

Daftar Pustaka

- Aarhaug, Jø., & Elvebakk, B. (2015). The impact of Universally accessible public transport-a before and after study. *Transport Policy*, 44, 143–150. <https://doi.org/10.1016/j.tranpol.2015.08.003>
- Alborz A, McNally R, Glendinning C. (2005). Access to healthcare for people with learning disabilities: Mapping the issues and reviewing the evidence. *Journal of Health Services Research Policy*, 10 (3), 173–182. <https://doi.org/10.1258/2F1355819054338997>
- Anstreicher, G. (2021). Does increasing health care access reduce disability insurance caseloads? Evidence from the rural United States. *Health Economics*, 30(4), 786-802. <https://doi.org/10.1002/hec.4220>
- Aron, L., & Loprest, P. (2012). Disability and the education system. *Future Child*, 22, 97–122. <https://doi.org/10.1353/foc.2012.0007>
- Australian Institute of Health and Welfare. (2009). The Geography of Disability and Economic Disadvantage in Australian Capital Cities; Cat. no. DIS 54; Australian Institute of Health and Welfare: Canberra, Australia.
- Azenkot, S., Lee, N., 2013. Exploring the use of speech input by blind people on mobile devices. In: Proceedings of the 15th International ACM, pp. 1–8. <https://doi.org/10.1145/2513383.2513440>
- Azevedo, G. A., Sampaio, R. R., Filho, A. S. N., Moret, M. A., & Murari, T. B. (2021). Sustainable urban mobility analysis for elderly and disabled people in São Paulo. *Scientific Reports*, 11(1). <https://doi.org/10.1038/s41598-020-80906-w>
- Backer, C., Chapman, M., & Mitchell, D. (2009). Access to secondary healthcare for people with intellectual disabilities: a review of the literature. *Journal of Applied Research in Intellectual Disabilities*, 22(6), 514-525. <https://doi.org/10.1111/j.1468-3148.2009.00505.x>
- Balachandran, W., Cecelja, F., Ptasinski, P., (2003). A GPS based avigation aid for the blind. In: 17th International Conference on Applied Electromagnetics and Communications, ICECom 2003, pp. 34–36. <https://doi.org/10.1109/ICECOM.2003.1290948>
- Banks, L. M., Walsham, M., Neupane, S., Neupane, S., Pradhananga, Y., Maharjan, M., ... & Kuper, H. (2019). Access to social protection among people with disabilities: Mixed methods research from Tanahun, Nepal. *The European Journal of Development Research*, 31(4), 929-956. <https://doi.org/10.1057/s41287-019-0194-3>
- Barton, S. J. (2021). Access and Disability Justice in Theological Education. *Journal of Disability & Religion*, 25(3), 279-295. <https://doi.org/10.1080/23312521.2021.1895025>
- Bates, J., Polak, J., Jones, P., & Cook, A. (2001). The valuation of reliability for personal travel. *Transportation Research Part E: Logistics and Transportation Review*, 37(2-3), 191-229. [https://doi.org/10.1016/S1366-5545\(00\)00011-9](https://doi.org/10.1016/S1366-5545(00)00011-9)

- Bęczkowska, S. A., & Zysk, Z. (2021). Safety of people with special needs in public transport. *Sustainability (Switzerland)*, *13*(19). <https://doi.org/10.3390/su131910733>
- Ben-Akiva, M., & Lerman, S. R. (2021). Disaggregate travel and mobility-choice models and measures of accessibility. In *Behavioural travel modelling* (pp. 654-679). Routledge.
- Bertocci, G., Frost, K., & Smalley, C. (2016). Public transit bus ramp slopes measured in situ. *Disability and Rehabilitation: Assistive Technology*, *11*(2), 133-138. <https://doi.org/10.3109/17483107.2014.913714>
- Bezyak, J., Sabella, S., & Gattis, R. (2017). Public transportation: An investigation of barriers for people with disabilities. *Journal of Disability Policy Studies*, *28*(1), 52–60. <https://doi.org/10.1177%2F1044207317702070>
- Bhowmick, A., & Hazarika, S. M. (2017). An insight into assistive technology for the visually impaired and blind people: state-of-the-art and future trends. *Journal on Multimodal User Interfaces*, *11*(2), 149-172. <https://doi.org/10.1007/s12193-016-0235-6>
- Bigby, C., Johnson, H., O'Halloran, R., Douglas, J., West, D., & Bould, E. (2019). Communication access on trains: a qualitative exploration of the perspectives of passengers with communication disabilities. *Disability and Rehabilitation*, *41*(2), 125–132. <https://doi.org/10.1080/09638288.2017.1380721>
- Bonaccio, S., Connelly, C. E., Gellatly, I. R., Jetha, A., & Ginis, K. A. M. (2020). The participation of people with disabilities in the workplace across the employment cycle: Employer concerns and research evidence. *Journal of Business and Psychology*, *35*(2), 135-158. <https://doi.org/10.1007/s10869-018-9602-5>
- Bright, T., & Kuper, H. (2018). A systematic review of access to general healthcare services for people with disabilities in low and middle income countries. *International journal of environmental research and public health*, *15*(9), 1879. <https://doi.org/10.3390/ijerph15091879>
- British Medical Association (2007) Disability equality within healthcare: The role of healthcare London: British Medical Association
- Buhalis, D. & Michopoulou, E. (2011). Information-enabled tourism destination marketing: Addressing the accessibility market. *Current Issues in Tourism*, *14*, 145–168. <https://doi.org/10.1080/13683501003653361>
- Buhalis, D.; Darcy, S. (2010). *Accessible Tourism: Concepts and Issues*, 1st ed.; Channel View Publications: Bristol, UK.
- Campese, C., da Silva, T. N. R., da Silva, L. L. G., Figueiredo, J. P., & Menegon, N. L. (2016). Assistive technology and passengers with special assistance needs in air transport: Contributions to cabin design. *Producao*, *26*(2), 303–312. <https://doi.org/10.1590/0103-6513.182914>
- Carreira, R., Patrício, L., Jorge, R. N., & Magee, C. (2014). Understanding the travel experience and its impact on attitudes, emotions and loyalty towards the transportation provider—A quantitative study with mid-distance bus

