

# New York Metropolitan Transportation Council

## A Coordinated Public Transit-Human Services Transportation Plan for the NYMTC Area

June 2009

### New York City *Volume II: Appendices*



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# Table of Contents

	Page
<b>Volume I: New York City – Final Plan</b>	
<b>Chapter 1. Project Overview .....</b>	<b>1-1</b>
Introduction .....	1-1
Plan Organization .....	1-1
SAFETEA-LU Planning Requirements .....	1-3
Federal Coordination Efforts .....	1-6
Federal Inter-Agency Coordinating Council on Access and Mobility .....	1-6
<b>Chapter 2. Project Methodology.....</b>	<b>2-1</b>
Community Transportation Service Provider Workshops and Community Open Houses.....	2-1
Data Collection .....	2-4
Needs Assessment.....	2-5
Strategy Identification & Prioritization and Final Plan .....	2-6
<b>Chapter 3. Overview of New York City.....</b>	<b>3-1</b>
Introduction .....	3-1
Profile of New York City.....	3-1
Profile of the Bronx .....	3-6
Profile of Brooklyn (Kings County).....	3-11
Profile of Manhattan (New York County) .....	3-16
Profile of Queens.....	3-23
Profile of Staten Island (Richmond County) .....	3-30
<b>Chapter 4. Transit Services, Taxis and Community Transportation Services.....</b>	<b>4-1</b>
Introduction .....	4-1
Regional Providers .....	4-1
Public Transportation: Borough Perspective .....	4-17
Overview of Community Transportation Services.....	4-31
Community Transportation: Borough Perspective .....	4-37
<b>Chapter 5. Demographic Profiles of the Target Populations.....</b>	<b>5-1</b>
Introduction .....	5-1
Definitions and Methodology .....	5-1
New York City .....	5-3
The Bronx (Bronx County).....	5-9
Brooklyn (Kings County).....	5-22
Manhattan (New York County) .....	5-35
Queens (Queens County).....	5-48
Staten Island (Richmond County).....	5-61
<b>Chapter 6. Major Destinations and Activity Centers .....</b>	<b>6-1</b>
Introduction .....	6-1
New York City.....	6-1
Bronx (Bronx County) .....	6-2
Brooklyn (Kings County).....	6-7
Manhattan (New York County) .....	6-12
Queens (Queens County).....	6-17
Staten Island (Richmond County).....	6-21

## Table of Contents

	Page
<b>Chapter 7. Unmet Needs and Service Redundancies .....</b>	<b>7-1</b>
Introduction .....	7-1
Available Transportation Services and Service Gaps.....	7-1
Service Gaps and Unmet Needs in New York City.....	7-4
Bronx (Bronx County) .....	7-5
Brooklyn (Kings County).....	7-6
Manhattan (New York County) .....	7-7
Queens (Queens County).....	7-7
Staten Island (Richmond County).....	7-7
Summary of Focus Groups.....	7-8
Summary of Key Findings.....	7-18
<b>Chapter 8. Identification of Coordination Strategies.....</b>	<b>8-1</b>
Introduction .....	8-1
Summary of Unmet Needs .....	8-1
Strategies for New York City.....	8-2
<b>Chapter 9. Implementation Priorities New York City.....</b>	<b>9-1</b>
Mobility Management.....	9-2
Taxi/Community Car Subsidy Program .....	9-8
Travel Training.....	9-10
Transit Service Expansion and Improvements .....	9-12
Vehicle Acquisition.....	9-13

### Volume II: New York City – Appendices

**Appendix A: Annotated Literature Review**

**Appendix B: Summary of Stakeholder Interviews Report and Guide**

**Appendix C: Stakeholder / Public Involvement (*includes documents used for stakeholder/ general public outreach effort associated with the development of this plan*)**

**Appendix D: Survey Instrument and List of Organizations Contacted & Respondents**

**Appendix E: Survey Report**

**Appendix F: Detailed Description of Inventoried Community Transportation Programs/Services**

**Appendix G: List of Accessible Transit Stations**

**Appendix H: Bibliography of Best Practices**

# APPENDIX A

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## ANNOTATED LITERATURE REVIEW



# Appendix A. Annotated Literature Review

This document is a summary of recent publications relating to community transportation services in the NYMTC region. Documents are divided into region-wide and subregions— New York City, Long Island and the Lower Hudson Valley. Each document is accompanied by a brief description of its purpose and contents. Documents cover a range of topics, from targeted studies of demographics in the region to news articles about the paratransit user experience.

## Major Themes

Several themes dominate the region-wide studies. Despite boasting the nation’s largest transit system, the NYMTC region has major gaps of community transportation coverage in all three subregions included in this study. Coupled with concentrations of extreme poverty in some areas and low density development in others, many pockets of transit-dependent populations are left without adequate coverage. Several demographic studies in the three subregions concentrate on the geography of poverty or of senior citizens within the study areas. Others include population projections and speculate about the ramifications of these trends for transportation systems in the particular subregion.

Many studies focus on infrastructure issues such as sidewalk accessibility, street and pedestrian safety, subway and bus access and other elements of the built environment that physically inhibit accessibility.

Others address the issue of accessible transit and paratransit fleets, including the presence of accessible vehicles as well their accessible features, which in some cases are ineffective, out-of-date or poorly maintained. This is an especially studied issue in New York City, but is also highlighted in Long Island’s Transportation Plan.

Several studies detail the financial difficulties of both public paratransit providers and their non-profit counterparts. These difficulties are variously attributed to governing structures of the public providers, insufficient support for non-profit providers and the level of political commitment to ensuring quality paratransit service.

Disability awareness training for drivers ranks as one of the most important desired changes in the various systems that serve the subregional target populations. Similarly, many studies also called for better customer service among drivers and transportation providers.

Finally, several studies stressed the importance of making information about available accessible transit services more available. In order for these transit systems to actually serve the needs of the target populations across the region, it is necessary to disseminate information effectively.

While many studies discuss improving linkages to regional transportation in the five counties outside of New York City, a thorough description of the restrictions placed on subregional services as they cross the city line is largely absent from the collected documents.

Several documents have been prepared by NYMTC in its role as the Metropolitan Planning Organization for the New York metropolitan region. Many of these contain goals, direction, and information about target markets and needed services that can be used by communities and transportation providers as they make transportation decisions. Other regional or local transportation studies offer similar assistance, as noted below.

## **Region-wide Documents**

- Area-wide Job Access-Reverse Commute Transportation Plan
- Environmental Justice Assessment Report – Draft
- Good to Go: Assessing the Transit Needs of New York Metro AARP
- Mobility for the Millennium : A Transportation Plan for the New York Region
- Regional Transportation Plan and Update
- Report on People First: Coordinated Care Listening Forums
- Unified Planning Work Program (2008-2009)

## **New York City Documents**

- Access to Success: Expanding Job Opportunities for New Yorkers
- ADA Compliance at the MTA (To be released Fall 2008)
- Age-Friendly New York City (To be released Fall 2008)



- Annual Plan for the Older Americans Act (OAA) and New York State Community Services for the Elderly Program and Expended In-Home Services for the Elderly Program
- Disability Budget Agenda for NYC 2004-05
- Long Day's Journey Into Work
- Low-Income Communities and the Changing Regional Economy
- Moving Forward: A Roadmap to Improving Transportation for New York City's Disabled Population
- NYS Coalition for the Aging, Inc. Budget Recommendations
- PlaNYC 2030
- Poverty and Older New Yorkers
- Safe Streets for Seniors: Addressing Senior Pedestrian Focus Areas in New York City
- Seniors at a Standstill
- Taxi 07: Roads Forward
- Articles, testimony, regulations and legislation

## **Region-wide Studies and Documents**

### **Area-wide Job Access and Reverse Commute (JARC) Transportation Plan 2003**

The Area-Wide JARC plan for the New York Metropolitan Area was developed by NYMTC, with the most recent update in 2003. The plan provides an overview of the current relationship between jobs and housing locations, as well as trends that will impact this relationship over the next several years. Some of the key findings include the following:

- Development trends indicate that there is a geographic mismatch between areas of increased entry-level employment opportunity and where workers reside
- Both employers and workers in low-density areas with limited transportation options identified transportation as a leading cause of labor shortage
- Several groups of workers, including home health care workers, agricultural workers, and undocumented immigrants, have particular barriers to transportation because of work structure and varying trips in a single day

- Transportation issues are often coupled with other issues affecting job access, such as child care, language barrier, and the difficulty in learning about job opportunities in distant communities

The plan also includes recommended actions for traveler assistance and persons with disabilities, recommended additional research, and an evaluation of opportunities in priority employment markets. The recommends the following actions, to be provided by either existing or new organizations:

- Further development and promotion of the regional JARC information clearinghouse that was created under the 2001 JARC plan, especially in marketing to organizations not currently involved in JARC
- Continued updates on the labor market conditions for the Access-to-Jobs Working Group; special attention should be given to distributing local information to small geographic areas or job sectors with significant potential
- Increase efforts to establish transportation brokerage services through partnerships between transportation providers, transportation demand management (TDM) organizations and human service organizations
- Transportation resource training for employment specialists and human service employees
- Increase promotion of TDM services among small employers, low income workers, and individuals seeking employment
- Add criteria to the JARC grant proposal evaluation process that prioritizes project proposals that improve job access for persons with disabilities through actions such as training persons with disabilities to use public transportation to travel to work or training centers and providing a demand responsive program that increases transportation options for persons with disabilities

The additional research recommendations primarily revolve around childcare facilities and coordination of transportation services for low-income employees and include the following:

- Examine potential use of TANF and Welfare-to-Work funds to subsidize the cost of transportation for persons with low income, through subsidies for eligible clients

- Analyze the region’s childcare network and their transportation services to identify effective service models
- Study the potential for increased coordination among public, private, and non-profit transportation providers serving low-income workers

These locations were selected based on criteria related to employment size, employment growth, trip potential and input from communities, various social, human service and employment agencies, and NYMTC. Table 1 identifies the highest ranking types of potential service enhancements for each of the five locations. Overall, the Job Access and Reverse Commute program is vital to providing adequate access to public transportation for low income individuals. The recommendations in the area-wide JARC plan are based on local information and knowledge of transportation gaps preventing low-income individuals from reaching job opportunities.

## **Environmental Justice Assessment**

### **June 2005**

NYMTC is required by federal mandate to consider environmental justice principles throughout its planning and decision making processes, including development of its Regional Transportation Plan, Unified Planning Work Program, and Transportation Improvement Program. NYMTC’s approach to the planning process includes a multi-tiered method of public participation. These principles are also used to develop an improved regional transportation planning framework that enables member agencies to enhance the quality of transportation planning and their ability to meet transportation planning requirements and issues, including environmental justice.

Each NYMTC member county must demonstrate compliance with Title VI once every three years. The transit plans are scored on a point system which includes variables such as vehicle assignment and transit amenity distribution. NYMTC member agencies have their own strategies and degree of formality in dealing with environmental justice requirements. Overall, under a common framework, each agency accounts for the intent of the environmental justice guidelines according to their individual circumstances.

### *Metropolitan Transportation Authority (MTA)*

The MTA uses the Title VI program and its own capital program to address environmental justice concerns. Under federal guidance, routes that have at least 1/3 of the population along the route

categorized as a minority are designated as “minority routes.” To identify minority routes, the MTA assesses a number of operating variables in terms of populations above and below the poverty level and minority and non-minority populations. The MTA conducts a strong public outreach effort as part of its Capital Plan. The MTA also follows the National Environmental Protection Act (NEPA) or the State Environmental Quality Review (SEQR) guidelines for environmental impact statements, which include an environmental justice assessment.

#### *Nassau and Suffolk Counties*

In order to identify communities of concern, both Nassau and Suffolk counties develop a set of base maps using census information. Bus route maps are then overlaid on the base maps to determine how many communities are served by transit. This process has identified a set of communities categorized as communities of concern in Nassau and Suffolk counties. Table 2 presents the communities in each county identified as communities of concern by the Environmental Justice Assessment Report.

### **Good to Go: Assessing the Transit Needs of New York Metro AARP**

#### **September 2006**

The AARP conducted a survey to assess senior mobility in the NYC metro area in the following counties: New York, Queens, Kings, Bronx, Rockland, Nassau, Suffolk, Westchester, Putnam, Orange and Richmond. The report discusses differences between demographic groups and areas of residence and their respective problems, but paints the picture that generally, seniors are satisfied with their levels of mobility.

<http://www.aarp.org/research>

### **Mobility for the Millennium: A Transportation Plan for the New York Region**

#### **1998**

As the MPO, NYMTC is required by federal regulations to develop a long-range Regional Transportation Plan and update that Plan every three years. This report is the current update of this regional plan and acts in response to the current and future changes in the region’s demographics, economy, and transportation needs by providing a relevant, informative, and long-range guide for the transportation planning process through the year 2020.

This document highlights the Regional Transportation Plan's future vision around nine regional goals for improving the transportation system as a whole within the framework of the following goals:

1. Infrastructure
2. Mobility
3. Land Use and Transportation
4. Safety
5. Airport Access
6. Freight Transportation
7. Quality of Life
8. Regional Planning and Decision Making
9. Financing the Future

## **Regional Transportation Plan**

### **August 2005**

NYMTC provides some guidance to towns and providers regarding adequate access through visions and goals in the Regional Transportation Plan. Vision 1 of the plan calls for using partnerships to balance resource needs and transportation service priorities. Improving regional quality of life through meeting the needs of the customers is a regional goal under Vision 1. The needs of transit-dependent residents are implicit in this regional goal.

## **Regional Transportation Plan Update (2010-2035)**

### **Draft Overarching Issues and Trends Considered in the Plan**

#### **2008**

This draft report of overarching issues or trends which will possibly impact transportation during 2010-2035, the period of the Plan are addressed. These overarching issues are generally grouped into broad categories such as Economic Innovation and Technological Change, Lifestyle and Workforce Change, Globalization and Security, Energy and Climate. In addition, Transportation Financing is also addressed in the draft report.

## **Report on People First: Coordinated Care Listening Forums**

**October 24, 2007**

This report was sponsored by the Commissioners of NYS Department of Health, NYS Office of Mental Health, NYS Office of Mental Retardation and Developmental Disabilities, and NYS Office Alcoholism and Substance Abuse Services.

A gubernatorial initiative in New York established “People First Coordinated Care Listening Forums,” to be held in the spring and summer of 2007 across the state by the Commissioners of Health, Mental Health, Mental Retardation and Developmental Disabilities and Alcoholism and Substance Abuse Services. The report summarizes the issues and information presented by health care providers, individuals, caregivers and other interested citizens at the Forums and presents some of the next steps and recommendations that the Commissioners are taking to improve and coordinate treatment and support for people who have needs across the four systems.

## **Unified Planning Work Program (2008-2009)**

**2008**

The Unified Planning Work Program is the New York Metropolitan Transportation Council’s (NYMTC) approach to developing its work program under the requirements of *Safe, Accountable, Flexible, and Efficient Transportation Equity Act: a Legacy for Users* (SAFETEA-LU), which is a Federal legislation which authorizes funding for transportation improvements across the nation. As a starting point, NYMTC compiles a multi-year planning prospectus every three years which is the foundation for meeting the mandate for SAFETEA-LU. This report focuses on NYMTC’s mission, vision, regional plan, and shared goals for the Unified Planning Work Program. Accomplishments and highlighted planning projects from the 2008-2009 Work Program and planning accomplishments from the previous program years in the areas of finance, freight transportation, infrastructure, land use, mobility, program development and management, quality of life, regional decision making, and safety are included in this report.

## **New York City Studies and Documents**

### **Access to Success: Expanding Job Opportunities for New Yorkers**

**May 2004**

This document, composed by the School of Management and Urban Policy at New School University, evaluates NYMTC's Access-to-Jobs program, reports best practices and interviews JARC grant recipients.

### **ADA Compliance at the MTA**

The Permanent Citizens Advisory Committee to the MTA is prepared a report on ADA compliance at the MTA and will be doing selected field inspections over the next few months at LIRR stations, subway stops and on buses. Janet Wells of PCAC just started writing the report and will give us a copy when it is complete in the fall.

### **Age-Friendly New York City**

"The Age-Friendly New York City project is being implemented by the New York Academy of Medicine in collaboration with New York City and the City Council with the guidance of a steering committee of experts, policy makers and senior representatives. The study was guided by a protocol developed by the World Health Organization that will assess the city's age-friendliness in eight key areas including transportation. The Academy will use the protocol to assess how age-friendly New York City is and will then develop an overarching blueprint for improvement. (Global age-friendly Cities: A guide - World Health Organization)."

### **Annual Plan for the Older Americans Act (OAA) and New York State Community Services for the Elderly Program and Expanded In-Home Services for the Elderly Program**

**September 2007**

The plan, authored by Cara Saunders and Linda Black from the NYC Department for the Aging, covers 2008-2012 and was created for submittal to the State Office for the Aging. It describes the changes in demographic composition of seniors in New York City and implications on city services for the elderly. It also breaks down DFTA's budget by service type.

## **Disability Budget Agenda for NYC 2004-05**

### **2004**

This document covers the broad platform of the Disabilities Network of NYC's most recent recommendations with a transportation section. It did mention one interesting test: "Operation Refusal," TLC's testing of taxis for refusal of service – found geographic areas of concentrated refusal and refusal of certain groups of individuals. The test used TLC and NYPD enforcement officers, some with guide dogs, strollers, etc.

## **Long Day's Journey into Work**

### **October 2007**

The MTA Permanent Citizens' Advisory Committee put together this report detailing four neighborhoods in New York that have especially daunting commutes/access to public transportation. The neighborhoods include Southeast Queens; Co-Op City, the Bronx; Southwest Staten Island; and Red Hook, Brooklyn. The document could be a useful complement to the demographic analysis of need and includes a detailed analysis of transit access in the neighborhoods in relation to their demographic profiles. Senior population and incomes listed in each neighborhood, but no mention of persons with disabilities.

## **Low-Income Communities and the Changing Regional Economy**

### **1998**

This Regional Plan Association put together this study of the New York metropolitan area's low-income communities, with special attention to transportation access issues. No specific improvements or observations are made about the system, however.



## Moving Forward: A Roadmap to Improving Transportation for New York City's Disabled Population

January 2008

The City Council Committees on Oversight and Investigations, on Transportation, and on Mental Health, Mental Retardation, Alcoholism, Drug Abuse and Disability Services provide this very helpful overview of the main challenges of accessibility across the transit system in New York. The report is full of informative anecdotes about various modes, with a special focus on Access-A-Ride. The NYC Council staff conducted focus groups to assess overall transit accessibility for persons with disabilities. The study suggests short- and long-term measures for improvement, including customer service training, improving subway accessibility, making the city's entire taxi fleet accessible and various improvements to Access-A-Ride.

## NYS Coalition for the Aging, Inc

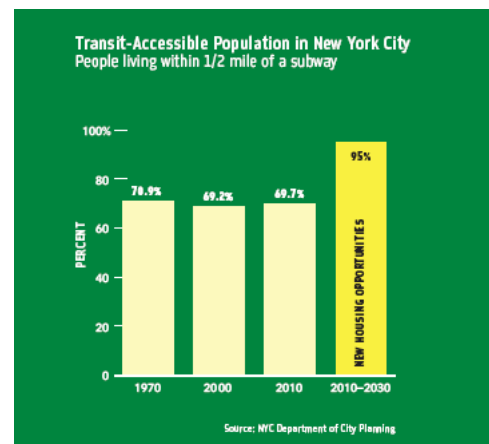
2008

The Coalition proposes budget recommendations for the State, including operating costs for senior transport services and expanding to include insurance.

## PlaNYC 2030

April 2007

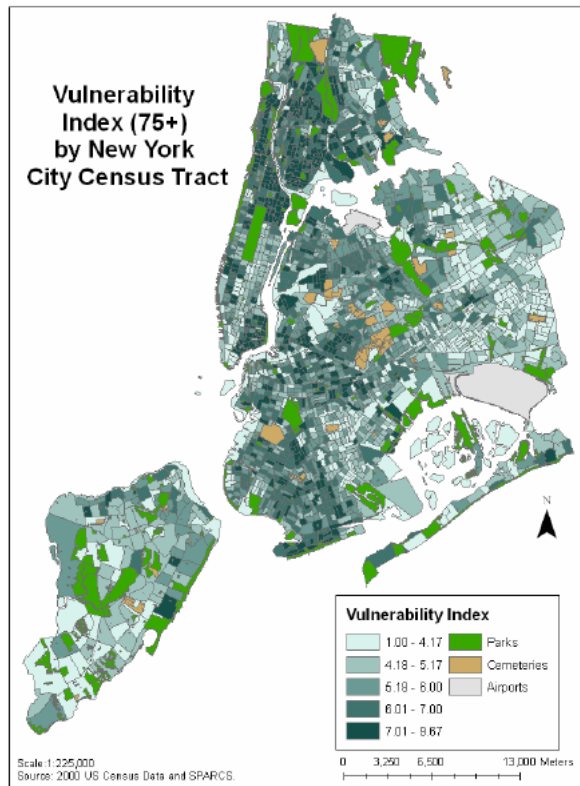
The Mayor's Office of Long-Term Planning and Sustainability put together PlaNYC, New York's long-term sustainability plan. The plan includes analysis of housing, open space, brownfields, water quality and network, transportation infrastructure and congestion, energy, air quality and climate change. Though the study offers no specific mention of transit issues related to the three target populations, it could be helpful for demographic projections. For instance, Staten Island will be the oldest borough by 2030, a figure that could greatly affect its analysis.



## Poverty and Older New Yorkers

### 2006

The Council of Senior Centers and Services published this document that provides a detailed demographic analysis by borough, culminating in a map of “vulnerability to isolation” of the city’s senior population. Factors included age, living alone, disability, poverty, linguistic isolation and marital status.



## Safe Streets for Seniors: Addressing Senior Pedestrian Focus Areas in New York City

### January 2008

The NYC Department of Transportation’s presentation launched the city’s Safe Streets for Seniors program to reduce traffic fatalities in 25 neighborhoods. According to Linda Black (DFTA), the committee currently working on the project includes representatives from NYC DOT, Department of Health, Department for the Aging and the Mayor’s Office.

## Seniors at a Standstill

### February 2005

The Public Advocate surveyed 36 senior transportation service providers with contracts through DFTA to inquire about vehicle utilization. Many providers had unused vehicles in their fleets due to maintenance and operation constraints, especially insurance costs.

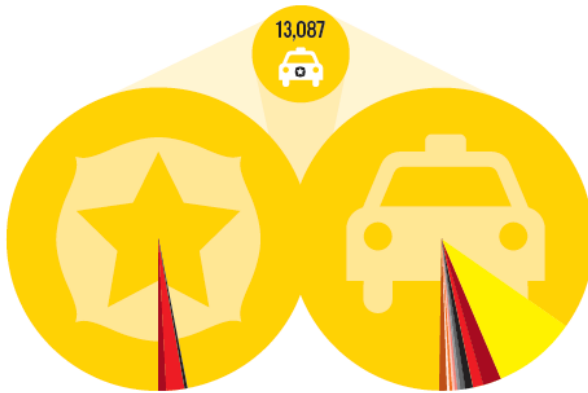
## Taxi 07: Roads Forward

### December 2007

The NYC Taxi and Limousine Commission (TLC) and Design Trust for Public Spaces published this document. It provides a detailed look at the TLC, the passenger experience, the fleet and the

cab industry as a whole. Some useful data on accessible taxis and a new dispatch system are in the document, with a few especially helpful graphics.

### THE MEDALLION TAXI FLEET



#### FLEET BY MEDALLION TYPE

- 12,717 standard medallions
- 35 'converts' (standard medallions used on hybrid vehicles)
- 254 alternative-fuel medallions
- 61 wheelchair-accessible medallions

#### FLEET BY VEHICLE TYPE

- 11,324 Ford Crown Victoria sedans
- 1,318 Toyota Sienna minivans
- 6 Honda Odyssey minivans
- 66 models with 3 or fewer vehicles
- 216 Ford Escape SUVs
- 61 Toyota Highlander SUVs
- 16 Compressed Natural Gas (CNG) Ford Crown Victoria sedans
- 6 Toyota Prius sedans
- 4 Toyota Camry sedans
- WHEELCHAIR ACCESSIBLE
  - 52 Chevy Uplander SUVs
  - 27 Ford Freestar minivans
  - 2 Dodge Grand Caravan SUVs

### TLC-LICENSED TAXI SERVICES: A COMPARISON





# APPENDIX B

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## SUMMARY OF STAKEHOLDER INTERVIEWS REPORT AND GUIDE



# Appendix B. Summary of Stakeholder Interviews Report and Guide

## Introduction

The New York Metropolitan Transportation Commission (NYMTC) commissioned a team of consultants, led by Nelson\Nygaard Consulting Associates to conduct a Coordinated Public Transit-Human Services Transportation Plan (“the Plan”). This plan, branded as “Connecting Communities through Coordination” covers the entire NYMTC region, inclusive of the five boroughs of New York City, Nassau and Suffolk Counties on Long Island, and Putnam, Rockland, and Westchester Counties in the Lower Hudson Valley. The immediate goal of the plan is to build upon the Interim Plan submitted by NYMTC and otherwise meet all of the SAFETEA-LU requirements, thereby ensuring that the region will continue to receive specific FTA funding. The overarching goal of the project, however, is to identify strategies that will streamline and maximize the efficiencies of local community transportation services, enabling expansion of those services to meet/keep up with the demand for those services with available and applicable funding.

Nelson\Nygaard developed a work plan to craft the Plan that involves seven tasks:

- Task 1: Conduct meetings with Steering Committee and Stakeholder Advisory Committee; Provide Administrative Support
- Task 2: Develop and Conduct a Comprehensive Stakeholder/Public Involvement Process
- Task 3: Collect Data
- Task 4: Develop Inventory of Services and Funding Program; Identify Instances of and Obstacles to Coordination
- Task 5: Conduct Transportation Needs Assessment and Prioritize Needs
- Task 6: Identify and Recommend Strategies to Address Service Redundancies and Gaps
- Task 7: Develop Coordinated PT-HST Plan

A key activity designed to support Task 2 and 3 involved conducting focused discussions with stakeholders in the community transportation network. The goal of these interviews was to develop an initial picture of community transportation services, needs and coordination activities in each community. The stated objectives of the interviews were to:

- Identify available and relevant coordination plans, studies and documents.
- Identify existing transportation service providers, including service directories or other service inventories.
- Assess the level of existing coordination activities among and within agencies, including identifying successful coordination as well as challenges.
- Collect information on service gaps, needs and redundancies.

An interview guide was prepared and distributed to staff carrying out interviews; this guide is included with this document as Appendix A. Interviewers were instructed to center their discussions towards task objectives and structure their interview accordingly. Nelson\Nygaard agreed to complete at least 40 interviews in the study area, four interviews per county.

Stakeholders were selected for interviews based on their perspective and role within the human service and community transportation network. An effort was made to include representation from each of the target populations (older adults, persons with disabilities and persons with low incomes) as well as geographic coverage within each county. In New York City, interviews also included representation from city-wide agencies and organizations.

## New York City

To date, Nelson\Nygaard has conducted 22 interviews with stakeholders across New York City. These interviews were conducted between June 15 and July 22, 2008. A list of stakeholders, their organizations and geographic location is provided in Appendix B.

We identified stakeholders through a variety of sources, including the initial list of recommended individuals and organizations for the New York City Study Advisory Committee. Other stakeholders were identified through recommendations and references in existing plans and documents. We also reached out to the major known stakeholders in human service transportation, such as Access-A-Ride (AAR), the Taxi and Limousine Commission (TLC) and the New York City Department for the Aging (DFTA). We also tried to ensure that interviews included representation from each of the target populations (older adults, persons with disabilities and persons with low incomes); geographic coverage from each borough; and key city-wide agencies and organizations.

The following section provides a summary of the key findings and observations gleaned from the 22 interviews. This summary is categorized by topic based on what interviewers heard and learned while in the field. A write-up of each interview is included as Appendix C.

### **Stakeholder Comments**

#### **General/Overall**

**Access to transportation is vital** – Stakeholders were in agreement over the importance of transportation to the vitality of the target populations. People need to be mobile, active and have access to care/services.

**The demographic, geographic, and economic diversity of New York City creates equally diverse needs for transportation services** – Both the demand and type of transportation services needed are shaped by factors such as cultural background, language, economic status, proximity to transportation infrastructure, and physical, sensory and mental abilities. Because New York City has such a large population the number of people affected by any one of these factors can be significant. Consequently, the need for specialized transportation services and facilities is great.

**Transportation providers are concerned about fuel prices** – Similar with businesses and individuals everywhere, rising fuel prices are very troublesome for agencies and organizations providing transportation services. Without an increase in agency budgets, most organizations will be forced to provide fewer services, even as demand increases.



## Existing Transportation Services

**Public transit is often challenging for the target populations** – New York City has one of the largest and most comprehensive public transportation systems in the United States. Staff at agencies and organizations representing the target populations in all five of the boroughs reported that public transportation does not always work for their clients and constituents. Reasons are broad and diverse, including:

- Location of accessible subway stations
- Reliability of accessible facilities (elevators and escalators) at subway stations
- Lack of infrastructure at bus stops (i.e. benches, shelters, signage)
- Overcrowding on the system
- Availability of information in a variety of accessible formats, including information in and outside of subway stations, trip planning tools that take into account mobility limitations, information in multiple languages, etc.
- Long travel times for persons with low incomes making reverse commutes (i.e., to Westchester County); using multiple modes (i.e., MTA bus to Long Island Rail Road) or making multiple stops as they travel to work (i.e., to child care and then work).

**Frustrations associated with Access-A-Ride** – Several stakeholders expressed frustrations with the quality of AAR services. Major complaints about AAR include:

- Burdensome registration process
- Challenges associated with reserving a trip
- Long wait times for pick-up, especially on trip home
- Service unreliability
- Long travel times
- Unfamiliarity with service area (Staten Island only)
- Difficult of traveling outside of New York City

**Access-A-Ride is not appropriate for all members of the target population** – Access-A-Ride does not work for older adults and persons with disabilities that have very high needs in terms of the amount of assistance required to travel and/or individuals unable to travel independently. Because of the service parameters of AAR, individuals with high needs must rely on specialized service providers for the more individualized attention they require

**Agency misconceptions associated with Access-A-Ride** – The role of AAR within the community transportation portfolio is not clear to many agency staff and representatives of the target population. These misconceptions and expectations are at least partially responsible for public frustrations with AAR as well as the financial strain on the MTA. For example, many agencies felt strongly that AAR should be the sole provider of transportation services for older adults, persons with disabilities and persons with low income. Other agencies and individuals view AAR as accessible public transit and have fewer expectations about how comprehensive and exhaustive service should be. The different perceptions of AAR and how it should be and is currently – option of last resort or of first resort – creates considerable frustrations among many agencies and organizations.

**Individuals also hold misperceptions about Access-A-Ride services** – Despite the fact that many non-profit organizations assist older adults and persons with disabilities through the AAR

service registration process, many people still hold misperceptions about the service. Many individuals are confused about how the registration process operates, especially re-registering while others hold misperceptions about how the service works, when they should use it and who it is for. As a result, some eligible people do not use the service and some people use AAR when they could be using other services, such as Medicaid.

**Taxis and for-hire vehicles (FHV) are an important community transportation service** - Taxis provide a great service and are an important part of the service network. Older adults are especially grateful to have excellent taxi and FHV service. The draw-back associated with these services is cost. In addition, the limited number of accessible taxis and FHV service makes this service less reliable for people in wheelchairs.

**A significant portion of the service portfolio is provided and funded by faith-based organizations** – Many neighborhood and community service providers receive funding from faith-based organizations. These organizations and their services are an essential element of the available transportation services.

**Many organizations/agencies expressed a need to charter vehicles for excursions and special events** – Several agencies said it is expensive and cumbersome for them to take seniors or persons with disabilities to special events or functions without transportation. High costs associated with chartering private buses or vans reduce the number of excursions they can sponsor.

## Borough-Specific Findings

### Brooklyn

- There are several neighborhood based organizations working to fill transportation needs and gaps. Several of these organizations cater to very specific population groups or needs.
- Some agencies have formal agreements to provide transportation for each other and share transportation services.

### Bronx

- The Bronx Interagency Council on Aging is becoming more involved in transportation, including exploring creating an inventory of transportation services provided by member agencies
- High travel costs and long travel times makes it difficult for workers living in the Bronx face to get to/from jobs in Westchester County. Westchester County offers excellent employment opportunities and in some ways is preferred by Bronx residents, but they are dissuaded by travel time and costs.

### Manhattan

- Some neighborhoods in Manhattan, such as Washington Heights/Inwood face considerable mobility and accessibility challenges. These challenges are associated with topography, poverty, language, and physical abilities.

- Agencies serving high needs populations in Manhattan do work with other organizations to improve transportation accessibility. Coordination efforts include tracking the status of subway facilities (i.e., where elevators are broken) as well as coordinating with other providers to make sure clients get to their services.

### Queens

- There are many parts of the Queens that are not easily accessible, including entire neighborhoods that are not covered by public transportation.
- The Queens Interagency Council on Aging works with the Queens Parent Resource Center, an organization devoted to individuals with developmental disabilities, to contract with other service providers.
- One of the stakeholders interviewed in Queens, the Queensbridge-Riis Senior Center is a “Naturally Occurring Retirement Community” (NORC). A NORC is a designation given by the State of NY to housing facilities with high densities of older adults. With this distinction the housing group is given additional amenities from the state. In NYC there are formal NORCs, recognized by the state, and informal, or just places where a lot of people have aged in place. They don't receive any special funding for transit.

### Staten Island

- Staten Island is challenged by a lack of and poorly maintained bus shelters, sidewalks plus limited public transportation service.
- Staten Island developed a plan to improve coordination of transportation resources, but the plan was never fully implemented. Implementation was not completely achieved primarily due to a lack of staff resources.

### On-going Coordination Activities

**Only a few agency-level staff are participating in coordination activities** - While many of the stakeholders reported participating in community groups, interagency councils or other cross-agency committees, few of these groups are focused on transportation. As a result, few stakeholders reported participating in on-going coordination activities or committees. In cases where individuals or organizations were working on transportation coordination, coordination efforts were almost always within a single borough and associated with older adults.

**Potential offered by the Interagency Councils on Aging** – There are interagency councils on aging in each borough sponsored by the Borough president. These are advocacy organizations that provide information to the borough's older adult population. While transportation and/or coordination are not the focus of these councils, it is an issue that has been discussed. The interagency councils on aging have potential to lead or encourage future coordination efforts.

**Opportunities associated with pooling resources** – The New York State Assembly is looking into legislation to allow agencies to pool together to lower the cost of insurance. The status of this legislation is being researched. The State Assembly may also be interested in supporting opportunities to share fuel and maintenance costs as a way to save agency resources.

**The Department for the Aging (DFTA) works with the NYC Department of Education to provide free school buses** – In some parts of New York City, school buses are provided free-of-charge to transport older adults from senior centers to sites ranging from supermarkets to museums to other cultural events.

## Opportunities /Challenges Facing Coordination

**Politicians are interested in transportation** – Several stakeholders observed that from a political standpoint, there is great interest in addressing the transportation concerns of older adults and persons with disabilities. At the same time, there is no perfect forum for compiling and giving a voice to these concerns.

**State Assemblymen/women are a source of funding for community transportation** – NY State Assemblymen/women provide funding to non-profit and community based organizations to purchase, maintain and operate vehicles. The resources are available under funds for older adults and are used in different ways across New York State and City. In the Bronx, Assemblyman Dinowitz has secured funding for vehicles for several non-profit organizations. In Brooklyn, Assemblywoman Helene Weinstein provides funds to the Kings Bay YM-YWHA for transportation. (I don't know if I would mention these two politicians by name, especially because we are only listing folks from two boroughs, and I bet there were a lot of politicians that provided such member item monies.)

**The Taxi and Limousine Commission (TLC) is launching a pilot dispatch program for its accessible fleet of yellow cabs.** This two-year pilot program is limited to Manhattan below 96<sup>th</sup> Street, where yellow cabs collect most of their fares. The pilot will help assess demand for accessible taxis and determine if cabs can help fill gaps in accessible services. .

**There are no enough accessible for-hire vehicles (FHV) in New York City to meet demand.** Rule 607f requires that FHV provide an accessible ride, but there are only a few FHV companies that own accessible vehicles. To comply with this rule, FHV will refer contract out to or refer calls to companies that have accessible vehicles. FHV are challenged to increase their fleet by high vehicle and insurance costs.

**Technology offers potential opportunities to improve access to transportation and support coordination.** There are several new technologies that could be tested and/or expanded to improve transportation accessibility and mobility. Examples include:

- Automatic Vehicle Location Monitoring Systems (AVLM) are installed on more than 900 of the 1,700 AAR vehicles. This system could be shared with other providers to help schedule and coordination trip planning.
- Global Positioning Systems (GPS) could help agencies coordinate services and share rides
- Induction loop technology to assist hard of hearing communicate in yellow cabs. This technology could serve up to 4% of the population.
- Alternatives fuel programs could assist public and non-profit agencies with fuel costs. Expanding this program to community transportation services could help alleviate increasing costs associated with rising fuel prices.

**Restructuring of Senior Centers** – Much like the rest of the country, despite an increasing population of older adults, many senior centers are losing participants. In NYC, DFTA is working with city senior centers to evaluate the types of services provided to ensure they meet the needs of the most current generation of older adults. This effort is called “Wellness Centers of the Future” and will restructure the senior center system and the types of services provided. The restructuring will also likely involve centralizing services. As services centralize the demand for transportation will increase.

