

**TPB Human Service Transportation Coordination
Task Force**
Major Themes from October 5 Service Gaps Discussion
Draft of November 8, 2006

Need for a Customer Focus

- Transportation services are not tailored to responding to individual needs.
- A greater awareness is needed about how various types of disabilities – cognitive, physical and visual – impact people’s ability to travel, especially by transit providers.
- Need for improved pedestrian access, safety and signage at bus stops and rail stations
- Need for additional driver training

Lack of Reliability

- Reliability of paratransit services is a major concern
- Bus and rail transit is not always accessible
- Need for back-up service

Need for Better Information

- Information on existing specialized services and user-friendly fixed-route information is lacking
 - This includes but is not limited to non-native English speakers

Need for Additional Funding and Transportation Choices

- Need for expanded evening, weekend service, Door-to-door, and door- through-door service
- Need for same-day service, especially for urgent appointments
- Infrequent transit service for non-traditional work hours
- Limited eligibility for specialized transit
- Affordability for users is a concern
- Lack of funding for transportation