- trips. *Transport Policy*, 31, 35-46.
<https://doi.org/10.1016/j.tranpol.2013.11.006>
- Catlin, D., & Blamires, M. (2019). Designing robots for special needs education. *Technology, Knowledge and Learning*, 24(2), 291–313.
<https://doi.org/10.1007/s10758-018-9378-8>
- Cerdan Chiscano, M. (2021). Improving the design of urban transport experience with people with disabilities. *Research in Transportation Business and Management*, 41(December 2020), 100596.
<https://doi.org/10.1016/j.rtbm.2020.100596>
- Chaisomboon, M., Jomnonkwao, S., & Ratanavaraha, V. (2020). Elderly Users' Satisfaction with Public Transport in Thailand Using Different Importance Performance Analysis Approaches. *Sustainability*, 12(21), 9066.
<https://doi.org/10.3390/su12219066>
- Chan, F., Livneh, H., Pruet, S.R., Wang, C.-C., Zheng, L.X., 2009. Societal attitudes toward disability: concepts, measurements, and interventions. In: *Understanding Psychosocial Adjustment to Chronic Illness and Disability: A Handbook for Evidence-Based Practitioners in Rehabilitation*. Springer Publishing Co, New York, NY, US, pp. 333–367.
- Chou, Y. C., Lee, Y. C., Lin, L. C., Chang, A. N., & Huang, W. Y. (2008). Social services utilization by adults with intellectual disabilities and their families. *Social Science & Medicine*, 66(12), 2474-2485.
<https://doi.org/10.1016/j.socscimed.2008.01.055>
- Christensen, J. H., Hewitson, B., Busuioc, A., Chen, A., Gao, X., Held, I., ... & Whetton, P. (2007). Contribution of working group I to the fourth assessment report of the intergovernmental panel on climate change. *Climate change*, 848-940.
- Christie, N., Braaf, S., Ameratunga, S., Nunn, A., Jowett, H., & Gabbe, B. (2017). The role of social networks in supporting the travel needs of people after serious traumatic injury: A nested qualitative study. *Journal of Transport and Health*, 6, 84–92. <https://doi.org/10.1016/j.jth.2017.07.004>
- Collier, B., Blackstone, S. W., & Taylor, A. (2012). Communication access to businesses and organizations for people with complex communication needs. *Augmentative and Alternative Communication*, 28(4), 205-218.
<https://doi.org/10.3109/07434618.2012.732611>
- Colmenero-Fonseca, F., Fonce-Segura, C. D., Guzmán-Ramírez, A., & Flores-García, M. (2021). Sustainable public transport service adapted for people with disabilities and reduced mobility in the municipality of león, guanajuato, mexico. *Sustainability (Switzerland)*, 13(13).
<https://doi.org/10.3390/su13137471>
- Convention on the Rights of Persons with Disabilities. New York, United Nations, 2006.
- Cook, A. M., & Hussey, S. M. (1995). *Assistive technologies: principles and practices*. St. Louis: Mosby.
- Coursen CC. (2009). Inequalities affecting access to healthcare: a philosophical reflection. *International Journal for Human Caring*, 13 (1), 7–15

- Crandall, W., Bentzen, B. L., Myers, L., & Brabyn, J. (2001). New orientation and accessibility option for persons with visual impairment: Transportation applications for remote infrared audible signage. *Clinical and Experimental Optometry*, 84(3), 120–131. <https://doi.org/10.1111/j.1444-0938.2001.tb04955.x>
- Crook, A., Kenny, J., Johnson, H., & Davidson, B. (2017). Perspectives of a mobile application for people with communication disabilities in the community. *Disability and Rehabilitation: Assistive Technology*, 12(2), 184-196. <https://doi.org/10.3109/17483107.2015.1111947>
- D'Souza, C., Paquet, V. L., Lenker, J. A., & Steinfeld, E. (2019). Self-reported difficulty and preferences of wheeled mobility device users for simulated low-floor bus boarding, interior circulation and disembarking. *Disability and Rehabilitation: Assistive Technology*, 14(2), 109–121. <https://doi.org/10.1080/17483107.2017.1401128>
- D'Souza, C., Zhu, X., Steinfeld, E., Lenker, J., Paquet, V. (2015). Human Factors Study of Accessible Buses Using Full Scale Simulations. In Proceedings of the 14th International Conference on Mobility and Transport for Elderly and Disabled Persons (TRANSED), Part A, Lisbon, Portugal; Mercario, R.B., Ed.; pp. 343–354. ISBN 978-989-20-6262-4.
- da Silva, A. N. R., de Azevedo Filho, M. A. N., Macêdo, M. H., Serratini, J. A., da Silva, A. F., Lima, J. P., & Pinheiro, A. M. G. S. (2015). A comparative evaluation of mobility conditions in selected cities of the five Brazilian regions. *Transport policy*, 37, 147-156.
- Dalvi, M. Q., & Martin, K. M. (1976). The measurement of accessibility: some preliminary results. *Transportation*, 5(1), 17-42. <https://doi.org/10.1007/BF00165245>
- Davies, A., & Christie, N. (2018). The experiences of parents with children with disabilities travelling on planes: An exploratory study. *Journal of Transport and Health*, 11, 122–129. <https://doi.org/10.1016/j.jth.2018.10.002>
- De Marsico, M. & Levialdi, S. (2004). Evaluating web sites: Exploiting user's expectations. *International Journal of Human-Computer Studies*, 60, 381–416. <https://doi.org/10.1016/j.ijhcs.2003.10.008>
- De Oña, J., De Oña, R., Eboli, L., & Mazzulla, G. (2013). Perceived service quality in bus transit service: a structural equation approach. *Transport Policy*, 29, 219-226. <https://doi.org/10.1016/j.tranpol.2013.07.001>
- de Winne, E. (2006). Towards an integral accessible public area in the city. *WIT Transactions on Ecology and the Environment*, 93, 807–815. <https://doi.org/10.2495/SC060771>
- Dell'Olio, L., Ibeas, A., Cecín, P., & dell'Olio, F. (2011). Willingness to pay for improving service quality in a multimodal area. *Transportation Research Part C: Emerging Technologies*, 19(6), 1060-1070. <https://doi.org/10.1016/j.trc.2011.06.004>
- Dept. for Transport. (2004). Traveline & Transport Direct Disabilities Customer Research. Tersedia di: <http://www.dft.gov.uk/rmd/project.asp?intProjectID=11715> (diakses pada 31 Maret 2022).

- Devandas Aguilar, C. 2017. "Social protection and persons with disabilities", in *International Social Security Review*, Vol. 70, No. 4.
- Devine, A., Shields, M., Dimov, S., Dickinson, H., Vaughan, C., Bentley, R., ... & Kavanagh, A. (2021). Australia's Disability Employment Services Program: Participant Perspectives on Factors Influencing Access to Work. *International Journal of Environmental Research and Public Health*, 18(21), 11485.
- Di Ciommo, F., & Shiftan, Y. (2017). Transport equity analysis. *Transport Reviews*, 37(2), 139-151. <https://doi.org/10.1080/01441647.2017.1278647>
- D'Souza, C., Paquet, V., Lenker, J. A., & Steinfeld, E. (2017). Effects of transit bus interior configuration on performance of wheeled mobility users during simulated boarding and disembarking. *Applied ergonomics*, 62, 94-106. <https://doi.org/10.1016/j.apergo.2017.02.008>
- D'Souza, C., Paquet, V. L., Lenker, J. A., & Steinfeld, E. (2019). Self-reported difficulty and preferences of wheeled mobility device users for simulated low-floor bus boarding, interior circulation and disembarking. *Disability and Rehabilitation: Assistive Technology*, 14(2), 109-121. <https://doi.org/10.1080/17483107.2017.1401128>
- Diono, A., et al. (2014). Situasi Penyandang Disabilitas. *Buletin Jendela Data dan Informasi Kesehatan*. ISSN.2088-270X.
- Dunlop, M. D., Roper, M., Elliot, M., McCartan, R., & McGregor, B. (2016). Using smartphones in cities to crowdsource dangerous road sections and give effective in-car warnings. In *Proceedings of the SEACHI 2016 on Smart Cities for Better Living with HCI and UX* (pp. 14-18).
- Duvarci, Y., Yigitcanlar, T., Alver, Y., & Mizokami, S. (2011). Variant concept of transportation-disadvantaged: Evidence from Aydin, Turkey, and Yamaga, Japan. *Journal of Urban Planning and Development*, 137(1), 82-90. [https://doi.org/10.1061/\(ASCE\)UP.1943-5444.0000044](https://doi.org/10.1061/(ASCE)UP.1943-5444.0000044)
- Dwyer, L.; Darcy, S. (2011). Economic contribution of tourists with disabilities: An Australian approach and methodology. In *Accessible Tourism: Concepts and Issues*, 1st ed.; Buhalis, D., Darcy, S., Eds.; Channel View Publications: Bristol, UK; pp. 213-239.
- Eboli, L., & Mazzulla, G. (2008). A stated preference experiment for measuring service quality in public transport. *Transportation planning and technology*, 31(5), 509-523. <https://doi.org/10.1080/03081060802364471>
- el Naggat, H., Mossad, G., & Tarabieh, K. (2013). Barrier free environment: A case study to evaluate Misr railway station for accessibility. *WIT Transactions on Ecology and the Environment*, 179 VOLUME, 1237-1248. <https://doi.org/10.2495/SC131052>
- Elwan, A. 1999. Poverty and disability: A survey of the literature (Social protection discussion paper, No. 9932). Washington, DC, World Bank.
- Emerson E and Baines S (2010) Health Inequalities & People with Learning Disabilities in the UK: 2010. Improving Health and Lives: Learning Disabilities Observatory.

