has changed).

The closest and easiest parking option is to use valet parking, especially if you have luggage. Follow the valet parking signs and you can drop your car off right next to the baggage check-in area at the pedestrian bridge on level 6. If you have the free-parking validation on your handicap permit (the yellow sticker), valet parking is free. Any handicap parking permit will get you out of the other parking levels for free, even without the validation.

Security Still Includes Hand Search

The pedestrian bridge is uphill from the parking garage to the airport. It is not especially steep, but it is long, and may be difficult for some wheelchair users. If you have your ticket and have checked your luggage, you can go directly to the security check-in just across the bridge on the gate level. My guide suggested that you can

avoid the sometimes long lines at the gate level security by going through security on the ticketing level. Unfortunately, on the day I visited the airport, the ticketing-level elevator inside security wasn't working, so we had to go back down to the gate-level security.

For wheelchair users, the security procedure is familiar. You have to go around the metal detectors for a hand search. However, instead of having me wait for someone to get around to searching me, they temporarily shut down the x-ray line so the man running the line could screen me and get me through quickly.

Spacious Inside Is a Mile-Long Wheelchair Roll

The ticket counters are still at forehead level for most wheelchair users, but they now all have an appropriate height shelves for our use. The e-ticket machines are easy to get to, but they do not have openings below them to allow you to pull up and face the screen. The good news is that some of the machines are attended and the staff will be happy to assist anyone who has difficulty using them. The

bad news is that the attended machines are in the bank farthest away from the elevators. The e-ticket machines do not have auditory output or other accommodations for low-vision or blind users.

All of the phone banks have at least one phone on the end that is easily accessible to wheelchair users. However, I noticed that at one of the banks a wheelchair was stored on the end in front of the phone and at another, a magazine rack was positioned where it blocked access. TDD phones are located throughout the airport but not at each phone bank.

The commuter planes now are boarded from a tunnel to the door, as on the larger planes. This saves the bus trip from the terminal to the plane (along with the lift ride into and out of the bus) and the sometimes scary hand-crank lift into the plane. The tunnel that takes you to the commuter terminal requires an elevator trip at each end and a ride on the moving walkway. There is a music and light show that flashes across the walls and ceiling that makes it worth the trip.

The restrooms are all fully accessible and family restrooms are available near most of the standard restrooms. The "regular" stalls are a foot deeper than normal to make room for luggage. Hopefully, this will mean the wheelchair accessible stalls will actually be available for wheelchair users.

The main terminal is quite attractive, and spacious. The central part contains a fountain made by the same company that made the one in front of the Bellagio hotel in Las Vegas. (Again they were working out bugs and it was not working the day I was there.) There is much more seating and space to move around in. It is also very, very, long (approximately one mile). There is no carpeting, so pushing around is much easier than in the old airport. Wheelchairs are available in the terminal at the ticket counters or at curbside check in at the passenger drop off levels. At either location, a sky cap can be contacted to provide assistance getting to your gate. It is not necessary, but they recommend that you contact the airline that you are flying in advance to let them know you will need

assistance when you arrive at the airport.

There are moving walkways and a tram that help make it easier and faster to get around in the terminal. The walkways are 56 inches wide and there are no prohibitions against wheelchairs as in many places. However, even with the extra width there is not much room to pass or be passed by people with luggage. The thresholds on the walkways are not too big but do require a little care to go up at the end. They are well marked with high-contrast yellow and there are flashing lights and a spoken warning as you approach the end.

The tram is elevated and runs the length of the terminal, with stations in the middle and at both ends. Signs for the tram tell you whether it would be faster to take the tram or walkway from your position to your gate and how long until the next one arrives. The tram cars have no designated wheelchair seating but there is plenty of room. I would recommend entering at the ends of the cars for extra space. There are only seats on one side of the cars, so finding a seat may be difficult. There are

grab bars everywhere for people who are standing. The ride is very smooth and the start and stop are gradual enough that holding your position is not too hard. Also, there is a spoken warning before the car comes to a stop. The thresholds are flat and getting on and off the car is easy. Information about the stations and gates is both visual and spoken.

