

APTA's Mobility Principles

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In today's era of rapid technological change, APTA believes that public transportation remains a critical and necessary backbone connecting and building thriving communities. There is no other way to move large numbers of people quickly, safely, affordably and with a minimum of environmental impact.

A policy framework supporting this mobility vision must bolster public transportation as:

CUSTOMER-CENTRIC

- We believe that the quality of public transportation is driven by user experiences of individual customers.

ACCESSIBLE

- We believe that quality public transportation must be available to every person, regardless of income, age, or disability.

THRIVING ON PARTNERSHIPS

- We believe that private mobility services (ride hail, scooters, AV taxis, etc.) will never take the place of public transportation, but they can complement it.

INTEGRATED

- We believe that tighter integration across public transportation agencies and between agencies and private mobility services will improve urban mobility networks.

INNOVATIVE

- We believe that public transportation agencies must be able to test and adopt new technologies that can enhance the customer experience, improve operations, or save money.

PROTECTIVE OF PRIVACY

- We believe that data is critical to planning and providing quality public transportation service—but also that every customer is entitled to the privacy of data associated with her trips.

RESOURCED

- We believe that governments at the federal, state, and local level must establish policies and provide funding that enable these goals to be achieved.