- Emerson, E. (2012), Deprivation, ethnicity and the prevalence of intellectual and developmental disabilities. *J. Epidemiol. Community Health*. 66, 218–224. <http://dx.doi.org/10.1136/jech.2010.111773>
- Ercoli, S., Ratti, A., & Ergül, E. (2015). A Multi-method Analysis of the Accessibility of the Izmir Ferry System. *Procedia Manufacturing*, 3, 2550–2557. <https://doi.org/10.1016/j.promfg.2015.07.553>
- Ermagun, A., & Tilahun, N. (2020). Equity of transit accessibility across Chicago. *Transportation Research Part D: Transport and Environment*, 86(July), 102461. <https://doi.org/10.1016/j.trd.2020.102461>
- European Conference of Ministers of Transport (ECMT), 2006. Improving Transport Accessibility for All. OECD Publications Service, France.
- European Conference of Ministers of Transport (ECMT), 2006. Improving Transport Accessibility for All. OECD Publications Service, France.
- Falkmer, M., Barnett, T., Horlin, C., Falkmer, O., Siljehav, J., Fristedt, S., Lee, H. C., Chee, D. Y., Wretstrand, A., & Falkmer, T. (2015). Viewpoints of adults with and without Autism Spectrum Disorders on public transport. *Transportation Research Part A: Policy and Practice*, 80, 163–183. <https://doi.org/10.1016/j.tra.2015.07.019>
- Fernández, R., Valencia, A., & Seriani, S. (2015). On passenger saturation flow in public transport doors. *Transportation Research Part A: Policy and Practice*, 78, 102-112. <https://doi.org/10.1016/j.tra.2015.05.001>
- Ferrari, L., Berlingerio, M., Calabrese, F., & Reades, J. (2014). Improving the accessibility of urban transportation networks for people with disabilities. *Transportation Research Part C: Emerging Technologies*, 45, 27–40. <https://doi.org/10.1016/j.trc.2013.10.005>
- Ferreira, A. F., Akasaka, Y., Pinheiro, M. G. O., & Jason Chang, S. K. (2020). Information as the first attribute of accessibility: A method for assessing the information provided by urban rail systems to tourists with reduced mobility. *Sustainability (Switzerland)*, 12(23), 1–27. <https://doi.org/10.3390/su122310185>
- Ferreira, A. F., Leite, A. D., Pereira, L. D. F., Neves, J. M. D. J., Oliveira Pinheiro, M. G. D., & Chang, S. K. J. (2021). Wheelchair accessibility of urban rail systems: Some preliminary findings of a global overview. *IATSS Research*, 45(3), 326–335. <https://doi.org/10.1016/j.iatssr.2021.01.003>
- Fortune, N., Badland, H., Clifton, S., Emerson, E., Rachele, J., Stancliffe, R.J., Zhou, Q., Llewellyn, G. (2020). The Disability and Wellbeing Monitoring Framework: Data, data gaps, and policy implications. *Aust. New Zealand J. Public Health*, 44, 227–232. <https://doi.org/10.1111/1753-6405.12983>
- Fortune, N., Singh, A., Badland, H., Stancliffe, R. J., & Llewellyn, G. (2020). Area-level associations between built environment characteristics and disability prevalence in australia: An ecological analysis. *International Journal of Environmental Research and Public Health*, 17(21), 1–16. <https://doi.org/10.3390/ijerph17217844>
- Friman, M. (2010). Affective dimensions of the waiting experience. *Transportation research part F: traffic psychology and behaviour*, 13(3), 197-205. <https://doi.org/10.1016/j.trf.2010.04.006>

- Friman, M., & Felleson, M. (2009). Service supply and customer satisfaction in public transportation: The quality paradox. *Journal of Public transportation*, 12(4), 4. <http://doi.org/10.5038/2375-0901.12.4.4>
- Friman, M., Edvardsson, B., & Gärling, T. (2001). Frequency of negative critical incidents and satisfaction with public transport services. I. *Journal of retailing and consumer services*, 8(2), 95-104. [https://doi.org/10.1016/S0969-6989\(00\)00003-5](https://doi.org/10.1016/S0969-6989(00)00003-5)
- Frost, K.L., Bertocci, G., Smalley, C. (2020). Ramps remain a barrier to safe wheelchair user transit bus ingress/egress. *Disabil. Rehabil. Assist. Technol.*, 15, 1–8. <https://doi.org/10.1080/17483107.2019.1604824>
- Gallagher, B. A., Hart, P. M., O'Brien, C., Stevenson, M. R., & Jackson, A. J. (2011). Mobility and access to transport issues as experienced by people with vision impairment living in urban and rural Ireland. *Disability and Rehabilitation*, 33(12), 979-988. <https://doi.org/10.3109/09638288.2010.516786>
- Gebauer, H., Johnson, M., & Enquist, B. (2010). Value co-creation as a determinant of success in public transport services: A study of the Swiss Federal Railway operator (SBB). *Managing Service Quality: An International Journal*, 20(6), 511–530. <https://doi.org/10.1108/09604521011092866>
- Gogiashvili, P., Chogovadze, J., Lekveishvili, G., Kbilashvili, D., Sirbiladze, B., & Dograshvili, V. (2019). Optimizing the time costs of passenger transport of people with disabilities. *Transport Problems*, 14(2), 123–133. <https://doi.org/10.20858/tp.2019.14.2.11>
- Goldman, J.M. & Murray, G. (2011). TCRP Synthesis 88: Strollers, Carts, and Other Large Items on Buses and Trains; Transportation Research Board: Washington, DC, USA. <https://doi.org/10.17226/13634>
- Golledge, R. G., Marston, J. R., & Costanzo, C. M. (1997). Attitudes of visually impaired persons toward the use of public transportation. *Journal of Visual Impairment & Blindness*, 91(5), 446-459. <https://doi.org/10.1177/02F0145482X9709100505>
- Golledge, R., Marston, J., Costanzo, C., 1997. Attitudes of visually impaired persons towards the use of public transportation. *Journal of Visual Impairment & Blindness*. (JVIB) 91 (5), 446–459. <https://doi.org/10.1177/02F0145482X9709100505>
- Grisé, E., Boisjoly, G., Maguire, M., & El-Geneidy, A. (2019). Elevating access: Comparing accessibility to jobs by public transport for individuals with and without a physical disability. *Transportation Research Part A: Policy and Practice*, 125, 280–293. <https://doi.org/10.1016/j.tra.2018.02.017>
- Gudlavalleti, M. V. S., John, N., Allagh, K., Sagar, J., Kamalakannan, S., & Ramachandra, S. S. (2014). Access to health care and employment status of people with disabilities in South India, the SIDE (South India Disability Evidence) study. *BMC public health*, 14(1), 1-8. <https://doi.org/10.1186/1471-2458-14-1125>
- Gulati, R. (2011). GPS based voice alert system for the blind. *International journal of scientific and engineering research*, 2(1), 1-5. <https://doi.org/10.1.1.301.7260>