If you're used to the old terminal, getting around the new terminal will probably be a little confusing at first, but should get easier with time. The elevator signs are not always obvious, but they are not too hard to find if you have been doing this for a while. While a bank of elevators is available to get between levels, I would still expect some waiting during the busier times.

Overall, the new terminal is immensely nicer, much easier to get around in, and generally quite accessible. I would recommend getting there early the first time you go so that you have time to find your way around and check the place out.

For more information before you go you can call **Detroit Metro Airport**

734-247-7678

Parking information

800-642-1978

Adaptive Driving



**University of Michigan
Health System
DRIVE-ABILITY
PROGRAM**

Paula Kartje, OTR, CDRS
Manager,
MedRehab OT &
Drive-Ability Program
734-998-7911
kartje@umich.edu



On the road to recovery, driving is a very important component in the return to independent functioning. The ability to drive provides both a sense of freedom and independence, as well as greater options for mobility. After a spinal

cord injury, you may face limitations that change the way you drive, but there are many options for adaptive driving depending on your needs. The key to a smooth transition back to safe driving is knowing the steps to follow in the process.

1. Be evaluated to determine your capability to drive.

A clinical driving evaluation and on road test done by an occupational therapist or certified driving instructor is recommended to assess your physical abilities (range of motion, strength, coordination, reaction time and transfer skills), vision, driving behaviors/needs and, if indicated, cognitive/perceptual skills.

Many large hospitals and rehabilitation facilities offer driving evaluation services.

The Drive-Ability Program at the University of Michigan Health System is one such program 734-998-7911.

To locate a qualified evaluator in your area, contact the **Association of Driver Rehab Specialists (ADED)** www.driver-ed.org
2425 N. Center St.
#369
Hickory, NC 28601
877-529-1830

2. What vehicle is most appropriate for you...sedan vs. van?

If you are considering a sedan, you must be able to do the following:

- Lock and unlock the door
- Open and close the door
- Transfer to and from the wheelchair
- Store and retrieve the wheelchair (independently or with use of a wheelchair loading device)

If you are unable to manage these functions, there are many options available for driving a van. A driving rehabilitation specialist can assist you in making the correct choice.

3. Get specific equipment recommendations and training.

An experienced evaluator will be able to determine the equipment that is necessary for you to drive based on your physical abilities and personal/family needs. The evaluator will need to know if you have a current vehicle that you plan to drive or if you are looking for recommendations as to an appropriate vehicle. The type of wheelchair you are using also becomes an important factor in some situations.

Based on your physical abilities, they will recommend whether you should transfer to the driver's seat versus driving from your wheelchair. As a rule of thumb it is thought to be safer to drive from the manufacturer's seat in the vehicle if you have the choice. If you are capable of transferring, then the question becomes how you will manage getting your wheelchair into the vehicle.

Once those issues are resolved, the evaluator will orient/train you to the equipment in their adapted vehicle and

assess your actual driving skills on the road. They will determine how much training is necessary. They should also generate an actual equipment prescription outlining the necessary equipment and their recommended position in the vehicle.

4. Have your vehicle properly equipped for your needs.

Because of the high cost of equipment and vehicle adaptations, it is worth your time to get estimated costs and check out several vendors before making a decision on who to use. It is best to keep modifications simple. Remember to also check out their service departments as you will likely want this company to service your vehicle/adaptive equipment.

Once your vehicle is ready, be sure to take it on a test drive and evaluate its conformance with the prescription and your specific needs.

Recommended vendors in Michigan/Northern Ohio are included in a listing below.

5. Complete a vehicle inspection/road test through the DMV.

In Michigan, the State does require that you obtain a favorable medical statement from your doctor indicating that you are medically stable and they support your return to driving with adaptive equipment. The Driver Assessment Office will schedule an appointment for you where they will inspect your equipment and assess your ability to safely drive your vehicle. They will then adjust your license to indicate that you are qualified to drive with adaptive equipment.

6. Other considerations:

Renting: You might consider renting an adapted/accessible vehicle if you are not able to make a decision about your vehicle yet. This may give you a chance to try different features to determine if they are right for you. This is also a good idea if you anticipate major changes in your functional abilities in a short period of time which may change your equipment needs.

