**Significant Unmet Transportation Needs**

**For the Update to the TPB Coordinated Human Service Transportation Plan**

**Revised with Comments from the AFA 5/3/2018**

**Background**

The Federal Transit Administration (FTA) requires a Coordinated Human Service Transportation Plan to guide implementation of the Enhanced Mobility grant program. The AFA will guide the 2018 update of the Coordinated Plan which will be presented to the TPB for adoption in the fall.

The Coordinated Plan:

1. Identifies unmet transportation needs of individuals with disabilities, older adults and those with limited incomes;
2. Provides strategies for meeting those needs;
3. Inventories existing services;
4. Prioritizes projects for Enhanced Mobility funding; and
5. Outlines framework for competitive selection process.

**Significant Unmet Transportation Needs by Topic**

**(4 A’s: Availability, Awareness, Accessibility and Affordability)**

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| **Availability** | * Need for more options for cross-jurisdictional and longer distance travel within the region * There needs to be more coordination of specialized services among transportation agencies and jurisdictions. * Lifeline access to critical services for those who cannot drive for urgent and same-day services * Weekend and evening options are lacking as well as same-day services. * Improved frequency and geographic coverage of services (e.g. travel outside of the MetroAccess service area) * Reliability of services for more timely access to jobs, programs, medical appointments. * East-West Divide concerns: More options to travel to concentration of jobs on the western side of the region. |
| **Awareness** | * The need for more centralized information about existing services provided by transportation agencies and jurisdictions. * The promotion of existing transportation services by both transportation and social service agencies to the targeted populations, which is customized to the audience, including those who have limited-English skills and/or may not have access to the internet or a cell phone. * Information needs to be available in other ways than only online. * Coordination of dissemination of information and marketing across programs – tailor outreach to specific groups and places (such as public housing) * Improve pedestrian access to bus stops (including the removal of barriers that make it difficult for people with disabilities to use pathways (trash cans, newspaper stands, bike, etc) (need to raise awareness among community and neighborhood associations) * Bike lanes – bicyclists and pedestrians need to follow the “rules of the road” and be aware of pedestrian needs for people with disabilities * 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 |
| **Accessibility** | * Technology used in transportation (apps, internet, Smartphones) is not universally accessible for people – those with physical and cognitive disabilities, older adults, as well as people with who cannot afford a Smartphone * Availability of internet access to facilitation information on options, fare purchase, trip planning, etc. * Accessibility services/features not always easy to use (stops, stations, vehicles, taxis, sidewalks, payment systems, apps) * Websites need to be user-friendly including translation options, screen-reader compatible, adjustable font size, and search options that make information easy to find * Accessible services and features not reliable nor regularly maintained (e.g. elevators or bus lifts) * Lack of Wheelchair- accessible services * Accessibility enhancements for pedestrians for better navigation of physical infrastructure * 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** | * Transit fares, parking costs and tolls are barriers for many people, not just those with the lowest-incomes in the region * Public transit can be both time and cost-prohibitive * There is a need for transportation for people that don’t qualify as low-income but whose income is not high enough to afford services * More funding for additional transportation services * Subsidies or funding for personal care attendants for people who need them to use transportation services |