## Stakeholder Interview Guide

### Interview objectives:

- Assess level of existing coordination – determine what is working and what is not
- Collect information on service gaps, needs and redundancies
- Identify any existing coordination plans or documents
- Identify existing service providers, including service directories and inventories

### Please Record:

Interviewer/Team Name: \_\_\_\_\_

Interviewee: \_\_\_\_\_

Agency/Organization: \_\_\_\_\_

Date: \_\_\_\_\_

### 1. Existing Interagency Planning and Coordination

**Questions where agency/organization has recent HST plan** (Assumes interviewer has reviewed plan)

- Has your plan been effective at supporting coordination? If yes, how? And if not, why not? Please be as specific as possible.  
\_\_\_\_\_  
\_\_\_\_\_
- Are you still working with the stakeholders who helped you draft the plan? If yes, in what capacity?  
\_\_\_\_\_
- Has your organization implemented any of the recommendations set out in the plan or moved forward with identified action items? Please describe any progress or challenges?  
\_\_\_\_\_  
\_\_\_\_\_
- If your plan includes performance measures, have you begun the process of collecting data and measuring progress? Has this been a useful exercise? Why or why not – can you provide specific examples?  
\_\_\_\_\_  
\_\_\_\_\_
- Do you have any other ways to measure success or progress towards the plan?  
\_\_\_\_\_  
\_\_\_\_\_

**Questions where no existing plans/documents are available prior to meeting:**

- Does your organization have any planning documents, including strategic plans, vision or policy statements, etc. that guide or direct the delivery of coordinated or specialized transportation services?  
\_\_\_\_\_  
\_\_\_\_\_
- If plans are available, can we get a copy of any plans, documents or statements?  
\_\_\_\_\_
- Does your plan set up a process to track or measure performance against stated goals? If so, what are goals and measures? Do you use this process? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- If nothing formal is documented, has your organization/agency participated in any formal or informal discussions about coordination? Please describe any efforts:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2. Inventory of Transportation Resources**

- Do you currently have an inventory or existing community transportation resources and programs that fund or provide transportation services?  
\_\_\_\_\_  
\_\_\_\_\_
- If yes, how was the inventory prepared? What format is it in? Can we get a copy?  
\_\_\_\_\_  
\_\_\_\_\_
- If no - do you know if any other organization or agency has prepared an inventory of available transportation services? How you know what services are available?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Given your knowledge of the existing services, what do you consider the major gaps or needs for transportation services? Do you know about any services that are under-used

or over-provided? Please describe these gaps/needs/under-utilized services in terms of population, service area, time of day/week.

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- Have you documented specific transportation needs of various target populations that aren't met? How have you documented these needs? Do you use this information? Could you provide examples of existing needs by population?

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- Do you have any tools that help you identify potential service duplications, available or underused assets, and/or gaps in existing services? If yes, what are these tools? How were they developed and how are they currently used?

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- Do you have any technology or other tools available to you that can be used to track spending on transportation or coordination efforts? If yes, what are they? Do you know of any tools that you wish you had?

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- Do you collect data on performance issues, such as cost per trip, ridership, on-time performance, etc? How do you collect/store this information? How, if at all, do you use the information?

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**3. Customer amenities and service policies**

- Do your local transportation service providers offer user-friendly and accessible information? How is it distributed and made available to target populations?

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- Does an organization in your community provide travel training and consumer education programs available on an ongoing basis? Who sponsors these programs? How is the travel training organized?



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- Is there a formal or informal process for customers to provide feedback about the services? What is this process? Do you collect customer satisfaction information on a regular basis? What do you do with this information?

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- Have you ever sponsored a project or service that was designed directly or indirectly to support persons with disabilities, older adults or low-income individuals that was not successful? Could you please describe the project, talk a bit about how it came about and some of the challenges it faced in succeeding? What could have been differently that might have resulted in a more successful project?

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- What sorts of marketing and communication programs are available to users? How is the information distributed? Are there other efforts to build awareness and promote use of the services?

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**4. Funding and billing policies**

- Do you have any tools in place to track financial data across transportation programs or providers? What are they? How do you use them?

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**5. Internal practices and practices than enhance transit efficiency**

- Do you have any arrangements or procedures that help facilitate access to a broad range of transportation providers, for example letting clients ride with different operators based on trip type or time of day? How effective are these arrangements? If so, how do these arrangements work in terms of funding, customer preferences and service availability?

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- Do you have any support services coordinated (i.e. vehicle procurement, training, etc.) that help to lower costs and ease management burdens of individual agencies?

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**6. Perceived Opportunities for Coordination**

- How would you characterize the interest/momentum for coordination? What is the primary source of this interest/momentum?

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- Would you say there is sustained support for coordination from elected officials, agency administrators and other community leaders? Why or why not?

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- What is your vision for coordination? How do you think it could help transportation in the NYC region? What are some of the projects you would like to see happen?

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## Completed NYC Stakeholder Interviews by Borough and Population

Name	Agency	Sub-region	Population
Beverly Morris	New York City Transit (MTA), Access-A-Ride	City-wide	All
Bill Henderson	Citizens Advisory Council to NYCT	City-wide	All
Edith Prentiss Vice President	Disabled in Action	City-wide	Persons with Disabilities
Josh Grendel Director Assistive Technology Center	League for the Hard of Hearing	City-wide	Persons with Disabilities
Linda Black Planning Specialist	NYC Department for the Aging,	City-wide	Older Adults
Paul Litwak	Cerebral Palsy Transport	City-wide	Persons with Disabilities
Samara Epstein Assistant Commissioner of Constituent Affairs	Taxi and Limousine Commission	City-wide	All
William Stoner	AARP	City-wide	Older Adults
Christopher Nadeau Executive Director	Park Slope Geriatric Day Center	Brooklyn	Older Adults
Jodi Green,	Kings Bay YM-YWHA	Brooklyn	
Diana Nobile Hernandez	ARC XVI Fort Washington Inc	Manhattan	Older Adults; Persons with Disabilities
James Martin	Jewish Home and Hospital for the Aged	Manhattan (Bronx)	Older Adults
Eddie Woda Assistant to Assemblyman Jeffery Dinowitz	New York State Assembly	Bronx	All
Sheryl Benjamin Director Senior Services	Riverdale YM-YMHA	Bronx	Older Adults
Steve Simpson	Baltic Street, AEH	Bronx	Persons with Disabilities; Low Income
Steve Schwartz	Bronx Interagency Council on Aging	Bronx	Older Adults
Rosemary Ordenz-Jenkins Assistant Executive Director	Phipps Community Development Corporation	Bronx	Low Income
James Magalee	Queens Parent Resource Center	Queens	Persons with Disabilities
Adrian Bordoni	Queensbridge-Riis Senior Center	Queens	Older Adults
Alan Klausner	Central Queens YM & YWHA	Queens	All
Ann Marie McDonough	Rehabilitation Unit, Staten Island University Hospital	Staten Island	All

<b>Name</b>	<b>Agency</b>	<b>Sub-region</b>	<b>Population</b>
Carol Dunn Executive Director	Staten Island Interagency Council on Aging	Staten Island	Older Adults
Richard Reetz, President	Community Agency of Senior Citizens	Staten Island	Older Adults

## Individual Summaries of Stakeholder Interviews

**Interview:** Beverly Morris  
New York City Transit, Paratransit  
City-wide  
Friday, June 27

New York City Transit (NCT) is operated by the State of New York under the MTA. Beverly Morris coordinates the paratransit, or Access-a-Ride (AAR) branch of the NYCT.

### Interview Summary and Key Points:

- Access-A-Ride (AAR) just finished new contract negotiations with vendors to provide their service. There are currently 14 transportation carriers that provide the AAR service.
- NYCT buys the vehicles for the transportation carriers and provides them with insurance.
- NYCT retains consultants to do demand forecasting to estimate the need.
- Many people do not understand that AAR is a public transportation system, not a for-hire system, so there are limitations in the type and amount of scheduling and personalized service availability.
- Many people want AAR to be something it can't be. The drivers can not be caregivers to the riders that really need more specialized services.

### Agency Services

New York City Transit provides a paratransit service to people living in the five boroughs of New York City. They have a centralized scheduling system for people to call in to reserve a ride. Each evening the 14 transportation carriers are provided with their routes for the next day. Originally each vendor or transportation carrier used their own fleet of vehicles that were certified through NYCT. Now NYCT provides vendors with vehicles as part of their contract.

### Agency Transportation Services

The MTA is required by law to provide paratransit service to all people in the 5 boroughs. They are also required to have buses that accommodate wheelchairs. MTA subway stations are slowly meeting ADA accessibility requirements; however, there are always concerns with the state of repair of elevators and escalators throughout the subway system.

### Other Transportation Services

NYCT allows paratransit riders to be reimbursed for taxi rides if the AAR for some reason can not provide transportation.

NYCT also has a number of companies that provide car service for people through a vouchering system.

### Coordination Activities

NYCT is dedicated to providing transportation for any person that is eligible for the service. The cost is the same as any public transportation trip, or \$2 per ride. The agency coordinates with other transportation providers, such as the vouchering companies, to cover any gaps that may occur in the demand.

### Needs

Beverly believes that the needs of the client base using paratransit were largely being met. There is the problem with the clients with severe limitations that should probably be using some other alternative to AAR, or should have a care giver accompanying the trip.

Other

Beverly said there is a common misconception about the service they provide. They are required to provide service to anyone that calls, and they do, however, they are not required to go into a building to pick up people, or wait for them after a certain amount of time.

She said there are many cases where people will leave their severely impaired relative to be picked up by AAR vehicles and believe that the drivers should be responsible for making sure the people get to where they are going. In many cases these people, many with dementia, do not know where they are going and should be accompanied by a care giver.

Beverly said the strain on the system is simply that many social services providers are getting out of the business of also providing transit. The demand for the service continues to go up, but she said they are meeting the demand.

She wondered if certain policies such as ADA compliance should be reconsidered from a financial standpoint.

She thought that the new system of interviewing clients was a better way of making sure that the people using the system were really in need.

Recommendations for other human service transportation providers or stakeholders:

Beverly sent over a list of human service transportation providers specifically for people with disabilities.

**Interview:** **Bill Henderson**  
Citizens Advisory Council to NYCT  
City-wide  
Wednesday, June 25

Bill Henderson's organization represents riders of New York City Transit, Metro North, and the Long Island Railroad.

**Interview Summary and Key Points:**

- Access-A-Ride (AAR) is stretched to their limit due to the rapidly growing demand. Congestion associated with this demand, has become a huge problem in terms of providing service that is timely.
- AAR is not turning people away; they are just not providing as direct a service as they could because of the demand. AAR is making a lot of strides in serving regular riders for Monday-Friday work trips.
- Providing paratransit service is a political "landmine" because the service is so expensive.
- Greater efforts should be made in the area of community outreach to provide information to people not living in senior housing about all transportation alternatives.

Agency Services

The Citizens Advisory Council provides feedback to the MTA umbrella organizations as mandated under MTA regulations. They track MTA's AAR performance by talking to members of the senior and disabled communities that use the service.

Agency Transportation Services

The MTA is required by law to provide paratransit service to all people in the five boroughs. They are also required to have buses that accommodate wheelchairs. MTA subway stations are slowly meeting ADA accessibility requirements; however there are always concerns with the state of repair of elevators and escalators throughout the subway system.

Other Senior Transportation Services

Coordination Activities

Bill sees the use of For-Hire Vehicles as a great way to free up the AAR vehicles for those with more specialized needs.

He thinks there needs to be more connections made between the MTA and various community groups. Providers of transport for seniors and people with disabilities aren't really talking to each other, so there will be a number of senior centers with vehicles that provide limited trips that could be serving a greater number of people.

He believes the dispatching system could be improved so that people could be better served by existing transit providers that they might not know about. The call center could provide more information to people using a GPS system to see where people are located, where they need to go, and who could provide the best means of transport.

Needs

Bill thought that AAR should make better use of technologies that would help them provide more efficient services. He thinks AAR is a service that most people take only if they have no other

means of getting around. He thinks one of the main problems with the service is a lack of capacity, so if a vehicle gets delayed in traffic the system begins to quickly fall apart.

He thinks people should be able to call into a central location to get a more accurate estimate of arrival time rather than waiting for a long time.

Bill said the primary complaint, after the long waiting time, is the eligibility requirements. People don't understand the AAR rules. There was a lot of fear and anxiety expressed by people over the process of re-establishing eligibility; many folks believed they would no longer be eligible.

He said the people that aren't served well are those that are more isolated, living alone. People in senior centers and in senior housing tend to be better informed about the services AAR provides.

#### Other

Bill said when AAR started it was really a lifeline service, providing people with severe limitations with transport to medical appointments. Now the service has expanded to include many more people that use it to get to work each day.

Bill said if you look at the trip lengths they are all relatively short, people are not typically taking rides to different boroughs. Because of the local nature of most trips, there could be more alternatives than AAR for people, they just don't know it.



**Interview:**     **Edith Prentiss**  
Vice President, Disabled in Action  
City-Wide  
Tuesday, July 15

**Interview Summary and Key Points:**

- The transportation needs are different for people with disabilities than for older adults. Older adults tend to have more options for travel as they are not always faced with the issue of accessibility.
- People should use mass transit if they can, rather than AAR. It is less expensive, often faster, and there is not the same planning 24 hours in advance. Many organizations provide travel training for people with disabilities so the task isn't so daunting.
- AAR is a hard system to use because there is so much planning, waiting on the phone, waiting for the ride, then a short trip can take forever as they drive around to pick other people up.
- Communication is the biggest issue with using public transit for people that don't speak English, older adults and people with disabilities. Especially on weekends, it is hard to really know how to plan a trip on public transit.

Agency Services

Disabled in Action is a civil rights organization committed to ending discrimination against people with all disabilities. Founded in 1970, DIA is a democratic, not-for-profit, tax-exempt, membership organization.

They have a monthly meeting and a web-site to inform people of various accessibility issues. They also routinely testify at City Hall for the rights of the disabled on all quality of life matters. DIA consists primarily of and is directed by people with disabilities.

Agency Transportation Services

The group does not provide transportation services. Rather it advocates for accessible public transportation and accessible for-hire vehicles. In addition, the group works to make streets safer for pedestrians by giving people more time to cross the street and making sure there are reliable, ADA compliant curb ramps at every intersection.

Coordination Activities

The root of the coordination issue is communication, or lack of communication.

Next is service that varies geographically. For example it is easy to use the bus if you are in a wheelchair traveling along Madison or 5<sup>th</sup> Avenue in the midtown/uptown area. But once you get 178<sup>th</sup> street, forget it. The service is much less reliable or pleasant.

89% of the people that use AAR are ambulatory, and many people have a misperception that AAR is for older adults, not the disabled. Many older adults have options other than AAR, but AAR is cheaper than a cab and more comfortable than the subway. Back around 1992 AAR was used more frequently by people in wheelchairs because there were so few accessible subway stations. Some people that could now use the subway and buses just stick with AAR because they are used to it.

For people in wheelchairs that rely on the bus, the routing and the networking are really important; also explaining when there are limited services. There should a re-evaluation of the bus routing, especially in Northern Manhattan where you can wait 40 minutes for a bus.

They really need to do some sort of functional analysis to see how to make these different services work better together. Because so many of the older adults' trips are local, it makes more sense to give money to ARC (senior center) to provide local service than it does to involve a city-wide service like AAR. But how would that work, would it be ARC vehicles with different drivers, the same drivers?

In addition, there are FTA programs that try to make better use of existing vehicle fleets. Like school buses that are only used twice a day, they could be used for other trips at other times.

### Needs

Edith said that most people she knows that use AAR over the subways are doing so because they are scared of getting stuck underground. She said she has been contacted numerous times by people that are hearing or vision impaired who have no idea when a service diversion takes place. In many cases you have to go miles out of your way to reach another station that is accessible.

Edith says there has to be greater awareness that not everyone using the system can use stairs. Even though MTA has been better at adding more accessible stations, they haven't gotten better at the idea that people are frequently getting stuck underground. Because of this, people take the bus or AAR, which of course costs a lot more money to operate per trip. One of the hardest things about using the subway system for people with disabilities is not having information about what is happening at the stop you need to enter or exit. Especially on the weekends, subway lines will change for station maintenance, but they don't think about what that means for people who need an accessible station.

Just getting through to AAR is hard, especially in the late afternoon, around 4 o'clock. You can wait 40 minutes on the phone just to schedule an appointment. Then if they can't serve you, they figure out another means of getting you to where you want to go and call you back that evening. It is a lot of sitting around on the phone trying to schedule trips.

There is no consideration given to the safety of the street for seniors and people with disabilities when it comes to where the AAR will drop people off. Especially at the municipal building, they drop you off and you have to cross a very wide, busy intersection to complete the trip.

For many people with disabilities there are many transportation options. You can take the subway, the bus, AAR, and sort of the ferry, but it isn't easy. There are groups that do travel training so it is easier to figure out the system. The exception is travel training for kids with physical impairments; there is not a lot of training for kids outside of using AAR.

There is no one answer on how to improve the system for people with disabilities. The talking kiosks that are slated for 2010 will help. But the kiosks are only in English; there is always something that still makes it difficult for people.

Improving the trip planner at MTA is essential. At the moment you can only type in 2 transfers for service information. For people with disabilities, you might need to make many more transfers if

there are any service interruptions. They should just provide the telephone and TTY numbers so people can call to find out the best route.

Other

In terms of gaps in the existing service AAR provides, one of the biggest ones is for power chair users when their chairs die. Since you have to call AAR 24 hours ahead, what are you going to do, wait on the corner over night? That is why we need all of the for-hire vehicles and buses to be accessible.

One of the best ways to improve AAR is to give ownership and management back to MTA, taking it out of the hands of the numerous vendors. Then you have an MTA employee that is actually responsible for the trip and the service improves because there is this accountability. That is what they did with the express buses, the MTA slowly absorbed each of the vendors.

The bottom line though is that MTA doesn't want to pay the money for MTA drivers. By having vendors driving they don't have to pay as much. So they are saying that people that use this service don't deserve the same expense for their \$2 that they are willing to give to people on the regular buses and subways.

Recommendations for other human service transportation providers or stakeholders:

Edith provided a list of other disabled advocates that we could reach out to.

**Interview:**     **Josh Gendel**  
Director, Assistive Technology Center  
League for the Hard of Hearing  
Thursday, June 26

Mr. Gendel is the Director of the Assistive Technology Center at the NY League for the Hard of Hearing. He is an electrical engineer who constructs and repairs hearing devices and works on a range of hearing-related issues with clients.

**Summary and Key Points:**

- Mr. Gendel provided useful background information on assistive hearing technologies and how they should be incorporated into transportation.
- There are two vocal advocacy groups that he recommended to speak with.

Agency Services

The League for the Hard of Hearing is a non-profit that provides services for all ages and all types of hearing impairment. According to its website, it is “the world’s leading not-for-profit hearing rehabilitation and human services agency for infants, children and adults who are hard of hearing, deaf, and deaf-blind. We provide services that last a lifetime.”

Agency Transportation Services

While the League does not provide transportation, it does help arrange transportation for its clients. Typically this is through Access-A-Ride, but also through Medicaid and managed care providers. The companies it typically uses are Independent and GuildNet. These providers are reimbursed by Medicaid, not by the League.

Access-A-Ride

Many hard of hearing clients cannot use the conventional telephone. Mr. Gendel was unsure whether Access-A-Ride uses TTY technology (tele-typewriter) to arrange appointments for its hearing-impaired clients.

Coordination Activities, Needs, Gaps and Service Duplication

Mr. Gendel sees a great need in the taxicab industry and public transit.

In cabs, the partition makes it hard to hear the driver, even for people with no hearing loss. With the added difficulty of thick accents that many of the drivers have, riders with hearing impairments have a very tough time hearing their driver.

Mr. Gendel visited London where all cabs are equipped with induction loops and speakers in the backseat. Induction loops are 1950s type of technology that use a loop of coil (similar to what is found in a telephone speaker) to transmit a magnetic field to the coil in a hearing aid. Hearing aid users simply switch their hearing aids from acoustic to the “T” setting, and they hear only what is transmitted through the induction coil. In the taxi, this would be whatever the driver says through a microphone. This technology eliminates the background noise that hearing aids can amplify.

This induction loop technology has been and continues to be very popular in Europe. An entire classroom, car, museum or music hall can be “looped.”

Mr. Gendel rode in the looped cabs in London and tested the technology. It works wonderfully, he says, especially with the acoustic speakers.

By installing induction loops in cabs, four percent of the population is served. By also installing speakers in the back, you cover 100% of the population. Even for riders with no hearing loss, this can be very helpful. The Taxi and Limousine Commission is testing induction loop technology, but Mr. Gendel believes that they should also look into installing acoustic speakers.

Similarly, with buses and subway platforms and cars, working on both technological and acoustic fronts is best. The loop technology is important, but so is improving the actual acoustic technology to make announcements more clear.

#### Recommendations for other stakeholders

Janice Schacter is the founder and director of the Hearing Access Project, now sponsored by the Alexander Graham Bell Association. She has been an instrumental advocate for hearing accessibility in NYC's cultural institutions, including Broadway theaters and major museums. Her daughter is hard of hearing.

The Hearing Loss Association of America ([www.shhh.org](http://www.shhh.org)) meets monthly, and beginning in July will start having meetings at the New York Public Library on 23<sup>rd</sup> Street that just installed a loop system in one of their meeting rooms. Contacts there are Joe Gordon, Ruth Shapiro and Ellen Semel.

(Contacts added to focus group spreadsheet).

**Interview:** **Linda Black**  
Planning Specialist  
NYC Department for the Aging  
Thursday, June 26

Linda is a planner for the city's Department for the Aging (DFTA), which specializes in services, advocacy and programs for older adults. Linda has long been active in advocating for accessible transportation, transit facilities and streets for seniors. The below observations are from an interview with Linda and from a hand-out she brought to us listing her key points.

**Summary and Key Points:**

- She believes that Access-A-Ride as an institution is trying to shrink their service and their number of registered users. She feels that they are unresponsive to concerns and unwilling to advertise and serve their riders.

Agency Transportation Services

DFTA supports senior centers across the city that provide services to 10% of the city's senior population. DFTA provides about \$12m in operating expenses to senior centers.

DFTA provides transportation for older New Yorkers through the non-profit organizations with which it contracts. These community-based transportation programs are located in each of the five boroughs. This service is available to older adults who are age 60 or older for the purpose of attending congregate meal sites, senior centers, and essential medical and social service appointments. This service transports the frail older adults who have no access to, or cannot use, public transportation. There is no fee. DFTA monitors the use of vehicles for which it provides funding.

DFTA has a Memorandum of Agreement with the MTA stating that it will continue to provide transportation services and funding to the city at the same level as in 1993, the year when the MTA agreed to administer Access-A-Ride.

Access-A-Ride

AAR passengers pay \$2 for a ride (one way). The average cost to the program is approximately \$50 per passenger (one way trip). In 2007, Access-A-Ride provided over 4 million rides to its 100,000 registered users, many of whom never use the service. AAR has a fleet of 1,700 vehicles. Access-A-Ride's private carriers are in charge of hiring, salaries and driver training. Linda observed that this left Access-A-Ride with little control over customer service and other critical aspects of the system.

Linda suggested reading the recent study called "Moving Forward: A Roadmap to Improving Transportation for New York City's Disabled Population" that was put together by City Council staff and published in January 2008.

"Although Access-A-Ride (AAR) has made notable improvement over the past ten years, many AAR consumers continue to point out the operations many faults and even refer to the privately contracted service as "A-Stress-a-Ride."

The application process for Access-A-Ride is difficult for many seniors. Each borough has a physical therapist for the evaluation. AAR requires a note from the individual's doctor in some cases.

Linda also pointed out that Access-A-Ride tries to limit the number of people registered for the service because of the expense of service provision. Access-A-Ride believes that it should be a last resort for accessible transportation and should simply fill in gaps in service where other options cannot fulfill demand. AAR is reluctant to register more individuals and has no incentive to improve services.

Linda also pointed out that contracting out services leaves no incentive for the carriers to do good work. If the MTA took over the operation, as it finally did with all of the private bus companies, the wages would be better and people would be more accountable.

### Coordination Activities

#### *Department of Education*

DFTA, in partnership with the NYC Department of Education, provides free school buses to transport older adults from senior centers to sites ranging from supermarkets to museums and other cultural events.

### Coordination Ideas

#### *Automatic Vehicle Location Monitoring System (AVLM)*

In 2007, the MTA began installing an AVLM system in its Access-A-Ride vehicles. More than 900 of the 1,700 vehicles are now equipped with AVLM. MTA could share the AVLM information they have from a test-run (they haven't yet released the information). The MTA could also share its AVLM system with non-profit transportation programs.

#### *Section 5310 Contracts*

New York State Department of Transportation (NYSDOT) develops a contract it uses to receive a better price for the Section 5310 vehicles it purchases. This contract could be used by other non-profit agencies. There are many opportunities for coordinating information of non-DFT programs and monitoring with knowledge from Section 5310 programs.

#### *New York City Department of Transportation – NYCDOT*

##### *Alternate fuel program*

The NYCDOT has an Alternative Fuels program that could work with DFTA and other non-profit transportation providers to obtain hybrid vehicles and energy efficient vehicles. Pilot projects could receive vehicles from manufacturers to test energy efficient vehicles convenient for the transportation of older adults and people with disabilities.

##### *Access-A-Ride*

Access-A-Ride could develop more user friendly policies for transportation of clients from NYC to Long Island, Westchester and New Jersey. Right now, the client has to make two appointments, one with each service, and has to make a stop at a designated transfer point between the city and surrounding counties. Access-A-Ride is not permitted to cross city boundaries. And sometimes the second leg is late or does not arrive.

##### *Training Programs*

Training on sensitivity to older adults and people with disabilities could be developed that would be used by Access-A-Ride drivers; drivers of DFTA funded programs and other non-profit transportation programs.

##### *Information.*

Information about paratransit services could be added to internet web sites such as Trips 123, a transit information website for the metro area.

Other

Section 5310 vehicles are used by DFTA-funded and other non-profit organizations. The related transportation programs must provide 20% of the cost of the bus. The program does not provide assistance to cover operating costs.

By the fall of 2008, 230 of the 13,000 cabs in NYC will be accessible.

Recommendations for other stakeholders

Linda suggested that we contact Ingrid Alexander, senior and disability representative at Brooklyn Borough President Marty Markowitz' office.

Linda also brought several documents for our research/files (listed are new documents that we had not already collected from online):

The Accessible Connection: MTA New York City Transit ADA-Accessible Subway Stations and Connecting Bus Routes, Summer 2008. Published by MTA-NYCT

Guide to Access-A-Ride, brochure of rules, tips and information, published by MTA-NYCT.

Press Release "Padavan, Weprin Secure Expansion of Access-A-Ride Service: State Legislators worked tirelessly to expand paratransit bus service into Nassau County. MTA will expand Access-A-Ride service Eastward in the near future" May 12, 2008

How to Apply or Recertify for Access-A-Ride Paratransit Service, published by MTA-NYCT.

+select bus service on the Bx12 (about NYC's first 'BRT' line) published by MTA-NYCT

Map of NYCT Customer Service Center

Wallet-sized: Guide to accessible stations and accessibility telephone numbers (including TTY)

Schedule of MetroCard Buses and Vans for mobile sales of MetroCards



**Interview:** Paul Litwak  
Cerebral Palsy Transport  
City-wide  
Wednesday, June 25

Paul coordinates the transportation side of the larger Cerebral Palsy of New York State. The agency is a human services provider for people with cerebral palsy.

**Interview Summary and Key Points:**

- Cerebral Palsy Transport operates 80 vehicles, 17 of which are funded through Section 5310.
- The clients served by this provider are severely impaired individuals that are not able to take any form of public transportation.
- Efforts to coordinate services have not worked because their service is so specialized, both from the clients they serve, to the need to have vehicles that can accommodate 4 wheelchairs at a time.

Agency Services

Cerebral Palsy Transport provides transportation to people within the client base of Cerebral Palsy of New York State. They take people for day treatments, medical services, summer camps, etc. Their interest is providing a service that promotes community inclusion for people with cerebral palsy.

Agency Transportation Services

Cerebral Palsy Transport has 80 vehicles, 17 of which are 5310 funded.

The agency itself has a strategic plan for providing services, but the transportation segment does not.

Transport maintains a database of every trip, how many people were served and the cost associated with each trip.

The client base is severely disabled and range in age. The client base tends to be low-income.

Other Senior Transportation Services

Paul said that Access-a-Ride can't really fill any gaps in services for their group because the Access-a-Ride vehicles can only hold 2 wheelchairs.

Coordination Activities

Cerebral Palsy Transport has tried in the past to coordinate with other groups but it became cumbersome because their client base is so severely impaired. These are not people that could take public transportation of any kind.

Paul believes that he could be a resource for other groups trying to coordinate services for people with disabilities, but the service he provides is so specialized that no other groups could really meet the needs of his client base.

Needs

Paul said they haven't cut back on services due to the increase in price of gasoline, but they are trying to plan trips more efficiently. He sees a need for greater advocacy efforts for the disabled population in order to continue providing good service.

Other

Paul sees transportation as one of the most essential services for the elderly and the severely disabled. He noted that unfortunately the business of transporting people with severe impairments is so expensive that there aren't a lot of companies that provide the service. He also noted that although the larger organization Cerebral Palsy of New York State spends a lot of time advocating for people with disabilities, he hasn't seen much support from elected officials on these issues.

Recommendations for other human service transportation providers or stakeholders:

**Interview: Samara Epstein**

Assistant Commissioner of Constituent Affairs  
NYC Taxi and Limousine Commission  
Telephone Interview  
Tuesday, June 17 (follow up July 11)

Samara is the Assistant Commissioner of Constituent Affairs at the Taxi and Limousine Commission (TLC). TLC is the city agency that regulates all taxi and for-hire car services through yellow cab medallion auctions and licensing of all other vehicles, including community car services, limousines, black car services, ambulettes and commuter vans (jitneys). Her unit was created three years ago to begin facilitating several new TLC programs, including the new accessible dispatch system pilot program.

**Summary and Key Points:**

- TLC is launching an accessible dispatch system for its yellow cab fleet, to operate south of 96<sup>th</sup> Street as a pilot project to assess demand for accessible cabs in the city.
- TLC is in contact with Access-A-Ride about possible coordination opportunities that may come from its accessible dispatch system.
- TLC has encountered significant problems with accessible for-hire vehicles and is trying to find solutions to the current system, in which for-hire companies generally do not provide sufficient accessible service.
- TLC has also just launched a pilot for induction loop technology in some of its yellow cabs, which provides hearing assistance to riders with hearing aids.
- TLC's licensed paratransit operators are now participating in a data-collection project in which GPS technology will record geographic service area as well as track ridership and other ridership statistics.
- TLC cannot apply for New Horizons funding. If we figure out a way around that, let Samara know.

Agency Overview

TLC must balance the needs of New Yorkers and ensure that the taxi/for-hire vehicle business remains profitable for its owners and drivers.

Samara's unit was created three years ago as a bridge between the companies and the public, especially for accessibility advocacy organizations. Unfortunately, the relationship between TLC and the advocacy organizations has deteriorated significantly over the years as the system continually failed the disabled community. Now, Samara has created new relationships within the disabled community that have been productive, but many of those old adversarial relationships still exist.

Accessible Dispatch System

The accessible dispatch system that the city is launching this summer is a two-year pilot project to help assess demand for accessible taxis in the city (See accessible taxis write-up for full description of this program).

The city has invested \$1 million to cover the dispatcher, the equipment and the training but not the extra TLC staff time. (It's pretty much run out of Samara's office right now). The project does not subsidize the taxi companies in any way, except for the reduced minimum bid price for the

accessible medallions. There is a state tax credit that vehicle owners can get for providing an accessible service. The tax credit covers the one-time purchase of a new accessible taxi or conversion expenses up to \$10,000 and ends on December 31, 2008.

By September of 2008, there will be 231 accessible taxicabs on the roads of New York. There are 60,000 people with disabilities in the city. TLC does not yet know how many of the 60,000 will use the system, are able to use the system or can afford to use the system. They do not know what the populations are like, and this project is a way to assess that need. Data from the dispatch system will come from the owners and from a core group of testers. The dispatch system is just for wheelchair users, not for people with other types of disabilities

The pilot will only cover Manhattan below 96<sup>th</sup> Street, where yellow cabs collect most of their fares. FHV's can voluntarily join the dispatch system if they have meters, but none have signed up so far.

TLC is unsure what the outcomes of this project will be. The agency does not want the entire fleet of yellow cabs to be used through this dispatch system since the city has long operated on a two-part system of street hailing for yellow cabs and call-in service for for-hire vehicles. TLC wants to preserve this system and not compromise the yellow cabs as an on-street hail service.

#### Coordination Activities

Among the range of possible outcomes of the pilot program is for accessible taxis to become a back-up system for Access-A-Ride. Samara is in contact with Tom Charles at Access-A-Ride about what could come out of the pilot project, and both are aware of the other agency's projects. However, until TLC gets data and feedback about the accessible dispatch system, they will not begin discussing any type of formal coordination activities.

#### Obstacles to Coordination

There are only a few for-hire vehicle (FHV) companies that own accessible vehicles. Rule 607f requires that FHV companies provide an accessible ride, but most FHV companies simply call this handful of providers when they get a request for an accessible trip in order to comply with the rule. Further, these few companies do not have enough accessible vehicles to cover demand.

Liveries (FHVs) usually drive used cars which cost \$5,000 and are an average of 8 years old. An accessible van is \$25,000, plus the costs to make it accessible because they are not produced off the line as accessible. Further, the insurance companies charge too much to drive an accessible vehicle.

Currently there is a backlash against the hybrid vehicle requirements that the city has adopted for the taxi fleets. Hybrid vehicles are less problematic than accessible vehicles, which are not as stable. Many fleet owners are therefore also fighting the accessible dispatch system very hard.

#### Needs Assessment

TLC currently has little data on paratransit and demand-response coverage. The two-year accessible dispatch project is partly to assess demand, to look at where the calls are coming from, who is riding, how many use it, when, etc. TLC will use the data as the groundwork for service adjustments, partnerships or other revisions to its current operations. The outcome could range from a fully coordinated system between ADA-mandated service (Access-A-Ride), Medicaid providers and TLC, or anything along the continuum between the existing system and full coordination.

### Other Projects

Several years ago, there was a proposal to require that 10% of auctioned medallions and licenses be for accessible vehicles. There was such a backlash from the taxi lobby, which is a very strong lobby, that it did not pass. TLC did not support the proposal because of the costs it would impose on the companies.

One of the black car industry organizations attempted to implement an accessible system in association with the Easter Seals, an advocacy organization that is very involved in training and accessible transportation advocacy in the city. The project failed because of lack of demand. Black cars, a type of FHV that primarily serve companies through contracts, were too expensive for individual use.

### Induction Loops

The induction loop program is a pilot program for “looping” taxicabs to assist persons with hearing loss or impairment. The project has been implemented primarily to assess how many people will use the loops. TLC is looking for data on costs for the owner, the number of people who have T coils in their hearing aids that allow access to the loop system, how often the loops are used, etc.

### Paratransit Data Collection

Starting July of 2008, the licensed paratransit (ambulette) providers will begin submitting electronic data to TLC about geographic location and trips.

### Recommendations for other stakeholders

Samara recommended that we contact Tom Charles, Vice President of Paratransit for the Department of Buses at the MTA-NYCT.

Since there are several large fleet owners who are involved in the significant backlash, an individual medallion owner may be best. The one provided by the TLC’s Carolyn Castro is for Richfaith, Inc. at (917) 823-0890.

The industry as a whole is terrible with email. TLC has a listserve, but there are legal issues with who gets to use the email list and who TLC allows to use the list.

**Interview:** **William Stoner**  
Associate State Director  
AARP New York  
Thursday, June 26

Will is the Associate State Director of AARP New York. He is very active in the Livable Communities campaign

**Interview Summary and Key Points:**

- AARP is engaged in a Livable Communities initiative that is seeking to improve accessibility and mobility communities around the State. They have been active in Suffolk County and will hold an event in Westchester County in November.
- Reports and materials, including member survey results, were passed to NN and on to appropriate sub-regional teams
- Will Stoner will participate in Long Island SAC

Agency Services

AARP is an advocacy organization for individuals aged 50 or more.

Agency Transportation Services

AARP does not operate transportation services.

Other Senior Transportation Services

None.

Coordination Activities

AARP supports coordination activities through its mobility workshops. They are also participating in the Long Island SAC.

Needs

AARP recently commissioned a study, “Good to Go: Assessing the Transit Needs of New York Metro AARP Members”. This mail back survey was conducted in June – July, 2006 among members aged 75 or more in the NY metro areas. The study identified a bunch of needs, including:

- Transportation needs vary according to where people live, race and income.
- More than half (55%) of respondents who currently drive, said if they couldn’t drive, they would have to move from their current home.
- People without licenses are twice as likely to be homebound as those with licenses.

One of the key findings from the study is that solutions must be tailored to communities and groups of individuals – there is not a single size fits all solution.

As a result of this study and other related “Livable Communities” initiatives, AARP has identified other needs:

- While it is possible from some agencies to get 5310 money for vehicles, there are very limited resources available for operation and maintenance;

- There are services that are under-utilized out there – both because some agencies have vehicles but can't maintain or operate them fully and there are others who only use vehicles on specific days and times;
- AARP has done travel training in some places in the US, but not in NY.
- A key problem is that no one knows anything about transportation services until they need them and then it is a problem.
- Livable Communities is focused on advocacy and community empowerment. AARP will help communities define their needs (including help with activities such as pedestrian surveys), create an action plan and then start to execute this plan.
- Pedestrian issues are a huge concern. Many seniors have trouble crossing the street, due to lack of infrastructure.