Funding: The clinical driving evaluation, if performed by an occupational therapist in a hospital-based program, is often covered by medical insurance. The on-road evaluation is usually private pay, unless authorized by worker's compensation, auto no-fault insurance or vocational rehabilitation services. The average cost of a one hour road test is \$90-\$120.

The major auto makers offer rebate programs to help fund adaptive equipment/installation on new vehicles. They are as follows:

Ford Mobility Motoring Program
800-952-2248
www.fordmobilitymotoring.com

**Chrysler Corp
Automobility Program**
800-255-9877
www.automobility.daimlerchrysler.com

**General Motors
Mobility Program**
800-323-9935
www.gm.com/shop/services/gm_mobility

7. Resources for adaptive driving equipment information

ABLEDATA Database
www.abledata.com
800-227-0216

Access Unlimited
www.accessunlimited.com
A manufacturer/distributor of adaptive transportation & mobility equipment
800-849-2143

ADED- The Association of Driver Rehabilitation Specialists
www.driver-ed.org
877-529-1830

Bruno Independent Living Aids
www.bruno.com
A company that produces accessibility and mobility products (lifts)
800-972-5438

NEMEDA- National Mobility Equipment Dealer's Association
www.nmeda.org
A resource center for dealers and equipment available in local areas
800-833-0427

Mobility Works
www.mobilityworks.com
8175 Gratiot
Saginaw, MI 48609
866-711-5071

Mobility Works
www.mobilityworks.com
1965 E. Avis Drive
Madison Heights, MI 48371
248-616-3004
866-711-5071

Creative Controls, Inc.
www.creativecontrolsinc.com
1470 Souter
Troy, MI 48083
800-539-7237

Advantage Mobility Outfitters
www.advantagemobility.net
3990 Second Street
Wayne, MI 48184
734-595-4400
800-990-8267

Gresham Driving Aids
www.greshamdrivingaids.com
PO Box 930334
30800 Wixom Road
Wixom, MI 48393
248-624-1533
800-521-8930

Mobility Works
www.mobilityworks.com
Used vans for sale, new vehicles and adaptations
1020 Laskey
Toledo, OH 43612
419-476-4890
866-711-5071

Clock Conversions
www.clockconversions.com
6700 Clay Avenue
Grand Rapids, MI 49548
616-698-9400
800-732-5625

New and Used Vans

Wheelchair Getaways
<http://www.wheelchair-getaways.com>
Provides van rentals and sales
800-642-2042
Email: corporate@wheelchairgetaways.com



Transit Modes

LOCAL TRANSPORTATION SERVICES

Ann Arbor Transportation Authority

www.theride.org

331 S. Fourth Avenue
Ann Arbor, MI 48104
Ann Arbor and Ypsilanti
734-996-0400
734-973-6500

ABC Cab Co (Livonia)

248-477-4300

Airport Cab & Limo Company

2455 S. Industrial Avenue
Ann Arbor, MI 48103
All of Michigan
734-741-0033

Airport Shuttle Service

Statewide service
734-930-0600

Ambu-Trans, Inc.

Southeast Michigan
248-471-7400

Arbor Limousine Service

Ann Arbor/Ypsilanti
area and other counties
734-663-5959
888-663-5959 (Toll Free)

Blue Cab Company

Statewide service
734-547-2222

Care Transport

Statewide service
734-434-6786
734-216-4231 (24 hour)

WAVE Western Washtenaw Value Express (Area Trans Service)

734-475-9494

Classic Care Transportation

Southeast Michigan
248-395-6000

Fresh Air Accessible Transportation

Worldwide service
888-367-2597 (Toll Free)

Give-A-Lift Rehab Transportation

17800 Northland Park Ct
Southfield, MI 48075
248-569-5010

Health Plus Services

Mostly Ann
Arbor/Ypsilanti, but will go
statewide
734-547-7813

Hour Transportation

Southeast Michigan
248-569-7500

Huron Valley Ambulance (HVA)

Nationwide Service
734-994-4111

Jackson Transportation Medical Shuttle

Jackson County
Resident/Veteran
517-787-6769

Jackson Transportation Authority

Jackson County
517-788-8410
517-787-8363

Lectica Limo

Nationwide Service
734-482-0478

Lenawee Transportation

Lenawee County only
517-265-4444

Lighthouse

Oakland County
248-920-6000
248-920-6100

Mercy Ambulance Service

Houghton/Keweenaw
906-482-0932

Metro Cab (AA Airport Transport Service)