- Handy, S. L., & Niemeier, D. A. (1997). Measuring accessibility: an exploration of issues and alternatives. *Environment and planning A*, 29(7), 1175-1194. <https://doi.org/10.1068/2Fa291175>
- Hansen, W. G. (1959). How accessibility shapes land use. *Journal of the American Institute of Planners*, 25(2), 73-76. <https://doi.org/10.1080/01944365908978307>
- Hara, K., Azenkot, S., Campbell, M., Bennett, C. L., Le, V., Pannella, S., Moore, R., Minckler, K., Ng, R. H., & Froehlich, J. E. (2015). Improving public transit accessibility for blind riders by crowdsourcing bus stop landmark locations with Google Street View: An extended analysis. *ACM Transactions on Accessible Computing*, 6(2). <https://doi.org/10.1145/2717513>
- Haveman, M., Tillmann, V., Stöppler, R., Kvas, Š., & Monninger, D. (2013). Mobility and Public Transport Use Abilities of Children and Young Adults With Intellectual Disabilities: Results From the 3-Year Nordhorn Public Transportation Intervention Study. *Journal of Policy and Practice in Intellectual Disabilities*, 10(4), 289-299. <https://doi.org/10.1111/jppi.12059>
- Hensher, D. A., Stopher, P., & Bullock, P. (2003). Service quality—developing a service quality index in the provision of commercial bus contracts. *Transportation Research Part A: Policy and Practice*, 37(6), 499-517. [https://doi.org/10.1016/S0965-8564\(02\)00075-7](https://doi.org/10.1016/S0965-8564(02)00075-7)
- Hernández, B., Jiménez, J., Martín, M.J. (2009). Key website factors in e-business strategy. *International Journal of Information Management*, 29, 362–371. <https://doi.org/10.1016/j.ijinfomgt.2008.12.006>
- Hersh, M. A. (2010). The design and evaluation of assistive technology products and devices part 1: Design. *International Encyclopedia of Rehabilitation*.
- Hickman, R., Chen, C. L., Chow, A., & Saxena, S. (2015). Improving interchanges in China: the experiential phenomenon. *Journal of Transport Geography*, 42, 175-186. <https://doi.org/10.1016/j.jtrangeo.2014.12.004>
- Hill, A., Shin, E., & Hyde, J. S. (2021). Access to care and health insurance coverage for workers with disabilities: Outcomes by state-level responses to the ACA. *Disability and Health Journal*, 14(3), 101099. <https://doi.org/10.1016/j.dhjo.2021.101099>
- Hine, J., & Scott, J. (2000). Seamless, accessible travel: users' views of the public transport journey and interchange. *Transport policy*, 7(3), 217-226.
- HMC. (2010). Highway Capacity Manual. Transportation Research Board, Washington, DC.
- Hofmann, M. & O'Mahony, M. (2005). The impact of adverse weather conditions on urban bus performance measures. In Proceedings of IEEE Intelligent Transportation Systems, 84–89, <https://doi.org/10.1109/ITSC.2005.1520087>
- Huizingh, E.K. (2000). The content and design of web sites: An empirical study. *Information & Management*, 37, 123–134. [https://doi.org/10.1016/S0378-7206\(99\)00044-0](https://doi.org/10.1016/S0378-7206(99)00044-0)

- ILO. 2017. World social protection report 2017–19: Universal social protection to achieve the Sustainable Development Goals. Geneva, International Labour Office.
- Iwarsson, S., & Ståhl, A. (2003). Accessibility, usability and universal design- Positioning and definition of concepts describing person-environment relationships. *Disability and Rehabilitation*, 25(2), 57–66. <https://doi.org/10.1080/dre.25.2.57.66>
- Jacob, E.K. & Loehrlein, A. 2009. Information architecture. *Annual Review of Information Science and Technology*, 43, 1–64. <https://doi.org/10.1002/aris.2009.1440430110>
- Jaroszweski, D., Chapman, L. & Petts, J. (2010). Assessing the potential impact of climate change on transportation: the need for an interdisciplinary approach. *Journal of Transport Geography*, 18, 2, 331-335. <https://doi.org/10.1016/j.jtrangeo.2009.07.005>
- Jayaprakash, G., Willis, G., & D'Souza, C. (2015, July). Human Factors Perspectives on Models Of Transit Dwell-Time Variability. In *Proceedings from the 14th International Conference on Mobility and Transport for Elderly and Disabled Persons, Lisbon*.
- Jeste, S., Hyde, C., Distefano, C., Halladay, A., Ray, S., Porath, M., ... & Thurm, A. (2020). Changes in access to educational and healthcare services for individuals with intellectual and developmental disabilities during COVID-19 restrictions. *Journal of Intellectual Disability Research*, 64(11), 825-833. <https://doi.org/10.1111/jir.12776>
- Jolley, E., Lynch, P., Virendrakumar, B., Rowe, S., & Schmidt, E. (2018). Education and social inclusion of people with disabilities in five countries in West Africa: a literature review. *Disability and rehabilitation*, 40(22), 2704-2712. <https://doi.org/10.1080/09638288.2017.1353649>
- Jorgenson, D.W.& Vu, K.M. (2016). The ICT revolution, world economic growth, and policy issues. *Telecommun. Policy*, 40, 383–397. <https://doi.org/10.1016/j.telpol.2016.01.002>
- Kakar, I. S., Peden, M., & Jagnoor, J. (2021). Intersectionality based policy analysis: Equity in mobility in India. *Transport policy*, 101, 14-22. <https://doi.org/10.1016/j.tranpol.2020.11.010>
- Kamruzzaman, M., Yigitcanlar, T., Yang, J., & Mohamed, M. A. (2016). Measures of transport-related social exclusion: A critical review of the literature. *Sustainability (Switzerland)*, 8(7). <https://doi.org/10.3390/su8070696>
- Karner, A., & Niemeier, D. (2013). Civil rights guidance and equity analysis methods for regional transportation plans: a critical review of literature and practice. *Journal of Transport Geography*, 33, 126-134. <https://doi.org/10.1016/j.jtrangeo.2013.09.017>
- Kavanagh, A.M., Aitken, Z., Emerson, E., Sahabandu, S., Milner, A., Bentley, R., LaMontagne, A.D., Pirkis, J., Studdert, D. (2016). Inequalities in socio-economic characteristics and health and wellbeing of men with and without disabilities: A cross-sectional analysis of the baseline wave of the Australian Longitudinal Study on Male Health. *BMC Public Health*, 16. <https://doi.org/10.1186/s12889-016-3700-y>

