

Paratransit System Goals and Issues

PROPOSED GOAL 1: The paratransit 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
Clear transportation system understanding and expectations (riders, case workers, counselors)
Co-mingling / combine duplicate services
Making the Bus More Accessible (sidewalks, land use, etc.)
Mobility Training

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

Related Issues:

Ease of use for client
Customer Service (phone hold times, timeliness of eligibility determination, etc.)
Trip quality (timeliness, safety, clean vehicles, support equipment in vehicles e.g. more hand grips etc.)
Communication between drivers & riders for schedule changes
Affordability
Community input procedures (riders, caregivers, and facilities)
Accountability and system responsiveness
Availability of Accessible Vehicles (incl. Taxi Scrip)

PROPOSED GOAL 3: Legal mandates shall be observed

Related Issues:

Assurance that legal requirements met (ADA, Area Agency on Aging, Medi-Cal)
Labor relations