

COMPONENTS OF AN

Accessible & Reliable Transit System

Supportive Physical Infrastructure

Buses, bus stop shelters and benches, concrete landing pads, and curbs, etc. must be accessible and in good repair.

Skilled Operating Personnel

Drivers, mechanics, customer service representatives, complaint investigators, etc. must be competitively compensated & provided regular quality training.

Reliable Service and Information Sharing

Buses must be on time, and up-to-date routing and re-routing information should be available at stops and while traveling, and must be easily accessible and understandable to all riders.

Connectivity Across the Region

Transit centers must be accessible, and information for switching between regional transit providers must be provided in accessible formats.

Affordability and Economic Predictability

Discounted & free fare programs should be offered for disabled riders, and costs should remain consistent for riders with fixed income.