- Kim, S., Ulfarsson, G.F., (2004). The travel mode choice of the elderly: effects of personal, household, neighborhood and trip characteristics. In: Paper Presented at the 2004 Annual Meeting of the Transportation Research Board, Washington, DC.
- King, J. A., King, M. J., Edwards, N., Hair, S. A., Cheang, S., Pearson, A., & Coelho, S. (2018). Addressing transport safety and accessibility for people with a disability in developing countries: a formative evaluation of the Journey Access Tool in Cambodia. *Global Health Action*, 11(1). <https://doi.org/10.1080/16549716.2018.1538658>
- Kittelson, P. B., Quade, K., & Hunter-Zaworski, K. M. (2003). Transit capacity and quality of service manual. *Transp Res Board, Natl Acad Press Washington, DC*.
- Kleinitz, P., Walji, F., Vichetra, K., Pikar, K., Ouch, F., Yodiffee, N., & Mannava, P. (2012). Barriers to and facilitators of health services for people with disabilities in Cambodia. *Ausaid Knowledge Hubs For Health*. https://niph.org.kh/niph/uploads/library/pdf/OT015_nossal_on_access_car_e_disabled_cambodia.pdf
- Koetse, M. J., & Rietveld, P. (2009). The impact of climate change and weather on transport: An overview of empirical findings. *Transportation Research Part D: Transport and Environment*, 14(3), 205-221. <https://doi.org/10.1016/j.trd.2008.12.004>
- Kong, P., Landesvatter, C., Cornet, H., Frenkler, F. (2019). Beyond Operational Improvement: A Qualitative Study on User Preferences for Public Transport in Singapore. In Proceedings of the 26th ITS World Congress, Singapore.
- Kopackova, H., Michalek, K., Cejna, K. (2010). Accessibility and findability of local e-government websites in the Czech Republic. *Universal Access in the Information Society*, 9, 51-61. <https://doi.org/10.1007/s10209-009-0159-y>
- Kostyniuk, L. P., & D'Souza, C. R. (2020). Effect of passenger encumbrance and mobility aid use on dwell time variability in low-floor transit vehicles. *Transportation Research Part A: Policy and Practice*, 132, 872-881. <https://doi.org/10.1016/j.tra.2020.01.002>
- Krahn, G. L., Hammond, L., & Turner, A. (2006). A cascade of disparities: health and health care access for people with intellectual disabilities. *Mental retardation and developmental disabilities research reviews*, 12(1), 70-82. <https://doi.org/10.1002/mrdd.20098>
- Krnjacki, L., Emerson, E., Llewellyn, G., & Kavanagh, A. M. (2016). Prevalence and risk of violence against people with and without disabilities: findings from an Australian population-based study. *Australian and New Zealand journal of public health*, 40(1), 16-21. <https://doi.org/10.1111/1753-6405.12498>
- Lättman, K., Friman, M., & Olsson, L. E. (2016). Perceived accessibility of public transport as a potential indicator of social inclusion. *Social Inclusion*, 4(3), 36-45. <https://doi.org/10.17645/si.v4i3.481>
- LaPlante, M. P., & Kaye, H. S. (2010). Demographics and trends in wheeled mobility equipment use and accessibility in the community. *Assistive Technology*, 22(1), 3-17. <https://doi.org/10.1080/10400430903501413>

- Leeder, S. R., & Dominello, A. (2005). Health, equity and intellectual disability. *Journal of Applied Research in Intellectual Disabilities*, 18(2), 97-100. <https://doi.org/10.1111/j.1468-3148.2005.00238.x>
- Lenker, J. A., Damle, U., D'Souza, C., Paquet, V., Mashtare, T. L., & Steinfeld, E. (2016). Usability evaluation of access ramps in transit buses: Preliminary findings. *Journal of Public Transportation*, 19(2), 109-127. <https://doi.org/10.5038/2375-0901.19.2.7>
- Lenker, J.A., D'Souza, C., Paquet, V. (2017). Vehicle Design (Chapter 6). In *Accessible Public Transportation: Designing Service for Riders with Disabilities*; Steinfeld, A., Maisel, J.L., Steinfeld, E., Eds.; Taylor & Francis/Routledge: Boca Raton, FL, USA; pp. 54-67. ISBN 978-1-48-223410-7.
- Lim, S., & D'souza, C. (2021). Wheeled mobility use on accessible fixed-route transit: A field study in environmental docility. *International Journal of Environmental Research and Public Health*, 18(6), 1-23. <https://doi.org/10.3390/ijerph18062840>
- Lindqvist, R., & Lundälv, J. (2012). Participation in work life and access to public transport-lived experiences of people with disabilities in Sweden. *The Australian Journal of Rehabilitation Counselling*, 18(2), 148-155.
- Litman, T. (2008). Valuing transit service quality improvements. *Journal of Public Transportation*, 11(2), 3. <http://doi.org/10.5038/2375-0901.11.2.3>
- Livingstone-Lee, R. W. Skelton, and N. Livingston. (2014). Transit Apps for People With Brain Injury and Other Cognitive Disabilities: The State of the Art. *Assistive Technology*, 26: 4, 209-218. <https://doi.org/10.1080/10400435.2014.930076>
- Lope, D. J., & Dolgun, A. (2020). Measuring the inequality of accessible trams in Melbourne. *Journal of Transport Geography*, 83. <https://doi.org/10.1016/j.jtrangeo.2020.102657>
- Low, W.-Y., Cao, M., de Vos, J., & Hickman, R. (2020). The journey experience of visually impaired people on public transport in London. *Transport Policy*, 97, 137-148. <https://doi.org/10.1016/j.tranpol.2020.07.018>
- Lucas, K. (2012). Transport and social exclusion: Where are we now?. *Transport Policy*, 20, 105-113. <https://doi.org/10.1016/j.tranpol.2012.01.013>
- Luna-Nevarez, C.; Hyman, M.R. (2012). Common practices in destination website design. *Journal of Destination Marketing & Management*, 1, 94-106. <https://doi.org/10.1016/j.jdmm.2012.08.002>
- Lusch, R., Vargo, S., & O'Brien, M. (2007). Competing through service: Insights from service-dominant logic. *Journal of Retailing*, 83(1), 2-18. <https://doi.org/10.1016/j.jretai.2006.10.002>
- Mackelprang, R. W., & Clute, M. A. (2009). Access for all: universal design and the employment of people with disabilities. *Journal of social work in disability & rehabilitation*, 8(3-4), 205-221. <https://doi.org/10.1080/15367100903202771>
- Mason, J., & Scior, K. (2004). 'Diagnostic overshadowing' amongst clinicians working with people with intellectual disabilities in the UK. *Journal of*