Recommendations for other human service transportation providers or stakeholders:

AARP is doing a mobility event in Westchester County in November. They have already done a telephone survey. Will forwarded this information to NN and we have passed to Rich Garrity, who is in charge of mid-Hudson team.

**Interview: Christopher Nadeau**  
Executive Director  
Park Slope Geriatric Day Center (Brooklyn, NY)  
Telephone Interview  
Tuesday, July 1

Christopher is the Executive Director of the Park Slope Geriatric Day Center (PSGDC), a leading senior services organization in the borough and in the city as a whole.

**Summary and Key Points:**

- Mr. Nadeau’s general feeling is that Access-A-Ride (AAR) service is inadequate, poorly overseen and difficult to work with. He believes that AAR should cover all mobility-impaired transportation needs in the city and that local providers should run one or two minor supplementary vans for their programs.
- Mr. Nadeau has been a strong advocate for both legislative/policy and funding solutions to what he sees as a problem of misallocated resources.
- PSGDC had to cut back their number of vehicles and service area because of funding cuts and lack of ability to maintain and operate vehicles (esp. fuel costs, maintenance and insurance).
- PSGDC provides transportation to Alzheimer’s and dementia patients and to the physically frail who cannot ride public transportation or Access-A-Ride.

Agency Services

The Park Slope Geriatric Day Center provides adult day services for Alzheimer’s and dementia patients and for the physically frail who can no longer access or enjoy a traditional senior centers’ activities. The Center provides daily activities ranging from art to exercise and transports its clients between its two nearby locations.

Agency Transportation Services

PSGDC’s transportation services are a major part of what the organization does. Its red vans are part of its image and serve as the organization’s logo.

The Park Slope Geriatric Day Center offers wheelchair accessible van service to people with Alzheimer’s disease and dementia, and also to the physically frail. It owns and operates six vans, each designated for a specific geographic area. The vans take elderly clients between its two locations, on errands, to appointments and to other senior centers.

PSGDC has 8-, 9- and 13-passenger vans. Two years ago, they had nine vehicles but had to sell three because of maintenance and operation costs. They have also been forced to limit their geographic service area because of costs.

In addition to client-based transportation services, PSGDC has formal linkage agreements with five organizations in Park Slope and other neighborhoods around Brooklyn, including residential complexes, churches and other senior centers. The organizations are the Marcy Avenue Hynes Towers, St. Mary Star of the Sea, Prospect Hill Senior Center, Park Slope Senior Center and Bay Ridge Senior Center. Either the driver or the dispatcher calls ahead – usually about five minutes prior to arrival – to alert the family or center of their arrival.

The PSGDC currently averages about 23,000 trips per year. In Mr. Nadeau’s 2006 testimony at the annual Brooklyn borough DFTA hearing, he reported over 24,000 trips per year. At that time



the organization still had nine vans. PSGDC has managed to keep their number of trips high despite losing three vans.

PSGDC tracks statistics quarterly, including ridership, type of trip, location of trip, maintenance upkeep and costs, gas, etc. They use Excel pivot tables to collect and analyze data.

#### Access-A-Ride

Mr. Nadeau believes that enhanced and more transparent oversight of Access-A-Ride is necessary. He has lobbied the City Council to address this issue. He still does not know who pays AAR's costs or how much AAR is getting to provide services. It is also unclear to him who he should lobby about these issues and who is really in charge of Access-A-Ride.

He believes that the costs should be examined closely because AAR receives a lot of public funding to provide a service that they are not fully providing. Local providers such as the Park Slope Geriatric Day Center have had to fill this gap yet do not receive the same subsidy that AAR does.

More than poor service (late pick-ups, etc), AAR does not provide escorts for dementia patients or allow home healthcare workers (AAR does actually allow home healthcare workers). Therefore, PSGDC must supply transportation service for its clients.

Mr. Nadeau reports that in public meetings, Access-A-Ride invites him and other organizations to contact them to further discuss different options or improvements. However, Access-A-Ride does not respond to his follow-up phone calls or requests for meetings.

#### Needs, Gaps and Service Duplication

There is a general unmet need in all of Brooklyn. It has a high number of low-income seniors with significant health problems.

To Mr. Nadeau, technically every service is a duplication because Access-A-Ride is supposed to provide coverage for the entire city.

#### Advocacy

Three years ago, Mr. Nadeau testified at the annual DFTA hearing in Brooklyn about a study that had just been released by the US General Account Office regarding federal funding for paratransit. The study is titled "Transportation Disadvantaged Population: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist." The study discusses how a sizeable percentage of federal funding for transportation coordination for the mobility-impaired population is unaccounted for in New York State. (See "Brooklyn DFTA Hearing 2006" in Background Documents, pp 31-35)

Mr. Nadeau said that no one pays attention to these issues. At a recent annual DFTA hearing at Brooklyn Borough Hall, Marty Markowitz pounded the table, wondering why no press was there to report on the issues being discussed at the hearing.

He advocated in the City Council for \$4 million in the last two years to support city-wide services, which the Council allocated. The state also gave matching funds last year. Mr. Nadeau was advocating that the city "baseline" this DFTA funding, meaning that instead of the funding being threatened and debated every year, the funding would be automatically included in the city's budget every year.

During the budget advocacy season, Mr. Nadeau was told by the City Council that he could either advocate for policy changes or request funding from the Council, but that doing both may compromise his success with either.

#### Coordination Activities

The PSGDC is not involved in any formal coordination activities. However, they sometimes call a car service to take a client home. In this situation, a staff member escorts the client home and rides back to the center. If it is a wheelchair-bound person, they cannot call a car service. They arrange for one of their vans to come to the center and take the client home. Mr. Nadeau said that Access-A-Ride is not reliable enough to take clients home.

He sees two approaches to coordination. One involves improving Access-A-Ride substantially to address the needs of the target populations in the city. In this scenario, AAR would continue receiving funding and local agencies would eventually give up their vans. Mr. Nadeau says that he would sell his vans to AAR if the service was improved to fulfill mobility needs across the city. It would still be necessary for him to keep one or two vans for in-house programs and pick-ups, but he would no longer need to provide errand and appointment services.

The second option is for agencies to pool resources to make up for the created need from AAR's poor service. He thinks a coordination demonstration program is important to try in order find some potential solutions.

#### Other

DFTA is planning the Wellness Centers of the Future which entails a complete restructuring of the senior center system. Mr. Nadeau pointed out that this new plan calls for more centralized senior activities with fewer overall centers across the city. Without an effective transportation system, the greater distances between seniors and senior centers will make access to services much more difficult than it is currently. This new system of service delivery is impossible without better transportation system.

#### Recommendations for other stakeholders

Brooklyn Borough President Marty Markowitz's office conducted a survey a couple of years ago about Access-A-Ride (EO received a copy from Marty's office on July 11, 2008, titled "BBP AAR Survey").

**Interview: Jodi Green**  
Kings Bay YM-YWHA (Brooklyn, NY)  
Wednesday, June 25

Jodi is a program coordinator at the Kings Bay Y, located in Sheepshead Bay, a relatively remote community in southern Brooklyn.

(Ms. Green will be leaving the Y, as of July 2<sup>nd</sup>. All further correspondence should go to the Executive Director Leonard Petlakh at [lpetlakh@kingsbayy.org](mailto:lpetlakh@kingsbayy.org)).

**Summary and Key Points:**

- The Kings Bay Y provides transportation services tailored to specific neighborhood populations to that bring seniors to its programs.
- The Y is hoping to expand its vehicle fleet to include a wheelchair accessible minibus. Its two existing vehicles are not accessible.

Agency Services

The Kings Bay Y offers senior and youth programs for the neighborhoods of Sheepshead Bay, Manhattan Beach, Bergen Beach, Gravesend, Midwood, Marine Park, Mill Basin and parts of Coney Island. The Y is funded by the UJA Federation but provides secular services to all communities in the neighborhood. Jodi pointed out that the Y serves many different populations. In the morning, it mainly serves seniors, who are typically members of the Jewish and/or Russian communities. In the afternoons, many of the children there for programs are of African- and Caribbean-American descent (I noticed this, also, since the interview took place in the afternoon at the Y). The neighborhoods served by the Y include, among many other communities, a large Russian population, a large concentration of Holocaust survivors and a growing population of Caribbean-Americans.

Agency Transportation Services

The Y's service area is based on perceived need and 'by feel' for the neighborhood. They do not conduct any formal needs assessment or analysis. The two 15-passenger vehicles cover a large area of neighborhoods in Brooklyn. The type of riders served depends on the program. They offer transportation services to Alzheimer patients and other seniors who participate in their programs. All services are open to the public. The Y often takes seniors on shopping trips or social outings.

The Y offers adult day care, as well, and takes participants on day trips during program hours using the vans. This year, Jodi applied for a 24-passenger minibus that would be accessible and also provide more capacity for their shopping and social outings for seniors.

Their transportation services for Alzheimer patients are funded by a grant for operating expenses from State Assemblywoman Helene Weinstein's office. The Y received 5310 funding in 2000 and 2001, but the two vehicles they received are not accessible.

The Y also uses their buses sporadically for special events like the Israel Day Parade, board meetings or tours for the board around the neighborhood. Often, for the larger events, they rent a minibus because their vehicles are too small to accommodate the groups that want to attend.

Since the buses are not approved for children, they cannot use them for their other Y programs. The students arrive for the afternoon activities on buses from the schools.

### Needs, Gaps and Service Duplication

Jodi reported that getting around in the neighborhood is difficult, especially due to the lack of public transportation. The closest subway line is over 15 blocks away, though there are a few bus routes along Nostrand Avenue where the Y is located. Most people drive because of this lack but also because of safety issues. She mentioned that some populations, like the Holocaust survivors, prefer the self-reliance of auto travel.

Many seniors come to the Y by ambulettes through their managed care providers. Jodi hears complaints that often the managed care providers do not arrive on time. Also, there are significant language barriers. The Kings Bay Y drivers speak Russian and are trained about the cultural aspects of the populations they serve. Managed care drivers do not speak Russian and do not have the local knowledge necessary to serve the neighborhood well. Jodi wanted to emphasize that the ambulettes are not contracted through the Kings Bay Y; they simply provide service to Kings Bay Y members.

The Kings Bay Y is aware of the other two YM-YWHAs nearby in Coney Island and Canarsie. They recognize each others' borders and don't cross them to pick people up for services. All three understand which neighborhoods fall under which service areas and refer any requests to the appropriate Y. Also, the Sephardic Community Center on Ocean Parkway in Midwood has broad coverage and a broad range of services, so the Y does not overlap with them.

### Access-A-Ride

Since the Y vehicles are not wheelchair accessible, many members rely on Access-A-Ride for transportation to and from the Y. Though Ms. Green did not know details about Access-A-Ride, she often hears that they are late, that they never arrive and that they are not always accessible.

### Coordination Activities

The Jewish Community Council of Kings Bay operates in the Y's building. The JCC also uses the buses to take their seniors shopping.

The Y does not have any other arrangements or procedures to help its riders access other transportation providers.

**Interview:** **Diana Nobile Hernandez**  
ARC XVI Fort Washington Inc.  
Manhattan  
Tuesday, June 17

**Interview Summary and Key Points:**

- The WHIST service provides between 35-50 daily trips for older adults on an average day; and up to 125 trips on a busy day. This translates to between 15,000-20,000 annual trips. WHIST also provides approximately 18,000 meals on wheels annually.
- Information about transportation options is posted within the senior center in a primarily graphic format to communicate with seniors that have language barriers.
- In Washington Heights/Inwood there are some issues with how to make service provisions to non-status elderly immigrants.
- The topography of the area, the vulnerability and fragility of the seniors, the language barriers and the financial situation of the people living in the area make AAR and other MTA services difficult or impossible for people to use.
- In Washington Heights and Inwood 60-80% of the homes are not easy to access for people with mobility impairments. These people require more individualized services than AAR can provide.

Agency Services

ARC (Action for the Retired Community) XVI Fort Washington Inc. is a not-for-profit, neighborhood based multi-service agency serving the needs of older adults in Northern Manhattan. The agency runs a senior center, and adult day care center, Washington Heights and Inwood Service and Transport (WHIST), Meals-on-Wheels, health services and ESL and citizenship classes.

Agency Transportation Services

WHIST is a transportation service for able bodied and the disabled senior population traveling between 155<sup>th</sup> and 218<sup>th</sup> street in Northern Manhattan. The WHIST buses provide an average of 35-50 trips per day, although some days they have provided up to 125 trips. Annually, the buses complete between 15,000-20,000 trips, and 18,500 Meals-on-Wheels trips.

The buses are primarily funded through the Department for the Aging, although several buses are 5310 funded.

WHIST functions as a “call-in” system. People call the senior center to enroll. We ask people to give us 24 to 48 hours notice depending on how many people are using the system at the time.

People self-determine where they want to go; it is not a fixed-route in terms of time or location. The only thing they can’t do is go outside of the catchment area. That is due to the contracts associated with the monies we receive from the City of New York for operation.

WHIST sends a performance report to the NYC DOT every month. We report how many units are served, how many people are served, and the cost of the trip per person. WHIST also surveys the people using the service twice a year to see what needs to be increased, are the drivers doing a good job, are they driving safely, are they prompt?

### Other Senior Transportation Services

The senior center will use other means of transportation, usually for-hire vehicles, where necessary as a last resort. The more able-bodied older adults that travel to the center each day tend to walk. Diana said that basically they try to do whatever they can do to get people to where they need to go.

### Coordination Activities

In terms of coordinating with existing programs, Dianna thought the multi-modal approach doesn't work well in Washington Heights and Inwood because the public transit system isn't reliable. The subways are not easy to use, and there is no guarantee of what will happen at a destination, in terms of elevators/escalators working. The MTA buses are seen as confusing and expensive.

They are constantly trying to find ways to make their system serve as many people as possible. They want everyone to sign up for Access-a-Ride because at least they can use it to get downtown. They keep track of the elevator situation in the different subway stations to make sure places are accessible. If there is a medical based need they call the Visiting Nurses Services and they arrange for a car service or some other private contractor that will take the person where they need to go.

### Needs

In Washington Heights and Inwood 60-80% of the homes are not easy to access for people with mobility impairments, so they require the special services that the WHIST provides. They need more individualized service than what AAR can provide.

WHIST is a system created by the need to fill the gaps created by and left by the other mobility services. The system is really only constrained by money. They can't expand the services outside of the catchment area due to the constraints of the city contracts. In turn, fiscal constraints make it hard for them to pay competitive salaries to their drivers.

### Other

WHIST was started because there was no service that was meeting the needs of the population older adults and older disabled people in Washington Heights and Inwood. AAR is not as reliable as people need and they don't have the resources to take special care of the portion of the population that is particularly fragile and vulnerable. Older adults served by the ARC are on fixed-incomes, often in wheel chairs, therefore, the MTA stations and buses do not work for them. In general people are not listening to the older adults; they are more concerned with saving costs over providing a good service. So ARC works to find options for older adults.

**Interview: James Martin**  
Jewish Home and Hospital for the Aged  
Southern Westchester County, Bronx, Manhattan  
Tuesday, July 1

The Jewish Home and Hospital for the Aged is a non-profit nursing home organization serving the southern Westchester town of Yonkers, Mount Vernon, Rye, Larchmont, Croton-on-Hudson, and Scarsdale. In New York City they serve people living in the Bronx and northern Manhattan.

**Interview Summary and Key Points:**

- This organization operates 40 vehicles consisting of vans, ambulettes, mini-vans, family vans and cars. Only 3 vehicles are funded through the 5310 program. The transportation portion of the organization is 98% funded by Medicaid.
- They do not solicit clients. Their clients come from the various nursing homes, adult day care centers and hospitals in the area.
- The majority of the population they serve are low-income, elderly, many in wheelchairs and many with visual impairments.
- The organization is regulated by the Department of Health.

Agency Services

The Jewish Home and Hospital for the Aged is part of the larger Jewish Home Lifecare nursing home system. The agency provides long term care, adult day care, home health care, and social and community services to 5,200 senior citizens in the New York counties they serve.

Agency Transportation Services

The majority of the transportation services provided by the agency are for day care clients. They provide a door-to-door service through Medicaid as many of their clients are physically or mentally impaired and require assistance.

Every client is called each morning to remind them of the pick-up, so they are waiting no longer than 10 minutes. They provide transportation for family members of the older adults and persons with disabilities.

Coordination Activities

Any potential clients that are able to use AAR are directed to the service. Many of their clients are considered too disabled for AAR. There is a need for coordination, but there are not many companies that can provide the service that is needed due to the income level and the specialized needs of the clientele. All of the people they serve are low-income, minorities, most of which require the door to door service.

The organization tracks the number of people taken to different facilities each day. They charge the facilities different rates, for example the nursing homes reimburse \$25 per ride, the senior health partners reimburse \$24, and Isabella pays \$22.50. The drivers for the agency are unionized, so they are paid well and the agency therefore has a good retention rate of drivers. However with rising gas prices it is harder to operate the organization without losing money.

**Interview: Eddie Woda**  
Assistant to Assemblyman Jeffery Dinowitz  
Assemblyman Jeffery Dinowitz (Bronx, NY)  
Friday, July 18

Eddie is the assistant of New York State Assemblyman Jeffery Dinowitz handling issues regarding senior populations.

**Interview Summary and Key Points:**

- The Assemblyman does not provide transportation services, however they do provide funding for transportation services for senior populations.
- Funding for transportation comes from appropriations from the State Assembly through the office of the Assemblyman.
- Funding is provided for transportation use. This can include vehicles, operations, or maintenance.
- Senior population is growing as well as the transportation needs that seniors have.
- There are no duplications of services since the growing senior populations need as much service as possible.
- The assemblyman is sponsoring legislation to allow agencies to pool for vehicle insurance.
- Costs are a big challenge facing transportation with the increase in the cost of fuel, insurance, and vehicles, coupled with the need to train, pay, and keep good drivers.
- There are major issues regarding the MTA operated transit services in regards to seniors.

Transportation Services

Assemblyman Dinowitz provides funding for transportation services. Funding is for general transportation uses and can include purchasing vehicles, maintaining vehicles, or paying drivers. While the use of funds is at the discretion of the agency there is oversight to ensure that the use of funds is for transportation related purposes. Coordination is not a part of the requirements for funding; however, agencies do coordinate on the basis of geography, although this is more common in the rural areas.

The Assemblyman is sponsoring legislation to allow agencies to pool together to lower the costs of insurance. That would lower one source of costs, however the issue still remains of how to deal with the cost of fuel and maintenance, and it would be nice to find a method to pool these costs.

Other Senior Transportation Services

Eddie said many seniors use public transportation and Access-A-Ride for all transportation purposes. Public transportation is good, but there are issues with the accessibility of stations since the subway system is rather old. Access-a-Ride has a poor reputation since vans often are late or do not show up at all, and can be overcrowded. This issue also exists on public buses operated by the MTA. There is also the issue that the MTA services do not provide the personalized services that certain seniors may need.

Taxis tend to be very expensive for seniors on a fixed income. While funding is available for taxi services, the cost of upkeep, fuel, and insurance is an issue for taxi services as well as any transportation operation.

Coordination Activities



Assemblyman Dinowitz is not involved in any transportation coordination activities. He is aware that some agencies do coordinate for transportation services based on geography, but does not know of any specifics. The Assemblyman does believe that transportation is one of the most important issues regarding the quality of life for seniors and this will continue as the senior population continues to grow.

The best opportunities for coordination would be for pooling of resources. Assemblyman Dinowitz has sponsored legislation regarding the pooling of insurance in order to pool this resource. Other opportunities need to be explored such as maintenance, fuel, and drivers or driver training. This will help to lower the costs of transportation, which is a major challenge in transportation.

### Needs

There is a lot of need for transportation services for seniors overall. While seniors may have numerous options, this should not be confused with overlaps in service. The rate that the senior population is growing results in the need for additional services. Different seniors need different types of services based on the age and physical condition of the person. Coordination can only go so far in providing adequate transportation for seniors, and additional services will be needed to keep up with the number of seniors needing transportation.

Transportation is one of the biggest quality of life issues that will allow seniors to remain independent. Cost is a major issue associated with transportation since all aspects of providing transportation are getting more expensive. Another issue is sufficiency in the amount and quality of transportation. As the population ages there are going to be more demands on the transportation network, both in terms of volumes of people and the services that need to be provided. The MTA has a long way to go in being able to meet the needs, including upgrades to stations to allow them to be accessed by seniors, and providing enough service to meet demands. Many seniors live far from buses and subways and can not access them due to mobility limitations so demand response services will still be needed.

### Recommendations for other human service transportation providers or stakeholders:

Mr. Woda mentioned that a list of agencies that they fund, as well as agencies funded by other assemblymen is available through the State Assembly. This should be available on the State Assembly's website.

**Interview:**    **Sheryl Benjamin**  
Director Senior Services  
Riverdale YM-YWHA (Bronx, NY)  
Wednesday, June 25

Sheryl is the director of the Simon Senior Center, which is sponsored and located with the Riverdale Y. Senior Center activities are funded by the Department for the Aging (DFTA).

**Interview Summary and Key Points:**

- Simon Senior Center operates two vans and employs 1.5 FTE to provide transportation for clients.
- Funding for vehicles comes from NYSDOT (Section 5310?) and United Jewish Appeals (UJA). Operating expenses come from program funding and client donations.
- Simon Senior Center staff are not currently participating in any transportation coordination activities and are not aware of any ongoing committees or work in this area.
- They have decided not to pursue operating additional transportation services, because costs are too high. But, they perceive lots of transportation needs, including a need for community shuttles linking residential areas and key services.
- Transportation should be included in discussions about ‘modernizing’ senior center services.
- Two recommendations for other stakeholder interviews: Assemblyman Dinowitz (see end of interview write-up) and someone from UJA.

Agency Services

Simon Senior Center program activities includes 1) a small (15 people) social adult day program (3 days/week); 2) 5-day a week nutritional site; 3) weekend meal program

Agency Transportation Services

The Senior Center operates two vans and employs 1 full –time and 1 part-time driver. One van is funded by NYSDOT and the other the UJA Federation. This grant pays for 1) free shuttle services between Riverside Drive and the Senior Center from 8:30-9:30 so people don’t have to walk uphill from the bus; and 2) demand response service for people attending Senior Center programs. A nominal donation (currently \$1/trip, increasing to \$1.50/trip on July 1) is requested for people using the van service.

The Senior Center keeps records of individual trips, number of unduplicated individuals served and administrative expenses, but does not list transportation as a line item in their budget.

They advertise for their services in various local publications, including in the Y brochures, noting that transportation is available. They also have a transportation flyer in the information packet about the senior center. Comments and suggestions about the service are voiced regularly at the Senior Center Advisory Council (comprised of members) and also there is a formal suggestion box for people to make comments.

The Senior Center had hoped to use the second van for some other things, such as excursion trips, but this has never happened. In reality, it is practically impossible to use the van for other purposes.

While the service is well used and they could definitely use more transportation, the Senior Center is not interested in expanding existing transportation services. It is too difficult to keep pace with the costs of operating and maintaining vehicles.

#### Other Senior Transportation Services

Sheryl said many seniors use public transportation and Access-A-Ride for personal travel. Public transportation is good, but seniors often get frustrated when escalators or elevators are not working. Access-a-Ride has a mixed reputation; many seniors say the service works better when they are traveling to an appointment but less well when they need to be taken home from somewhere. Sheryl was not aware of any other transportation options and has not heard from clients who used regularly use other types of human service transportation.

#### Coordination Activities

Sheryl and the YM-YWHA are not involved in any transportation coordination activities. She is not aware of any on-going activities in the local community. Sheryl does attend community board meetings, and sometimes transportation issues will be raised at these meetings.

UJA does provide some technical assistance and funding, so there are some connections and coordination going on with them. There is also a Y at Washington Heights that has a camp for seniors, so they will work together on some programming.

Other human service oriented collaboration and coordination in the Bronx is carried out through the Bronx Interagency Council on Aging (BRICA).

#### Needs

There is a lot of need for transportation services in general. Sheryl noted that she recently attend a 5310 meeting (put on by NYSDOT). If she were to pursue obtaining another 5310 vehicle, she would have explored the idea for a community shuttle that connected residential centers with human services program. She heard there is already something like this in the Coney or Staten Island area – not sure where exactly – but she thinks there is a tremendous need for that kind of service.

Sheryl noted that the primary objective of many older adults is to avoid a nursing home, or avoiding a nursing home for as long as possible. At the juncture when an individual (or family) is considering leaving their home, they need to know what options are out there. If there is more care available, then they could avoid moving. But they will need reliable appropriate transportation to get to the care.

#### Other

There are on-going efforts to modernize senior centers in NYC. The services started 30 years ago and really haven't changed much. The population of seniors is growing but the number of people participating in the activities is declining.

There is a need to modernize and update services, so that they are more appealing and appropriate for the new generation of seniors. Some ideas including making the senior centers more "wellness" oriented. Funding, however, comes for providing meals.

#### Recommendations for other human service transportation providers or stakeholders:

Sheryl was not aware of any other human service transportation providers in the Riverdale area. She did recommend, however, that we contact Assemblyman Jeffrey Dinowitz as he has

advocated on behalf of some community organizations for vehicles and services. His contact information is:

Assemblyman Jeffrey Dinowitz  
718-796-5345  
[dinowij@assembly.state.ny.us](mailto:dinowij@assembly.state.ny.us)

**Interview: Steve Simpson**  
Baltic Street AEH  
Tuesday, July 15

Steve represents the Baltic Street AEH, which is a private non-profit organization that assists in housing for high functioning disabled patrons. They mostly provide rental assistance

**Interview Summary and Key Points:**

- Baltic Street does not operate transportation, but clients do utilize a number of Ambulette services and MTA's Access-A-Ride program.
- Baltic Street staff is not currently participating in any transportation coordination activities and are not aware of any on-going committees or work in this area. They do a small amount of training on using the MTA system when meeting with clients.
- MTA Services and Ambulette services provide adequate service to clients. Clients have crowd anxiety so medication is needed to transition clients onto regular bus and subway services

Agency Services

Baltic Street AEH's primary mission is to assist with housing for people with mental illness. They provide rental assistance to their clients. The clients are typically high functioning and able to use existing specialized transportation services without an assistant, however they tend to have anxiety about crowds. Medication is available to control this anxiety but access to this medication is a major issue.

Baltic Street AEH services are focused on the Bronx; however, the parent agency has more of a wide range of services.

Agency Transportation Services

The Baltic Street AEH does not own or operate transportation services. They are aware that clientele use Access-A-Ride and Ambulette services. Some do use MTA buses and subways. Agency staff use MTA bus and subway services when visiting clients. The agency has attempted to use charter buses for agency sponsored social activities however this has not been successful.

Coordination Activities

Baltic Street AEH is not currently participating in any transportation coordination activities; however, the organization does not believe that transportation is a major issue.

Needs

Steve said his clients do not have a lot of transportation needs.

- Public transportation is good, crowds create anxiety for users
- The number one issue with any transportation service is waiting for the vehicle
- Taxi services are expensive to use.
- Many clients qualify and take advantage of other social service programs that provide transportation.

**Interview: Steve Schwartz**  
Bronx Interagency Council on Aging  
Monday, July 21

Steve is a coordinator with the Bronx Interagency Council on Aging which is an umbrella group for agencies that provide services to seniors within the Bronx.

**Interview Summary and Key Points:**

- The Bronx Interagency Council on Aging does not provide transportation services or funding.
- The council is attempting to foster cooperation and coordination for all senior services in the Bronx which include transportation.
- Most seniors do use Access-A-Ride services; however, there are a number of issues regarding this service. It is difficult for older seniors to use public transit services due to station access issues, sudden starts and stops of vehicles, and lack of seating.
- Funding for senior services is shrinking while senior population is growing. There is increasing competition for money to provide all senior services including transportation.
- Issue with inter-borough transportation and service into Westchester County.
- Transportation is a very important issue for the quality of life for seniors.

Agency Services

The council is an umbrella organization that serves as a clearinghouse and instrument for coordination between the various member agencies that provide services to seniors in the Bronx.

Agency Transportation Services

The Council does not provide transportation services or funding for transportation. They do on occasion charter buses for events, but are not a transportation provider. Some of the member organizations do provide services. Steve is unaware of any coordination between member agencies. The council is attempting to create an inventory of transportation services provided by member agencies.

Other Senior Transportation Services

While the Council is not a transportation provider a number of the agencies that are part of the council do provide transportation services. These transportation services are geared to specific programs and are not available for general purpose trips. Access-A-Ride is still the primary transportation service utilized by seniors for everyday trips.

Seniors utilize the public transportation network but there are many issues with the network. For subways access can be a major issue since many of the subway stations in the Bronx are elevated and elevators are not available. Waiting for buses and subways can be an issue since there is not always a place for seniors to sit down. The frequent starting and stopping of subway trains and buses is another issue since this presents a hazard for seniors. For this reason most seniors prefer the Access-A-Ride vans. Some of the issues with Access-A-Ride are long trip times, long waits and unreliable service, not being able to access services in Westchester County or other boroughs, the fact that it is a curb-to-curb service, and crowding. Seniors also have a hard time qualifying for Access-A-Ride services.

Taxis are another mode that seniors use for transportation. Seniors love that they can call a taxi with very short notice and have the taxi waiting for them. The main obstacle to taxis is cost for service. They do make for a good community oriented transportation network.

Coordination Activities

While coordination is not occurring now the council is attempting to become a coordinating entity. The council is asking the member agencies to provide an inventory of transportation services to assist all member agencies. With the reduction in the amount of resources available for senior services, coordination will be needed to ensure that seniors have all services that are needed.

### Needs

There is a lot of need for transportation services in general. Seniors are not as mobile as other segments of the population. It is difficult to for seniors to use public transportation services due to station conditions and the fact that certain areas of the Bronx are further from bus and subway stops. Access-A-Ride needs to do more to be able to be utilized by seniors.

Steve recommends that Access-A-Ride would be the proper vehicle for senior transportation. One thing that Access-A-Ride should do is operate along routes so seniors do not have to deal with calling for service in advance, since seniors typically do not call ahead. Access-A-Ride should also use sedans for community based transportation services that operate in a similar manner to taxis, albeit without the high costs that taxis have.

As people start living longer more demand response types of services will be needed to ensure that all seniors remain mobile and have a high quality of life.

### Other

There are on-going efforts to modernize senior services in NYC. There is a perception that “modernization” means cutting of services. Increased demand and competition for funding for senior services is a major challenge. Senior transportation is an opportunity for coordination of services allowing for reduced costs and the ability to utilize senior resources for senior services other than transportation.

### Recommendations for other human service transportation providers or stakeholders:

There is a list of members agencies in the Council website:

<http://www.bricaseniors.org/index.htm>. The members could be stakeholders or receive the survey.

**Interview:**     **Rosemary Ordenz-Jenkins**  
Assistant Executive Director  
Phipps Community Development Corp.  
Friday, June 27

Rosemary is the Assistant Executive Director of the Phipps Community Development Corporation, a private non-profit organization that provides a wide range of human services that span residential services, senior programs, child care, job training, teen activities, etc.

**Interview Summary and Key Points:**

- Phipps does not directly operate transportation, but arranges and organizes a variety of ad hoc transportation services based on client needs.
- Phipps CDC staff is not currently participating in any transportation coordination activities and are not aware of any on-going committees or work in this area. They are interested in transportation and coordination and are willing to get involved.
- Workforce transportation needs are 1) transportation to/from shelter in New Rochelle; 2) transportation to/from Westchester County; and 3) ways to minimize travel time and cost for job seekers chaining trips.
- Older adults transportation needs are associated with getting to/from work and attending special events and services.
- Medicaid clients often use Access-A-Ride for travel to/from appointments
- Phipps can help with focus group recruitment, especially with older adults and persons/families with low incomes/workforce.

Agency Services

Phipps Community Development Corporation provides a wide range of human services, from Head Start programs to job training to senior services. They also sponsor and operate a variety of residential programs that include housing for older adults, individuals with mental health issues, transitional housing for formerly incarcerated individuals and family shelters.

Phipps’ services are focused on the Bronx, but they also provide some services in Queens and Manhattan.

Agency Transportation Services

The Phipps Center does not own or operate its own vans. They run a Head Start program but do not provide any transportation with that program.

Many programs will devote a very limited amount of money to transportation each year – on the order of \$500 - \$800 per year and use this money for special events. Most clients use MTA – either the subway or bus. Phipps does help clients with transportation in a variety of ways:

- Purchase TANF-funded Metro cards for clients. Phipps spends about \$3,000 a month on Metro cards.
- Help eligible clients with the Access-a-Ride eligibility process. Phipps helps people with the paper work and screening process – about 80% of their clients complete an Access-a-Ride application.
- Charter buses and vans for special trips and excursions (primarily for seniors)



- Set up and escort clients on MTA buses for shopping trips. Currently – twice a month they take seniors and anyone interested to the Farmers Market. Sometimes they hire a van for these trips, but often they will take the bus.
- Offer travel training – they teach people about public transportation (bus, subway, Access-a-Ride) when they enroll in their programs and/or move into Phipps sponsored housing.

Phipps is very interested in transportation and would like to purchase a van to support several of the agency services. Among their highest priorities is their shelter in New Rochelle, which is somewhat isolated. The location of the shelter makes it difficult for clients to get to public transportation in a reasonable time frame, so they would like to use the van to shuttle clients to/from transportation hubs and possibly child care centers as well.

#### Other Transportation Services

Rosemary said many clients – including older adults and people with low incomes – use MTA subways, buses and Metro North Trains. The only other transportation service that she knows about and uses are the vans available through Assemblyman Peter Rivera’s office. Peter Rivera’s office has 2 or 3 vans which are available to some community groups if they need them. Rosemary said she just calls and if the van is available, they can use it – it comes with a driver, gas and parking.

Rosemary also said Aquinas Housing has a van for their residents. She has never approached them about borrowing their vehicle.

#### Coordination Activities

Rosemary is not currently participating in any transportation coordination activities, but she is very interested in transportation, willing to work with other agencies and open to getting involved.

Phipps used to get 5316 funding to teach people how to use public transportation. They offered this program for about three years and then stopped this program as agency priorities switched

#### Needs

Rosemary said her clients have a lot of transportation needs.

- Public transportation is good, but can get expensive and time consuming for clients. The two biggest markets for clients transitioning to work are in Manhattan and Westchester County. Rosemary said in many ways it is easier to get to Manhattan, but for a variety of reasons, many people would prefer to work in Westchester County and there are a lot of good jobs there. The problem with Westchester County is that it is difficult to get to the train stations, especially for people who have to take their children to day care.
- Transportation also challenges seniors looking to get to work. Many seniors have excellent skills but have trouble getting in/out of train stations and thus can’t get to the better jobs in other neighborhoods.
- There are a lot of special events around NYC, which older adults and other groups of clients want to attend. These may be programs offered by the Department for the Aging (DFTA) as well as things like dance competitions, health seminars, etc. It is often hard for groups to get there on public transportation. If there is enough money, they will send them in cabs or hire a van.

- Most clients are on Medicaid. These clients typically use public transportation or Access-A-Ride to get to/from medical appointments. Medicaid will reimburse people the cost of the trip, but they do not pay up front.

Other

Rosemary said she would be willing to help find clients for focus groups. She can identify seniors and workforce people.

Recommendations for other human service transportation providers or stakeholders:

Assemblyman Peter Rivera  
West Farms  
Has 2-3 vans for community use

**Interview:** James Magalee  
Queens Parent Resource Center  
Queens  
Thursday, June 19

**Interview Summary and Key Points:**

- Queens Parent Resource Center has their own fleet of vehicles, use yellow buses as well as AAR where possible.
- They function differently from other transportation providers in that they are often transporting entire families to destinations.
- There is a high degree of interest in coordination as there is a high volume of people that need these types of services.

Agency Services

The Queens Parent Resource Center was started in 1992 by a group of parents of sons and daughters with mental retardation and developmental disabilities as a support system and a means to share information. It is now a full service organization that provides numerous programs and services for people and families of people with developmental disabilities.

Agency Transportation Services

They operate residential programs at 19 locations, each of which has its own vehicle for transporting people.

In addition, they contract 4 companies to provide transportation for 45 kids living throughout Queens to come to their programs. These contracts are run through the Interagency Council on Aging.

Other Senior Transportation Services

They use yellow buses and AAR whenever possible.

Coordination Activities

There is a high degree of interest in coordinating with other groups that can more specialized services. Working with people with developmental disabilities is more complicated because the drivers need certain training, the vehicles have to be wheelchair accessible, etc.

They currently work with four companies to bus kids in from all over Queens for their programs. Most of the people using their residential services for various appointments find taxis cost prohibitive.

James thought that AAR should be the answer to providing service to everyone, but it currently can't serve their population completely. Among other limitations, the large window of time required for pick-up is seen as a gap in the existing level of service.

Needs

Several things make using the current public transportation difficult. First it depends on the level of disability of the person, and then it is how to transport the family or caregivers with that person. AAR is not set up to take families with the client.

**Interview:** **Adrian Bordoni**  
Queensbridge-Riis Senior Center  
Queens  
Tuesday, June 24

**Interview Summary and Key Points:**

- The senior center makes subway and bus maps as well as Metrocards available to seniors. However there is only one subway line that is nearby.
- For their seniors, the AAR interviews are a long and somewhat traumatic experience. Becoming eligible or reestablishing eligibility is uncomfortable for seniors.
- The population served by the senior center is 90% low-income seniors, some with disabilities. However for group trips, if there is room in the vans they will allow family members or others to travel as well.
- There is no central group within Queens that addresses senior transportation services.

Agency Services

The Queensbridge-Riis Senior Center is a Naturally Occurring Retirement Community in Queens serving approximately 1,000 seniors. They provide activities, meals, case assistance and transportation services.

