**Significant Unmet Transportation Needs By Topic (4 A’s)**

**Source: 2014 Coordinated Human Service Transportation Plan and AFA Comments**

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| **Availability** | * Coordination of transportation services and programs to facilitate better service jurisdictions   + Local and State Interagency coordination (including Medicaid)   + Nonprofit agency coordination   + Private transportation Provider Involvement * Same-day service, especially for urgent appointments; * More flexible options not based on location, time, or proximity to transit * Improved frequency and geographic coverage of services * East-West Divide concerns: More options to travel to concentration of jobs on the western side of the region * Reliability of services for more timely access to jobs, programs, medical appointments. * Connections to existing services, such as shuttles or taxis to transit stations for first mile/last mile |
| **Awareness** | * New approaches for training of transportation managers, agency staff and others who have direct contact with customers to improve communication, interactions and understanding of user’s needs and concerns * Travel Training for customers on the use of available options, including but not limited to fixed-route services * Improved user-friendly information and marketing about existing specialized services and fixed-route, including but not limited to accessibility for people with visual impairments and non-native English speakers in publications and electronic media * Targeting information on available options, in a variety of formats (commercials, mailers, PSAs), to populations groups that could benefit * Policy changes that adapt to changing travel needs of transportation-disadvantaged populations, and better enforcement or existing rules |
| **Accessibility** | * Services/features not always easy to use (stops, stations, vehicles, taxis, sidewalks, payment systems, apps) * Accessible services/features not reliable (e.g. elevators or bus lifts) * Lack of Wheelchair- accessible services * Accessibility enhancements for pedestrians for better navigation of physical infrastructure; better methods for reporting needed improvements * Accessibility of private, newer services such as ride-hailing (e.g. Uber and Lyft) bike lanes, bike-sharing, and Microtransit (e.g. Via) and toll lanes * Considering accessibility at the planning, design and implementation stages of a project, program or service |
| **Affordability** | * Fares (transit, taxi, e-hailing) and tolls on roadways can be expensive * More funding to accommodate the diversity of options needed to meet the needs of the region |