- Applied Research in Intellectual Disabilities*, 17(2), 85-90.
<https://doi.org/10.1111/j.1360-2322.2004.00184.x>
- Matuška, J. (2017). Railway system accessibility evaluation for wheelchair users: case study in the Czech Republic. *Transport*, 32(1), 32–43.
<https://doi.org/10.3846/16484142.2014.941396>
- Mavoa, S., Witten, K., McCreanor, T., & O’sullivan, D. (2012). GIS based destination accessibility via public transit and walking in Auckland, New Zealand. *Journal of transport geography*, 20(1), 15-22.
<https://doi.org/10.1016/j.jtrangeo.2011.10.001>
- May, A., Parker, C. J., Taylor, N., & Ross, T. (2014). Evaluating a concept design of a crowd-sourced “mashup” providing ease-of-access information for people with limited mobility. *Transportation Research Part C: Emerging Technologies*, 49, 103–113. <https://doi.org/10.1016/j.trc.2014.10.007>
- McCarthy, J. J., Canziani, O. F., Leary, N. A., Dokken, D. J., & White, K. S. (Eds.). (2001). Climate change 2001: impacts, adaptation, and vulnerability: contribution of Working Group II to the third assessment report of the Intergovernmental Panel on Climate Change (Vol. 2). Cambridge University Press.
- Mello, M. (1997). Tecnologia assistiva. In J. M. D. Greve & M. M. Amatuzy (Eds.), *Medicina de reabilitação aplicada à ortopedia e traumatologia*. São Paulo: Manole.
- Michael J (2008) Healthcare for All: Report of the Independent Inquiry into Access to Healthcare for People with Learning Disabilities, London: Department of Health
- Michopoulou, E.; Buhalis, D. (2013). Information provision for challenging markets: The case of the accessibility requiring market in the context of tourism. *Information & Management*. 2013, 50, 229–239.
<https://doi.org/10.1016/j.im.2013.04.001>
- Mirri, S., Prandi, C., Salomoni, P., Callegati, F., Melis, A., & Prandini, M. (2016). A Service-Oriented Approach to Crowdsensing for Accessible Smart Mobility Scenarios. *Mobile Information Systems*, 2016.
<https://doi.org/10.1155/2016/2821680>
- Mitra, S., Palmer, M., Kim, H., Mont, D., & Groce, N. (2017). Extra costs of living with a disability: A review and agenda for research. *Disability and health journal*, 10(4), 475-484. <https://doi.org/10.1016/j.dhjo.2017.04.007>
- Moher, D., Liberati, A., Tetzlaff, J., Altman, D. G., & PRISMA Group*. (2009). Preferred reporting items for systematic reviews and meta-analyses: the PRISMA statement. *Annals of internal medicine*, 151(4), 264-269.
- Morgan, C.L., Ahmed, Z., Kerr, M.P. (2000). Health care provision for people with a learning disability—Record-linkage study of epidemiology and factors contributing to hospital care uptake. *The British Journal of Psychiatry*, 176, 37–41. <https://doi.org/10.1192/bjp.176.1.37>
- Morville, P. (2005). *Ambient Findability: What We Find Changes Who We Become*; O’Reilly: Sebastopol, CA, USA.

- Muñoz, D. (2021). Accessibility as a 'doing': the everyday production of Santiago de Chile's public transport system as an accessible infrastructure. *Landscape Research*. <https://doi.org/10.1080/01426397.2021.1961701>
- National Council on Disability, 2015. Transportation Update: where We've Gone and what We've Learned. Retrieved from, Washington.
- National Council on Disability. (2015). Transportation Update: Where We've Gone and What We've Learned. Washington DC, USA: National Council on Disability. <http://www.ncd.gov/publications/2015/05042015/> diakses pada 24 Maret 2022.
- National Patient Safety Agency (NPSA) (2004) Understanding the patient's safety issues for people with a learning disability. London: HMSO
- NCD. (2015). The Current State of Transportation for People with Disabilities in the United States; National Council on Disability: Washington, DC, USA. Tersedia di: <https://ncd.gov/publications/2005/current-state-transportation-people-disabilities-united-states> (diakses ada 17 April 2022)
- Nelson, J. D., & Mulley, C. (2013). The impact of the application of new technology on public transport service provision and the passenger experience: A focus on implementation in Australia. *Research in Transportation Economics*, 39(1), 300-308.
- Northway R (2011) Equality and Equity of Access to Healthcare for People with Intellectual Disabilities. Intellectual Disability Information, St George's, University of London. Tersedia di: <http://www.intellectualdisability.info/changing-values/equality-and-equity-of-access-to-healthcarefor-people-with-intellectual-disabilities> (diakses pada 4 April 2022)
- Nunes, A. A., Galvão, T., & e Cunha, J. F. (2014). Urban public transport service co-creation: leveraging passenger's knowledge to enhance travel experience. *Procedia-Social and Behavioral Sciences*, 111, 577-585.
- O'Flaherty, C. A. (2018). Transport Planning and Traffic Engineering. CRC Press, Boca Raton.
- Olson, A., Leko, M. M., & Roberts, C. A. (2016). Providing students with severe disabilities access to the general education curriculum. *Research and Practice for Persons with Severe Disabilities*, 41(3), 143-157. <https://doi.org/10.1177/2F1540796916651975>
- Opoku, M. P., Mprah, W. K., Dogbe, J. A., Moitui, J. N., & Badu, E. (2017). Access to employment in Kenya: the voices of persons with disabilities. *International Journal on Disability and Human Development*, 16(1), 77-87. <https://doi.org/10.1515/ijdh-2015-0029>
- Palmer, M. (2013). Social protection and disability: a call for action. *Oxford Development Studies*, 41(2), 139-154.
- Park, J., & Chowdhury, S. (2018). Investigating the barriers in a typical journey by public transport users with disabilities. *Journal of transport & health*, 10, 361-368. <https://doi.org/10.1016/j.jth.2018.05.008>
- Park, J., Chowdhury, S., & Wilson, D. (2020). Gap between Policymakers' Priorities and Users' Needs in Planning for Accessible Public Transit

- System. *Journal of Transportation Engineering, Part A: Systems*, 146(4), 04020020. <https://doi.org/10.1061/jtepbs.0000321>
- Parliamentary and Health Service Ombudsman (2009) Six Lives: the provision of public services to people with learning disabilities. London: The Stationery Office
- Parmenter, T. R. (2008). The present, past and future of the study of intellectual disability: challenges in developing countries. *Salud pública de méxico* 50, 124–131.
- Parry, M. L., Canziani, O., Palutikof, J., Van der Linden, P., & Hanson, C. (Eds.). (2007). Climate change 2007-impacts, adaptation and vulnerability: Working group II contribution to the fourth assessment report of the IPCC (Vol. 4). Cambridge University Press.
- Pass A, Thompson K. (2004). Oversized/overweight mobility aids: status of the issue. Washington, DC: Easter Seals Project ACTION.
- Payne, A. F., Storbacka, K., & Frow, P. (2008). Managing the co-creation of value. *Journal of the academy of marketing science*, 36(1), 83-96. <https://doi.org/10.1007/s11747-007-0070-0>
- PBB Komisi Ekonomi dan Sosial Untuk Asia dan Pasifik. (2012). *Strategi Incheon untuk “Mewujudkan Hak” Penyandang Disabilitas di Asia dan Pasifik* (hlm. 17–78). Bangkok: Perserikatan Bangsa-Bangsa.
- Pillinger, J. (2012). Review of literature and guidelines on accessibility in healthcare that underpin the National Guidelines on Accessible Primary. Community and Hospital Services.
- Porto, N., Rucci, A.C., Darcy, S., Garbero, N., Almond, B. (2019). Critical elements in accessible tourism for destination competitiveness and comparison: Principal component analysis from Oceania and South America. *Tourism Management*, 75, 169–185. <https://doi.org/10.1016/j.tourman.2019.04.012>
- Pühretmair, F. 2004. It's time to make eTourism accessible. In International Conference on Computers for Handicapped Persons; Springer: Berlin/Heidelberg, Germany, pp. 272–279.
- Pyer, M., & Tucker, F. (2017). ‘With us, we, like, physically can’t’: Transport, Mobility and the Leisure Experiences of Teenage Wheelchair Users. *Mobilities*, 12(1), 36–52. <https://doi.org/10.1080/17450101.2014.970390>
- Redman, L., Friman, M., Gärling, T., & Hartig, T. (2013). Quality attributes of public transport that attract car users: A research review. *Transport policy*, 25, 119-127. <https://doi.org/10.1016/j.tranpol.2012.11.005>
- Roach, A. T., & Elliott, S. N. (2006). The influence of access to general education curriculum on alternate assessment performance of students with significant cognitive disabilities. *Educational Evaluation and Policy Analysis*, 28(2), 181-194. <https://doi.org/10.3102%2F01623737028002181>
- Roberts, J., & Callaghan, P. (2021). Inclusion is the ideal, but what is the reality? Early years practitioners perceptions of the access and inclusion model in preschools in Ireland. *European Early Childhood Education Research Journal*, 29(5), 780-794. <https://doi.org/10.1080/1350293X.2021.1968465>

