

# United We Ride

**United We Ride** (UWR) is a federal interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities, and individuals with lower incomes.



Transportation plays a critical role in providing access to employment, health care, education, community services, and activities necessary for daily living. The importance is underscored by the variety of transportation programs that have been created in conjunction with health and human services programs and by the significant federal investment in accessible public transportation systems throughout the Nation. Ironically, for most people who need transportation help, the creation of more programs has resulted in several unintended consequences.

Transportation services are often fragmented, underutilized, or difficult to navigate, and can be costly because of inconsistent, duplicative, and often restrictive federal and state program rules and regulations. And, in some cases, narrowly focused programs leave service gaps, and transportation services are simply not available to meet certain needs.



## UWR Vision and Goals

The Interagency Transportation Coordinating Council on Access and Mobility (CCAM) created UWR to facilitate coordination between transportation and human services programs. To that end, UWR is working with states and communities to identify transportation-service gaps and needs, reduce transportation duplication, create more efficient and productive services, and provide assistance in building local partnerships and developing coordination plans.

### **Interagency Transportation Coordinating Council on Access and Mobility (CCAM)**

The Executive Order on Human Service Transportation Coordination, issued in February 2004, established CCAM to oversee activities and to make recommendations that advance the goals of the Order: simplify customer access to transportation, reduce duplication of transportation services, streamline federal rules and regulations that may impede the coordinated delivery of services, and improve the efficiency of services using existing resources. CCAM members include the Secretaries of Transportation, Health and Human Services, Labor, Education, Interior, Housing and Urban Development, Agriculture, and Veteran Affairs; the commissioner of the Social Security Administration; the Attorney General; and the Chairperson of the National Council on Disability. Collectively, the members work on issues regarding education and outreach,

consolidated access, coordinated planning, regulatory barriers, cost allocation, and useful practices. Each member also developed an action plan to support the Order's goals.

A unified vision and set of goals guide UWR's work. The vision—"One Call"—simplifies access to transportation services. Transportation to the doctor, employment, worship services, and the grocery store should be as easy as picking up the phone and making one call. Behind the scenes, however, "One Call" requires improving coordination for those scheduling, funding, and providing a ride.



## One Vision **1** One Call

Coordinating Human Service Transportation

Three overarching UWR goals focus on putting the customer first. They are:

1. Provide more rides for the targeted population(s) for the same or fewer resources;
2. Simplify customer access to transportation; and
3. Increase customer satisfaction.

UWR recognizes that transportation is not a choice but a necessity. Without ready access to transportation, simple daily activities for many Americans may be a challenge or nearly impossible to accomplish. UWR is committed to supporting a comprehensive, coordinated, human-service transportation system through its education, technical assistance, and funding initiatives. For more information about UWR initiatives, please contact the National Center for Mobility Management at 1-866-846-6400 or visit the Web site at <https://www.transit.dot.gov/ccam/about>.

November 2007