Transportation to Detroit
Metro Airport
800-235-6442
313-259-1000

Metro CARS

Transportation to Detroit
Metro Airport and
statewide service
734-946-5700

Michigan Transport Service

Statewide

810-220-1994
877-777-7900 (Toll Free)

**Mobility Transportation
(thru HVA)**

Canton and Plymouth
888-539-9879 (Toll Free)
734-975-4630

**Neighborhood Senior
Services**

Ann Arbor and Ypsilanti
734-712-7775

Nelcorp Transport, Inc.
Southeast Michigan
734-595-3212

**(NETS) Non-Emergency
Transportation Services,
Inc**

517-764-6387
888-873-6387

Northville Senior Center

Medical Transportation to
U of M and St. Joseph
Hospitals every Wednesday

248-349-4140

**Canton Community
Mobility Transportation
Services**

CANTON ONLY
888-539-9879

Ready Ride of Oakland Co
248-559-2500

Red Cross Transportation
Jackson County Residents
517-782-9486

Reserve-A-Ride
Jackson County Resident
517-788-8410

**Reserve-A-Ride
Transportation, Inc**
Transportation for medical
visits
SE Michigan
313-272-2276

Ride Source
734-528-5411



S & L Transportation
Local & Out-of-State
313-897-6200
800-626-6293

Safe Transportation LLC
Local and Southeast
Michigan
734-481-0838
734-260-4214

Select Ride
www.selectride.com
734-663-8898

**Statewide Specialized
Transportation**
877-777-7900

The Patient Travel Service
781-402-9000 x6583
800-634-6254
781-402-9707 (Fax)

People's Express
Whitmore Lake
Area/Washtenaw County
734-528-5411

Veterans Cab
Southeastern Michigan
734-485-7797

Wheel Chair Getaways
800-642-2042

Wheels for Independence
25 mile radius from
city of Belleville
734-697-3733

Yellow Cab
Statewide service from Ann
Arbor
734-663-3355



AIRLINES/AIR SERVICE

Check your local yellow pages for the names and numbers of the major airlines in your area.

American Airlines
www.aa.com

Air Canada
www.aircanada.com
888-247-2262

Continental Airlines
www.continental.com
800-525-0280

Southwest Airlines
www.southwest.com

Northwest Airlines
800-225-2525
www.nwa.com

Northwest Airlines Air Travel for People with Disabilities

Is a brochure providing guidelines to assist people with disabilities in planning travel on Northwest. To order call:

800-358-3100

Or by mail:
Northwest Airlines
Distribution Center

2250 Pilot Knob Road
St. Paul, MN 55120-0800

America West/ U S Airways

Discounted airfare for medical emergencies (patient's fare only).
800-428-4322

Wings of Mercy West Michigan

616-396-1077
888-786-3729

AeroCare Air Ambulance Service

www.aerocare.com
630-466-0900
800-823-1911

Angel Planes
(Air transportation)
401-854-1291

Air Ambulance (Inflight Medical Services International, Inc)
800-432-4177

Air Ambulance America
800-262-8526

Air Ambulance Central
800-468-6282

Air Ambulance (Anywhere) Network

www.airambulancenetwork.com
905 Martin Luther King Jr. Drive, Suite 330
Tarpon Springs, FL 34689
800-327-1966

Air Care Alliance

Nationwide-list of volunteer pilot groups
800-296-1217
310-390-5757

Global Air Response

www.airresponse.net
Air Ambulance
800-631-6565

Inflight Medical Services International, Inc. (Air Ambulance)
800-432-4177

Angel Flights

www.angel-flight.org
Six branches throughout the US
800-296-3797

Federal Air Ambulance
800-821-0541

Pilots for Christ

Sand Lake, MI
616-636-5523
540-439-0940 (National Office)

Volunteer Pilots

info@volunteerpilots.org
412-221-1374

TRAINS

Amtrak

www.amtrak.com
Discount tickets are available for persons with disabilities. Purchases must be made over the phone or at ticket counters.
800-872-7245
734-994-4906 (Ann Arbor Station)