- Robinson, J. E. (2000). Access to employment for people with disabilities: Findings of a consumer-led project. *Disability and Rehabilitation*, 22(5), 246-253. <https://doi.org/10.1080/096382800296818>
- Rosa, M. P., Pinto, P. C., & Assunção, H. (2020). An evaluation of the universal accessibility of bus stop environments by senior tourists. *International Journal of Sustainable Development and Planning*, 15(6), 835-840. <https://doi.org/10.18280/ijstdp.150606>
- Rotarou, E. S., & Sakellariou, D. (2017). Inequalities in access to health care for people with disabilities in Chile: the limits of universal health coverage. *Critical Public Health*, 27(5), 604-616. <https://doi.org/10.1080/09581596.2016.1275524>
- Royal College of Nursing (2011) Meeting the health needs of people with learning disabilities: RCN guidance for nursing staff. London: Royal College of Nursing.
- Royal National Institute of Blind People (RNIB), 2014. Consultation response. Tersedia di: http://www.cpa.org.uk/cpa-lga-evidence/RNIB/RNIB-Centre_for_Policy_on_Ageing_consultation_Nov_2014.pdf. (diakses pada 26 Maret 2022).
- Royal National Institute of Blind People (RNIB). (2014). Consultation response [Online]. Tersedia di: http://www.cpa.org.uk/cpa-lga-evidence/RNIB/RNIB-Centre_for_Policy_on_Ageing_consultation_Nov_2014.pdf. (diakses pada 19 Mei 2022).
- Ruddick, L. (2005). Health of people with intellectual disabilities: A review of factors influencing access to health care. *British Journal of Health Psychology*, 10(4), 559-570. <https://doi.org/10.1348/135910705X43769>
- Sabella, S. A., & Bezyak, J. L. (2019). Barriers to public transportation and employment: A national survey of individuals with disabilities. *Journal of Applied Rehabilitation Counseling*, 50(3), 174-185. <https://doi.org/10.1891/0047-2220.50.3.174>
- Safronov, K., Safronov, E., & Mochalin, S. (2018). Methods of managing city transportations of passengers with disabilities. In *MATEC Web of Conferences* (Vol. 239, p. 02008). EDP Sciences.
- Savill, T., Stone, J., Venter, C., & Maunder, D. (2003, June). Improving access to transport in developing countries. In *Proceedings of the Institution of Civil Engineers-Municipal Engineer* (Vol. 156, No. 2, pp. 149-153). Thomas Telford Ltd.
- Schmöcker, J.-D., Quddus, M. A., Noland, R. B., & Bell, M. G. H. (2008). Mode choice of older and disabled people: a case study of shopping trips in London. *Journal of Transport Geography*, 16(4), 257-267. <https://doi.org/10.1016/j.jtrangeo.2007.07.002>
- Simeonsson R J, Bailey J R, Donald B, Scandlin D, Huntington G S & Roth M (1999) Disability, health, secondary conditions and quality of life: emerging issues in public health. In R J Simeonsson, & L N McDevitt, (Eds.) *Issues in Disability and Health: The Role of Secondary Conditions and Quality of Life*. North Carolina: Office on Disability and Health

- Sisnowski, M. (2021). Journeys, Mobility and Flows: Accessibility Work in Berlin's Public Transport. *Medical Anthropology: Cross Cultural Studies in Health and Illness*, 40(8), 785–798. <https://doi.org/10.1080/01459740.2021.1946804>
- Smith H and Pressman H. (2010). Training Nurses in Patient Communication An Annotated Bibliography. International Patient-Provider Communication. Accessed at: http://www.patientprovidercommunication.org/index.cfm/article_9.htm
- Smith, D. L. (2008). Disparities in healthcare access for older adults with disabilities. *Topics in Geriatric Rehabilitation*, 24(3), 192-203.
- Smith, R. (2014). Destination Unknown: an Investigation into Bus Passenger Experiences. Guide Dogs, Reading.
- Schmöcker, J. D., Quddus, M. A., Noland, R. B., & Bell, M. G. H. (2008). Mode choice of older and disabled people: a case study of shopping trips in London. *Journal of Transport Geography*, 16(4), 257–267. <https://doi.org/10.1016/j.jtrangeo.2007.07.002>
- Stancliffe, R. J. (2014). Inclusion of adults with disability in Australia: Outcomes, legislation and issues. *International Journal of Inclusive Education*, 18(10), 1053–1063. <https://doi.org/10.1080/13603116.2012.693395>
- Steinfeld, J. L. Maisel, and E. Steinfeld. (2017). Accessible Public Transportation: Designing Service for Riders with Disabilities. Abingdon: Routledge.
- Stjernborg, V. (2019). Accessibility for all in public transport and the overlooked (social) dimension-A case study of Stockholm. *Sustainability (Switzerland)*, 11(18). <https://doi.org/10.3390/su11184902>
- Sze, N. N., & Christensen, K. M. (2017). Access to urban transportation system for individuals with disabilities. *IATSS Research*, 41(2), 66–73. <https://doi.org/10.1016/j.iatssr.2017.05.002>
- Szewczyk, I. (2020). Problems of collective transport management - Obstacles for the mobility of elderly and mobility-impaired. *Problems and Perspectives in Management*, 18(4), 351–363. [https://doi.org/10.21511/ppm.18\(4\).2020.28](https://doi.org/10.21511/ppm.18(4).2020.28)
- The Institution of Engineering and Technology (IET) and Intelligent Transport System United Kingdom (ITS-UK), 2015. Meeting the needs of older and disabled travellers [Online]. Tersedia di: <https://www.theiet.org/media/3424/agepop.pdf> (diakses pada 26 Maret 2022).
- The International Association of Public Transport (UITP), 2016. Accessibility guide [Online]. Tersedia di: http://www.uitp.org/sites/default/files/cck-focus-papers-files/Accessibility%20Guide_UITP-IRU-EDF_2016.pdf. (diakses pada 26 Maret 2022).
- The International Association of Public Transport (UITP), 2016. Accessibility guide. Tersedia di : http://www.uitp.org/sites/default/files/cck-focus-papers-files/Accessibility%20Guide_UITP-IRU-EDF_2016.pdf.pdf (diakses pada 20 Mei 2022).
- Tillmann, V., Haveman, M., Stoppler, R., Kvas, S., & Monninger, D., (2013). Public bus drivers and social inclusion: evaluation of their knowledge and

