

Specialized Transportation System Goals and Issues

GOAL 1: The system will use funding as efficiently and effectively as possible.

Related Issues:

How to manage eligibility under various programs (clear criteria, centralized information and/or registration)

Advance scheduling (for rides more than 2 weeks away)

Available funding and resources

Coordination between paratransit services (ADA, TDA, other)

Co-mingling / combine duplicate services

Making the transit system and related infrastructure more accessible (e.g. sidewalks, coordination with planning/public works departments on land use, etc.)

Increase ridership among those with functional abilities (e.g. Mobility Training)

Maintain fair funding allocations without disadvantaging one group over another

Encourage accessible multi-modal transportation choices

GOAL 2: The system will strive to maximize customer service and satisfaction.

Related Issues:

Ease of use for client

Customer service (phone hold times, eligibility determination, etc.)

Trip quality (timeliness, safety, clean vehicles, support equipment in vehicles e.g. more hand grips etc.)

Communication between drivers and riders for schedule changes

Affordability

Community input procedures (riders, caregivers, and facilities)

Accountability and system responsiveness

Countywide availability of accessible vehicles (including taxi scrip)

Clear transportation system understanding/expectations and community outreach (riders, caseworkers, counselors, etc.)

GOAL 3: Legal mandates shall be observed

Related Issues:

Assurance that legal requirements met (ADA, Area Agency on Aging, Medi-Cal, TDA, CTSA, motor vehicle laws, etc.)

Labor relations

GOAL 4: Increase funding for specialized transportation services