Agency Transportation Services

The senior center is operated under DFTA guidelines. They have a series of vans that transport seniors to hospitals, daily errands and once a month they travel outside of the community.

Coordination Activities

From a political standpoint, there is a great interest in addressing the transportation concerns of local seniors; however there is no venue or group to discuss these issues. There are many senior homes and centers that would benefit from a coordinated system.

There is definitely an interest by senior center directors to coordinate transportation services to serve older adults and persons with disabilities better. However there are so many constraints to providing this service that the task seems hard.

There are many parts of Queens that are not easily accessible, entire neighborhoods that are not covered by public transportation. Having some sort of shuttle system, that was a comfortable means of transit would be great.

The Department of Education makes school buses available when the school day is finished for use in senior activities. There are probably numerous systems that have buses that could also be used, but people don't really know about it.

Needs

In general the hardest thing about using the public transportation system for seniors is the lack of reliability. They don't know if all of the elevators or escalators will be working at each of the stops. For the disabled population this is the hardest thing about using the system.

There is no real outreach to the community about transportation services or interruptions. It is up to the individual to figure out what is happening where.

There needs to be stronger policies put in place to communicate more efficiently with senior citizens in terms of transportation. They are reliant on infrastructure that is functional and need to know if a system is working or not, and if it isn't, when it will be fixed.

Other

The senior center follows the DFTA reporting requirements for vehicles. They have forms to fill out that have the vehicle costs, mileage logs, and how many people went to a certain location each day. For DFTA it is a matter of proving there is a need for the transportation services they provide.

The feedback system on how AAR is serving the seniors is generally informal. The senior center itself has a general survey at the end of each year to see how people feel about the services, but AAR concerns are just voiced to Adrian or heard through word of mouth.

**Interview:**     **Alan Klausner**  
Central Queens YM & YWHA  
Queens  
Tuesday, June 25

**Interview Summary and Key Points:**

- Alan told me that his group only operates one vehicle and believes that they serve the population well. The other people attending the center get there by other means of transit.
- He wasn't interested in talking about how to coordinate the system to improve service.

Agency Services

The Central Queens YM & YWHA is a non-profit Jewish Community Center with 5,000 members and 15,000 participants. They have numerous programs for people of all ages, including senior center activities and other adult programs.

Agency Transportation Services

The group provides some transportation services to members and participants through the single vehicle they operate.

Coordination Activities

They are not interested in coordination efforts. They felt like the constituents they were serving were currently well served by the various transportation options.

**Interview:** **Ann Marie McDonough**  
Rehabilitation Unit  
Staten Island University Hospital  
Staten Island  
Tuesday, June 24

**Interview Summary and Key Points:**

- The lack of sidewalks is a major impediment for people to use the bus system. Because of the suburban nature of Staten Island and the patchy development, there are many places without clear curb cuts or where the sidewalk just ends.
- The lack of bus shelters and benches in bus shelters makes using the bus, especially in the winter months, a hardship for older adults and persons with disabilities.
- The primary gap is the eligibility requirements that ask people to come in for an interview. Getting people to the interview is difficult and considered daunting for rehab patients.
- There are many cases where AAR vehicles show up with just one client, which seems like an inefficient means of transporting the large number of people that need the service.
- In terms of informing outpatients about their transportation options, it is largely up to the social workers to help people decipher the system. They do not get the information from AAR.

Agency Services

Staten Island Hospital has a large rehabilitation unit with approximately 1,350 admissions per year. These are generally people with cognitive and mobility impairments. The hospital provides care to over 200,000 outpatients annually. The rehab unit has several specialty groups for people with brain injuries and amputees to have more structured day programs and support groups.

Agency Transportation Services

Staten Island Hospital has a transportation committee. They have a series of vans and work with AAR, private car services and ambulettes to provide their rehab patients with transportation. The social workers at the hospital help rehab patients understand the various transportation options.

Coordination Activities

The hospital hangs posters in the rehab unit describing the various forms of transportation available to people.

There is a definite need for better coordination to serve the population of Staten Island. The public transportation system just can't serve their rehab clients.

In terms of the interest is coordination, it largely depends on the reason for travel. For people with severe disabilities, brain trauma, etc. there is a greater need for coordination because this group is more dependent on specialized transportation. You can't put people with brain injuries on the subway or really the regular buses, it is simply too hard on their systems. Coordinating trips is difficult due to the congestion of the roads in Staten Island. It is harder to determine when a bus will actually arrive and to make other connections.

Needs

Many of the people taking part in outpatient rehab come to the hospital daily, so there is a strong need for consistent and reliable means of transportation. Additionally, a large percentage of the

population coming to the hospital requires more personalized assistance than comes with the public transit system.

Many of the physician's offices are not accessible, making it difficult for rehab patients to use their services.

There is definitely an interest from elected officials on Staten Island to create a better system of public transportation. Nothing is really being done though in terms of the over crowding of some of the transit providers.

Other

There is some outpatient travel training, but the real problem is funding this type of service.

While they don't have a formal system for feedback on the quality of transportation services they could do outreach in one of their support groups. Ann Marie thought the amputee support group would be willing to talk about how their needs are being met through the current transportation service providers.

Recommendations for other human service transportation providers or stakeholders:

Staten Island Friendship programs – Lee Vaccaro – 718-356-5050

Richard Reetz – Community Agency for Senior Citizens, Staten Island



**Interview:** **Carol Dunn**  
Executive Director,  
Staten Island Interagency Council on Aging  
Staten Island  
Tuesday, June 24

The Staten Island Interagency Council on Aging is an advocacy organization established to identify and address the needs of Staten Island's older adult population. The Interagency Council for Aging is comprised of 65 organizations whose mission is to facilitate and promote programs and services for the aging population. The organization advocates for the housing, health care, social and transportation needs of Staten Island's elderly.

**Interview Summary and Key Points:**

- The main gap in the transportation system for older adults on Staten Island is an understanding the options outside of AAR. There are express buses, but the bus stops are not easily accessible, many don't have shelters or benches, and the service can be sporadic.
- The AAR buses often get lost due to the new developments that aren't on the map or otherwise confusing layouts.
- The street infrastructure on Staten Island, most notably the lack of sidewalks or poorly maintained sidewalks, makes using public transit difficult or impossible for senior citizens.
- There is interest in coordination but the task seems daunting.

Agency Services

The Interagency Councils on Aging are sponsored by each borough's Borough President. These are advocacy organizations that provide information to the borough's elderly population. The Council's staff is limited by budget constraints.

Agency Transportation Services

On Staten Island, the IAC provides seniors with as much information as possible on many human services issues. In terms of transportation, they try to help seniors understand how to get services, how to work through the AAR system, and the other means of transportation.

Coordination Activities

Staten Island is different from the other boroughs in that the public transportation system is second to driving. The transportation infrastructure has not been developed in the same manner as the other boroughs.

There is a desire to have a coordinated transportation system, but people don't seem to have the time or energy to make it happen.

Needs

Carol said the need for coordination was high on Staten Island. The system did not work well largely because the AAR drivers had a hard time finding their way around. The AAR clients have a hard time navigating for the drivers, so it turns into an inefficient form of transit.

Carol's concern was the general lack of more funding for public transit, and for infrastructure improvements that would make it easier for people to use transit. She said on Staten Island there

are many developments that have no sidewalks, or sidewalks that are in disrepair, making it almost impossible for senior citizens to use public transportation. She thought that transportation was a critical concern for Staten Island's older adult residents that need to give up their cars and do not know the alternatives.

Generally speaking the IAC on Staten Island is hanging by a thread financially, so they as an organization can not provide as much service to older adults as they would like. Luckily the CAC's and the Friendship Clubs advocate for older adults and persons with disabilities as well.

Other

The Borough President and the elected officials on Staten Island are all interested in human service transportation planning.

Recommendations for other human service transportation providers or stakeholders:

CAC

Friendship Clubs

Dana McGee, special needs

**Interview:** **Richard Reetz**  
President  
Community Agency for Senior Citizens  
Staten Island  
Tuesday, June 24

**Interview Summary and Key Points:**

- Public transit is not efficient for older adults on Staten Island, partially due to the size of the island and because there are many areas that were developed without sidewalks.
- The organization operates 10 vehicles. The only eligibility requirement is age.
- While there are approximately 100 Access-A-Ride vehicles providing service to Staten Island there are some 500,000 residents.
- Providing transportation services for active older adults is much easier than providing services for people with disabilities. Those with disabilities have significantly fewer reliable transportation alternatives on Staten Island.

Agency Services

The Community Agency for Senior Citizens is a comprehensive social services organization providing various services to Staten Island's population of older adults.

Agency Transportation Services

The group provides transportation services to older adults on Staten Island using a fleet of 10 vehicles.

Coordination Activities

The biggest problem facing coordination is the second part of the trip. The initially pick-up is easy, but it is difficult for people to know when they will be done with a doctor's appointment. This organization doesn't share rides, but they encourage people to use AAR as much as possible.

Everyone knows what the problems are, the gaps in the current system. There was a huge plan that was set forward awhile back, where the different providers on Staten Island were to share rides, use car pooling to save on gas, share mechanics, but nothing ever came of it. People just didn't have the time to make the plan a reality.

Richard wondered from a policy perspective if coordination efforts should be central, or should be local. He thought it would be easier to coordinate efforts locally, have an intra-borough group that just works on Staten Island.

In the end it is hard to be proactive about coordination. The group is just getting by trying to serve the current population. It is hard to think about other ways to make the system better and actually implement it.

Needs

There is a great need for coordinated efforts on Staten Island to serve the area's older adult population. They directly serve people with disabilities and the elderly, but the rise in fuel costs means they must cut back on services. For this organization there is a very definite bottom line.

Other

They have a close working relationship with elected officials on Staten Island, who are all on board in terms of finding ways to provide seniors and people with disabilities various means of

transit. It is just significantly more expensive on Staten Island because the infrastructure is not in place to provide good public transit options running East and West.

There was some discussion about redefining who should get what services. In general the aging services programs in NYC are not necessarily meeting the real issues that are developing with this population.

Recommendations for other human service transportation providers or stakeholders:  
Staten Island Friendship programs – Lee Vaccaro – 718-356-5050

# APPENDIX C

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## STAKEHOLDER / PUBLIC INVOLVEMENT



# Appendix C: Stakeholder / Public Involvement

*(includes documents used for stakeholder / general public outreach effort associated with the development of this plan)*

## NYMTC Coordinated Public Transit-Human Services Transportation Plan

### Steering Committee Meeting

May 20, 2008

### Meeting Notes

#### 1. Introduction and project roles

Nancy O'Connell, NYMTC project manager for the Coordinated Public Transit – Human Services Plan, opened the meeting by welcoming the Steering Committee members and thanking people for attending. Everyone attending the meeting introduced themselves and the organization they represent. A full list of individuals attending the meeting is included with these meeting minutes.

NYMTC's Executive Director, Joel Ettinger, and Planning Director, Gerry Bogacz addressed the committee emphasizing not only the importance of the Coordinated Plan to the community, but also that the intent of the process is to create a plan belongs to them. Committee members are urged to consider this process as their plan and as such, they need to be sure it is an accurate reflection of their needs, interests and concerns.

#### 2. Project Overview

Nancy introduced Will Rodman from Nelson\Nygaard, the project manager for the consultant team. Will provided an overview of the study work plan, including project goals and objectives, organization, public outreach plans and technical elements. He also described the seven work tasks proposed as part of the work plan:

- Establish and engage the Steering Committee as well as three sub-regional Stakeholder Advisory Committees (one each for New York City, Long Island and the Lower Hudson Valley).
- Conduct an extensive stakeholder and public involvement program, which will include stakeholder interviews, stakeholder and public workshops, focus groups, transportation provider surveys and a project web-site.
- Collect and analyze data to support mapping of demographics, travel patterns and existing services.
- Create an inventory and map of existing transportation services.
- Use public outreach, data analysis and mapping to assess and prioritize transportation needs. The analysis will be carried out for each sub-region individually as well as for the region as a whole.

- Help develop and prioritize strategies to address unmet needs, service gaps and redundancies.
- Assist in the development and, review of a draft and final Coordinated Public Transit – Human Service Transportation Plan for the NYMTC Region.

The discussion of the project also included a description of the Steering Committee’s role. The Steering Committee will play a key role in study management by ensuring the process is timely, accurate and thorough, guiding public outreach efforts, and reviewing technical materials.

A Committee member asked how location specific the strategies would be – the study team responded that some strategies would be location specific and others would be presented as options for the region, but with specific regional applications discussed. Another member commented that information services are as important as services on the ground.

### **3. Project Next Steps**

The meeting then focused on collecting information for the initial aspect of the project. Steering Committee members were asked for recommendations of individuals and organizations that should be nominated for the sub-regional Stakeholder Advisory Committees and/or to be included in the stakeholder interviews. The goal is to have between 15 and 20 participants on each Stakeholder Advisory Committees, so the team is looking for approximately 25 names for each region. For stakeholder interviews, approximately 4 stakeholders per county/borough would be interviewed, for a total of 40 completed interviews. Will and Nancy also noted that Steering Committee members may nominate themselves for participation in the Stakeholder Advisory Committee meetings and/or to participate in a stakeholder interview. Committee members were also asked if they could identify any relevant plans or studies for the team that have been completed within the past five years.

Linda Black from the New York City Department of Aging explained that a lot of work on coordination has already been completed, including information about service providers. Much of this information is organized by borough and is user friendly. All of this information is available on various web-sites, including the New York City Department of Aging web-site, but also other sites such as MTA, NYSDOT, etc. Linda said she is willing to discuss this with any member of the project team.

One committee members asked for a copy of the survey instrument to help them identify who best to recommend for the survey, for an interview and for the stakeholder advisory committee meeting. Will Rodman said he would send a copy of the survey to everyone on the committee for this purpose.

Another committee member asked if the information would be available and accessible on the web to ensure a lot of people would have access to the maps, information and data collected. Will Rodman assured the committee the findings would be posted to the web.



#### **4. Meeting Close and Next Steps**

The steering committee is scheduled to meet an additional four times over the course of the study with the next meeting to be scheduled for late summer/early fall.

Nelson\Nygaard will distribute the meeting minutes and a contact list containing steering committee members.

Steering committee members are to provide recommendations (names and/or organizations) for the sub-regional stakeholder advisory committees.

**List of Attendees**

<b>No</b>	<b>Name</b>	<b>Organization</b>
1	Nancy O’Connell	NYMTC
2	Gerry Bogacz	NYMTC
3	Brian Ross	NYMTC
4	Linda Black	NYC Department for the Aging
5	Judy Walker	MTA
6	Cathryn Flandina	MTA
7	Tom Vaughan	NYS DOT
8	John Murray	Suffolk County Public Works – Transportation Division
9	Denise Ramirez	Nassau County Planning
10	Virginia Johnson	Westchester County Department of Transportation
11	Alton Treadwell	NYMTC
12	Ophelia Ray-Fenner	NYC DOT
13	Joel Ettinger	NYMTC
14	Lisa Daglian	NYMTC
15	Evelyn Carrol	NYC DOT
16	Heather Richardson	NYC DOT
17	Leslie Fordjour	NYMTC
18	Uchenna Madu	NYCTCC
19	Dave Glass* (1)	NYS DOT
20	Kevin Wolford*	NYS DOT - TCC
21	Jean Shanahan*	NYS DOT - TCC
22	John Pilner*	Putnam County
23	Will Rodman	Nelson\Nygaard
24	Bethany Whitaker	Nelson\Nygaard
25	David Fields	Nelson\Nygaard
26	Rich Garrity	RLS and Associates
27	Patti Monahan	TranSystems
28	Jean Celendar	JAC Planning Corp
29	David Sampson	Urbitran
30	Chris Henry	Urbitran

Note: \* Participated by telephone; (1) David Glass participated for Lanny Wexler, who was unable to attend. (2) Other Committee Members unable to attend, including Patrick Gerdin from Rockland County.

## **New York City Team – Study Advisory Committee Meeting**

**Thursday, June 27, 2008**

### **Meeting Notes**

#### **1. Introduction and Project Overview**

Nancy O’Connell, NYMTC project manager for the Coordinated Public Transit – Human Services Transportation Plan, opened the meeting by welcoming the Stakeholder Advisory Committee (SAC) members and thanking people for attending. (A list of meeting attendees is provided at the end of the meeting notes.) She began the meeting by explaining that there are three FTA funding sources available to public and private agencies providing transportation to the three target populations (older adults, persons with disabilities and individuals and families with low incomes). These funding sources are:

- Section 5310, which addresses the transportation needs of Older Adults and Persons with Disabilities, is a competitive grant program. In New York State, these funds are specifically for capital purchases of vehicles and require a 20% match from the grantee.
- Job Access Reverse Commute (JARC) (Section 5316), is a competitive grant program to help low income individuals get to/from employment and for reverse commute services. The NYMTC region receives \$7 million annually in JARC funding. A local match is required.
- New Freedom (Section 53147) funding is available for projects and services that go above and beyond what is required through ADA paratransit. The NYMTC region receives \$4 million annually in New Freedom funding. A local match is required.

These funding sources were authorized as part of SAFETEA-LU, the 2005 federal transportation legislation. The NYMTC web site contains further descriptions of each of the three funding sources, and the FTA web site contains full profiles, along with sample projects.

Nancy also introduced the NYMTC agency and explained the organization’s role in the regional planning process. While the plan will cover the entire region, there will be three sub-regional Stakeholder Advisory teams ( New York City, Long Island and Lower Hudson Valley), each of which will focus their efforts on each of the sub-regions, tailoring strategies to each areas unique circumstances.

#### **2. Presentation on Coordinated Planning Process**

Bethany Whitaker from Nelson\Nygaard will be the team leader for the New York City sub-region. She introduced herself and the members of the consulting team working on the New York City efforts. These individuals – Stephanie Denis, Ellen Oettinger and Amy Pfeiffer from Nelson\Nygaard and Stuart Geltman from Urbitran – will be doing the field work, data collection, mapping and analysis associated with the getting this plan together. Members of the stakeholder advisory committee may hear from different members of the team at any time and should feel free to contact any member of the team at any time.

Bethany provided an overview of the project's purpose, why it is important to the region and how the work would be carried out. She outlined the public involvement/outreach effort, including this SAC, individual stakeholder interviews, provider survey, two rounds of stakeholder/public workshops and focus group with members of the three target populations. This project now has a web site, linked from the NYMTC home page (<http://www.nymtc.org> – go to programs and projects). Bethany also discussed the role of the SAC in the study, saying that the SAC would meet approximately quarterly to assist with public outreach efforts, review research and documents and provide a reality check on findings and recommendations.

Bethany concluded the presentation by explaining that, unlike some planning projects, this study will not produce an action or implementation plan, rather it will produce a series of deliverables comprised of: 1) an inventory available community transportation services; 2) an assessment of on-going coordination activities and needs, gaps and redundancies in the current network of transportation services; 3) strategies that will help address the needs, gaps and redundancies and encourage coordination efforts; and 4) prioritized strategies, noting potential funding sources for each strategy. At the end of the project, public, private and non-profit agencies will have flexibility to address needs and gaps by implementing one of the relevant strategies and applying for federal grant resources.

### **3. Stakeholder Comment**

Nancy and Bethany asked each SAC member for ideas on how this project could be useful to them. Information that would help the stakeholders and comments from the stakeholders included:

- An understanding of how paratransit fits into the whole transportation network;
- Successful and unsuccessful projects undertaken by other communities, especially in terms of technology;
- A comprehensive list of agencies and their transportation services and what's happening with them, including who can use them and where there are opportunities to rideshare and work together; and
- Actively promoting and marketing these funding opportunities, so agencies will know where the resources are and how to get them.

Other comments on public transit-human service transportation included:

- The Taxi and Limousine Commission (TLC) is launching an accessible dispatch pilot program for Manhattan south of 96<sup>th</sup> Street. The agency still needs funds for the other boroughs. The two-year pilot in Manhattan will probably start in mid-July. The TLC has ordered 231 accessible vehicles – right now 144 are ready. People with disabilities can call up to six months in advance to reserve a taxi. Passengers will pay the regular fare.
- A representative from the hospital noted several providers are having a really hard time using Medicaid's taxi service, especially getting paid back. There are very few accessible taxis. There are lots of Access-A-Ride vehicles coming to the hospital with just one

person. Customers say there's no flexibility in changing the time of an appointment by an hour or two.

- MTA/Access-A-Ride said that paratransit has been experience double-digit growth in demand for services and they are swamped. Currently Access-A-Ride has 115,000 registrants and provides more than 20,000 trips per day (not counting attendants). Some of this growth results from cost-shifting, in particular agencies stopping transportation services and putting their clients on paratransit. For example, now the MTA is working with the Veterans Administration, who is stopping its transportation program and moving everyone to ADA paratransit.

Examples and information of on-going coordination included:

- United Cerebral Palsy (UCP) said they have twelve 5310-funded vehicles and that the UCP is part of the Interagency Council on Transportation Solutions and Issues, which is a union of several agencies. Through this council, all agencies can co-mingle clients on the same vehicle.
- PSCH reported they are doing a study looking at vehicle size and number of accidents to determine if some types of vehicles are more prone to accidents.
- Lawrence Carter-Long, from the Disabilities Network, explained that his organization is an alliance of 70 organizations plus individuals, for people with mobility and sensory disabilities. The Disabilities Network is a policy group and has a large network of agencies and individuals.
- The UCP participates in the Access to Homes program, which provides accessibility measures like lifts or ramps. They do about 8-10 residences per year. It's difficult – you have to get the building owner's approval and the landlord has to maintain the modification.

#### **4. Next Steps**

Bethany explained that the SAC would meet again in mid-September. At that time, many of the maps and data would be gathered and the team would be presenting preliminary data and findings. The Committee will also discuss the stakeholder/Public workshops to be held in mid-October.

The team asked the Stakeholders Advisory Committee members if there is anyone not at the table that should be. Some members recommended that some individuals with disabilities participate in the committee and that someone from the infrastructure side attend. The SAC agreed that they would like to see the list of who were invited and then they can make additional recommendations. Bethany agreed to email out the invitation list for comment.

Bethany said she would send out the meeting power point materials and a list of people invited to the SAC meeting. She will also send out a list of people who have participated in stakeholder interviews and a preliminary list of transportation providers for review.

#### **Meeting Attendees:**

Ramona Bell, PSCH

William Henderson, Citizens Advisory Committee to the MTA

Lawrence Carter-Long, Disabilities Network of NYC

Cathryn Flandina, MTA HQ

Linda Black, NYC Department for the Aging

Fern Hertzberg, ARC XVI Fort Washington Inc.

Carolyn Castro, Taxi and Limousine Commission

Nicholas Leghorn, Taxi and Limousine Commission

Uchenna Madu, NYCTCC

Robert Huffman, United Cerebral Palsy

Alton Treadwell, NYCTCC

Beverly Morris, MTA NYC Transit, Paratransit Division

Anne Marie McDonough, State Island University Hospital

Charlene Densen, PSCH

Nancy O'Connell, NYMTC

Bethany Whitaker, Nelson\Nygaard Consulting Associates

Ellen Oettinger, Nelson\Nygaard Consulting Associates

Amy Pfeiffer, Nelson\Nygaard Consulting Associates

Stephanie Denis, Nelson\Nygaard Consulting Associates

Stuart Geltman, Urbitran

## NYMTC Coordinated Public Transit-Human Services Transportation Plan

### Stakeholder Advisory Committee Meeting – New York City Subregion

September 29, 2008, 10:00 am – 12:00 noon

#### Meeting Notes

#### 1. Introduction and Project Roles

Nancy O’Connell, NYMTC project manager for the Coordinated Public Transit – Human Services Plan, opened the meeting by welcoming the Stakeholder Advisory Committee members and thanking people for attending. Everyone attending the meeting introduced themselves and the organization they represent. A full list of individuals attending the meeting is included with these meeting minutes.

#### 2. Project Update and Status Report

Bethany Whitaker from Nelson\Nygaard, the task leader for the New York City team handed out meeting materials (see attached) and began a discussion on the project status and preliminary findings. Bethany explained that the information presented is a first draft and that she is looking for recommendations, corrections and additions as people noted. Bethany presented the demographic characteristics, existing public transportation services (regional and local), community transportation services and preliminary needs for the NYC sub-region as a whole as well as borough by borough.

Comments provided by committee members included:

- Population of Staten Island was off
- Metro North passes through New Jersey en route to Westchester; New Jersey is not the final destination.
- Recommended that the adjective “excellent” is not used to describe NYC subway system
- Elevators and accessible infrastructure is not reliable or well maintained
- Some of the funding sources used for transportation are not guaranteed year to year; this is especially true in the current economic climate
- Senior Center services are contracted by DFTA and expected to coordinate, work with other partners and provide trips to broader community and multiple neighborhoods.
- Restructuring of senior centers will impact services. The NYC Housing Authority is closing down some senior centers and DFTA is cutting back as well. This will have a big impact.
- Another important comment had to do with the 170 languages that are spoken in NYC: As some community transportation services, and especially jitneys, may seem to be duplicative, many focus on particular cultures or non-English speaking communities,

whose residents do not fully understand how to use public transit and paratransit services because of language barriers.

- Institutional barriers to coordination are also substantial and need to be addressed. Many agencies can't do things because of city and federal policy barriers that inhibit effectuating changes.
- The Taxi and Limousine Commission (TLC) expressed frustration over federal regulations preventing them from accessing 5317 funding for some needed programs. TLC also wants to find a way for their black livery cars to do more and work better for the community. Other members concerned about customer safety and reliability, especially for seniors. TLC representative urged concerned persons to demand better service, through letter writing and testifying at upcoming TLC public hearings, and at the same time they will work on a better identification system, safety issues, etc.
- Staten Island based Begley Seaton Hospital is no longer providing transportation services.
- One huge accomplishment, and an example of effective strategies for agency coordination, is yellow school buses being made available from Dept. of Education to City agencies such as DFTA in off hours with a limited request form. There are requirements, but it makes good use of a transportation resource when there's a will to cooperate together for the betterment of the community.
- Bronx Interagency Council on Aging is a good model and is providing a leading role in filling gaps and closing holes. It was suggested to look at what they are doing for recommended strategies.
- Plan will identify strategies for how transportation providers and agencies can coordinate to get the results they are looking for despite the inflexibility that seems apparent in the system. Nancy O'Connell mentioned that coordination may not be in the form of a vehicle, but such ideas as agencies sharing a mechanic to save costs as is being done in Upstate New York.
- Access a Ride is a "curb to curb" service that is challenged both by the rising numbers of persons served and the high costs of providing transportation services. However, their customers are looking for "door through door" service for safety, comfort and better transportation services. Personal care attendant can travel for free, but low-income persons don't have one. A ride-on escort and/or more courteous drivers are needed to assist patrons.
- Street infrastructure is not supportive for the three target populations. Sidewalks are in state of disrepair, they are uneven and there aren't enough accessible ADA ramps. There needs to be a long-range vision to make safer routes for seniors, wider sidewalks, and shorter crossings with less potential for conflicts with vehicles. If seniors could walk in a safer pedestrian environment, less transportation services might be needed in vehicles.
- While yellow cabs greatly outnumber black cars and other livery vehicles in Manhattan, the reverse is true in the other boroughs. Beverly Morris of Access-A-Ride noted how the system currently uses taxicabs.



Bethany said a copy of draft chapters 1-5 for New York City has been posted to the project FTP site and are ready for comment. She said several people contacted her because they couldn't get on the FTP site. (If this happens to you, let Bethany know and she will send you a zip file.)

### **3. Upcoming Events**

Bethany said there are two sets of events coming up, including a series of transportation provider and community planning workshops and focus groups with consumers. Bethany explained that the workshops are structured so that the first half will be a detailed, facilitated discussion oriented towards transportation service providers and stakeholders, while the second half would be an open house format geared for members of the public. Bethany also presented the schedule for the workshops by borough and said they would be asking SAC members to help distribute flyers and encourage attendance. Nancy O'Connell noted that the funding sources are highlighted in the flyer to encourage participation in the workshops.

Bethany also said they would be holding 15 focus groups; one with each of target populations (older adults, persons with disabilities and persons with low income) in each of the five boroughs (Bronx, Brooklyn, Manhattan, Queens and Staten Island). She asked committee members if they had ideas or recommendations for focus group recruitment. Several members said they could help and would get back to Bethany, Nancy or Will with recommendations and sources.

### **4. Meeting Summary and Project Next Steps**

The Stakeholder Advisory Committee will likely meet again in January 2009.

Draft chapters 1-5 are on the project FTP site. Contact Bethany if you have trouble accessing the files. Bethany and Will urged everyone to look at them and provide comments by October 10<sup>th</sup>. Comments can be sent to Nancy or Bethany as long as both parties are copied.

**List of Attendees**

<b>No</b>	<b>Name</b>	<b>Organization</b>
1	Nancy O'Connell	NYMTC
2	Linda Black	NYC Department for the Aging
3	Cathryn Flandina	MTA
4	William Henderson	Permanent Citizens Advisory Committee to MTA
5	Robert Huffman	United Cerebral Palsy of NYC
6	Anne Marie McDonough	Staten Island University Hospital
7	Terence J Moakley	United Spinal Association
8	Hai Tiet	Phipps House
9	Nafessa Kassim	Phipps House
10	Leslie Fordjour	NYMTC
11	Ross DeRuin	Medical Transportation Provider
12	Ophelia Ray Fenner	NYCDOT
13	Alton Treadwell	NYMTC
14	Samara Epstein	NYC Taxi Limousine Commission
15	Beverly Morris*	MTA
16	Fern Hertzberg*	ARC XVI Fort Washington Inc.
17	Christian Bally*	Mayor's Office for People with Disabilities
18	Charlene Densen	Psch, Inc.
19	Jean Celender	JAC Planning/NN Consulting Team
20	Will Rodman	Nelson\Nygaard
21	Bethany Whitaker	Nelson\Nygaard

Note: \* Participated by telephone

**Human Services Coordination Study Steering Committee meeting  
February 26<sup>th</sup>, 2009  
NYMTC**

**Meeting Summary**

Will Rodman of Nelson\Nygaard presented the unmet needs and prioritized strategies from each of the three subregions in the study area. The Steering Committee discussed several of these strategies individually as well as the prioritization process, the future of this type of plan and funding under the future SAFETEA-LU legislation. The Steering Committee left open the option of holding an additional meeting to discuss the final chapters of the report at a later date.

Nancy O'Connell	NYMTC
Linda Black	NYC Dept for the Aging
Bethany Whitaker	Nelson\Nygaard
Will Rodman	Nelson\Nygaard
Ophelia Ray Fenner	NYC DOT
Tom Vaughn	NYS DOT
Alton Treadwell	NYC TCC
Ellen Oettinger	Nelson\Nygaard
Virginia Johnson	Westchester DOT
Denise Rameriz	Nassau County
Heather Richardson	NYC DOT

**Introduction**

Nancy announced that JARC and New Freedom applications were due at the end of March. She also said that public meetings for the Coordinated Plan would be combined with the public process for NYMTC's Regional Transportation Plan. These meetings will be held in May.

- Will discussed that each subregion had prioritized its strategies
  - o Mobility Managers were the only shared high priority across all three subregions
  - o Tom Vaughn mentioned United We Ride's state effort promoting a mobility manager for each county across the state

Tom Vaughn commented that the unmet needs and service gaps are described in more broad-brush terms in this plan

- o Enables more flexibility for people referencing them instead of a plan that described unmet need route-by-route (is this Will's response?)
- Nancy emphasized that we need to know if anything is absent from the plan and strongly encouraged committee members to let her or other members of the project team know if they have comments, additions or suggestions.

**Discussion of proposed strategies and prioritization**

- Trip planning / travel training strategy

- Linda Black reiterated that there are a lot of services and innovations going on in NYC, the problem is people are not aware of them. She mentioned that Hopstop should be added to the trip planning services section
  - The state has \$5.6 million for outreach for the 511 system – should be able to use that to train people who train others about these systems
  - Will mentioned that this goes along with the centralized information directory strategy
- Tom Vaughn: NYSDOT has been trying to work with employment centers and human service agencies to develop a plan through JARC
  - 511 trip planning in other languages would be great, but very expensive to maintain
  - AmeriCorps volunteers in Binghamton did trip-planning for individuals through a call-in service
- Denise (Nassau Co) commented that the key to trip planning is human contact
  - She does orientation sessions to take away the intimidation factor with traveling on transit
- Accessibility at non-key stations
  - Ophelia Ray-Fenner (DOT) asked if the plan would map accessible and key stations? They may fall within our senior designated areas (for senior mobility/ped studies)
    - Will – we have, but we can make a separate map or list them in an appendix
  - Linda – the new escalators and elevators automatically report their functioning to a computer, but old ones don't – the update system runs on poor information
  - Ophelia – could we have an information hotline for escalators/elevators/
- Will suggested that the group look at “implementability” – other ways to sustain these strategies over time, because of the temporary nature of the funding

### Discussion of prioritization process

Will discussed that some counties at the Long Island and the Lower Hudson Valley Stakeholder Committee Meetings were underrepresented. Rich and Patti will be requesting feedback from individuals who could not make the meeting to give them an opportunity to vote.

Strategies not on the list for NYC but on the list for the other subregions were not brought up or emphasized during the NYC outreach process (all of those chapters are on the FTP site for review).

Virginia Johnson (Wchester) noted that she wanted to be sure nothing was left out of the potential strategies and urged taking a broad, general approach. She was concerned that if a strategy is left out, it might not be eligible for funding in the future.

Nancy and Will requested that if there are strategies the group felt should be added to let them know as soon as possible.

### How this plan relates to future funding, applications and 5310?

- What is the future of SAFETEA LU? How does it affect the duration of this plan?
  - o Tom Vaughn responded that the programs may be administered differently, but the plan will still be required for regions receiving funding
  - o There are rumors of SAFETEA LU receiving level funding or being configured as bloc grants
- The interim plan didn't deal with 5310 much – there was no explanation of need
  - o Nancy commented that we should put in a 5310 section

### **Other discussion points**

- Do these strategies respond to what was heard in the focus groups?
  - o Will responded that they absolutely do, that the strategies were built on the outreach process, including the focus groups
- The “lead agency” column in the strategy descriptions could seem limiting if it is too specific (i.e. “Putnam County Planning Department”)
  - o Group decided that the team should re-word this section to ensure that any group wanting to take on a strategy would feel it is not restricted from doing so

### **Wrap-up Discussion**

- Will told the group that the drafts of Chapters 8 and 9 would be ready by April, and that comments are due by the end of March
  - o Tom, Nancy and Will discussed if there is a value in the Stakeholder Advisory Committees (SACs) continuing to meet. Will said that in previous studies, the SACs have evolved into a regional coordinating council that continued to meet and discuss mobility issues in the region.

**Human Services Coordination Study NYC  
Stakeholder Advisory Committee meeting  
February 26<sup>th</sup>, 2009  
NYMTC**

**Meeting Summary**

The primary focus of the meeting was to review and prioritize strategies to address unmet needs in the New York City subregion.

Each member of the SAC was allowed nine votes and was allowed to use a maximum of three on each strategy. The strategies were prioritized as follows:

<b>High Priority Strategies</b>
Taxi/Community Car Subsidy Programs/ Accessible cabs
Mobility Managers
Travel Training
Supplement 5310 Program – Vehicle Purchase
Transit service expansion and improvements
<b>Medium Priority Strategies</b>
Accessibility Improvements at Non-Key Rail Stations
Improve Access to Fixed Route Bus Stops
Centralized Resource Directory
Bus Buddy program
Improve coordination of existing services
<b>Low Priority Strategies</b>
Develop Accessible Wayfinding System
Accessible Information Systems
Job Access Strategies
Volunteer Driver Program

**Attendees:**

Nancy O’Connell	NYMTC
Charlene Densen	PSCH
Anthony Spicola	NYCT – Paratransit
Terry Moakley	United Spinal Association
Linda Black	NYC Dept for the Aging
Bethany Whitaker	Nelson\Nygaard
Will Rodman	Nelson\Nygaard
Bob Huffman	UCP NYC
Julia Zakin	UCP NYC
William Henderson	Permanent Citizens Advisory Committee to MTA
Ophelia Ray Fenner	NYC DOT
Tom Vaughn	NYS DOT
Alton Treadwell	NYC TCC
Ellen Oettinger	Nelson\Nygaard
Anne Marie McDonough (via phone)	Staten Island Hospital

## Introduction

- Nancy O’Connell (NYMTC) welcomed everyone and discussed the agenda – prioritizing strategies for NYC. She emphasized that if the team has missed anything to please tell us. Nancy also
- discussed JARC and New Freedom grants, which are due March 27<sup>th</sup>, and 5310 applications due May 1<sup>st</sup>.
- Bethany Whitaker (NN) reviewed unmet needs and the outreach process the team used to arrive at these unmet needs and strategies

## Strategy Discussion

- The strategies outlined were:
  - Mobility managers - that can address overriding unmet needs
    - Will Rodman (NN) reviewed the different roles that a Mobility Manager can have – including being a point person for a region, focusing on the issues, being an information repository
    - Tom Vaughn (NYSDOT) said that you can apply for Mobility Manager funding through both New Freedom and JARC, depending on what the population service split is. He also mentioned that Mobility Managers are considered a capital expense and funded at 80%.
  - Accessibility at non-key rail stations
  - Wayfinding signage for accessible infrastructure – could do a pilot project because taking on the whole system at once would be difficult
  - Access to bus stops
  - Accessible information systems
  - Taxi/community car subsidy program – even without accessible cabs, the subsidy is important for some populations
    - Asked if accessible cabs issue came up – Bethany said that they did talk about it and decided that subsidies are what can be done in the near-to short-term.
    - Bill Henderson (PCAC) explained that one of the challenges for drivers, is the lack of demand, plus the fact that drivers can’t charge a fare on their way to the pick-up, only when they arrive at the pick-up; the drive there is dead time
  - Centralized resource directory - could be done through mobility manager
  - Expansion of travel training options and bus buddies
    - Anne Marie McDonough (SI Hospital) discussed that her brain injury patients have independent living counselors that help them navigate the transit system, and that it is a very successful program
  - Volunteer driver program – could help with cross-border trips to New Jersey, Long Island and the Lower Hudson Valley
  - Job access strategies
  - 5310 vehicle purchase coordination
- Linda Black (DFTA) chimed in with two new strategy suggestions:
  - Some transit routes do not cover some geographic areas for the hours that they’re needed – extending service hours and geographic coverage is a priority
  - Many more 5310 vehicles are needed than receive funding – expand the program or supplement the funding somehow to get more vehicles out there

- The United Way has information and should be integrated with the city's 311 information system (Nelson\Nygaard agreed to put this into the report)

Bethany reviewed the strategy prioritization criteria, and each member of the group used their nine votes to rank strategies.