BUS LINES

Greyhound Bus Lines

www.greyhound.com

Provides service throughout US

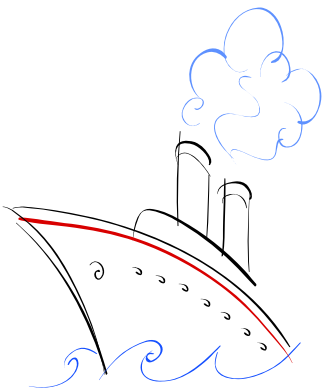
Reservations

800-231-2222

734-662-5511 (Ann Arbor Station)

Customers with Disabilities Travel Assistance Line

800-752-4841



SHIPS

Cruise Information

www.shipboardcruiser.com

Accessible Journeys

www.disabilitytravel.com/accessible-cruises.htm

Accessible Journeys is the largest group cruise operator in the world for slow walkers, travelers

with wheels©, their families and their friends.

Destination Oceans

www.destinationoceans.com/cruise_lifestyles.asp?pageID=190

Provides information on wheelchair accessible cruise lines.

MSN Groups Cruise Ship Guide for Wheelchair Users

<http://groups.msn.com/AccessibleCruises/shipaccessibilitypage1.msnw>

Planning a Trip

Emerging Horizons Travel News

www.emerginghorizons.com/Horizons/index.html

Access-Able Travel Source

www.access-able.com/graphical_index.html

U.S. Department of Transportation

www.dot.gov/citizen_services/disability/disability.html

Adaptive Sports Center

www.adaptivesports.org/index.cfm

Disney

www.disney.go.com/disneyworld/popups/pdf/dsdguide.pdf

Cedar Point

www.cedarpoint.com/public/park/rides/special_needs.cfm

Disability Community

www.icanonline.net
www.ebility.com
www.newmobility.com

Flying Wheels Travel

www.flyingwheelstravel.com

143 West Bridge Street
Owatonna, MN 55060
507-451-5005

Accessible Restaurants

WOW Wired on Wheels

www.wiredonwheels.org

Rates America for accessibility one destination at a time.

PUBLICATIONS

Access Anything: Colorado Adventuring with Disabilities

By Craig Kennedy and
Andrea Jehn
www.accessanything.net

Colorado is an adventure state, and it leads the country in accessible outdoor activities. *Access Anything: Colorado* will guide people with disabilities and their travel partners to some of the best places Colorado has to offer.

Craig Kenny and Andrea Jehn
PO Box 880763
Steamboat Springs, CO 80488
970-846-9859
Email:
info@accessanything.net

Barrier-Free Travel A Nuts & Bolts Guide for Wheelers & Slow Walkers

By Candy B. Harrington
To order contact:
Demos Medical Publishing
386 Park Avenue South
Suite 201
NY, NY 10016
800-532-8663
212-683-0118
Email:
orderdept@demosmedpub.com

In this guide you will learn about:

- The ACAA and Air Travel
- Protecting Your Wheelchair
- Traveling With Oxygen
- How To Advocate For Yourself
- Cruising
- Finding A Travel Agent - Do You Even Need One?
- Accessible Ground Transportation Tips
- Accessible Recreation Options
- Budget Travel
- Finding An Accessible Room

This is a great resource for wheelchair or scooter-users, slow walkers, travel agents, Centers for Independent Living and libraries. Filled with worldwide resources, travel tips, and updated information about accessible travel options.

Candy Harrington is the editor of *Emerging Horizons*.

**Emerging Horizons
Accessible Travel News**
www.emerginghorizons.com

Emerging Horizons is a consumer-oriented magazine about accessible travel. *Emerging Horizons'* primary focus is travel for people with mobility disabilities; everybody from wheelchair-users to slow walkers. Lots of access information, resources, news and travel tips. **All with no advertising!**

Available in print and online.

Fax: 209-599-9482

C & C Creative Concepts
PO Box 278
Ripon, CA 95366

Spinal Network: The Total Wheelchair Resource Book 3rd Edition

Published by Nine Lives Press, Inc

**Chapter 5, Travel
Distributed by Leonard
Media Group**

www.newmobility.com
P.O. Box 220
Horsham, PA 19044
888-850-0344 x4