- attitudes toward people with intellectual disabilities. *J. Pol. Pract. Intellect. Disabil.* 10 (4), 307–313. <https://doi.org/10.1111/jppi.12057>
- Titheridge, H., Christie, N., Mackett, R., Oviedo, D., Ye, R. (2014). *Transport and Poverty. A Review of the Evidence*; Joseph Rowntree Foundation: York, UK. Tersedia di: https://www.researchgate.net/publication/336676391_Transport_and_poverty_a_review_of_the_evidence (diakses pada 5 April 2022).
- Transport for London (TfL), 2012. *Understanding the Travel Needs of London's Diverse Communities of Disabled People*. Transport for London, London.
- Transport for London (TfL), 2015. *Assessing Transport Connectivity in London*. Transport for London, London.
- Tyrinopoulos, Y. & Antoniou, C. (2008). Public transit user satisfaction: Variability and policy implications. *Transp. Policy*, 15, 260–272. <https://doi.org/10.1016/j.tranpol.2008.06.002>
- UNESCO. (1990). *World declaration on education for all and framework for action to meet basic learning needs*. Paris: UNESCO.
- United Nation. (1948). *Universal Declaration of Human Rights* (General Assembly, Paris, 10 December). Paris.
- United Nation. (2006). *Convention of the rights of persons with disabilities*. New York, NY.
- United Nations. (2015). *Transforming our world: The 2030 agenda for sustainable development*, from https://www.un.org/ga/search/view_doc.asp?symbol=A/RES/70/1&Lang=E.
- Unsworth, C. A., Chua, J., & Gudimetla, P. (2020). A 3D Measurement and Computerized Meshing Study to Promote Bus Ridership Among People Using Powered Mobility Aids. *Frontiers in Built Environment*, 6. <https://doi.org/10.3389/fbuil.2020.00090>
- UNWTO. (2013). *Recommendations on Accessible Tourism for All*; World Tourism Organization: Madrid, Spain.
- US Access Board. *Updated ADA Accessibility Guidelines for Buses and Vans* (14 December 2016). Available online: <https://www.access-board.gov/ada/vehicles/update/buses-vans/> (diakses pada 17 April 2022).
- US Department of Transportation. *Federal Register 49 CFR Part 38—Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles*. Available online: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/ada-regulations> (diakses pada 17 April 2022).
- Valderrama Pineda, A. F. (2016). Disabilities, the design of urban transport systems and the city: a situational analysis. *Universitas Humanística*, (81), 281-304. <https://doi.org/10.11144/Javeriana.uh81.ddut>
- Vanderschuren, M. J., & Nnene, O. A. (2021). Inclusive planning: African policy inventory and South African mobility case study on the exclusion of persons with disabilities. *Health research policy and systems*, 19(1), 1-12. <https://doi.org/10.1186/s12961-021-00775-1>
- Velho, R. (2019). Transport accessibility for wheelchair users: A qualitative analysis of inclusion and health. *International Journal of Transportation*

- Science and Technology*, 8(2), 103–115.
<https://doi.org/10.1016/j.ijst.2018.04.005>
- Velho, R., Holloway, C., Symonds, A., & Balmer, B. (2016). The effect of transport accessibility on the social inclusion of wheelchair users: A mixed method analysis. *Social Inclusion*, 4(3), 24–35. <https://doi.org/10.17645/si.v4i3.484>
- Verbich, D., & El-Geneidy, A. (2016). The pursuit of satisfaction: Variation in satisfaction with bus transit service among riders with encumbrances and riders with disabilities using a large-scale survey from London, UK. *Transport Policy*, 47, 64–71.
<https://doi.org/10.1016/j.tranpol.2015.12.009>
- Vila, T.D.; Darcy, S.; González, E.A. (2015). Competing for the disability tourism market: A comparative exploration of the factors of accessible tourism competitiveness in Spain and Australia. *Tour. Manag.*, 47, 261–272.
<https://doi.org/10.1016/j.tourman.2014.10.008>
- Virnes, M. (2008). Robotics in special needs education. In Proceedings of the 7th international conference on interaction design and children (pp. 29–32). Chicago: ACM.
- Visnes Øksenholt, K., & Aarhaug, J. (2018). Public transport and people with impairments—exploring non-use of public transport through the case of Oslo, Norway. *Disability & Society*, 33(8), 1280-1302.
- Vu, K., Hanafizadeh, P., Bohlin, E. (2020). ICT as a driver of economic growth: A survey of the literature and directions for future research. *Telecommun. Policy*, 44, 101922. <https://doi.org/10.1016/j.telpol.2020.101922>
- Weibull, J. W. (1976). An axiomatic approach to the measurement of accessibility. *Regional science and urban economics*, 6(4), 357-379.
[https://doi.org/10.1016/0166-0462\(76\)90031-4](https://doi.org/10.1016/0166-0462(76)90031-4)
- Westerheim, H., Haugset, B. & Natvig, M. (2007). Developing a unified set of information covering accessibility at public transport terminals. *IET Intelligent Transport Systems*, 1, 75–80. <https://doi.org/10.1049/iet-its:20060078>
- Whitburn, B., Moss, J., & O’Mara, J. (2017). The policy problem: the National Disability Insurance Scheme (NDIS) and implications for access to education. *Journal of Education Policy*, 32(4), 467-479.s
- White, C. S., Spry, E., Griffiths, E., & Carlin, E. (2021). Equity in access: A mixed methods exploration of the National Disability Insurance Scheme Access Program for the Kimberley region, Western Australia. *International Journal of Environmental Research and Public Health*, 18(17), 8907.
- WHO & Bank, W. World health organization (WHO). (2011). World report on disability 2011. <https://apps.who.int/iris/handle/10665/44575>.
- WHO & Bank, W. World health organization (WHO). (2011). World report on disability: Chapter 8. Tersedia di: https://www.who.int/disabilities/world_report/2011/chapter8.pdf (Diakses pada 17 Februari 2022).
- WHO; World Bank. 2011. World report on disability. Geneva, World Health Organization.

- World Bank. (2022). *Understanding Poverty*. Tersedia di: <https://www.worldbank.org/en/topic/disability#:~:text=One%20billion%20people%2C%20or%2015,experience%20some%20form%20of%20disability>. (diakses pada 3 Juni 2022).
- World Health Organization & World Bank. (2011). World report on disability 2011, from https://www.who.int/disabilities/world_report/2011/accessible_en.pdf (diakses pada 30 Desember 2022).
- Wu, W., Gan, A., Cevallos, F., & David Shen, L. (2011). Selecting bus stops for accessibility improvements for riders with physical disabilities. *Journal of Public Transportation*, 14(2), 133–149. <https://doi.org/10.5038/2375-0901.14.2.7>
- Yeo, R. 2001. Chronic poverty and disability (Background paper, No. 4). Manchester, Chronic Poverty Research Centre.
- Zajadacz, A. (2015). Evolution of models of disability as a basis for further policy changes in accessible tourism. *Journal of Tourism Futures*, 1, 189–202. <https://doi.org/10.1108/JTF-04-2015-0015>
- Zhou, H., Hou, K.-M., Zuo, D., & Li, J. (2012). Intelligent urban public transportation for accessibility dedicated to people with disabilities. *Sensors (Switzerland)*, 12(8), 10678–10692. <https://doi.org/10.3390/s120810678>