Committee Members asked a series of questions. They are listed here with the answers and clarifications.

- How people will know about these strategies in time to put them in their grant application?
  - Nancy and Bethany explained that these strategies will be in the plan starting next year's application round
  - If applications cite these new strategies, is that okay? Nancy said yes.
- Is this group representative of priorities? If a different mix was present, would the vote turn out differently?
  - Bethany said that others from the committee who weren't there could vote (i.e. Anne Marie McDonough, who was voting over the phone)
  - Will said that the other subregions were soliciting input by telephone for members who were unable to make the meeting

### **Wrap-Up**

Bethany announced that the public meetings to review the report would be in May – chapters 1-7 are on the ftp site, the draft final plan will be available for the SAC to review first in late March, early April. After the committee takes a look, the report will be released to the public. Nancy emphasized that if anyone had additional comments, please send them to the project team.



## **NYMTC Coordinated Public Transit-Human Services Transportation Plan**

### **Presentation of Draft Final Plan and Public Meeting**

**May 12, 2009  
3:00 PM to 5:00 PM**

**NYMTC Headquarters  
199 Water Street  
New York, NY 10038**

#### **Overview**

- Nancy O'Connell of NYMTC discussed the goal of the project – to compose a framework for organizations applying for federal funding – and described the outreach process the project team had undertaken over the last year to paint an accurate picture of the transportation needs and gaps in the city.
- Bethany Whitaker of Nelson\Nygaard Consulting Associates presenting the findings of the project, describing the team's demographic analysis, inventory of existing transportation services, identification of unmet needs, and application of possible strategies for the region.
- NYMTC will be accepting comments on the draft plan through June 3<sup>rd</sup>.

#### **Summary of Meeting**

Nancy O'Connell from NYMTC opened the meeting by welcoming the attendees and announcing two other meetings about the draft plan taking place in the other two subregions – one in Westchester County about the Lower Hudson Valley plan on May 13<sup>th</sup>, and one in Nassau County about the Long Island Plan on May 14<sup>th</sup>. Nancy reviewed the outreach process involved for putting together the plan, including the make-up of the steering committee and the Stakeholder Advisory Committees. She urged everyone in the room to give the project team feedback if there is anything missing from the plan.

Bethany Whitaker of Nelson\Nygaard presented the findings and strategies of the project. Some pieces of the report highlighted were:

- Demographic analysis revealed that many of the target populations exist in the city at higher rates than in the state and across the US. The team looked at the existing network to see if it meets their needs

- The transportation network in New York is extensive, with some notable exceptions: only 2% of the taxi fleet is accessible, Access-A-Ride does not always fulfill travel needs for its eligible riders, many small operators cannot accommodate demand
- The team identified unmet needs in NYC:
  - Cross-borough travel is difficult (most transit is oriented toward Manhattan)
  - Transit infrastructure is often inaccessible
  - Information systems are not always accessible/available
  - Job markets in Long Island and the Lower Hudson Valley are difficult to access
  - People with the greatest needs – the frail elderly or those with debilitating disabilities, have few options
- Some coordination is taking place at the borough level, and there are some higher-level citywide discussions. Neighborhood-level coordination is ad-hoc, and there is a lack of formal coordination
- Strategies to address these needs fell into a few general categories:
  - Increase travel options
  - Improve information and awareness
  - Support existing providers
- 15 strategies were developed, with 7 ranked as high priority. These were:
  - Taxi subsidy
  - Mobility Managers for local support
  - Mobility Managers for operational support
  - Mobility Manager training
  - Travel training
  - Expanded vehicle purchase programs (like 5310)
  - Job access strategies
- Nancy O'Connell pointed out that Mobility Managers are eligible for 80% funding and not just the 50% funding typical of operational support. Mobility Managers qualify as capital.
- Nancy also discussed that NYMTC is accepting comments during the month of May on this plan, and the deadline to receive comments is June 3, 2009.

Questions and comments:

- One attendee mentioned that he attended several of the outreach meetings. There, accessible pedestrian signals were discussed. Did they make it into the plan?
  - They are included in the strategy “Accessibility Improvements to Fixed-Route Bus Stops.”
- Another attendee asked about the cost and duration of the study.
  - Nancy responded that the study was funded through the NYMTC planning studies and not through regular program funds. The \$500,000 fee included 30 focus groups, multiple public meetings, and stakeholder meetings, and lasted for one year.

List of attendees:

Nancy O’Connell	NYMTC
Bethany Whitaker	Nelson\Nygaard
Ellen Oettinger	Nelson\Nygaard
Linda Black	NYC Department for the Aging
Karyl Cafiero	MTA Permanent Citizens’ Advisory Committee
Michael Godino	Brooklyn Center for the Independence of the Disabled
Ophelia Ray Fenner	NYC DOT
Alton Treadwell	NYC TCC
Shirley Genn	Brooklyn Inter-Agency Council on Aging

## Summary of Provider Workshop and Open House Findings

Issue Categories	Bronx	Brooklyn	Manhattan	Queens	Staten Island
<b>Existing Service</b>	Traveling cross town in the Bronx is slow and difficult; Access-A-Ride (AAR) is unacceptable for many people and trips, especially for travel to/from medical trips	Clients don't like AAR and have lots of complaints about the service; Existing transit services are not accessible for many; AAR doesn't have enough accountability, drivers are allowed to get away with too many service violations	Recognize that NYC is lucky to have AAR and it is better than used to be, but still challenging for users; Punitive aspect of AAR stresses riders; Buses are popular but vehicles only accommodate two wheelchairs;	Some skepticism about accessible taxi program; doubt that taxis will be responsive enough; Perception that AAR is designed to turn as many people away as possible because system is overloaded;	AAR generally meets needs but challenges associated with making a reservation persist; AAR has poor understanding of Staten Island and no working GPS aids; Car service reimbursement program requires people to front money
<b>Coordination</b>	Increasing interest in coordination among agencies, some are starting to share facilities and programming; Some agencies don't understand true cost of operating a vehicle, thus face 'sticker shock' when they try to buy service from another operator; Some resource directories exist – they are organized by funding source (DFTA, ambulettes, etc.)	There are needs and opportunities for small providers to work together more;	Planning grant to study liability insurance, driver coverage and vehicle sharing to support more coordination	Hesitation to share vehicles or services; Some non-profit agencies are coordinating on multiple fronts, including vehicles; People are too busy and too stretched to take on new projects; Some agencies do use school buses on weekends and in the middle of the day	
<b>Needs</b>	Parking and vehicle storage is major challenge; Help with operations – retaining	Driver training; Public service campaign to reserve seating for older	More travel training to teach people how to used fixed-route system;	Subsidized car services for medical trips especially for people who don't qualify for	Poor public infrastructure challenges people with

Issue Categories	Bronx	Brooklyn	Manhattan	Queens	Staten Island
	drivers, keeping the vehicle maintained, scheduling rides are all challenges	adults and persons with disabilities; Centralized directory of services; Infrastructure improvements		AAR or Medicaid; Travel from Queens to hospitals generally; Mobility managers to assist agencies with transportation resources;	disabilities using public transit; Pedestrian safety; Public transportation has not kept pace with development on South Shore; Not enough parking at transit centers
<b>Opportunities</b>	Small operators need assistance – for back-up drivers, back-up vehicles, maintenance work, etc.; The ambulette coalition is fairly well organized, this model could be looked at; Most vehicles carry one person at a time, occasionally two at a time; Isolated senior housing and Naturally Occurring Retirement Communities (NORCs)		Targeting services around focal points for disabled community, such as 23 <sup>rd</sup> Street in Manhattan; Making entire taxi, black and community car fleet accessible;	New purpose-built ADA vehicles being designed in Indiana; Closest subway station to new Mets station will not be accessible	Community transportation program are invaluable, without membership in a senior center or other organization it is really hard to get transportation;
<b>Challenges</b>	DFTA funded vehicles are restricted in terms of where they go. Lack of back-up resources means agencies often shut down or send taxis – both are costly	Consolidating senior centers and the impact on transportation providers	Demand is always growing but funding is not Enforcement – especially the accessible requirement for black and community cars; Difficult to use private car services, due to availability and affordability	Providers challenged by increasing demand and little funding; Parking and vehicle storage, hiring and retaining drivers; securing good mechanics;	Aging population is growing but cuts in funding are harming centers; Consolidating services and centers is making it harder to serve folks, especially in Staten Island

## **Bronx County – Provider Workshop and Community Open House**

**October 22, 2008**

**9:30 a.m. to 1 p.m.**

**Belmont Branch Library**

**610 E 186<sup>th</sup> Street**

**Bronx, NY 10458**

Nancy O’Connell from NYMTC opened the meeting by welcoming the transportation providers and providing an overview of the planning effort. She provided an overview of the Section 5310, JARC, and New Freedom grant program, noting that agencies applying for these grants must be able to show that their projects are in the plan.

Bethany Whitaker of Nelson\Nygaard provided an overview of the project, explaining that the team has been conducting stakeholder interview, reviewing reports and documents, and meeting with a stakeholder advisory committee meeting.

### **Overview of provider workshop discussion**

Members of the workshop introduced themselves and presented an overview of their agencies. They included a representative from a small senior services agency with one vehicle and one driver. Along with many other duties at the agency, she coordinates the transportation program. The other attendee was the director of transportation for a large corporation providing private and non-profit transportation services throughout the Bronx, Manhattan and Westchester. The providers identified issues from their organization’s experiences with transportation:

- Parking and vehicle storage is difficult. DFTA requires secure storage, which is appropriate because there are a lot of problems with vandalism, but is also expensive.
- One attendee representing an agency with a large transportation program (four 5310 vehicles and 20 privately funded vehicles) discussed challenges with mixing clients on different vehicles. He also mentioned challenges to sharing drivers with other agencies because his drivers are unionized.
- One attendee representing an agency with a small transportation program (one driver and one vehicle) said they were challenged by the size of their operation. When the driver is out sick or on vacation, or if the van has trouble, they can’t operate. Typically they’ll use taxis to cover these times, but there isn’t always funding for taxi fares.
- This agency with a small transportation program mentioned that the Department for the Aging, which provides their transportation funding, restricts their service area to a DFTA-defined district.
- Older adults like the van services. They don’t like waiting for buses on the city streets and in the Bronx it takes a long time to get to destinations across town. There is a lot of traffic and not many direct routes.

- In general, people don't like Access-A-Ride – it takes too long. This is especially true when people are traveling for medical reasons, such as dialysis.
- Some agencies are trying to work together, including sharing programming and facilities but also transportation. One agency noted that they have tried to provide transportation for other agencies. The problem is agencies don't really know how much they are spending on transportation, so when they get the estimate they have sticker shock.
- Providers discussed the potential for coordination, such as having access to back-up drivers and vehicles and technology.
- All attendees expressed a willingness and openness to work together more closely. People were sharing resources at the meeting, including preferred mechanics and fueling locations.

### **Overview of public open house discussion**

The public open house was attended by two representatives from a human service agency. Both individuals were involved in the transportation program, noting:

- Their organization has 13 centers, all in the Bronx and they only provide transportation to medical facilities. They serve some 500 clients with four vehicles, three of which are lift-equipped. They are interested in the 5310 program and would like to get another vehicle.
- Clients prefer not to use Access-A-Ride; there is too much paper work and the service level is poor.
- They aid most of their trips are one passenger per vehicle, sometimes two.

### **Meeting Attendees**

#### **Bronx Provider Workshop**

<b>Name</b>	<b>Organization</b>
James Martin	Jewish Home Life Care
Yvonne Velazquez-Rosa	Riverdale Senior Services, Inc.

#### **Bronx Community Open House**

<b>Name</b>	<b>Organization</b>
	Rain Eastchester

## **Kings County – Provider Workshop and Community Open House**

**Monday, October 27, 2008**

**2:30 p.m. to 6:30 p.m.**

**Brooklyn Borough Hall**

**209 Joralemon Street**

**Brooklyn, NY 11201**

Nancy O'Connell from NYMTC opened the meeting by welcoming the transportation providers and providing an overview of the planning effort. She provided an overview of the Section 5310, JARC, and New Freedom grant program, noting that agencies applying for these grants must be able to show that their projects are in the plan.

Will Rodman of Nelson\Nygaard provided an overview of the project, explaining that the team has been conducting stakeholder interview, reviewing reports and documents, and meeting with a stakeholder advisory committee meeting.

### **Overview of provider workshop discussion**

In the provider workshop, a representative from the Brooklyn Borough President's Office who works specifically with seniors and senior centers discussed issues brought to her attention:

- Seniors complain that Access-A-Ride (AAR) is consistently late and that the routing is circuitous and not scheduled well. Riders can't get through on the phone, either to make reservation or report a late ride, and the receptionists are often rude.
- The proposed consolidation of senior centers is a major issue of concern for the senior population and for transportation providers. If more centers close, many frail elderly may simply stay home rather than try to find a ride to a new, unfamiliar center.

### **Overview of public open house discussion**

Attendees to the public open house included representatives from an elderly day care center, an attorney who is a member of the New York State Independent Living Council, representatives from Access-A-Ride and employees of the NYC Transit Department of Buses, representatives from the Brooklyn Center for the Independence of the Disabled, the outreach coordinator for the Disabilities Network of New York City, and a representative from Transportation Alternatives, a non-profit involved in many transportation issues around the city. Attendees at the open house public meeting shared a variety of experiences and insights:

- Nearly all participants discussed the need for driver training – on both Access-A-Ride and NYCT buses. Participants told many stories about negative driver attitudes and drivers who did not perform needed duties such as help to the door of their destination for the frail and call-and-assist for those with visual impairments.
- Another suggestion was to have better training for using buses in order to relieve pressure on Access-A-Ride. Further, many stressed the need for a public education campaign



involving more than the stickers on the seats of buses, such as public services announcements

- When suggested, a centralized directory of services was a popular idea and seen as something the community of persons with disabilities very much needs. Along the same lines, one provider stated that small providers aren't able to coordinate on many levels, resulting in duplication while unmet demand increases.
- Accessibility of existing services was another point of discussion. Representatives from the blind community described accessible pedestrian signals at intersections that give a countdown if there is one and have a vibra-tactile aspect that vibrates when the light is in your favor. Participants suggested putting these types of signals on quiet, not busy streets, where there is no crowd to indicate when it is safe to cross.
- Another suggestion for creating an environment more easily navigated for persons with disabilities are bulb-outs at bus stops. Bulb-outs keep cars from parking in bus lanes and ensure that pedestrians will have direct sidewalk access to the bus entrance.
- One attendee suggested audible stop announcements in different languages according to the routes.
- A major theme was accountability issues with bus and Access-A-Ride drivers. One provider explained that if a bus driver working for her service did not escort a frail person inside their home, they would be fired. This kind of accountability is non-existent for AAR drivers and bus drivers who do not completely fulfill their duties to riders. Often, when riders make complaints either to AAR or to the MTA, they are not provided with follow-up information to know what kind of action, if any, was taken.
- One participant suggested an online report card for drivers or a formalized ombudsman or mobility manager to make the accountability mechanism more transparent.

## Meeting Attendees

### Brooklyn Provider Workshop

<b>Name</b>	<b>Organization</b>
John Dew	Bklyn Community Board 2 Chair
Ingrid Alexander	Bklyn Borough President's Office, Aging Liaison

### Brooklyn Community Open House

<b>Name</b>	<b>Organization</b>
Chris Nadeau	Park Slope Geriatric Day Center
Marianne Nicolosi	Park Slope Geriatric Day Center
TK Small	NY State Independent Living Council
Carol Zwick	NYCT Dept of Buses
Beverly Morris	NYCT Dept of Buses
Sharona Jones	Brooklyn Center for the Independence of Disabled
Michael Godino	Brooklyn Center for the Independence of Disabled
Lawrence Carter-Long	Disabilities Network of NYC
Jesse Mintz-Roth	Transportation Alternatives

## **New York County – Provider Workshop and Community Open House**

**October 23, 2008**

**5:30 p.m. to 8:30 p.m. and webcast live with sign language interpretation**

**NYMTC**

**199 Water Street, 22<sup>nd</sup> Fl**

**New York, NY 10038**

Nancy O'Connell from NYMTC opened the meeting by welcoming the transportation providers and providing an overview of the planning effort. She provided an overview of the Section 5310, JARC, and New Freedom grant program, noting that agencies applying for these grants must be able to show that their projects are in the plan.

Bethany Whitaker of Nelson\Nygaard provided an overview of the project, explaining that the team has been conducting stakeholder interview, reviewing reports and documents, and meeting with a stakeholder advisory committee meeting.

### **Overview of provider workshop discussion**

In the provider workshop, a representative from the Center for the Independence of the Disabled described the myriad issues encountered by the disabled population across the city. The issues focused on existing services and independence:

- Access-A-Ride is better than it used to be but is still not equal to public transit. The advanced planning required, the fear of missing a scheduled trip home, the difficulty directing drivers to certain addresses and the lack of service across city boundaries all add to an experience unequal to a typical public transit rider's.
- Buses are the most popular form of transportation for those with a disability, but can accommodate only two people in wheelchairs at a time, and capacity is now a big issue for buses.
- There are some focal points for members of the disabled population, such as 23<sup>rd</sup> Street in Manhattan – there are several centers and agencies located in this block. Services should also be available to/from these types of location, it is also a good place for accessible cabs to pick people up.
- Shortcomings of the accessible car and taxi services include that although private car services in the city are required to provide accessible rides, they all contract with one company that is always booked two weeks in advance.
- Until all cabs are accessible, people with disabilities will not take cabs. Currently waiting times are very long – the standard wait time is 40 minutes, this suppresses demand. Las Vegas cabs provide a good example of accessible vehicles that work for everyone there – tourists, families and people with disabilities alike.
- Mayor is mandating for the fleet of cabs to become green, now is the time to make them accessible and environmental.

- Being able to take a cab is a big luxury for many disabled persons. Members of the disabled population have among the highest rates of poverty as compared with all other populations.
- Suggestions that may be included in this research include travel training, better signage and clearer information. Also, she suggested that a planning grant to study liability insurance, driver coverage and vehicle sharing would be very useful.

### Overview of public open house discussion

Attendees to the public open house included a representative from a health services provider in a small, tightly-knit neighborhood, a representative from the Port Authority of New York and New Jersey, a senior housing resident and an advocate for accessible transportation.

Attendees at the open house public meeting shared a variety of experiences and insights:

- One attendee described a private pay insurance program in which her sister participates. Her sister uses a private car service to go to doctor's appointments and has had an excellent experience with the service.
- Another attendee described her community's (Marble Hill) political challenge of being on the mainland of the Bronx but politically part of Manhattan. In these small few blocks, there is the Marble Hill Senior Center and a large public senior housing complex. Transportation services are limited, especially on the weekends when seniors are very active, and the neighborhood has a difficult time getting any support or city services because neither borough considers it within its political boundaries.
- An attendee from the Lincoln Square Neighborhood Center discussed the difficult pedestrian situation in and around her neighborhood. Traffic is fast in the area around Lincoln Center, signals are confusing and crosswalks unclear.
- Another attendee who lives in Harlem described similarly dangerous pedestrian conditions at 145<sup>th</sup> Street and Lenox Avenue, where the station is at a steep uphill and needs an elevator. She also mentioned that the #3 train should be extended to a 24-hour span of service.

### Meeting Attendees

#### Manhattan Provider Workshop

Name	Organization
Linda Ostreicher	Center for Independence of the Disabled

#### Manhattan Community Open House

Name	Organization
Sarah Shaikh	Bonsecours/Shervier Nursing
Frank Marcella	Port Authority of NY/NJ
Stephanie Pinder	Lincoln Square, INC
Alice LaBrie	

## Queens County – Provider Workshop and Community Open House

October 23, 2008  
9:30 a.m. to 1:00 p.m.

Queens Borough Hall  
120-55 Queens Boulevard  
Kew Gardens, NY 11424

Nancy O'Connell from NYMTC opened the meeting by welcoming the transportation providers and providing an overview of the planning effort. She provided an overview of the Section 5310, JARC, and New Freedom grant program, noting that agencies applying for these grants must be able to show that their projects are in the plan.

Bethany Whitaker of Nelson\Nygaard provided an overview of the project, explaining that the team has been conducting stakeholder interview, reviewing reports and documents, and meeting with a stakeholder advisory committee meeting.

### Overview of provider workshop discussion

Members of the workshop introduced themselves and presented an overview of their agencies. They included a human service agency with multiple offices and a centralized transportation function. The second participant represented a small senior center that operates within a public housing project on the border of Brooklyn and Queens and uses its three vans to transport seniors to and from its programs. The providers identified issues from their organization's experiences with transportation:

- All providers are challenged by high demand and little funding. The one thing they need more of is funding. Demand is growing but funding is not.
- There are lots of operational challenges as well – finding a safe place to park vehicles overnight, hiring and retaining drivers and securing good, reliable mechanics to work on the vehicles.
- One attendee representing an agency with a large transportation program said she was hesitant to share vehicles or drivers. She said she has worked really hard to get her operation in order and feels uncertain about sharing.
- One small senior center stated that they borrow vans from a nearby senior center sometimes.
- Attendees are skeptical about the central dispatch for accessible taxis. They doubt a taxi will leave a queue at JFK to come pick up a disabled person in Queens.
- An attendee said there is a new project going on in Indiana to build a new purpose-built accessible vehicle [The attendee may have been referring to Standard Taxi in Illinois].

### Overview of public open house discussion

Attendees to the public open house included a representative from a human service agency with a large fleet of 70 accessible vans, an individual representing the NYC DOT Queens Borough Commissioner's Office, and a director of a transportation program for several Queens senior centers, and an advocate for persons with disabilities. Attendees at the open house public meeting shared a variety of experiences and insights:

- The representative managing a large vehicle fleet serving persons with disabilities discussed the biggest challenges of their transportation program – drop-offs. Often, people are not ready to receive the rider at the house or drop-off point. Some other companies are instructed to drop riders at the nearest police station if there is no one available to receive the rider. The representative said that they have tried to use ambulette services upon occasion, but they are too expensive and inefficient.
- Another participant described an effort by the Inter Agency Council to coordinate 11 different non-profit transportation services.
- There is a perception that the Access-A-Ride application system is designed to turn away as many people as possible because the system is currently overloaded. Many seniors that seem eligible are rejected upon applying.
- In general, people agreed there are lots of obstacles to sharing services. Most said they have no capacity, time or spare resources to start to think about sharing.
- From northwest Queens, residents have a very difficult time accessing hospitals, the nearest being Elmhurst Memorial Hospital or one of the many Manhattan hospitals.
- There is a desperate need for medical car services. Many people can't get to Manhattan and can't qualify for AAR, thus can't always get to medical appointments.
- Demand is so high for the ½ fare car service that many programs could spend all their resources in 15 minutes.
- Local coordination efforts include a community center using school buses during a limited window of service on weekdays. The school system does not charge them to use their buses, but the seniors do not like riding in them. But school buses are less expensive than chartered buses and MTA buses are no longer available.
- Senior centers with their own vans barely have capacity to serve the local neighborhood and has no time to share vehicles with other organizations. However, coordinating with a mobility manager for the area to conduct safety and transportation training would be doable.
- The new Mets station will not be accessible by subway; one potential project is to make the Willets Point Station accessible.
- Two providers use a suggested donation system of \$1/trip in addition to funding from the Department for the Aging. There is a definite need for more funding. Agencies use the vans every single day and many are beyond their useful life.

## Meeting Attendees

### Queens Provider Workshop

Name	Organization
Chris Amendola	HANAC, Inc
Sylvia Brown	East New York Sutter & Pink Senior Center

### Queens Community Open House

Name	Organization
C. Peter Goslett	NYC DOT Queens Boro Commissioner's Office
Patricia Dolan	Queens Community House
Bob Huffman	United Cerebral Palsy

## Richmond County – Provider Workshop and Community Open House

October 27, 2008

9:30 a.m. to 1:00 p.m.

**Community Board 2 Meeting Room  
Sea View Hospital  
460 Brielle Avenue  
Staten Island, NY 10314**

Nancy O'Connell from NYMTC opened the meeting by welcoming the transportation providers and providing an overview of the planning effort. She provided an overview of the Section 5310, JARC, and New Freedom grant program, noting that agencies applying for these grants must be able to show that their projects are in the plan.

Will Rodman of Nelson\Nygaard provided an overview of the project, explaining that the team has been conducting stakeholder interview, reviewing reports and documents, and meeting with a stakeholder advisory committee meeting.

**Overview of provider workshop discussion**

Members of the workshop introduced themselves and presented an overview of their agencies. They included representatives from a community center serving the South Shore of Staten Island, which recently closed centers that served other neighborhoods, representatives from a senior services center serving the North Shore of Staten Island, and the director of transportation services for the Department of Rehab Medicine at Staten Island University Hospital.

The providers identified issues from their organization's experiences with transportation:

- One large community organization provides 75 trips per day with 10 buses. Two yellow minibuses are for the nursery, six are rapidly aging DFTA-funded buses, and the remaining two are 5310 buses.
- Distances and travel times challenge providing efficient service, especially to Staten Island's North Shore, which takes an hour to get to. With one center recently closed, there is now only one organization serving kosher meals to seniors. There is no public transportation to their facility and the closest bus stop is ½ mile away. Likewise, the other organization serving the North Shore can't help people calling from the South Shore away.
- Another organization at the workshop provides 76,000 trips per year with its 14 drivers. Ninety-percent of its drivers are retirees and are lots of MTA workers. Most of its trips are for medical trips and some for shopping.
- Staten Island has little transportation service along its small streets – service typically sticks to arterial roads. Rapid development has kept them from zoning correctly for these narrow roads, and the population is steadily growing. Access-A-Ride vehicles have trouble getting into these small streets, also.
- Staten Island University Hospital provides 10,500 trips per year in its rehabilitation unit. All four of its vehicles are funded through 5310.
- The representative had worked with the MTA for five years to change the MTA bus route to drop off patients in the campus at its building instead of at the entrance to the complex. She suggested that any proposals involving changes to MTA routing would be equally lengthy and challenging.
- The providers identified a need in the Great Kills area for some type of shuttle or transit service. There are no buses or public transit along its main artery, Amboy Road.

- One organization suggested reviving the North Shore railroad study to the Bayonne Bridge.

### Overview of public open house discussion

Attendees to the public open house included District Managers for both Community Boards 1 and 2 of Staten Island, the head of the Staten Island Inter-Agency Council for the Aging, an advocate for transit riders on Staten Island, an ADA coordinator for Staten Island University Hospital, and representatives from the NYC Department for the Aging, the Staten Island Center for Independent Living, the Sea View Adult Day Health Care, the Visiting Nurses Association of Staten Island and members of the general public. Attendees at the open house public meeting shared a variety of experiences and insights:

- Participants gave Access-A-Ride (AAR) mixed reviews. One individual said the service generally met his needs, but that making a reservation remains difficult – the receptionists are hard to understand while another said the reservation process is extremely frustrating – long waits, frequent busy signals and no separate line for late rides.
- A challenge voiced by several participants was that AAR drivers’ don’t have a good knowledge of Staten Island and the vehicles don’t have working GPS systems.
- AAR’s car service-reimbursement program is also difficult because many users cannot pay out-of-pocket, especially if the service is \$25, which is common in Staten Island. Moreover, car services on Staten Island are limited and difficult to come by late at night, when AAR service is also more infrequent.
- Participants also talked about the lack of infrastructure on Staten Island and the distance between bus stops. Recognizing that Staten Island will never be like New York City, challenges persist:
  - Travel distances between bus stops are nearly one mile, pushing the capabilities of motorized wheelchairs
  - Few bus links to the Staten Island Railway
  - Long travel times on buses, especially between the South and North Shores
  - Pedestrian safety is a widespread concern - most attendees had suggestions for areas to improve, such as crossings along Hylan Boulevard at New Dorp Lane and Steuben, Victory Boulevard at Richmond Avenue and Forest Avenue, Richmond Avenue at New Dorp and the ferry, and Forest at Bard and Richmond.
  - Not enough safe bus shelters and transit shelters, sidewalks, areas to wait for an AAR vehicle, or curb cuts.
  - Suggestions included adding talking traffic lights for people with low vision
- Several participants discussed the “invaluable” services of small community transportation programs available in senior centers and friendship centers. If a senior does not belong to a group or club and is not eligible for AAR, there are no other available transportation options.
- The aging population on Staten Island is growing while cuts in funding are harming centers’ ability to keep up with growing demand. Meals-on-Wheels has volunteer drivers, the Red Cross was forced to stop volunteer driving programs due to insurance, and the other volunteer driving program on Staten Island – FISH – no longer exists.
- The South Shore has become very populated, but its transit development has not kept up with growth, resulting in very crowded buses.

- There is not enough disabled parking at transit centers. Lots of New Jersey traffic parks in the spots, and one attendee suggested having residential permitting to reserve spots for local vehicles.

## **Meeting Attendees**

### **Staten Island Provider Workshop**

<b>Name</b>	<b>Organization</b>
Jodie Kornblum	Jewish Community Center of Staten Island
Naomi Ginsburg	Jewish Community Center of Staten Island
Carl Schiano	CASC Staten Island
Colleen Downes	CASC Staten Island
Anne Marie McDonough	Staten Island University Hospital - Dept. of Rehab Medicine

### **Staten Island Community Open House**

<b>Name</b>	<b>Organization</b>
Maureen Miller	Staten Island Center for Independent Living
Theresa Rafferty	Sea View Adult Day Health Care
Linda Black	NYC Dept for the Aging
Maggie Scarsella	Staten Island University Hospital - ADA Coordinator
Tracy Neenan	Visiting Nurses Association of Staten Island
Bernard Abramof	
Joe Carroll	SI Community Board 1 District Manager
Debra Derrico	SI Community Board 2 District Manager
Carol Dunn	Staten Island Inter-Agency Council for the Aging
Sharon Pekuly	UTA SCAC



## Focus Group Summaries

### Senior Focus Groups

- Car usage varies considerably depending on the level of densification in each jurisdiction.
- For those participants in the urbanized areas, primary barriers focused on the lack or condition of subway/LIRR elevators and overcrowding on the subways.
- While individuals had many complaints about the Access-A-Ride service, the majority indicated that the majority of their trip experiences were positive and uneventful, but the few that did not work well had a significant impact on their travel.
- Participants who currently drive had generally not planned for post driving retirement, but were open to classes that could help them extend their safe driving and learn about mobility alternatives once they could no longer drive (e.g. Older Driver Wellness programs).
- Lack of information about mobility resources appeared to be more of a barrier in the less urbanized areas (favored Mobility Management function). Participants were generally positive about the MTA web-site and maps.
- For public transit users, expanded weekend service was more of a priority than evening service.
- Volunteer driver programs got mixed reviews, with the primary concern focused on the ability of the drivers to receive insurance coverage.
- Participants favored more service in non-commute corridors.
- Seniors in the more rural counties indicated that cross-county transportation can be difficult for non-car drivers.
- More sidewalks and bus stops are needed, especially in the more rural counties of the region. Accessible sidewalks and bus stops are critical to ensuring a safe connection to transit for seniors.

### Persons with Disabilities Focus Groups

Attendees at the ten focus groups for persons with disabilities provided consistent feedback of the existing transport system. Regardless of where they live or the destinations of their daily trips the following eight issues were raised by all of the groups:

- Driver sensitivity/conformance to procedures so that all travelers are treated with respect and provided the services they are eligible to receive.
- Accountability of drivers to confirm that vehicles are at pick-up locations as reported, and accountability of customer service personnel to confirm that reservations are appropriately recorded. An on-going customer survey audited by a third-party (external to the service provider) was recommended as the only way to continually improve the system without riders fearing retribution from drivers.
- Vehicle condition for paratransit and fixed route transit buses needs to be addressed. Vehicles are frequently operated with mechanical ramps and wheelchair locks that do not work. Most vehicles do not offer a smooth/secure enough ride for riders with spinal injuries to ride safely.
- Availability of all travel planning information in accessible formats (.pdf not acceptable), including real-time updates of maintenance issues, especially elevator outages.

- Availability of information during travel accessible in both visual and clear audio formats (including route, schedule, and destination of buses and trains, detours and changes to service, and accessible wayfinding at all stations and stops).
- Safe and clear pedestrian access between transit services and destinations, including bus stops with level concrete pads, accessible sidewalks to all bus stops, and avoidance of private autos stopped in bus stops and snow removal plowed the snow into bus stops.
- Public education of the needs of people with disabilities.
- Coordination of all paratransit systems within the region to minimize transfers (or to minimize the layover time between transfers).

In addition to the items listed above, the following recommendations were provided by attendees at least five of the ten focus groups:

- All groups within New York City requested more subway and SIR stations be equipped with elevators. In the short-term, real time information about elevator outages within the system is needed, so riders can plan their daily trips according to the accessibility of stations.
- All groups within New York City noted that fixed route bus services are frequently overcrowded, so persons with disabilities are passed by.

### **Persons with Low Income Focus Groups**

- Although transit services are relatively good in most of the urban areas, problems with customer service, concerns about safety, long travel times and unreliable busses and trains impact individuals' decisions to travel via public transit.
- Not owning a car is perceived as a significant barrier for some to find a job. According to focus group participants, many employers are wary of hiring employees who rely on public transportation. This suggests the need for significant partnerships between employers, job placement agencies and transit providers.
- Taxis are used when transit-dependent individuals need to be at a certain location by a certain time, in inclement weather, when transit service is not operating, for return shopping trips (because buses cannot accommodate purchases or it is difficult to travel with purchases), and to locations that are especially difficult to reach by transit. The public is uneasy about the state of taxi regulation (or perceived lack thereof), taxis that commingle passengers, and fares for similar journeys that vary from one trip to the next.
- Public information about transportation in the urban areas is good overall, while transit customer service is often problematic. In more suburban areas, it is difficult to get reliable or after-hours public transit information via telephone customer service, but bus operators are perceived as more helpful and friendly. Direction from the focus group participants suggests the need for improved MTA agent training and better customer service overall. It also suggests that weekend subway diversions could be better advertised and that announcements in subway stations could be clearer.
- Riding transit is unpleasant for some people due to crowds, steamy subway stations and rambunctious passengers. Safety and cleanliness came up in almost all focus groups.
- Bus and subway accessibility problems (e.g., stairs, lack of pedestrian amenities in suburban areas, bus lift malfunctions) are a problem not only for people with disabilities, but also for pregnant women and parents with strollers. The lack of escalators and

elevators, and breakdowns where they exist, can be a significant disincentive to leave the house.

- Transit user service priorities include more frequent weekend service, more express services (during early and midday hours when some express services do not typically operate), better frequency on regional rail lines, and more flexibility with regard to the transfer validity period.
- It was noted that many low-income parents rely on transit to drop off their children at day care or school. To continue on to their workplace, they are required to pay an additional fare because they can only use a transfer for a different line. As a result, many walk a few blocks to a parallel route, which is often a more roundabout way to travel. Simply allowing passengers to make a transfer to the same route (link trips) would be a significant enhancement to mobility for these low-income parents. Participants suggested allowing transfers to be valid for travel in any direction during a limited time period.
- Cost is a significant factor for low-income participants. Most said fares at \$2.00 are high and suggested reduced fares for students or low-income transit users.
- More sidewalks and bus stops are needed, especially in the more rural counties of the region. Roads with no sidewalks where buses operate on the hail system can be very dangerous for individuals, and especially children.

## Summaries of Individual Focus Groups

### Seniors

**Bronx**

**November 5, 2008**

#### Composition of the Group:

Eight people attended this group. Participants used a broad range of modes – all of them travel by bus or subway for at least some of their trips, two drive, one routinely rides in her husband's vehicle, and one is a regular user of Access-A-Ride. One person had a visual impairment and used a mobility aid, but none of the others appeared to use aids.

Most participants appear to be highly mobile, including frequent trips outside of the borough. Frequent destinations described by participants include: Vets Home in Kingsbridge, Co-op City (specifically Bay Plaza), shopping and the library on Fordham Road, Midtown and lower Manhattan, doctors office in Brooklyn, northeast Bronx, High Bridge, Queens, and Bainbridge Avenue.

#### Mobility Concerns:

Following are some of the concerns about current mobility options expressed by participants:

MTA Select Bus: Seniors have an issue with pre-paying on this Rapid Bus service. They also indicated that local service has been reduced on the Bx12, buses look too much like local bus, and they perceive that there are fewer stops than the Bx12 Limited, which it replaced. Participants stated that destinations are not well advertised and head signage is poor, bus drivers are not aware of request-a-stop option for disabled and senior riders. Participants also perceive that summertime crowding is worse than before the implementation of the Bx12 due to people going to Orchard Beach.

Apart from the discussion regarding the Select Bus, participant identified a number of other transportation issues: they do not travel much at night since transportation is a bit more limited, subway and bus stairs are an issue since bus handrails are tough and steps are steep, and some stations are very deep. Participants were very positive about low-floor buses. A couple of participants complained about the Access-A-Ride eligibility process, particularly the need to re-certify when conditions aren't likely to change. They also indicated that Access-A-Ride has long travel times.

Participants stated that there are too few subway elevators and escalators, and that they are too far apart, and there was consensus that the condition of some of the elevators was unsanitary.

Other issues included the fact that subways are overcrowded, Express buses do not necessarily go where people need to go, but are rather very midtown oriented, the stairs in the back of the

low floor buses are a barrier as people don't move to the rear of the bus and this leads to overcrowding.

### **Choosing a Mode:**

When deciding which mode to use for a specific trip, participants consider the following factors: temperature, number of steps (bus and subway station), travel time, number of transfers, time of day (rush hour crowding/rowdy school kids), gas prices.

While a couple of the participants use the MTA website for information, most of the group uses the TA phone line and were generally positive about its effectiveness.

### **Mobility Needs:**

Local travel within the Bronx can be very difficult, particularly east/west travel, getting to Riverdale, Downtown Manhattan, Brooklyn (due to multiple transfers at stations with long passageways), weekend construction, and Richmond Plaza/Roberto Clemente State Park. New developments, such as Highbridge, need service.

Senior Metrocards are difficult to get and refill. Seniors don't trust automatic refill. One participant stated, and others agreed, that "If wheelchair passengers don't pay fare, then elderly and disabled shouldn't have to either."

### **Mobility Solutions:**

One participant indicated that "before considering subsidized taxis to replace or supplement Access-A-Ride, we need to solve the issue of availability of accessible taxis." The group generally felt that a volunteer driver program was not a good idea since it might anger the union. While participants noted that there are improvements being made to bus stop/subway station amenities, they suggested that shelters need better lighting. Glass shelters should have a decal so people can see them and not walk into them. Participants felt that Community bus is not a good solution for the city.

Finally, there was consensus in the group that Metrocards and cash passengers should be allowed more transfers or have the option of paying a lower fare for the same trip once transfers run out.

## Brooklyn November 12, 2008

Most of the eight participants found that using public transportation suited their needs well. They came from many far-flung neighborhoods in Brooklyn, including Brownsville, Brighton Beach, Sheepshead Bay, Bay Ridge, Crown Heights, Midwood and Bensonhurst.

The participants were all very mobile, but some did complain about the escalators and elevators that do not work at subway stations. In particular, the steep stairs at the Junius Street station in Brownsville are difficult to access for one former stroke victim.

Despite a general satisfaction with public transportation, all agreed that better information distribution is needed. Signage, especially, should be better and more pervasive. Riders often don't know about repairs and re-routings. Now especially, there is not always an agent on duty in the booths, making access to information even more difficult. The announcements are often garbled and hard to understand.

Traveling outside of the city was considered too expensive for one participant who travels to Long Island for business. She uses a cab service from the LIRR stations to get around, and trips often end up costing \$30 or \$40.

Though no participants were enrolled in Access-A-Ride (AAR), many had ridden either with a spouse or friend as a guest. Many agreed that it is "horrible." They complained that it is often hours late, the routing is circuitous, the drivers inexperienced and the service overall is very undependable.

The group discussed the possibility of a community bus, but did not conclude any specific need for it. They did discuss shuttles that currently exist, including the at the Javits Center, from St. Johns University in Queens to Manhattan, Kingsborough Community College student shuttle from Stillwell Avenue station, and the shuttle from around Midtown to NJ Ferry at 38<sup>th</sup> Street that is paid for by NJ ferry operator.

A general list of priorities the group agreed on included: When suggested, the participants agreed that a centralized directory, available in hard copy, over the telephone and on the internet, would be an excellent way to disseminate information about accessible transportation. Also, a map and disability guide, with accessible stops clearly labeled [this does exist already] would be useful. One participant suggested bilingual signs as a useful addition to the system, and another thought that more options for exiting the #1 subway line stops would be important to consider for accessibility. Right now, elevators are the only option for several exits in northern Manhattan.

## **Manhattan**

**November 10, 2008**

Eleven seniors participated in this group. Although three of them still drive and have access to cars, the majority rely on public transportation to get around, with roughly equal numbers using the subway, bus, and Access-A-Ride (AAR). They appeared to be a very mobile group, and conduct their shopping, recreational and other activities throughout Manhattan. Given the wealth of mobility options on the island of Manhattan, participants generally are able to get where they need to go on public transportation. However, a number of difficult to reach locations were cited, including Staten Island on the weekends, and Roosevelt Island.

### **Transportation Issues:**

Despite the plethora of mobility choices, participants had a number of concerns about the transportation available to them, as follows:

- Buses are too slow and often infrequent. The following routes were specifically cited - M7, M10, M20, M23, M57, M116
- More subway stations need escalators and elevators (escalators preferred)
- Subway announcements are poor- hard to hear/understand
- Subway stations should have token clerks
- Need more bus benches and shelters
- More transit information would be helpful (but there was general agreement that the MTA website is good)
- Congestion during peak hours can make transportation difficult for all
- Difficult to see street signs from buses
- Some transit drivers could use more customer service training

### **Information sources:**

Participants were asked which sources of transportation information they rely on. Generally they gave high marks to the following sources:

- MTA website works well; phone is decent
- Subway/bus maps are helpful, available at libraries, in stations, etc.
- Some riders refer to newspapers for weekend service change announcements
- Information is lacking when buses are rerouted – there is not enough notification on the street for people who might wait at a stop that's being skipped

### **Prioritization of Possible Solutions:**

- Better communication/announcements in trains/buses
- More escalators/elevators
- Improve bus speed and frequency
- Enforcement of cyclists (safety issue- sidewalks, cyclists riding the wrong way)
- Incentives for off-peak car travel

- Better local maps in subway stations, including station area wayfinding information
- Less interruption from street fairs
- More carpool/vanpool incentives
- Review bus operations procedures for articulated buses at bus stops (participant's issue was multiple buses being unable to fit in one stop)
- Remove curb parking to facilitate bus operations
- Address taxi/bus conflicts at curb
- Reduce Madison Avenue bus lanes

## Queens

### November 10, 2008

There were eleven participants in the Queens senior focus group. This was a fairly diverse group in terms of mode choice, with about four drivers and five who were Access-A-Ride eligible. In addition, the majority also use the bus and subway for at least some of their trips. Given the relatively large areas of low density development in the borough, participants appear to be able to make most of the trips they desire, albeit with some difficulty in cases listed below. Two locations that were cited as difficult to get to include Valley Stream (in Nassau County) and the Bronx.

#### Common Destinations:

The active group of focus group participants conducts medical, social, employment and recreational activities throughout the borough, as follows:

- Volunteer work – Kew Gardens and JFK Airport
- Shopping – Fresh Meadows
- Medical – Forest Hills, other parts of Queens
- Work – Long Island City
- Medical/shopping – Flushing
- Visiting friends – Queens, Manhattan
- Veterans Administration
- Senior Centers/events
- Springfield Gardens senior center
- Medical – Jamaica
- Shopping – Valley Stream

#### Transportation Issues:

While participants agreed that for the most part Access-a-Ride provides decent and critical service, they nevertheless had a number of complaints about the program. These included lack of scheduling flexibility; having to wait outside for vans; long wait times; punctuality; and the need for same-day service. One issue that stood out from the usual complaints about paratransit service is the lack of consistency in the implementation of policies and operations. On a number of occasions, participants found that they had been told different things by different staff people at the AAR contractors. For example, in some instances the operators call riders to let them know that the driver is coming, whereas others were told that this is not an option.



Apart from issues with AAR, participants cited the following transportation issues:

- More reliable bus service, particularly the Q60, which apparently many of the seniors use
- More bus service at night
- More benches and shelters at bus stops
- More frequent bus and subway service
- Better reliability of kneeling buses (riders like the low-floor buses)
- Better Nassau County/Queens bus connections

**Information sources:**

Participants use a variety of sources for transportation information, and were generally positive about their efficacy.

- Transit maps (including MTA special subway station maps)
- GPS in car
- Internet – MTA website, Mapquest, etc.

**Prioritization of Possible Solutions:**

- Subsidized taxi programs
- Better weekend bus service
- Shopper shuttles
- Route deviation services
- Consistency in policies
- Faster trips and less crowding on Q60
- Better maintenance of bus fareboxes
- Recognition of common destinations by Access-a-Ride schedulers (e.g., Queens Borough Hall was not recognized; a street address was needed in order to reserve the trip)

## **Staten Island**

### **November 11, 2008**

Sixteen seniors attended the Staten Island focus group. Most were recruited from a single senior social service agency (Community Agency for Senior Citizens – CASC), so the group possibly reflected a disproportionately high number of non-car driving seniors. Four of the participants indicated that they routinely either drive or get a ride with their spouses. The remainder, besides using the CASC bus, travel by “City” (MTA) bus or Access-A-Ride. Nine members of the group are eligible for AAR service. In addition, some participants had ridden the Staten Island Railroad and taken car service during the month prior to the focus group.

#### **Common Destinations:**

Participants report using a variety of transportation modes, depending on their destinations. They use Access-A-Ride for trips to Lower Manhattan, St George, Long Island City, and to local doctor appointments. They ride the City bus to CASC, New Dorp, Sunnyside, Forest Ave Pathmark, New Brighton Senior Center, New Brighton shopping district, Tottenville, and Grasmere. The CASC bus is often used for shopping purposes. The car drivers tend to travel further afield, though it was notable how many individuals use Access-A-Ride for long trips to the other boroughs.

#### **Inaccessible Destinations:**

Participants expressed difficulty getting to the Staten Island Mall (since the mall bus stop is far from the entrance), the laundromat in Elm Park, Orange (New Jersey), airports, and Lafayette shopping. Participants noted that the areas of the island that are seeing significant growth, such as South Shore, Tottenville, Great Kills, and parts of Amboy Rd, are not well served by public transportation.

#### **Transportation Issues:**

Since the majority of participants are frequent Access-A-Ride users, they identified a number of issues related to the service. Many of these are similar to those expressed in other boroughs, such as on-time performance, long wait times, and mixed reports of driver courtesy. However, there were a few that were particularly germane to Staten Island given its geographic location in relation to the rest of the city. Examples include long travel times and drivers who don’t know where they are going, because they don’t live on the island. Participants indicated that, while AAR is supposed to reimburse riders if the operator misses a trip, the program will not do so if the rider has to take more than one mode (which happens often on the island), since this is considered a “broken trip.” Generally it appears that individuals only use AAR as a last resort or if they are travelling to Manhattan.

Participants who are able generally prefer using the City bus over AAR, and are particularly favorable towards low floor buses. In particular, participants report that bus lines that are not oriented towards the St. George ferry are not well served (specific locations include the

intersection of Broadway and Forest Avenue and the distance to the bus stop from the HIP facility). Some bus drivers reportedly refuse to use the bus kneeling feature or won't pull to curb.

Participants report that the Staten Island Railway does not go where seniors need to go. They also indicated that there is more of a need for expansion of bus service hours on the weekends than during weekday evenings, particularly on the express bus service. Express buses are often crowded on the island, which makes it hard for seniors who sometimes have to stand.

Members of the group reported that cabs often charge a full fare when carrying multiple passengers going different places, which may not be legal. In contrast to taxi service, AAR is considered a "good cheap way to go." If they could get discounted fares during peak hours on the fixed-route bus service, seniors would be more likely to use them.

**Potential Solutions:**

Participants felt that AAR and fixed-route drivers need additional training to be sensitive to senior needs. They also recommended that taxi service quality be improved and weekend bus service expanded. A number of AAR improvements were suggested, but one that seemed particularly popular was the implementation of "call-ahead phone calls" for passengers prior to the arrival of the van.

Other improvements that were cited by group members included the need for more bus benches; bus stops closer to destinations used by seniors; free transit for seniors; more funding for transit in Staten Island; and greater education of residents to use public transit.

**Prioritization of Possible Solutions:**

Participants ranked potential improvements in the following order:

- Community Bus
- Subsidized taxi
- Mobility Manager
- Shopping Shuttle
- Route deviation

## **Persons with Disabilities**

### **Bronx**

**November 12, 2008**

Nine participants came to the Bronx focus group meeting. Two participants live in Parkchester, and three live in Riverdale. One each lives in the South Bronx, Grand Concourse and near Morris Park. One participant resides in Brooklyn, but travels to the Bronx two or three times a week for recreation. He uses Access-A-Ride (AAR) nearly exclusively, while the remainder uses public transportation. One couple was there to represent their daughter, an AAR user.

### **Major Destinations:**

Almost all participants cited as a priority access to large discount stores, regional recreation areas and the casino in Yonkers. The stores, such as Costco, IKEA and Pathmark, are less expensive than neighborhood stores, especially neighborhood supermarkets. Bus routes to these areas are long and require multiple transfers, especially for the stores in other counties. Moreover, bus tickets only allow two free transfers within the NYCT system, too few for some participants to get to their children's schools or to work.

### **Modes Used:**

Many participants said they rely on friends to take them to places they cannot get to by public transit, or they simply avoid going to places outside the service area of public transit. Most participants were not direct users of AAR, but there were still complaints of its universal tardiness and circuitous routing, resulting in multiple hours of travel in just one direction.

### **AAR voucher strategy:**

One participant discussed her idea for a supplemental car service system for AAR that utilized more local car services than were currently contracted with AAR. Because she lives in Riverdale and the travel to and from her neighborhood would be extremely far for an AAR van for a short, local trip, AAR would refer her to a "local" car service. However, the only contracted car services are also very far from Riverdale and had the same response as the AAR vans – that the short local trip was not worth the drive to Riverdale and back. Her daughter would then have to pay out of pocket for a Riverdale car service and be reimbursed.

### **Accessible Infrastructure:**

A recurring theme in this and other focus groups and workshops in the five boroughs is the lack of accessibility at subway stations and on the trains. Several participants complained about steep inclines and stairs, with broken elevators or escalators, which cause a particular difficulty to those with both visible mobility impairments, such as difficulty walking, and invisible disabilities, such as diabetes or sleep apnea. One participant discussed the difference between accessibility for the blind and accessibility for the visually impaired – the Braille signs at many subway stations only serve a small fraction of the visually impaired population. Without clear, spoken announcements

both on the platform and in the trains, a person with a visual impairment has much difficulty accessing the system.

Three participants expressed a desire to make short trips with multiple stops during the day. Two wanted the service for business reasons – making house calls or deliveries – while the other was a pastor needing to make hospital and home visits to members of his congregation.

A general list of priorities the group agreed on included:

- A taxi subsidy program that is integrated into the Access-A-Ride system
- Travel training
- Shuttle services to major destinations, including shopping centers, regional recreation attractions and the casino
- Direct transfers to Westchester and Nassau Counties

## Brooklyn

November 10, 2008

Eleven participants attended the focus group at Brooklyn Borough Hall.

### **Subway and Bus:**

One participant believes that the MTA knows that the subways are not accessible and will not change them because all of the buses are accessible. He has used the subway at times, but has had to push himself up some of the ramps (such as in the Coney Island station). The gaps between the platforms and train are too big for wheelchairs to manage. One attendee in a wheelchair said he always goes to the Union Square station and takes buses from there. He is sure of getting an elevator that works there, as opposed to many other stations around the city where elevator and escalator service is unpredictable. Specifically mentioned were the A, C and E lines, and the need for better elevator inspections. One woman takes four different buses to get to Brooklyn's Chinatown because the subways that go there do not have working elevators.

For the visually impaired, the subway system presents different problems of accessibility. The MetroCard machines are not accessible for the visually impaired, and since there are no longer booth attendants, it is even more difficult for them to get information. The Coney Island station was mentioned again as having no obvious signs of traffic and being too loud to ask for directions. Finally, the high entry/exit turnstiles are not safe for guide dogs.

The group identified myriad issues with the fixed-route bus system in the city. They are overcrowded and overheated, and for individuals with anxiety and/or asthma, this is an uncomfortable if not dangerous combination. Often, the wheelchair lifts do not work, and the drivers will not lower them if your disability is not obvious and visible. The drivers drive by would-be passengers at bus stops when they do not want to stop; this is especially perceived by the attendees in wheelchairs who feel that the driver simply does not want to deal with using the wheelchair lift, etc. The drivers do not always secure the wheelchairs well. One specific route was mentioned, the B39 over the Williamsburg bridge, which is currently the only 24-hour interborough bus. A participant suggested that this route should only use low floor, accessible buses to be sure that those in wheelchairs can always access it late at night.

Bus stops are also plagued with problems. There are often NYPD or DOT cars parked in bus stops, the bus shelters are inadequate, and the stops are not plowed well enough during the winter. One participant suggested having real-time bus information at the bus stops.

A participant suggested a large public education/awareness campaign that would distribute general info about rider's rights to all riders, able-bodied and disabled.

### **Information Accessibility:**

If buses are re-routed, often, signs are posted, but nothing accessible to those visually impaired. Also, Braille is only on one or two posts on the subway platforms. It should be on every sign on all

of the subway platforms. Non-visual information systems, both tactile and audible, are necessary to make the system accessible. The MTA doesn't have enough information about bus stop location, etc, to give out over the phone to the visually impaired to help them navigate the fixed-route system. MTA online maps are also not accessible to the visually impaired who have screen readers, which cannot read pdf files. Finally, and one of the most important points of the evening, less than 50% of stops on buses are announced. This ratio is better on the subway, but still very bad. This makes it very difficult for people with visual impairments to ride fixed-route transit.

### **Access-A-Ride:**

One participant believed that the MTA should run Access-A-Ride (AAR) instead of contracting it out. The scheduling is done remotely by a company unfamiliar with the city, and this is widely perceived to be a source of scheduling and routing problems.

AAR is often late and drops riders off late. One participant always schedules a motorized wheelchair guest in order to get prompt and direct service, though he travels alone. The lateness limits many people's ability to be professional and arrive to work on time. Several attendees said they knew of people who had lost their jobs because of tardiness due to AAR. Some suggested that courtesy calls be used to let riders know when the AAR van is running late. Riders perceive a major inequality in the times they are required to wait – riders wait up to 30 minutes before a driver is considered late while drivers only have to wait five minutes past the scheduled pick-up time. When AAR does not show up, people with motorized wheelchairs cannot use cabs as a back up to AAR. Also, the AAR operators do not know the number of the van that's coming for riders when they call to find out.

A major theme of the discussion was AAR driver accountability. If an AAR driver leaves a rider and reports the rider as a no-show, there is no way to prove who is right. Also, complaints about drivers who mistreat passengers should receive follow-up and the drivers should be penalized. There could be a customer satisfaction post card used to compile statistics and a third party organization to hold drivers accountable for their behavior. The drivers need better sensitivity training as well as driving training. Often, their navigation systems don't work, and they cannot find their destinations.

A general list of priorities the group agreed on included:

- Enable use of MetroCards on AAR vehicles
- Better information out about paratransit
- More elevators that work
- Attendants back in MTA booths
- No high exit/entrance turnstiles
- Reliable bus schedules
- Disabled person on AAR board – an active and reliable representative
- More communication w/ operators
- Safety and accessibility at bus stops
- Accessible cabs
- Area to sit away from crowds – safe zone, rest areas
- Better subway access

- Special training for AAR operators
- Public awareness/education
- Website accessibility
- Priority seating for people w/ no apparent disability and lift use
- Accessible pedestrian signals/accessible signage
- Next stop bus announcements
- Bus shelters
- Internet report cards for AAR drivers
- Tactile edges

Participants indicated that before looking at a fully combined paratransit system for the region that these other suggestions should take priority.



## **Manhattan**

**November 13, 2008**

Ten people participated in the focus group in Manhattan. One person was from the Bronx, the rest were all Manhattan. This group went to a variety of locations in Manhattan and the Bronx using the public transportation system, but found it difficult to access Brooklyn and New Jersey.

The difficulties in getting to desired places using the existing public transportation system took to forms: in the case of getting to Brooklyn it was a matter of the long travel time, for New Jersey, it was concern about the gaps in the platforms of NJ Transit and poor public service at Penn Station. One participant brought up wanting to go to City Island, located in the northeastern most corner of the Bronx, but said he had no idea how he would be there using public transportation.

### **Subways:**

Most participants used the fixed-route bus system and subway system more than the Access-A-Ride (AAR) System. Everyone agreed that using the subway system was difficult because of lack of information. They wanted to have the station audibly announced before each stop, and reference made to whether it was accessible. People noted the frequency of elevator outages and the need to have better real time information about outages before going into the station. One participant said she rarely used the subway system for fear of being stuck underground.

Participants felt that the subway system was hard to use for people with visual impairments in terms of the layout of the station and directional cues. They thought it would be good to have tactile directional indicators on the support poles so they could have a better sense of where to walk. They thought having information kiosks to describe the setting would help, especially if the subway was a new station to them, or it was under construction.

The subway could also be improved by having ADA compliant warning strips at all subway platforms and a ramping system in case the elevators and escalators don't work. One participant with a service animal said the design of the turnstile was hard for her to navigate with the service dog, and she frequently had trouble at stations where there wasn't an MTA employee in the station booth.

### **Buses:**

All of the participants used the fixed route bus system regularly. They all had trouble with drivers being insensitive to their needs, or treating them differently than other customers. Some felt that people on the bus should always give up their seat if they are sitting in the seats reserved for people with disabilities; one person said he didn't like the special treatment. Like the subway, all participants said how important it was to have every stop read out clearly, as well as all of the transfer locations. They agreed that 98% of the fixed route bus drivers were good.

### **Access-A-Ride:**

The few people that used AAR wanted drivers to be held accountable if they didn't show up or weren't on time. There were several cases where the AAR driver did not show up but claimed they did. Drivers were also criticized for not knowing where they were going, or taking out of the way routes to get to locations. People found that drivers generally did not like to say where they were driving or take any travel route recommendations from passengers.

People believed the reservation system for AAR worked well. They were interested in an automated system that would give them a better idea of when their ride would arrive or if it was canceled for some reason. With the exception of having to renew one's eligibility for service so frequently, people thought the system was easy to use.

Several people used the voucher system and found it to be reliable. One person with a service animal said she found it difficult to use this system because people were scared of the dog. Another person said they had trouble because the taxis that pick you up as part of the voucher system don't know your disability, so are sometimes insensitive or unable to accommodate the rider.

### **Miscellaneous:**

Besides audio output from buses and subways, participants were also interested in better information on how they could travel regionally using accessible transportation.

A general list of priorities the group agreed on included:

- Better connections between the fixed route buses and subways
- In-station assistance if the station is under construction
- Greater accountability for Access-a-Ride drivers
- Better maintenance and cleaning of subway station elevators
- Provide real time information regarding elevators and escalators
- Sensitivity training for all drivers/operators of public transportation services
- Safe, clean bus stops
- Full cell phone service in the subways in case the elevators don't work and one needs assistance.

## **Queens**

**November 13, 2008**

Five people attended the focus group in Queens. They all lived in Queens, residing in the neighborhoods of Flushing, Woodside, and Woodhaven, to name several. All of participants took the subway and fixed route bus system. Few used Access-a-Ride (AAR) or knew much about the system.

Participants traveled throughout Queens, Manhattan and the Bronx using public transportation. People noted time as a major consideration in where they would travel using public transportation. Several noted that they would like to be able to get off the train at certain stations, like 23<sup>rd</sup> Street for example, but it was not an accessible station.

### **Subways:**

Making more stations accessible was important to the group, as well as finding better methods to cover that gap between train and platform in accessible station. People also thought it would be good to know before you got down into the subway if all of the elevators were operating. Because the elevators and escalators are frequently out of order or are considered unreliable, the group thought it might be a good idea to install ramps.

Subway station agents and motormen came up regarding general consideration of assisting people with disabilities. Group members thought MTA employees should all have training on how to work with people with various disabilities, especially when the disability is not obvious.

### **Buses:**

People that used the fixed-route bus system agreed that many buses did not have lifts at all, or had lifts that were not operational and buses would frequently pass them by without stopping. Some participants also said they would wait for long periods of time for the bus, only to have five buses in a line show up together (caravans).

For those in wheelchairs, getting on the newer front entry buses can be difficult or even dangerous if the bus is not pulled correctly to the curb.

### **Access-A-Ride:**

For those that used AAR, the biggest concern was with drivers that did not show up for a reservation. The second concern was drivers not knowing where they were going and taking people out of their way instead of asking for directions. People thought the drivers were generally good, but some drove too quickly and jerked around, making the ride uncomfortable.

Most people did not use the voucher system because the vehicles available through this system were not accessible.

**Miscellaneous:**

Information sharing was an important issue during this focus group. People wanted motormen and bus drivers to clearly announce every stop, if it was accessible, and the transfers. People liked the new subway cars that announced the locations and had maps with visual cues.

A general list of priorities the group agreed on included:

- Create more accessible subway stations by adding elevators and escalators
- Make sure the bus shelters are designed with people with disabilities in mind
- Reduce the amount of bus bunching, or caravans
- Conduct training for drivers by people with disabilities. “Nothing about us, without us”.
- Create a better system of getting on and off the bus so people aren’t getting run over and the ride is more comfortable for everyone.

## **Staten Island November 10, 2008**

Sixteen participants came to the Staten Island focus group about persons with disabilities. Participants lived in the following areas, among others: Stapleton, Annondale and Rossville – Outerbridge Crossing.

### **Access-A-Ride:**

Participants using Access-A-Ride (AAR) reported at least a few incidents of circuitous routing and long rides. The vans are not comfortable, and the jostling is horrible, which is especially bad for the frail disabled. The equipment needs to be maintained more effectively because many handles, straps and seat belts are missing. Also, riders perceive an inequality in the times they are required to wait – riders wait up to 30 minutes before a driver is considered late while drivers only have to wait five minutes past the scheduled pick-up time. When riders call or write to Access-A-Ride to complain about a driver or an unsatisfactory experience, they never hear back from AAR about any follow-up action.

One participant gets a voucher for a car service to get to work nearly every day. She is blind and finds the car service easiest and safest for her dog. On public transit, takes 1.5-2 hrs on 3 buses to get to work at Castleton Avenue from her home in Outerbridge Crossing. Car service fare is \$22, but with the vouchers from AAR, it's just \$2.

One participant reported that an AAR van picked him up over 2 hours early without letting him know of his pick-up time. He was not ready and was reported as a no-show. He has lost his eligibility because this happened twice. Four others in the room reported that AAR has shown up hours early with no warning to their pick-ups, as well.

AAR riders used to be able to do short trips like check cashing and the driver would wait through the short errand. This was much better, safer and convenient than having to schedule a return trip a short time later.

AAR drivers are supposed to offer call-and-assist services, but many do not carry this through, and visually impaired or blind riders never know when a van has arrived for them. The drivers could use some kind of signs to notify hard of hearing riders. Once in the vehicle, people with visual and hearing impairments have no way to communicate with the driver. Also, some drivers ask riders' aides to help secure them, though the rider has call-and-assist and the aides cannot help for liability reasons.

Generally, the drivers are wonderful, but there are some that are horrendous. Some participants reported that their drivers smoked during their rides, and especially for riders with asthma or other respiratory conditions, this is a huge problem. Also, the reservationists are generally nice, but some are very rude. They should have better training, for example, about the allowance of service animals in private car services.

One attendee was disappointed with the hospital's van service. Participants must use it for a round trip – if not, the program penalizes the rider as a no-show on the return home trip. She doesn't mind taking public transportation home, but needs the service to get to the hospital.

**Accessible Infrastructure:**

If the subways were more accessible, people in wheelchairs would use it. Also, if the buses' lifts consistently worked and were reliable, people in wheelchairs would ride them more. One participant triumphantly reported that he witnessed a bus passing a person in a wheelchair at a bus stop without stopping. A police officer was standing nearby and gave the bus driver a ticket. A participant who is blind and uses a service dog reported that buses pass her all the time, and when she complains, the drivers state that they thought she was out walking her dog. Some also tell her that her dog is not allowed on the bus, AAR van or car service vehicle.

One attendee's husband and children, all of whom are deaf, were stuck on the subway in a tunnel. The subway doesn't have closed captions, and they were all terrified because they did not know what was happening. There should be a warning system – with complete, audible announcements as well as visual indications – about changes to routing or switching to express service. On the platforms, more and more booths with attendants are closing, and some blind people do not know when there is no one in the booths.

MetroCards are not available everywhere at ½ fare – only at St. George, unlike in other boroughs where they are readily available in many places. Also, there are no free transfers with the ½ fare card.

## **Persons with Low Income**

### **Bronx**

**November 6, 2008**

#### **Composition of the Group:**

Eight people participated in this focus group. They represented different sections of the Bronx, including Bedford Park, Norwood, Morris Heights, Soundview and Park Chester. Three of the participants indicated they have a car; the remaining participants said they travel primarily via subways and buses. Participants said they also travel by private bus lines, Metro North rail, taxis, getting rides from others (3 out of 8 participants), walking, bicycling, Access-a-Ride, and via the free jitney services to the local hospitals (free service). The primary transit lines used by participants include the D, E, V, and 1, 4, 5, and 6 trains. Buses used most often by participants include the Bx12, J, B40, B42, and #1 and #2.

Only one participant said she lived alone; the remaining participants lived with family members or, in one case, a boyfriend. Half of the participants were unemployed or looking for work, while the others were employed as telemarketers, physical aides, or personal assistants.

Participants indicated their primary destinations, which include the following:

#### For Medical/Social Service Trips

- Jacobi Hospital
- North Central Bronx Hospital
- Montefiore Hospital
- Albert Einstein Hospital
- St. Barnabas Hospital
- Various clinics in the Bronx
- Beth Israel Medical Center in Manhattan
- Food Stamp Office – Fordham area

#### For Shopping Trips:

- Target in Riverdale
- Marshall's, Applebee's shopping center
- J.C. Penney's in Co-op City
- White Plains Road box stores – Old Navy, Blockbuster Video
- Hunts Point Market off Southern Boulevard
- Macy's in Port Chester
- Fordham Road in Bronx, a lot of local retail stores
- 34<sup>th</sup> Street in Manhattan
- 14<sup>th</sup> Street/Union Square (Farmer's Market)
- IKEA Furniture Store in Elizabeth, NJ (free shuttle bus provided from Penn Station in Manhattan)

For Accessing Jobs:

- Throughout Manhattan
- Within the Bronx
- Brooklyn

### **Locations That are Difficult to Reach:**

Participants discussed locations where they would like to travel, but that are difficult to reach due to (1) long travel times, (2) high travel costs, or (3) poor transit connections. For example, the Bronx Library in Belmont, where the meeting was held, was identified as difficult to reach because many people had to take two buses to get there. Long Island City was described as nearby, but hard to reach, as were parts of the Bronx, where up to three buses are required for travel (e.g., Throgs Neck, Belmont, Pelham Bay). People who said they had a car said they usually only use their cars to travel to the more difficult-to-reach places, primarily on weekends.

Queens Plaza in Queens and New Jersey, Staten Island and Brooklyn were also identified as places that are difficult to reach. A few participants said if they were offered a job in any of these locations, they would have to say “no” because it would take too long to commute there on transit. Specifically, participants identified the #15 bus to the Staten Island Ferry as a poor link to the ferry due to a lack of timed connections. It was also noted that the #26 bus to Co-op City makes that location difficult to reach because buses are too small and overcrowded.

Other locations where transit-dependent residents said they cannot travel easily include beaches and recreational locations and any location that requires a great deal of walking.

### **Mobility Concerns:**

Participants said their decision to travel via one mode or another is a function of what is easiest and fastest. One participant said if she is going to a bar or club, she would not drive and would definitely take a taxi or bus. Another participant said that in trying to decide whether it is worth taking a trip somewhere, she asks herself whether she will be able to get home (“Is it worth the time and inconvenience?”). Parking and traffic congestion are also big issues, as well as whether the car is working or not.

Key challenges identified by participants are as follows:

- **Unreliable transportation:** Without a car, some people cannot get a job. Some employers require a car or driver’s license in order to get hired because, according to participants, they do not trust that employees who use public transportation will be reliable. Participants who use the bus said they are often overcrowded, service is not reliable, and bus stops are moved frequently. The issue of weekend schedule changes on the subway, a major issue in all of the New York City focus groups, makes public transit service especially unreliable on the weekend.
- **Accessibility:** Stairs are a challenge for some older transit users, and the heat in the subway stations and trains during the summer (Union Station and Grand Central Station especially) can be very uncomfortable. Participants also expressed concerns about



escalators and elevators that are often out of service. One participant in her 50s said she is finding it harder to use stairs and she finds many stations where the escalators are not working to be a problem for her.

- **Transit service frequency:** Participants talked about poor subway frequencies, which makes it difficult to plan for regular subway trips. They also said it can take a long time to plan how they are going to travel, especially if it involves connections to other subways or buses.
- **Cost:** Although some participants expressed concern about the cost of public transit, most concerns about cost were related to taxis. They said cost is the primary reason not to take them, and most participants said they only use taxis when running late to work, in bad weather, or if they are not feeling well. Individuals were very concerned about the inconsistency of the prices taxis charge. One participant stated, “Gypsy cab companies will take advantage of passengers,” and the others agreed.
- **Customer service:** Poor customer service makes the experience of using transit unpleasant. All participants talked about poor customer service, unfriendly bus drivers, unhelpful staff and most complained about bus drivers driving slowly to keep to their schedules. People also talked about policies that are not adhered to by all bus drivers. For example, after 10 PM, passengers can be dropped off at any safe location, but drivers will not always oblige passengers, and six out of the eight participants in the group were unaware of this MTA policy.
- **Safety:** Safety, especially for women at night, is a major concern. Participants described stations as deserted, not well lighted, and dirty. These, with a lack of police presence and the odor of urine, contribute to an unsafe feeling. One participant talked about bus drivers unloading patrons at the end of their shift and “leaving passengers stranded.” More bus shelters are needed, according to participants, to protect passengers from the elements and provide safer waiting areas.
- **Passenger Courtesy:** According to participants, many passengers have the “me first” attitude: they will not give up a seat to an elderly, pregnant or disabled person. People get on transit with strollers and do not close them, and bicycles on the subways and trains are a problem if they are not in designated bicycle areas. The lack of enforcement of rules leads to a lack of passenger courtesy.

On the positive side, Bronx participants thought that public information about transit was good overall. One participant said the train map is good, and others agreed that the MTA on-line trip planner and telephone assistance is helpful.

### **Mobility Solutions:**

Although a large number of strategies were identified, a few were deemed to be top priorities for this coordinated plan:

- Bus drivers need to provide better customer service and MTA should offer better training to them. Drivers need to enforce the rules. Drivers should be enthusiastic about their jobs, tell people their stops, remind people to take packages off a seat for next passenger, manage their buses better, and generally provide more information.
- Reduced fares are recommended by participants.
- Participants said they would like to see good, cheap shared van/jitney services (\$1.50 fares would be fair) like those in Flatbush, Brooklyn and in Queens.

- More frequent bus service, and late night buses are highly desired to improve mobility.
- Additional express buses are requested that provide service beyond Manhattan for reasonable fares to Queens, Brooklyn and Staten Island.

Other mobility improvements include the need for late-night service to/from Co-op City (after 12:00 midnight), new glass bus shelters that are larger and more practical, new buses, better public service advisories (with clearer microphones), “real time” subway and bus information, cleaner trains and buses, a carpool program to help people find trips and companions to share a ride and expenses, and more ferries/water taxis to Manhattan and City Island.

When asked on a scale of 1 to 10, how good is local transportation service, everyone rated it a 6 or 7 (on the good side), but thought there are still many opportunities to make it better.

**Brooklyn**  
**November 5, 2008**

**Composition of the Group:**

This large group had 15 participants. One person arrived 45 minutes late and was turned away.

Participants reported that they used a broad range of modes. All travel by bus or subway for at least some of their trips, but a couple indicated they occasionally use taxis or jitneys. Nobody indicated they drove regularly, but a couple of participants said they were eligible to use Access-a-Ride and did so periodically.

**Locations that Are Difficult to Reach:**

Participants indicated that, overall, travel around Brooklyn is not especially difficult, and it is also relatively easy to reach Manhattan by transit. However, a number of locations are difficult to reach by transit due to long walks or long travel times. These include New York Hospital and the entire borough of Queens (and particularly Queens Center Mall, a destination many people would like to be able to visit). Kings Plaza was also identified as location that is difficult to reach because, according to participants, without a car, the only way to get to Kings Plaza is by bus (no trains run there). Two participants lived in Coney Island and talked about the very long travel times to get anywhere outside of Coney Island; other members of the group talked about their interest in going to or working in Coney Island, but said that the length of time to travel there made it prohibitive.

Other hard-to-reach destinations where people said jobs were available or where they would like to go shopping or visit relatives include Gateway Shopping Center, Long Island, New Jersey and Staten Island.

**Choosing a Mode:**

Most people said they always choose to ride a bus or take a train for their travel. Several people said they also walk if they are making a short trip, and although safety was identified as a concern, a few participants said they feel comfortable biking for some trips.

The high cost of using a taxi means they only opt for taxi or car service if they are in a hurry or there are no convenient public transit options available. A participant who used Access-a-Ride said when he needed to get to a certain location by a certain time, he could not rely on Access-a-Ride and would sometimes choose a taxi because it would be more reliable.

Other factors that impacted why individuals choose one mode over another include weather conditions and cost.

### **Mobility Concerns:**

Participants had thoughtful input about mobility concerns, especially with regard to how they impact their travel needs and how other people with low incomes travel. The primary concerns were as follows:

- Travel times: The primary complaint is that people have very long travel times on subways and buses. According to participants, heavy traffic jams make bus travel times more than twice as long as they should be if buses had dedicated lanes. Many people also commented on long walks between bus stops and train stations.
- Customer service: Many MTA workers were said to have poor attitudes. Some participants said MTA employees seem to know less about the MTA than the people who ride trains and buses. Participants were also concerned that MTA employees in subway booths are not able to address MetroCard problems. In addition, announcements in the subway or on the buses are difficult to understand.
- Transfers: The group talked about how they, as transit users, feel they are penalized if they have to make a transfer. Primary concerns included that a passenger cannot use a transfer from the bus to the subway, cannot use a transfer to get on Access-a-Ride, and cannot use a transfer to ride on the same bus line where they received the transfer (e.g., when dropping off children at school and going on to work). There was also discussion that two hours is an insufficient amount of time for transfers to be valid given that some trips take longer.
- Unpleasant riding experience: Participants commented on the poor air quality on the trains and buses. Some people said they had breathing problems while riding the trains. Noisy trains and boisterous students were also identified as problems. During the rush hour, trains and buses are too crowded, according to many participants.
- Amenities: The lack of restrooms makes it difficult to use transit. People also talked about limited elevators and escalators, and many breakdowns of both and the lack of shelters at bus stops.
- Costs: Fares are too high and most people said a \$1.50 fare would be more reasonable. Participants also commented that taxi fares are very high.
- Weekend public transit: Participants said the bus schedules for the weekend make it very difficult to get from one location to another because buses do not operate frequently enough or late enough. With limited frequencies, transfers can be very time-consuming. In addition, some group members were concerned that certain trains do not run on weekends, even though they still had jobs to get to.

### **Mobility Solutions:**

To address the various concerns, a number of critical solutions were defined. The group thought that a change in the MTA fare policy is a top priority, not only to lower fares below \$2.00, but also to modify the transfer policy to be more realistic (allowing an additional hour of transfer time) and be more user-friendly (allow transfers in any direction, on any bus line, including the same line where the first fare was paid, and from subways to buses). Almost all of the group members said low-income residents should be able to purchase a low-income bus pass that would provide service at a reduced fare.

Another important strategy is to improve travel times, with coordinated transfers and dedicated bus lanes in high-congestion areas. Public information improvements were also suggested, including implementation of “real-time” information signs that indicate when the next bus or train is coming, and that provide information on service interruptions. New speaker systems for both the buses and the trains would also help improve public information, along with better employee training.

There was the perception that more money is invested in transit in high-income areas in Manhattan than lower income portions of Brooklyn where there is more demand for public transit.

Finally, suggestions were made to improve Access-a-Ride vehicles, provide more bus shelters and nicer/cleaner subway stations, make stations accessible for people who cannot walk easily (elevators and escalators), and open public restrooms in the subway stations.

## Manhattan

November 10, 2008

### **Composition of the Group:**

The smallest of the low-income focus groups, this group had only four participants, with a large number of no-shows, possibly due to its time slot on a Monday morning. The group included two older women and two younger women.

All four participants said they ride buses and subways, but they also use taxis and walk. The youngest woman said she uses her bicycle.

### **Locations That are Difficult to Reach:**

The participants talked about locations that are necessary for them to visit, but are hard to get to due to long travel times or high travel costs. Queens was one location they would like to travel for work and to visit family. They generally indicated that places they need to travel include school, work and supermarkets.

### **Mobility Concerns:**

Participants acknowledged that transit in Manhattan is overall very good. They suggested some challenges they face that could be addressed to provide more reliable or more affordable mobility. For example, the announcements regarding delays at the train stations and are unclear and regular track work during the weekends makes riding the subway lines very frustrating, and makes them opt for other modes at certain hours.

Although participants talked about bad customer service at the subway stations, inconsistent taxi fares and the fact that two hours is not sufficient for many transit transfers, they also talked about some unique issues that affect their daily lives. Two of the women had children in school and said that while they appreciate the school student MetroCards, they noted that students who have after-school activities or tutoring do not have their trips covered by the student MetroCard. They also talked about special challenges facing women who are pregnant or have strollers: that they have a hard time walking up/down the subway stairs and that often passengers or drivers do not help them find seats on the buses. In addition, they indicated that it seemed wrong for young children to have to pay a fare in order to ride the bus and subways.

Other challenges indicated by the participants include irregular late night transit service, and certain subway lines (Lines A and C) that do not operate on weekends, regardless of whether track work is being done.

### **Mobility Solutions:**

Solutions recommended by participants included implementation of a special fare for college students and for children; a special reimbursable pass for parents who take their children to school; and greater flexibility for student MetroCards, allowing additional travel for school-related activities.

The group also suggested announcements on the bus asking passengers “to give up your seat for the elderly and women who are pregnant.”

Other suggestions included informing people about transit service problems through via television and radio, and through the MTA web site. They also suggested making transfers more flexible (allowing people to transfer to the same line), providing more customer service training for MTA workers, and lowering fares. Safety can be addressed with cleaner subway stations and having a greater police presence.

## Queens

November 10, 2008

### Composition of the Group:

Six individuals participated in this focus group in Queens. All of them lived in different portions of Queens, including South Jamaica, Springfield Gardens, Rego Park, Briarwood, and Flushing. One man lived in Hempstead and often works in Manhattan.

Only two of the group members said they did not have a car, while most of the others said they drive. All of the participants said they ride the LIRR, subways and use both express and local buses in Queens. One woman without a car said she bicycles 90% of the time. Many people said they walk quite often and some said they use car services or limousines for special occasions or for trips to the airport.

Three members of the group said they lived alone. Two participants were retired and three were employed part-time or did freelance work. One young woman said she was unemployed and looking for work, and said because she gave up her car last year, she was no longer able attend Farmingdale State College because there is no public transportation there for evening classes.

### Locations That are Difficult to Reach:

Participants talked about a number of locations that were difficult for them to reach. Although Manhattan is an important destination for many group members, multiple transfers on buses/subways or long travel times, as well as rush hour traffic, problems with locating parking, costs associated with driving and tolls make it a difficult place to reach.

For people who rely on public transportation, trips to Bayside, Fresh Meadows, and elsewhere around Queens often require multiple transfers and transfers are not often coordinated between buses. The same was said for Middle Village (Metropolitan Avenue), Forest Hills and Woodhaven.

Nassau and Suffolk Counties are also not easy to access by public transportation, because according to participants, there is a lack of information about schedules and stops, and there is limited service during evening hours and early in the morning.

For access to the Bronx, participants complained about the need to travel through Manhattan on the train (one person talked about the need to take a minimum of three trains to visit her family). It was noted that bus Route 44 travels from Queens to the Bronx, but group members said the route is unreliable and it is a very long trip on a bus.

Other locations that are difficult to reach include Maspeth, where there are a number of transportation-related and industrial jobs, and both Kennedy and LaGuardia Airports.

### Mobility Concerns:

Several themes emerged regarding transportation challenges faced by low-income participants in this focus group. One theme that was echoed in several of the focus groups is that employers



prefer to hire local residents or state that applicants must have a car because they do not perceive employees using public transit as reliable employees. Other key issues are as follows:

- **Weekend transit service:** Several participants said they had problems using transit services on weekends, especially on Sundays when some bus lines do not operate. Many people said weekend travel is unreliable due to track work on the subways, and this is exacerbated by the fact that subway announcement speakers are unclear. Weekend travel times also take longer due to a lack of coordinated bus transfers and more limited frequencies. There was also concern that express buses do not run on weekends.
- **Long travel times/unreliable service:** One of the key concerns expressed by participants is that transfers are not timed or coordinated between buses. One woman talked about buses often running 20 to 30 minutes behind schedule, which means transfers often take longer than expected. Another talked specifically about Route Q60 being unreliable (she waits “a long time and then three buses come”). For regional travel, all traffic and transit lines go through Manhattan, which makes travel take longer.
- **Accessibility:** With a few older adults in the group and others who live with people with disabilities, the issue of accessibility was identified as a significant problem. There was a discussion about buses driving by passengers in wheelchairs because of overcrowding on the buses and also several stories about the lifts malfunctioning. A few people commented on the stairs for the subway: that it makes it harder for them or people they know to use the subway.
- **Public information:** Participants talked about getting the wrong information on phone when they called for bus information. They also agreed that schedule and detour information on the internet is not updated (there is a lot of information available, but is not necessarily accurate). Group members said information is more up-to-date and accurate from drivers and agents. There was also discussion that bus signage does not always work or is unclear, so drivers often improvise with hand-written signs. Participants said there should be destination signs on the sides and rear of buses.
- **Experience riding transit:** Subways are often crowded. The vast majority of the group said they had a preference for the bus over the train because of the lack of subway station air conditioning and “being underground,” remarking that you cannot just get off the train if something were to happen.
- **Safety:** Participants said there is crime on buses, and that the phones in subway stations often do not function. There were also concerns about subway train safety because of lack of lighting and staffing, and due to the high number of homeless people. Some people said they feel unsafe waiting for buses (and trains), particularly late at night, and they will drive their car at certain times to avoid unsafe conditions.
- **Fares/fare mechanisms:** The high cost of using transit can also impact an individual’s decision to make a trip. Participants were discouraged that express buses always charge full fare (no “½ fare riders”; seniors and disabled) during peak hours and therefore they opt to take longer trips on the subway or local buses. It was also noted that one cannot use \$1 bills on most city buses: exact change is needed or a MetroCard. Although MetroCards provide a good convenience, they are not uniformly priced, according to participants, who must pay a markup if purchased at locations other than the subway station. Participants also expressed frustration that if MetroCards are malfunctioning, drivers will not allow passengers to board.

**Mobility Solutions:**

A list of strategies was developed and ranked by focus group participants. The top priorities, according to participants, in order of preference, are as follows:

- The need for a better transit police presence on buses and at bus stops
- Additional service during school dismissal hours when buses can be overcrowded
- The need for “real-time” (electronic signage) information for bus stops.
- Additional weekend rail and bus service
- Dedicated bus lanes or new light rail services to speed up services (participants complained that where transit-dedicated lanes exist, they are not enforced)
- Later and more frequent evening service

Other strategies identified by participants include additional services to Maspeth, airports, and other job centers; increasing the transfer time allowed on the MetroCard to three hours; lower bus fares; earlier subway express service; a program to improve dialog between drivers and passengers; and bicycle lanes and safe bike routes.

## Staten Island

November 5, 2008

### Composition of the Group:

The Staten Island group had 11 participants. Most were public housing residents, but the group also included a local NAACP representative, a human service agency representative, and a community television representative. Most of the participants were recruited through postings at the public housing developments where they reside and by word-of-mouth. Several participants were seniors, and most of them indicated they were retired. Most of the other participants were unemployed. Although most participants lived alone, several indicated they were raising grandchildren or had another family member living with them. Only the agency representatives said they drive; all of the other participants use public buses, express buses to Manhattan, rail, ferry, car services, Access-a-Ride, volunteer drivers, bicycles, or get rides from friends or neighbors.

Participants indicated the primary locations where they travel. According to them, the most important destinations to travel on Staten Island are as follows:

- Supermarkets (Pathmark on Richmond Avenue, Shop Rite and Western Beef)
- Schools (public schools, middle schools, colleges): CSI, St. John's, and Wagner College are key destinations, as are daycare centers
- Job sites, which are located all over Staten Island

Other key destinations include medical appointments (the two primary locations for hospitals are on either side of Staten Island); Staten Island Mall (several people indicated that taking public transportation to the Mall amounts to 90-minute trip), going to the movies (Hylan Plaza), the Forest Avenue Shopping Plaza, the DMV, churches, banks and the Staten Island Ferry terminal.

### Choosing a Mode:

Participants were asked to describe what makes them choose to use or not use public transit service. A key issue is the cost of making a trip (many participants noted that a lot of trips require higher fares because they travel through two fare zones). Although some participants said they like the express bus to Manhattan, the \$5.00 fare was noted as being too high for service that is "unreliable" in the PM. Participants also commented on long travel times on the buses and the time of day they seek to travel, noting that at peak times, buses are often very crowded. They also said buses felt overcrowded when middle schools and high schools get out at the end of the day.

Participants said they will choose to take a bus if time is not of the essence; if they need to get there quickly, they will opt for a car service. However the cost of using a car service makes it prohibitive to do it often. They also said that one of the key determinants for using a car service is whether they are traveling to or from a shopping destination. For example, many people noted the long distance from the Mall to the bus stop. They also said that it is easier to take a bus to go shopping and then take a car service home because it is difficult to carry purchases on the bus.

Participants said that at most times, it is easier to take public transportation than it is to drive (or get a ride), because traffic makes driving take just as long and it makes it stressful.

The other primary concern for participants is bus reliability. Although people talked about long wait times overall, there was overwhelming agreement that Route 54 is very unreliable. Many participants shared stories of waiting as long as 90 minutes for the bus to arrive. Participants said if they need to be somewhere at a specific time, they cannot rely on the bus.

### **Mobility Concerns:**

Participants worked together to develop a list of challenges and problems. Each of the key challenges is listed below, with some examples of why it is a challenge:

- Long travel times: Participants said transfers between buses are not coordinated, and as a result, there are long transfer times between buses. Participants also said there are not enough buses, so they have long wait times. Participants also said Mid-Island and along the North Shore are where there are regular problems with bus reliability. These are areas that are not served by the rail line. They said that bus schedule is not coordinated with the subway line.
- Availability of transit: Weekends present a challenge to transit users, because buses do not operate late enough, according to participants. Some spoke about buses going out of service at 8:00 pm.
- Uneven service/reliability: The perception exists that certain portions of Staten Island have much better services than the rest of the borough. The group talked about poor service on the express bus to/from Manhattan (and that it only operates during commute hours) and the long travel time on the Staten Island Ferry. Again, participants complained about Route 54 as providing the worst bus service on all of Staten Island, and some also mentioned problems with Routes 74 and 78. Those familiar with Access-a-Ride also complained about a lack of reliability.
- Costs: Costs for transportation are too high, according to participants. Key concerns include \$5.00 fare for the express bus from Staten Island to Manhattan and that children must pay the full adult bus fare. According to participants, taxi/car service fares are high and inconsistent. Nearly all of the participants could tell stories about being charged different fares for the same journey, and being forced to share a ride with others.
- Public information/customer service: The perception exists that public information is limited. Participants did not know how to get additional information about their transportation options. Some shared stories of ways to ride less expensively by boarding the subway at the Ferry Terminal. Overwhelmingly, participants agreed that MTA staff have very negative attitudes and are unhelpful. They also said the same about taxi drivers in general.
- Safety/cleanliness: Even where bus service is available, participants said that bus conditions are poor. They spoke of dirty buses, dirty waiting areas and the feeling that it is unsafe to be aboard the bus. Some spoke about middle and high school students who have a lack of respect for their fellow passengers and carry weapons on the buses. People also said the trains on Staten Island are not safe and talked about robberies.

**Mobility Solutions:**

Participants believe that public transit is the best solution for Staten Island, but that transit is not sufficient and does not meet their needs. To improve transit service, it was recommended that a new transit service plan be developed for Staten Island that provides for more express services between key locations with more bus “hubs” for timed transfers between bus services.

Participants felt that additional services are needed to better keep up with the shifting populations on Staten Island and changing demographics. Expanded transit service hours for people to get to jobs on weekends was recommended, as well as all-day express bus service to Manhattan.

Driver training and empowering drivers to enforce the rules on the bus are also encouraged, along with other operational changes to improve scheduling, staffing and overall on-time performance.

Another useful strategy would be to better regulate taxi services on Staten Island. Creation of a taxi zone map in order to ensure consistent fare pricing and enforcement of rules and regulations would make people more comfortable using taxi services.

Other considerations include development of a bicycle rental program, making it easier for people to bike on Staten Island; local shuttles from major public housing facilities to key shopping locations; additional bus shelters and benches; development of taxi stands throughout Staten Island; and the availability of a transit day pass to ride all transit services on Staten Island.

## Public Comments Received on Draft Final Plan - May-June 2009

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Entire Document</b> Where mentioned throughout the documents, MTA Metro-North Railroad (or MNR) and MTA Long Island Rail Road (or LIRR) are the appropriate names.</p>	<p>Received by email: Cathryn Flandina, MTA 13-Apr-09</p>	<p>Report has been updated accordingly.</p>
<p><b>Entire Document</b> As you know, there are important issues and concerns that were raised in the focus groups, public workshops and SAC meetings that are not addressed in this plan. For example, improvements are needed on the Access-A-Ride system, there needs to be an increase in accessible taxis, and there should be a prompt repair of subway elevators and escalators.</p> <p>In the plan there should be information and/or best practices about what is being done in other major cities about these issues.</p> <p>For example, there could be information about two major cities that have good paratransit systems or have component parts that are working well.</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>A description of best practices is now included in Appendix H.</p>
<p><b>Entire Document</b> The draft should be read by one or two additional planners who grew up in New York City, in order to provide accurate information about NYC.</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>The report was read by several additional planners, including at least one long-time New York resident.</p>
<p><b>Entire Document</b> The draft should be read by an experienced professional editor.</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>The report has been read and edited again since the draft was released.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Entire Document</b> Please have the consultant remove Nassau County Planning Commission from the entire document, our department should be referred to as Nassau County Planning Department.</p>	<p>Received by email: Denise Ramirez 24-Apr-09</p>	<p>All references in the report have been updated accordingly.</p>
<p><b>Entire Document</b> There's a lot of typos, extra commas, etc, throughout the document, too many to list but they should go through the document carefully and do final edits.</p>	<p>Received by email: Denise Ramirez 24-Apr-09</p>	<p>The report has been read and edited again since the draft was released.</p>
<p><b>Entire Document</b> Delete bullet with references to paratransit as adequate or appropriate for "occasional" travel. This is the opinion of consumer groups present at the meeting. Many Access-A-Ride customer use the service regularly. Ridership growth and customer satisfaction survey show that both frequent and occasional riders are satisfied with the service.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. The opinions of consumer groups came from an extensive public outreach process that was critical to the composition of this report. Thirty focus groups, 10 community workshops, several public meetings, and stakeholder interviews all provided important insights into an array of services.  Where these opinions are discussed, the text has been revised to explicitly state that these are opinions and perceptions.</p>
<p><b>Entire Document</b> The consultant team manager in each region should review the report to ensure that all references to the New Freedom program reflect the FTA Notice published in the Federal Register regarding the expanded definition of project eligibility.</p>	<p>Statement at LHV Public Meeting  Nancy O'Connell, NYMTC Project Manager  May 13, 2009</p>	<p>Introductory chapters where background information on the New Freedom program is documented have been updated to reflect the April 29 Federal Register Notice.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Executive Summary</b> Page ES-6, Paragraph 2, please add this sentence.</p> <p>“AAR also provides service within a ¾ mile corridor of NYC Transit bus routes that extend to nearby Nassau and Westchester counties.” You noted this in the Regional Needs and Strategies Report, but not in the summary of ADA Paratransit service.</p>	<p>Received by email: Beverly Morris, NYCT 21-Apr-09</p>	<p>Page ES-6 has been updated accordingly.</p>
<p><b>Executive Summary</b> On the Executive Summary section, page ES-3, under the section Coordination Efforts in the NYMTC Region, they have the wrong title for our Interim Plan, it should be the: Interim Coordinated Public Transit- Human Service Transportation Plan</p>	<p>Received by email: Denise Ramirez 24-Apr-09</p>	<p>On page ES-3, the full title of the Interim Plan was corrected.</p>
<p><b>Executive Summary</b> Page ES--4, 5th line "development" should read develop.</p>	<p>Received by email: Patty Chemka June 5, 2009</p>	<p>Page ES-6 has been updated accordingly.</p>
<p><b>Executive Summary</b> P6 (Existing services, unmet needs....), bullet 1, revise to read:</p> <p>Public Transportation Service – New York City’s public transit network consists of rail, subway, bus and ferry services. The MTA operates extensive subway and bus service in all five boroughs that operates 24 hours a day, 7 days a week. MTA Metro-North Railroad and MTA Long Island Rail Road operations include more limited rail service within the City, as does the Port Authority of NY and NJ (PATH service). These three rail services as well as public transit services, including MTA Long Island Bus, Westchester Bee line and New Jersey Transit, provide transportation between the NYC and suburban communities.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page ES-6 was revised to reflect this comment and reads verbatim to suggested text.</p>



Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Executive Summary</b> P6 bullet 2, line 2, edit by changing “New York City Transit” to “MTA New York City Transit”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P ES-6, bullet 3, line 2 was revised accordingly.</p>
<p><b>Executive Summary</b> P6 bullet 5, Add the following: “NYC 311 offers an accessible taxi dispatch service. Private bus companies provide commuter bus services between NYC and surrounding suburban communities.”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P ES-6, bullet 2 has been revised to reflect this comment and now reads:  “NYC 311 is currently offering accessible taxi dispatch service through a pilot program.”</p> <p>P ES-6, bullet 5 has been revised to reflect this comment and now reads:  “Private bus companies provide commuter bus services between NYC and surrounding suburban communities.”</p>
<p><b>Executive Summary</b> P6-7, Figure ES1, Revise to include Access-A-Ride in the Public Transportation portion of the table; this is a public transportation, <b>not</b> a community transportation service.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. Access-A-Ride does not qualify as public transportation because while it is an obligation of public transit, it is not available to the general public.</p> <p>In the Coordinated Plan community transportation services are defined as transportation services available to one or more of the target population groups. Based on this definition AAR is categorized as community transportation service.</p>
<p><b>Executive Summary</b> P6-7, Figure ES1, Public Transit Geographic Coverage entry change to read: “Buses are 100% accessible, rail services have limited accessible infrastructure” but meet ADA requirements.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>For space considerations and because this information is detailed in Chapter 4, Figure ES1 has been revised to read: “Available; Buses 100% accessibility; Accessible infrastructure on rail system limited”</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Executive Summary</b> p7 (Unmet Needs...), bullet 2: Delete: "In addition, the infrastructure and services are not reliable and are frequently unavailable." These are assertions by those present at the meeting and not backed up by data.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P ES-7, bullet 2, has been revised to read:  "In addition, consumers reported that the infrastructure and services are not reliable and are frequently unavailable (i.e., elevators and escalators)."</p>
<p><b>Executive Summary</b> bullet 8, same page: "While AAR provides broad coverage and is adequate for occasional travel, consumer groups feel the service is less effective at meeting needs for flexible, reliable, and timely transportation."  The opinion of consumer groups of the service should not be addressed in the document – statements regarding service gaps are more appropriate. Access-A-Ride is available 24/7 and for any trip purpose. The service does cover a vast geographical area; however, each customer request is for a specific purpose. Customers may schedule subscription trips in order to ensure a routine schedule.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>The opinions of consumer groups came from an extensive public outreach process that was critical to the composition of this report. Thirty focus groups, 10 community workshops, several public meetings, and stakeholder interviews all provided important insights into an array of services.  The sentence has been revised to read: "AAR provides broad coverage and is adequate for many travel needs. However, members of consumer groups feel the service is less effective at meeting needs for flexible, reliable, and timely transportation."</p>
<p><b>Executive Summary</b> P9 Figure ES2: Public Transit Geographic Coverage entry: Change to read: "Rail service on LIRR is oriented to and from NYC, and is also available for local trips between stations. Local and express buses are available in both Nassau and Suffolk counties, operated by MTA LI Bus and Suffolk County Transit. In addition, Huntington and Long Beach operate their own local bus services."</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>For space considerations, and because Long Island's Chapter 4 delves into great detail about transit coverage, this table entry has been revised to read:  "Limited coverage - Rail service on LIRR is primarily oriented to and from NYC Local and express buses are available in both Nassau and Suffolk counties"</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Executive Summary</b>                      P9 Figure ES2: ADA Paratransit Geographic Coverage entry: Able-Ride and SCAT, the paratransit services operated by MTA LI Bus and Suffolk County Transit both provide paratransit services exceeding the geographic requirements of the ADA, providing services that may extend past rather than limit service to the corridor covered by bus routes.</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>Page ES-10 Figure ES-2 was revised to reflect this comment and now reads:                       “Available in areas served by fixed route bus; Extends beyond fixed-route corridors in some areas”</p>
<p><b>Executive Summary</b>                      p10, Long Island, 2nd bullet add the words “some” and “may” as follows: "...For some members of the target populations, however, high fares (even with senior and disabled discounts), distance to/from stations and the lack of accessible infrastructure may limit the usefulness of the services."                      NYCT currently lists 67 ADA-compliant Key stations and 16 Non-Key stations as accessible for a total of 83 accessible stations; LIRR has 95 wheelchair-accessible stations; MNR has 64 wheelchair-accessible stations.</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>P. ES-10 2<sup>nd</sup> bullet was updated as follows:                       “The rail network is a critical transportation resource on Long Island. For some members of the target populations, however, high fares (even with discounts for older adults and persons with disabilities), distance to/from stations, and the lack of accessible infrastructure in some locations may limit the usefulness of the services.”</p>
<p><b>Executive Summary</b>                      p10, Long Island, 5th bullet, Change the first work from “many” to “some” and delete reference to paratransit service fares as unaffordable. The fare of \$3.50 is extremely reasonable, especially in light of the length of trips provided, which can be from within Suffolk county to locations within Queens. There will always be people who will complain about any fare, but curb-to-curb service for this fare is extremely cost effective for the customer.                      Bullet should read: “Some services are not affordable for members of the target populations. This is especially true for longer distance trips on Long Island Rail Road.”</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>P. ES-10 5<sup>th</sup> bullet was updated to read:                       “According to comments made by participants in focus group meetings and public workshops, some services are not affordable for members of the target populations. This is especially true for longer distance trips on Long Island Rail Road and some of the paratransit services, including Able-Ride.”</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Executive Summary</b>                      p 14 &amp; p16 - Strategy: "Transit Service Expansion and Improvements" This strategy is appropriate for new community or private services wishing to supplement Public Transit services. Expansion of services by MTA and NYC Transit is not feasible. Change strategy to "Develop services to supplement transit services."</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>Comment noted.                      This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.                      Funding streams discussed in this report are eligible to fund service expansion if new or expanded service is designed to serve one of the three target populations.</p>
<p><b>Executive Summary</b>                      p15 - Strategy: Taxi/Community Car Subsidy Programs: Delete MTA (Access-A-Ride) as potential lead agency/champion. AAR has a zero per cent denial rate and already uses taxis and car services as appropriate to insure effective service delivery. MTA cannot utilize federal funding for operating expenses.</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>Page ES-15 has been changed to reflect this comment.</p>
<p><b>Executive Summary</b>                      p17, chart, row 1: MTA Long Island Bus should be removed from this list. Accessibility improvements at bus stops are the responsibility of Nassau County.</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>Page ES-17, Figure ES-5 was updated to reflect this comment.</p>
<p><b>Executive Summary, ES-11</b>                       Comment notes that that individuals from the Office on Aging should comment, if need, on the summary description of LHV complementary paratransit services.</p>	<p>Received by Facsimile                       Virginia Johnson,                      Westchester Department of                      Transportation                       June 3</p>	<p>No action required; no subsequent comment from that office was received.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Executive Summary, ES-13</b></p> <p>Commenter requests that Figure ES-4 not be split across multiple pages.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 3</p>	<p>Comment noted.</p>
<p><b>Executive Summary, ES-18</b></p> <p>Commenter requests that in Figure ES-5, the consultant not specifically name lead or “champion.” Instead, use generic labels such “transit agencies,” “local governments”, or “nonprofit organizations” in lieu of specific entities.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 3</p>	<p>ES-18 was revised in the Lower Hudson Valley section to reflect this comment.</p> <p>The ES explicitly states that these lead agencies are only suggestions, and the other two subregions mostly included generic language in addition to some specific suggestions.</p>
<p><b>Executive Summary – 6/18 Version p. ES-11`</b></p> <p>In the first paragraph regarding Existing Transportation Services, use a lower case c in line 2 following “In Westchester and Rockland Counties...”</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>No change made. Sentence refers to specific counties and proper grammar dictates capitalization. Additionally, a style guide developed for use in all three regions stipulates capitalization in this context.</p>
<p><b>Executive Summary – 6/18 Version p. ES-11</b></p> <p>First bullet, fifth line: add “fixed route bus” in describing the Bee-Line</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Requested edit made.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Executive Summary – 6/18 Version p. ES-12</b></p> <p>Commenter requests that Figure ES-4 not be split across multiple pages.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Repeat of a comment made in a previous review, dated June 3 (see above). Changes made.</p>
<p><b>Executive Summary – 6/18 Version p. ES-12</b></p> <p>Commenter requests clarification on the last bullet point regarding “non-ADA” paratransit services.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Amplification to this bullet point has been added.</p>
<p><b>Executive Summary – 6/18 Version p. ES-12</b></p> <p>Under Regional Needs, commenter requests that the current line reading “...limited service hours for feeder bus services at outlying rail stations.....” be reworded as follows: “...limited feeder bus services at outlying rail stations.....”</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Comment noted.</p>
<p><b>Executive Summary – 6/18 Version p. ES-16</b></p> <p>Commenter requests that strategies not addressed/included in a region not be labeled “N/A” and suggests an entry as “Not Ranked.”</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Comment noted. The text above this table notes that not all strategies were ranked or discussed in the prioritization exercise. “N/A” notation left as is.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Executive Summary – 6/18 Version p. ES-16</b></p> <p>Commenter requests that in Figure ES-5, the consultant not specifically name lead or “champion.” Instead, use generic labels such “transit agencies,” “local governments”, or “nonprofit organizations” in lieu of specific entities.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Repeat of a comment made in a previous review, dated June 3 (see above). Change made.</p>
<p><b>Executive Summary – 6/18 Version p. ES-16</b></p> <p>Commenter notes that there is a missing high priority strategy for the LHV in ES-5.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Commenter is correct – there is a missing entry in the table on a high priority LHV strategy. Comment addressed with inclusion of the missing strategy in the Executive Summary.</p>
<p><b>Regional Needs and Strategies</b></p> <p>On the regional breaks / cross county lines of service to also highlight the lack of service from SI to NJ. I remember discussing it at one meeting - in Sept? The MTA very reluctantly started a limited bus route over the Bayonne Bridge which needs expansion. There is also a study just getting under way for a light rail on SI's West Shore and old North Shore rail line that would run to NJ.</p> <p>There is a huge lack of public options on SI and any highlighting of the need to expand rail service in any public report would be helpful.</p>	<p>Received by email: Anne-Marie McDonough, Staten Island University Hospital 24-Apr-09</p>	<p>There is also a lack of service from Staten Island to New Jersey. The MTA did start a limited bus route over the Bayonne Bridge, and there is a study just getting under way for a light rail on Staten Island's West Shore and old North Shore rail line that would run to New Jersey.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Regional Needs and Coordination Strategies</b>                      p1, Summary of Key Findings, first paragraph: no mention of interoperability between NYC Transit and LI Bus. Change 2<sup>nd</sup> and 3<sup>rd</sup> sentences to read: "Connections between operators such as Westchester County Bee-Line and MTA Long Island Bus with New York City Transit do exist. Significantly, the introduction of MetroCard transfers between MTA NYC Transit and the suburban bus companies has substantially improved travel between the systems."</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>R-1 has been updated accordingly and reads verbatim to suggested text.</p>
<p><b>Regional Needs and Coordination Strategies</b>                      p1, Summary of Key Findings, second paragraph: delete Ravitch Commission section. This plan is not relevant in this document.</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>R-1 has been updated accordingly.</p>
<p><b>Regional Needs and Coordination Strategies</b>                      p3, Accessibility: Delete: "Seven stations on the LIRR Babylon branch are not fully accessible." There is no particular reason to highlight these stations. The point has been made that not all stations are accessible. Key stations were identified based on a number of factors and with community input and both LIRR and MNR have made all key stations accessible.</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>R-3 has been updated accordingly.</p>



Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Regional Needs and Coordination Strategies</b>                      p3, Accessibility: Add sentence after sentence about complaints of maintenance issues with elevators and other impediments to accessibility as station: Although elevators and escalators do breakdown and escalators must also be taken out of service at times for maintenance and repairs, the MTA agencies inspect virtually all elevators and escalators daily and make repairs on its elevators and escalators as quickly as possible. MTA posts elevator and escalator status to its website and telephone hotline, both available at all times, and are posted on the MTA’s website, www.mta.info.</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>R-3 has been updated to include this sentence, which reads verbatim to suggested text.</p>
<p><b>Regional Needs and Coordination Strategies</b>                      p4: First paragraph re: Putnam County: Delete reference to specific New Freedom funding application because it is only a proposed project and it has not been approved through a formal evaluation process. Change to “Putnam County has identified a need for improved access to bus stops because of a lack of sidewalks in the vicinity of senior housing. Residents who at .....PART services. Sidewalks in these areas would facilitate local travel and would also address part of the service gap.....”</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>There is no longer a reference to Putnam County’s project on R-4.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Regional Needs and Coordination Strategies</b>                      P4. Long Island, 2<sup>nd</sup> paragraph: Suggestion that connecting residential areas in Queens with major medical facilities in Nassau County, “specifically the Long Island Jewish Hospital” should be deleted. LIJ Medical Center is accessible by an NYC Transit bus line (Q46) and through bus connections between LIRR stations and LI Bus routes on the Hempstead, Port Jefferson, and Port Washington branches. In addition, this is one of the locations for paratransit transfers making it a one-vehicle paratransit trip for New York City paratransit users.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Page R-4 has been updated.</p>
<p><b>Regional Needs and Coordination Strategies</b>                      P5, first paragraph, 4<sup>th</sup> sentence, it’s MTA LI Bus, not MTA Bus – change to “MTA Long Island Bus operates several routes into western Suffolk.....”</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>R-5 has been updated accordingly.</p>
<b>New York City Subregion</b>		
<p><b>Chapter 4</b>                      New fares effective June 28,2009 - full list on MTA website                      For example                      Pay-per-ride Metrocard will be \$2.25                      Access--A-Ride = \$2.25                      (MTA did NOT double the fare for Access-A-Ride)</p>	<p>Received by email:                       Linda Black, NYC Department for the Aging                      19-May-09</p>	<p>The entire report was updated with the new fares for all MTA services.</p>
<p><b>Chapter 4</b>                      On figure 4-26 Overview of transportation providers in Queens, the fleet size is incorrect. It should read 8 vehicles. It is correct on Figure 4-28.</p>	<p>Received by email:                      Chris Amendola, HANAC East-West Connection                      13-May-09</p>	<p>Figure 4-26 has been updated accordingly.</p>
<p><b>Chapter 4</b>                      Page 4-5, last 2 sentences on the page should be combined or re-written, as is...they don’t read smooth.</p>	<p>Received by email:                      Alton Treadwell, NYCTCC                      1-June-09</p>	<p>Page 4-5 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<b>Chapter 4</b> Page 4-6, 4 <sup>th</sup> line, “years of older or who”....should be “years or older who”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-6 has been updated accordingly.
<b>Chapter 4</b> Page 4-6, 2 <sup>nd</sup> paragraph, last sentence, replace the “comma” after Metro cards with “or”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-6 has been updated accordingly.
<b>Chapter 4</b> Page 4-6, footnote sentence 14, is the parenthesis behind “stations” correct.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-6 has been updated accordingly.
<b>Chapter 4</b> Page 4-13, “St George’s Terminal”, line 1, place “is” between the words <i>terminal</i> and <i>the</i> . Last line of page is incorrect...words after <i>accessible</i> do not connect with <i>elevators and escalators</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-13 has been updated accordingly.
<b>Chapter 4</b> Page 4-13, Last line of page is incorrect...words after <i>accessible</i> do not connect with <i>elevators and escalators</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-13 has been updated accordingly.
<b>Chapter 4</b> Page 4-14, make sure designation points text is clear on the map.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted.
<b>Chapter 4</b> Page 4-15, next to last sentence on page, does not read clear...perhaps “neither” after disabilities...a comma after <i>dogs</i> , and “to” after <i>or</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-15 has been updated accordingly.
<b>Chapter 4</b> Page 4-16, 3 <sup>rd</sup> para, 4 <sup>th</sup> line, place the word “a” between before <i>customized</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-16 has been updated accordingly.

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<b>Chapter 4</b> Page 4-17, 3 <sup>rd</sup> para, 2 <sup>nd</sup> and 3 <sup>rd</sup> lines, “233 St Stations” should be “233 St Station” and there is a comma and a period after “5 lines”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-17 has been updated accordingly.
<b>Chapter 4</b> Page 4-19, “Transfer Hubs – The Bronx”, last sentence, “White Plains Road” is correct.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-19 has been updated accordingly.
<b>Chapter 4</b> Page 4-20, 2 <sup>nd</sup> para, last line, add “which” after <i>network</i> , or add a comma and change <i>provides</i> to “providing”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-20 has been updated accordingly.
<b>Chapter 4</b> Page 4-20, 4 <sup>th</sup> para, 4 <sup>th</sup> line, place “as” after <i>such</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-20 has been updated accordingly.
<b>Chapter 4</b> Page 4-23, Re-write the 2 <sup>nd</sup> sentence.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted. Sentence left as is.
<b>Chapter 4</b> Page 4-26, 2 <sup>nd</sup> para, last line, change to “operate directly between Queens and Manhattan only”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-26 has been updated accordingly.
<b>Chapter 4</b> Page 4-26, 3 <sup>rd</sup> para, last line, place “which” after <i>stations</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-26 has been updated accordingly.
<b>Chapter 4</b> Page 4-30, 4 <sup>th</sup> para, last line, Is “110 ten daily trips” correct.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted. This information is correct according to our sources.
<b>Chapter 4</b> Page 4-31, proofread the first 3 paragraphs.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-31 has been updated accordingly.

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<b>Chapter 4</b> Page 4-32, 2 <sup>nd</sup> para, last sentence, replace <i>forecast</i> with “forecasted”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.
<b>Chapter 4</b> Page 4-32, “Medicaid Transportation”, second sentence, place a comma after “low incomes”,	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.
<b>Chapter 4</b> Page 4-32, change to “target populations of persons”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.
<b>Chapter 4</b> Page 4-32, Last para, place a period after (DSS) and delete “and”, then begin next sentence.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.
<b>Chapter 4</b> Page 4-34, 4 <sup>th</sup> Para, 6 <sup>th</sup> line, change to “during that time, including” or “during that time which include”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-34 has been updated accordingly.
<b>Chapter 4</b> Page 4-34, “Coordination Efforts in New York City”, second sentence, re-write the sentence.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted. Sentence left as is.
<b>Chapter 4</b> Page 4-34, 3 <sup>rd</sup> sentence, replace <i>facilities with</i> “facilitates”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-34 has been updated accordingly.
<b>Chapter 4</b> Page 4-34, 4 <sup>th</sup> line, replace <i>City’s</i> with “City”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-34 has been updated accordingly.

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Chapter 8</b> Identification of Strategies, summary of Unmet Needs. I disagree with the second sentence.</p> <p>AAR does meet most of the requirements of its registrants who have a need for strict time requirements. Of the 18,200 average weekday riders, 25.8% (4,700) are subscription customers who use AAR for work, school and recurring medical trips. These customers have reserved trips with prescheduled drop off times to ensure that they arrive at their destination on time for their appointment. AAR also permits advance reservation customers to request a specific appointment (drop off) time or pick up time when requesting a trip. About 94% of trips are completed timely.</p>	<p>Received by email: Beverly Morris, NYCT 21-Apr-09</p>	<p>Comment noted. The sentence was re-written and now reads: “Access-A-Ride provides demand-response service for persons who are ADA paratransit eligible, but does not accommodate their same-day requests, noting that same-day service is not required by the ADA. Also, several customers who were in the study’s focus groups - and some of the stakeholders who provide social services to these customers – voiced a perception that the Access-A-Ride system had difficulty consistently meeting their recurring travel needs in terms of timeliness, reliability, and flexibility. “</p>
<p><b>Chapter 8</b> There was documentation on the lack of accessible subway entrances (83 of 460?) in the body of the report.</p> <p>Am I missing its appearance as a high priority on the lists? Did we think that the MTA had this in their capital plans?</p>	<p>Received by email: Anne-Marie McDonough, Staten Island University Hospital 24-Apr-09</p>	<p>Comment noted. During the strategy prioritization process, this was not ranked as a “high” priority. It is still part of the “Accessibility Improvements at Non-Key Rail Stations” strategy.</p>

Comment	Commenter and Date	Consultant Response
<p><b>NYMTC Region</b></p> <p><b>Chapter 8, NYC</b>                      p1, Limited travel options, 2<sup>nd</sup> paragraph: Rephrase to read “Flexibility is also a concern. While AAR offers broad service coverage and is adequate for trips planned at least a day in advance, it is not always able to meet same-day trip requests. Since it is a shared-ride service it is not as flexible and trips are not as quick as customers would sometimes like. Also, for some customers, a higher level of service is required. If customers require a personal care assistant (PCA), that individual may accompany the customer without paying a fare. Some customers need additional assistance but don’t use the services of a PCA. These individuals may be better served by a community service provider.”</p>	<p>Received by email:                      Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Sentence on 8-1 has been revised to read:</p> <p>“Flexibility is also a concern. Access-A-Ride provides demand-response service for persons who are ADA paratransit eligible, but does not accommodate their same-day requests, noting that same-day service is not required by the ADA. Also, several customers who were in the study’s focus groups - and some of the stakeholders who provide social services to these customers – voiced a perception that the Access-A-Ride system had difficulty consistently meeting their recurring travel needs in terms of timeliness, reliability, and flexibility. AAR also cannot provide the higher level of assistance required for clients who are frail or have severe physical disabilities.”</p>
<p><b>Chapter 8, NYC</b>                      p2, Lack of Accessible Infrastructure, first paragraph, 1st sentence: delete the word “only.”</p>	<p>Received by email:                      Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Page 8-2 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Chapter 8, NYC</b>                      p2, Lack of Accessible Infrastructure, first paragraph: revise 2<sup>nd</sup> sentence and add additional detail as follows: “Escalators do not provide ADA-compliant accessibility for vertical movement between levels in a stations, but they do provide accessibility to many elderly and disabled customers who do not require elevators and are provided in many stations that are not labeled “accessible.”. In 2008, NYC Transit elevators were in working order and available to customers more than 95.5% of the time. Despite daily inspections and efforts to keep both escalators and elevators operational, escalators, in particular present a significant maintenance challenge.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Paragraph on 8-2 was revised to read:                       “Escalators do not provide ADA-compliant accessibility for vertical movement between levels in stations, but they do provide accessibility to many elderly and disabled customers who do not require elevators and are provided in many stations that are not labeled “accessible.” However, the elevators and escalators frequently face reliability and operational issues.”                       A footnote was also added to reference a May 19, 2008 New York Times article about elevator break-outages.</p>
<p><b>Chapter 8, NYC</b>                      p3, Strategy Overview, 4th row: delete the strategy for accessibility improvements at non-key stations. Accessibility improvements beyond those in key stations are made as stations are renovated.                       Typically, the total cost of a subway elevator, at <b>\$3 million</b>, is beyond scope of New Freedom funding.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Comment noted.                      This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>



Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Chapter 8, NYC</b>                      p3, 5th row: Delete this strategy: NYC Transit has tactile and Braille signage throughout the system. All accessible stations and newly renovated stations have tactile-Braille signage that is located on the left side of the station booth and on the platform columns nearest the stairs as well as on other columns throughout the station. Because NYC Transit stations do not have a “standard” layout it is difficult to install signage in consistent locations within stations, however, NYC Transit has worked with representatives of the visually impaired community to identify reasonable locations for mounting tactile signage. Service announcements made over station public address systems.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Comment noted.                      This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>
<p><b>Chapter 8, NYC</b>                      p4, first row, Improve access to bus stops: delete MTA/NYCT as possible lead agency. NYC DOT is responsible for bus stops within NYC.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Page 8-4 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Chapter 8, NYC</b>                      P4, 2<sup>nd</sup> row, Accessible Information Systems: Delete this strategy. NYC Transit updates its on-line elevator/escalator status page 3 times a day and is working on system enhancements that will provide 24/7 updates as well as reasons for equipment outages, and expected duration of outages. Customers can call the elevator/escalator hot line for this information. In addition, a system is under development to allow customers to subscribe to an e-mail notification system for elevator/escalator e-mail notifications for stations the customer would identify. Making announcements in stations would be confusing since there are so many stations with similar names on different lines, and there are so many elevators and escalators within individual stations.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Comment noted.                      This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>
<p><b>Chapter 8, NYC</b>                      p4, row 3, Strategy, Taxi/Community Car Subsidy Car Program: Delete MTA (Access-A-Ride) as potential lead agency/champion. AAR has a zero per cent denial rate and already uses taxis and car services as appropriate to insure effective service delivery. MTA cannot utilize federal funding for operating expenses.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Page 8-4 has been updated accordingly.</p>
<p><b>Chapter 8, NYC</b>                      p.5, Row 3, Job Access Strategies: Delete MTA/NYCT as Possible Lead Agency. This may be an appropriate activity for community organizations of NYC DOT, but it is not consistent with the mission of the MTA.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Page 8-5 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
<p><b>NYMTC Region</b></p> <p><b>Chapter 8, NYC</b>                      P5, row 5, Transit Service Expansion and Improvements: Delete MTA/NYCT as Possible Lead Agency. Suggesting new community or private services to supplement public transit is fine, but not expansion of the transit system. Consider changing strategy to “Services to supplement transit services.”</p>	<p>Received by email:                      Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Comment noted.</p> <p>This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p> <p>Funding streams discussed in this report are eligible to fund service expansion if new or expanded service is designed to serve one of the three target populations.</p>
<p><b>Chapter 8, NYC</b>                      P11, delete MTA as possible lead agency for Mobility Manager. This is a more appropriate activity for community organizations.</p>	<p>Received by email:                      Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Comment noted.</p> <p>This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p> <p>Part of the appeal of mobility managers is the flexibility of job descriptions as well as hosting agencies. Community organizations as well as government agencies can hire a mobility manager and create a network of mobility managers to work on issues of mobility from a variety of angles.</p>
<p><b>Chapter 8, NYC</b>                      P12/p13 – The Mets play in Queens, not the Bronx (that’s the Yankees) and Mets/Willets Point Station is accessible on game days. Main St.-Flushing on the #7 is an accessible station.</p>	<p>Received by email:                      Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Borough reference corrected on page 12.</p> <p>The old Mets/Willets Point Station was accessible, but focus group participants stated that the newly constructed one is not. The MTA website does not list it as an accessible station.</p>
<p><b>Chapter 8, NYC</b>                      P14-15, Develop Accessible Wayfinding System: See earlier comment from p3, 5<sup>th</sup> row.</p>	<p>Received by email:                      Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Comment noted.</p> <p>This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Chapter 8, NYC</b>                      P17, Fixed Route Bus Stops: Delete MTA/NYC Transit as possible lead organization. Bus stops within NYC are owned by and the responsibility of NYC DOT.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Pages 8-24 and 8-25 have been updated accordingly.</p>
<p><b>Chapter 8, NYC</b>                      P18, Accessible Information Systems: Delete this strategy, see explanation above.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Comment noted.                      This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>
<p><b>Chapter 8, NYC</b>                      P19-21, Taxi/Black Car Subsidy Program: Delete MTA/Access-A-Ride as possible lead agency for reasons outlined above. Additional comments:                      P 19, Application for NYC: last sentence suggests MTA or NYC might want to acquire vehicles and provide them to providers. It is not clear why MTA or NYC would provide private taxi or black car operators with vehicles. P20, the estimated cost of such a program in NYC is likely to be many times greater than suggested here, even if the lead agency doesn't purchase vehicles for the service providers.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Pages 8-19 through 8-21 have been updated accordingly. The MTA was deleted as a possible agency for acquiring vehicles on page 8-19.</p>
<p><b>Chapter 8, NYC</b>                      P24-25, Travel Training                      Delete MTA as a possible lead agency. Travel training is provided by several agencies in NYC and NYC Transit has its own program. Additional travel training would be appropriately provided by various social service agencies and community organizations.</p>	<p>Received by email:                      Cathryn Flandina, MTA                       5-May-09</p>	<p>Pages 8-24 and 8-25 have been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Chapter 8, NYC</b> P30-31, Job Access Strategies: Delete MTA/New York City Transit as Possible Lead Organizations. See notes above.</p>	<p>Received by email: Cathryn Flandina, MTA  5-May-09</p>	<p>Pages 8-30 and 8-31 have been updated accordingly.</p>
<p><b>Chapter 8, NYC</b> p. 8-30: Long Island Bus, not Long Island Rail Road, in "MTA-Long Island Railroad. LIRR has received JARC funds to increase transportation availability during peak hours to several of its stations."</p>	<p>Received by email: Cathryn Flandina, MTA 13-Apr-09</p>	<p>Page 8-30 has been updated.</p>
<p><b>Chapter 8, NYC</b> p. 8-34: College of Staten Island: add community being served by the shuttle bus (employment/low income); also in Best Practices sections.</p>	<p>Received by email: Cathryn Flandina, MTA 13-Apr-09</p>	<p>Page 8-34 has been updated accordingly and now reads: "Funds were approved to operate weekday service with 30 minute headways between the ferry terminal and the CIS campus, serving to increase employment options as a JARC route"</p>
<p><b>Chapter 8, NYC</b> P34-35, Transit Service Expansion and Improvements: Delete MTA and NYCT as possible lead agencies or change strategy to "Develop Services to Supplement Public Transit Services". See notes above.</p>	<p>Received by email: Cathryn Flandina, MTA  5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.  Funding streams discussed in this report are eligible to fund service expansion if new or expanded service is designed to serve one of the three target populations.</p>
<p><b>Chapter 8, NYC</b> Accessible pedestrian signals were mentioned in the focus groups and meetings that I attended. How do they fit into the plan?</p>	<p>Comments at public meeting  Michael Godino, Brooklyn Center for the Independence of the Disabled 12-May-09</p>	<p>Though not listed as a stand-alone strategy, the strategy "Improve Access to Fixed-Route Bus Stops" does include accessible pedestrian signals.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<b>Chapter 8, NYC</b> Page 8-4, “Strategy Overview”, bottom block, replace <i>in</i> with “is”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-4 has been updated accordingly.
<b>Chapter 8, NYC</b> Page 8-5, “Strategy Overview”, top block, add “the” after <i>using</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-5 has been updated accordingly.
<b>Chapter 8, NYC</b> Page 8-6, “Strategy Overview”, top block, replace <i>may</i> with “made”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-6 has been updated accordingly.
<b>Chapter 8, NYC</b> Page 8-10, rewrite 1 <sup>st</sup> bullet on the right, and 2 <sup>nd</sup> bullet on the left.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-10 has been updated accordingly.
<b>Chapter 8, NYC</b> Page 8-31, 1 <sup>st</sup> line, add “to” after <i>volunteer</i> ; rewrite second bullet, right side.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-31 has been updated accordingly.
<b>Chapter 9, NYC</b> p3, Medium Priority Strategies- remove NYCT and delete 1st sentence of last column in 1st row.	Received by email: Cathryn Flandina, MTA  5-May-09	Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.  This strategy deals with improvements at non-key rail stations, which cannot be made without the involvement of MTA NYCT.
<b>Chapter 9, NYC</b> p4, Low, 1st row -delete 1st sentence of last column	Received by email: Cathryn Flandina, MTA 5-May-09	Page 9-4 has been updated accordingly.

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<p><b>Chapter 9</b>                      Priorities of NYC page 9-7 the third paragraph under the heading Taxi/Community Car Subsidy Program. Please add that AAR also offers taxis and car services to customers for advance reservation and subscription trips as a part of our initiative to accommodate every registrant request and not deny any trip request.</p> <p>In 2008 AAR authorized 108,021 taxi trips of which 68,459 were advance reservation. Also, in 2008 AAR authorized 254,695 voucher trips with our contracted car services with 230,840 advance reservation or subscription trips.</p>	<p>Received by email:                      Beverly Morris, NYCT                      21-Apr-09</p>	<p>Sentence on page 9-7 now reads:                      “AAR also offers taxis and car services to customers for advance reservation and subscription trips as a part of their initiative to accommodate every registrant request and not deny any trip request.”</p>
<p><b>Chapter 9, NYC</b>                      p13 “Essential” routes are not being eliminated.</p>	<p>Received by email:                      Cathryn Flandina, MTA                      5-May-09</p>	<p>Page 9-13 has been updated accordingly.</p>
<p><b>Chapter 9, NYC</b>                      Page 9-5, 4<sup>th</sup> row, last column, place “is” after <i>manager</i>.                      6<sup>th</sup> row, 5<sup>th</sup> column, replace <i>may</i> with “made”.</p>	<p><i>Received by email:</i>                      Alton Treadwell, NYCTCC                      1-June-09</p>	<p>Page 9-5 has been updated accordingly.</p>
<p><b>Appendix G - NYC Transit Accessible Subway Stations.</b>                      There are now 2 additional accessible subway stations since you printed out the information 50th Street - Rockefeller Ctr. B,D,F,V Chambers Street 1,2,3</p>	<p>Received by email:                      Linda Black, NYC Department for the Aging                      19-May-09</p>	<p>Appendix G has been updated with these additional stations.</p>

Comment	Commenter and Date	Consultant Response
<b>NYMTC Region</b>		
<b>Long Island Subregion</b>		
<p><b>Chapter 4, Long Island</b></p> <p>Figure 4-7 and Page 4-23. FREE serves all of Nassau County, not just the communities that are listed.</p> <p>Figure 4-10. FREE serves all of Suffolk County, not just the communities that are listed.</p>	<p>Received by e-mail: Rob Quinn, FREE and CFR May 19, 2009</p>	<p>Requested changes have been made to Figures 4-7, 4-8, 4-10, and 4-11, and page 4-23. Profiles of CFR and FREE in Appendix F have also been revised.</p>
<p><b>Chapter 4, Long Island</b></p> <p>Maps depicting the SCT bus system are outdated and do not reflect significant service modifications that were made over 5 years ago.</p>	<p>Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009</p>	<p>Map has been replaced.</p>
<p><b>Chapter 4, Long Island</b></p> <p>JARC funding narrative for Nassau County is included in the Suffolk County section of Chapter 4, but no such narrative is included for Suffolk use of JARC to expand service on route S27 and S33 in 2006/07.</p>	<p>Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009</p>	<p>Nassau County JARC description has been moved to Nassau County section of Chapter 4, and explanation of SCT JARC routes has been added in its place.</p>
<p><b>Chapter 4, Long Island</b></p> <p>Service hours shown for SCAT in Table 4-5 are incorrect.</p>	<p>Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009</p>	<p>Service hours have been corrected in Table 4-5 and elsewhere in the plan.</p>



<p><b>Chapter 7, Long Island</b>                  Table 7-3 (p. 7-20) indicates SCAT advance notice (for reservations) should be shortened to one day. Clarification is needed here. SCAT accepts next-day reservations as a matter of fact and policy. If the comment is meant to express one day only and not more then it may be accepted as a valid comment but as it stands appears factually incorrect and should be removed.</p>	<p>Received by e-mail:                  Robert Shinnick, Suffolk County                  Department of Public Works                    June 5, 2009</p>	<p>The comment noted in Figure 7-3 was made by a focus group participant. The table is meant to report on the comments of participants and not to evaluate their accuracy. Some comments may reflect perceptions of participants, rather than the actual characteristics of transportation services or information sources. A statement to that effect has been added to Chapter 7, and a footnote has been added to Figure 7-3 to indicate SCAT's actual advance notice policy.</p>
<p><b>Lower Hudson Valley Subregion</b></p>		
<p><b>Chapter 4 – LHV</b>                  New Medicaid rates are now in effect. Please update Figure 4-8 (updated Westchester County Medicaid rate sheet provided at public meeting).</p>	<p>Statement at LHV Public Meeting                    Virginia Johnson, Westchester                  Department of Transportation                    May 13</p>	<p>Rates in effect for Medicaid for Westchester County have been updated.</p>
<p><b>Chapter 4 - LHV</b>                  The plan would be well-served if specific references to rates and fares were not included, as this information would immediately date the plan – and the plan must service the region for years to come. The NYMTC Project Manager indicated that may not be practical; It was requested that all such references should contain a time reference in the exhibit title or citation.</p>	<p>Statement at LHV Public Meeting                    Virginia Johnson, Westchester                  Department of Transportation                    May 13</p>	<p>Table citations have been included in all rate/fare tables to indicate date.</p>

Comment	Commenter and Date	Consultant Response
<p><b>NYMTC Region</b>  <b>Chapter 8 – LHV</b>                      The “best practices” associated with each proposed strategy was exceptionally valuable and will aid the Lower Hudson Valley in its implementation efforts. It is recommended that the plan include ideas on how potential project sponsors, or “champions” as referred to in the plan, could integrate or merge funding from multiple programs to support a plan strategy.</p>	<p>Statement at LHV Public Meeting                       Caryl Weinstein                      Westchester County Department of Senior Programs and Services</p>	<p>Integration of funding from multiple funding programs has been problematic in coordination efforts since the 1970s. Entire research projects, including a current TCRP project, are dedicated to this single task, thus comprehensive treatment of this comment are beyond the scope of this project. We have added language to Chapter 9, however, that suggest that responsibility for this task be assigned to the Mobility Manager. Additionally, we have included additional bibliographical resources in Appendix H that provides further guidance on “best practices” on this topic.</p>
<p><b>General Comment – LHV</b>                       It was stated that there appears to be some repetition in the draft final report.</p>	<p>Statement at LHV Public Meeting                       Virginia Johnson, Westchester Department of Transportation                       May 13</p>	<p>The release schedule of individual chapters at different times throughout the study process required the consultant to include some summary information from prior documents in some chapters in order to add to reader clarity.</p> <p>By design, some chapters were meant to be stand-alone documents, read by various communities of interest who could not read the full report or even subregional documents. Thus, it is imperative that the summary information that begins some chapters remain for reader clarity.</p> <p>To the extent that there is repetition of inventory type data, such references have been removed (e.g., some duplicative references to Westchester County Office for the Disabled service.</p>

Comment	Commenter and Date	Consultant Response
<p><b>NYMTC Region</b></p>		
<p><b>Chapter 8 – LHV</b></p> <p>The best practices were going to be very helpful and that any additional examples would be beneficial.</p>	<p>Statement at LHV Public Meeting</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>May 13</p>	<p>We have included additional bibliographical resources in an appendix that provides further guidance on “best practices” on this topic in Appendix H.</p>
<p><b>Appendix A – Lower Hudson Valley, p. A-3</b></p> <p>The sentence that reads: In 2007, Bee-Line operated 89 bus routes with 348 vehicles, and moved 30,875,894 passengers – edit to reflect 64 bus routes.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 3</p>	<p>Edit made to the report.</p>



# APPENDIX D

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## SURVEY INSTRUMENT AND LIST OF ORGANIZATIONS CONTACTED & RESPONDENTS



# New York Metropolitan Transportation Council

## A Coordinated Public Transit-Human Services Transportation Plan for the NYMTC Area

June 2009

### New York City *Volume II: Appendices*



Contract No. 0000776



As part of this planning process, NYMTC must develop an inventory of transportation services available to the elderly, persons with disabilities, and low-income individuals. We are asking your assistance in completing this survey so that the inventory is comprehensive and complete.

The survey is organized into sections, as follows:

- Part I: Identity of Respondent
- Part II: About Your Organization
- Part III: About Your Transportation Services
- Part IV: Assessment of Needs/Coordination

If your organization is not involved in the provision or purchase of transportation services, we would still like your opinions on the status of coordination in the region. The survey will automatically skip Part III and take you directly to opinion questions in Part IV

Questions on the survey marked with an (\*) must be completed. A status bar will keep you apprised of your status in completing the survey. If necessary, you can complete the survey in two or more sessions, but you must do so on the same computer.

In order to meet the overall coordination study schedule, we ask that you complete the survey by **July 25, 2008**.

If you have any questions regarding this survey, please contact Todd Lenz via email at [tlenz@rlsandassoc.com](mailto:tlenz@rlsandassoc.com), or via telephone at (937) 299-5007.

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## PART I: IDENTIFICATION OF RESPONDENT

This section identifies the respondent organization and provides contact information.

### Identification of Organization:

1. Name of Organization: \_\_\_\_\_
2. Organization Director/CEO (Name/Title): \_\_\_\_\_
3. E-mail Address of Individual Listed in Q2: \_\_\_\_\_
4. Street or Mailing Address: \_\_\_\_\_
5. City: \_\_\_\_\_
6. State: \_\_\_\_\_
7. Zip: \_\_\_\_\_
8. Telephone \_\_\_\_\_



- 9. Fax: \_\_\_\_\_
  - 10. Name of Individual Responding to Survey: \_\_\_\_\_
  - 11. E-mail address of Respondent: \_\_\_\_\_
  - 12. Title of Respondent: \_\_\_\_\_
  - 13. Agency Website: \_\_\_\_\_
- 

## PART II: ABOUT YOUR ORGANIZATION

The first set of questions has to do with the general characteristics of your organization and the general nature of the mission of the agency.

### 1. Please check the box that best describes your organization. (Check only one)

- |  |   |
|--|---|
| <input type="checkbox"/> Public Sponsored Transit Agency   | <input type="checkbox"/> Red Cross                    |
| <input type="checkbox"/> Social Service Agency – Public    | <input type="checkbox"/> Private School               |
| <input type="checkbox"/> Social Service Agency – Nonprofit | <input type="checkbox"/> Neighborhood Center          |
| <input type="checkbox"/> Medical Center/Health Clinic      | <input type="checkbox"/> Taxi/Wheelchair/Stretcher    |
| <input type="checkbox"/> Nursing Facility/Long-Term Care   | <input type="checkbox"/> Information/Referral         |
| <input type="checkbox"/> Adult Day Care                    | <input type="checkbox"/> Shelter/Transitional Housing |
| <input type="checkbox"/> County/Municipal Office on Aging  | <input type="checkbox"/> Job Developer                |
| <input type="checkbox"/> Nonprofit Senior Center           | <input type="checkbox"/> One Stop Agency              |
| <input type="checkbox"/> Faith Based Organization          | <input type="checkbox"/> Other (specify):             |
| <input type="checkbox"/> YMCA/YWCA                         | _____   |

### 2. What are the major functions/services of your organization? (Check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Transportation          | <input type="checkbox"/> Job Placement                 |
| <input type="checkbox"/> Health Care             | <input type="checkbox"/> Residential Facility Services |
| <input type="checkbox"/> Social Services         | <input type="checkbox"/> Income Assistance             |
| <input type="checkbox"/> Nutrition               | <input type="checkbox"/> Screening                     |
| <input type="checkbox"/> Counseling              | <input type="checkbox"/> Information/Referral          |
| <input type="checkbox"/> Day Treatment           | <input type="checkbox"/> Recreation/Social             |
| <input type="checkbox"/> Job Training            | <input type="checkbox"/> Homemaker/Chore               |
| <input type="checkbox"/> Employment              | <input type="checkbox"/> Housing                       |
| <input type="checkbox"/> Rehabilitation Services | <input type="checkbox"/> Other (specify):              |
| <input type="checkbox"/> Diagnosis/Evaluation    | _____  |

**3. Under what legal authority does your organization operate?**

- Local government department or unit (city or county)
- Private nonprofit organization
- Transportation authority
- Private, for-profit
- Other (Specify): \_\_\_\_\_

**4. Is your organization engaged in the direct operation and/or the purchase of transit services for the general public or the direct operation/purchase of transportation services for human service agency clients? (Check one.)**

- Yes       No

 **If the answer to Question 4 was “No,” please go to Part IV, Question 1.**

**All others continue below.**

---

**PART III. TRANSPORTATION SERVICES PROVIDED**

**Service Providers or Purchasers Only.** In this section, explain the various methods by which your organization delivers public transit or human service agency transportation. Exclude meal deliveries or other non-passenger transportation services that may be provided.

**1. Which mode of transit service delivery best describes your transportation program? (Check all that apply)**

- We operate fixed route (fixed path, fixed schedule, with designated stops) service.
- We contract/purchase for fixed route (fixed path, fixed schedule, with designated stops) service.
- We operate demand response service using paid drivers.
- We operated demand response service using non-transportation staff as drivers.
- We operate demand response service using volunteer drivers.
- We operate express or commuter services.
- We coordinate a volunteer service (volunteers use their own vehicles).
- We provide subsidies/reimbursements to customers who arrange their own transportation.
- Other (Specify): \_\_\_\_\_

**Note:**

**Definition - Fixed route.** Transit service that operates over specified paths according to an established schedule. Passengers board or are discharged only at designated stops along the route. This is typical urban bus service.

**Definition - Demand Response.** Transit service characterized by flexible routing and schedules that reflect customer requests. Subscription services, which may operate over the same route and pick up the same customers everyday, are considered demand response.

**Definition - express or commuter service.** Fixed route services (see above) that is characterized by limited stops, services provided primarily during peak periods, with customer travel oriented in one direction.

**2. What population does your system serve? (Check all that apply)**

- We serve the general public.
  - We serve the elderly.
  - We serve persons with disabilities, regardless of age.
  - We serve low income persons.
  - Other (please specify):
- 

**3. Does your organization impose eligibility requirements on those persons who are provided transportation? (Check one only)**

- Yes       No

If "Yes," please specify.

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**4. Define the level of passenger assistance provided for users of your transportation service. (Check all that apply)**

- Curb-to-curb (*i.e.*, drivers will assist passengers in and out of vehicle only).
- Door-to-door (*i.e.*, drivers will assist passengers to the entrance of their origin or destination).
- Drivers are permitted to assist passengers with a limited number of packages.
- Drivers are permitted to passengers with an unlimited number of packages.
- We provide personal care attendants or escorts to those passengers who require such services.
- Passengers are permitted to travel with their own personal care attendants or escorts.
- Other (specify): \_\_\_\_\_

5. Please provide the following information regarding the vehicle fleet used in the provision of transportation services provided directly by your agency. The vehicle type(s) used include the following:

Vehicle Type	Total Number	No. Wheelchair Accessible
Sedans		
Station wagons		
Minivans		
Standard 15-passenger vans		
Converted 15-passenger vans (e.g., raised roof, wheelchair lift)		
Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)		
Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle)		
School bus (yellow school bus seating between 25 and 60 students)		
Medium or heavy duty transit bus		
Over-the-road coach		
Other (Describe):		

6. Are the vehicles equipped with two-way radio communications or do the drivers carry any type of communication device? (Check one.)

- Yes       No

If "Yes," what type of communications device/system is used? (Check all that apply.)

- Cellular phones
- Two-way mobile radios requiring FCC license
- Pagers
- Mobile data terminals
- Other (describe):

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7. What are the daily hours and days of operation for your transportation services? Check days and list hours of operation in the space provided.

	Sun	Mon	Tues	Wed	Thu	Fri	Sat
Transportation service begins:	_____	_____	_____	_____	_____	_____	_____
Transportation service ends:	_____	_____	_____	_____	_____	_____	_____

Is there other information regarding your hours and days of operation that would be useful in understanding your service (please specify)?

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**8. If you operate demand response transportation services, how do customers/clients access the service? (check one only)**

- There are no advance reservation requirements.
- Clients/customers must make an advance reservation (e.g., by telephone, facsimile, internet, or arrangement through a third party, etc.)
- Not applicable – customers do not have to make a reservation to access our transportation services.
- Other (describe):

---

**9. If advance reservations are required, how much advance notice must be provided? (check one only)**

- We use a real-time reservation policy.
- Customers/clients must call for a reservation the day before travel.
- Customers/clients must call for a reservation 24 hours before travel.
- Customers/clients must call for a reservation two days before travel.
- Customers/clients must call for a reservation three days before travel.
- Customers/clients must call for a reservation four days before travel.
- Customers/clients must call for a reservation five days before travel.
- Customers/clients must call for a reservation one week before travel.
- Other (please specify):

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**10. Does your transportation program accommodate same day service requests on a space available basis? (check one only)**

- Yes       No

If another same day policy is in effect, please specify.

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**11. Does your transportation program permit will call return trip reservations? (check one only)**

- Yes       No

If another will/call policy is in effect, please specify.

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**Note:**

**Definition: will call.** A return trip reservation where the customer does not specify a specific pick-up time but is obligated to call the transit provider when ready for transport

**12. Must individuals be certified or prequalified in order to access your transit services? (check one only)**

- Yes       No

If "Yes," what are eligibility/qualification standards?

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**13. Does your transportation provide service in New York City? (check one only)**

- Yes, our service area includes all or part of the five boroughs.  
 No, our service area is elsewhere in the NYMTC region (Long Island or the Lower Hudson Valley).

You will have opportunity to refine your service area in the next series of questions, including defining service areas that include New York City and adjacent areas. If you serve any of the five boroughs AND Long Island or the Lower Hudson Valley, select "Yes" above.

 **If the answer to Question 13 was "No," please go to Question 14.21.**

**All others continue below.**

**14.1 Does your service area include the Bronx? (check one only)**

- Yes.
- No, we serve other boroughs (skip to Question 14.4).

**14.2 Does your transportation program serve all of the Bronx? (check one only)**

- Yes
- No

If "No," above, please indicate which neighborhoods/communities your transportation program serves in the Bronx.

**14.3 If "No" above, please indicate which neighborhoods/communities your transportation program serves in the Bronx. (check all that apply)**

- |                                       |                                      |   |
|---------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Baychester   | <input type="checkbox"/> Highbridge  | <input type="checkbox"/> Riverdale      |
| <input type="checkbox"/> Bedford Park | <input type="checkbox"/> Hunts Point | <input type="checkbox"/> Soundview      |
| <input type="checkbox"/> City Island  | <input type="checkbox"/> Kingsbridge | <input type="checkbox"/> Throgs Neck    |
| <input type="checkbox"/> Concourse    | <input type="checkbox"/> Melrose     | <input type="checkbox"/> Tremont        |
| <input type="checkbox"/> Co-op City   | <input type="checkbox"/> Morrisania  | <input type="checkbox"/> West Farms     |
| <input type="checkbox"/> Country Club | <input type="checkbox"/> Morris Park | <input type="checkbox"/> Westchester    |
| <input type="checkbox"/> Eastchester  | <input type="checkbox"/> Mott Haven  | <input type="checkbox"/> Williamsbridge |
| <input type="checkbox"/> Fordham      | <input type="checkbox"/> Parkchester | <input type="checkbox"/> Woodlawn       |


Add anything else that will assist in understanding your service area in the Bronx.

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**14.4 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)**

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.4 was "No," please go to Question 15.**

**All others continue below.**

**14.5 Does your service area include Brooklyn? (check one only)**

- Yes.
- No, we serve other boroughs (skip to Question 14.8).

**14.6 Does your transportation program serve all of Brooklyn? (check one only)**

- Yes
- No

**14.7 If No above, please indicate which neighborhoods/communities your transportation program serves in Brooklyn. (check all that apply)**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Bay Ridge          | <input type="checkbox"/> Cypress Hills | <input type="checkbox"/> Ocean Hill-Brownsville |
| <input type="checkbox"/> Bedford Stuyvesant | <input type="checkbox"/> DUMBO         | <input type="checkbox"/> Park Slope             |
| <input type="checkbox"/> Bensonhurst        | <input type="checkbox"/> East Flatbush | <input type="checkbox"/> Prospect Heights       |
| <input type="checkbox"/> Borough Park       | <input type="checkbox"/> East New York | <input type="checkbox"/> Red Hook               |
| <input type="checkbox"/> Brighton Beach     | <input type="checkbox"/> Flatbush      | <input type="checkbox"/> Sheepshead Bay         |
| <input type="checkbox"/> Brooklyn Heights   | <input type="checkbox"/> Flatland      | <input type="checkbox"/> Spring Creek           |
| <input type="checkbox"/> Bushwick           | <input type="checkbox"/> Fort Green    | <input type="checkbox"/> Sunset Park            |
| <input type="checkbox"/> Canarsie           | <input type="checkbox"/> Gravesend     | <input type="checkbox"/> Williamsburg           |
| <input type="checkbox"/> Carroll Gardens    | <input type="checkbox"/> Green Point   | <input type="checkbox"/> Windsor Terrace        |
| <input type="checkbox"/> Coney Island       | <input type="checkbox"/> Marine Park   |   |
| <input type="checkbox"/> Crown Heights      | <input type="checkbox"/> Midwood       |   |


Add anything else that will assist in understanding your service area in Brooklyn.

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**14.8 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)**

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.8 was “No,” please go to Question 15.**

**All others continue below.**



**14.9 You have indicated that your service area includes all or part of New York City. Does your service area include Manhattan? (check one only)**

- Yes.
- No, we serve other boroughs (skip to Question 14.12).

**14.10 Does your transportation program serve all of Manhattan? (check one only)**

- Yes
- No

**14.11 If "No" above, please indicate which neighborhoods/communities your transportation program serves in Manhattan. (check all that apply)**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Battery Park City      | <input type="checkbox"/> Harlem              | <input type="checkbox"/> Soho               |
| <input type="checkbox"/> Chelsea                | <input type="checkbox"/> Inwood              | <input type="checkbox"/> Tribeca            |
| <input type="checkbox"/> Chinatown              | <input type="checkbox"/> Little Italy        | <input type="checkbox"/> Upper East Side    |
| <input type="checkbox"/> Clinton/Hell's Kitchen | <input type="checkbox"/> Lower East Side     | <input type="checkbox"/> Upper West Side    |
| <input type="checkbox"/> East Harlem            | <input type="checkbox"/> Midtown East        | <input type="checkbox"/> Washington Heights |
| <input type="checkbox"/> East Village           | <input type="checkbox"/> Midtown West        | <input type="checkbox"/> West Village       |
| <input type="checkbox"/> Financial District     | <input type="checkbox"/> Morningside Heights | <input type="checkbox"/> Yorkville          |
| <input type="checkbox"/> Gramercy               | <input type="checkbox"/> Murray Hill         |   |
| <input type="checkbox"/> Greenwich Village      | <input type="checkbox"/> Roosevelt Island    |   |

Add anything else that will assist in understanding your service area in Manhattan.


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**14.12 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)**

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.12 was "No," please go to Question 15.**

**All others continue below.**

**14.13 You have indicated that your service area includes all or part of New York City. Does your service area include Queens? (check one only)**

- Yes.
- No, we serve other boroughs (skip to question 14.16).

**14.14 Does your service area include Queens? (check one only)**

- Yes
- No

**14.15 If “No” above, please indicate which neighborhoods/communities your transportation program serves in Queens. (check all that apply)**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Arverne       | <input type="checkbox"/> Hollis            | <input type="checkbox"/> Queens Village |
| <input type="checkbox"/> Astoria       | <input type="checkbox"/> Howard Beach      | <input type="checkbox"/> Rego Park      |
| <input type="checkbox"/> College Point | <input type="checkbox"/> Jackson Heights   | <input type="checkbox"/> Richmond Hill  |
| <input type="checkbox"/> Corona        | <input type="checkbox"/> Jamaica           | <input type="checkbox"/> Ridgewood      |
| <input type="checkbox"/> Douglaston    | <input type="checkbox"/> Jamaica Estates   | <input type="checkbox"/> Rockaway Park  |
| <input type="checkbox"/> East Elmhurst | <input type="checkbox"/> Kew Gardens       | <input type="checkbox"/> Rosedale       |
| <input type="checkbox"/> Elmhurst      | <input type="checkbox"/> Kew Gardens Hills | <input type="checkbox"/> South Jamaica  |
| <input type="checkbox"/> Far Rockaway  | <input type="checkbox"/> Little Neck       | <input type="checkbox"/> Sunnyside      |
| <input type="checkbox"/> Flushing      | <input type="checkbox"/> Long Island City  | <input type="checkbox"/> