**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
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| **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
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| **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
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| **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
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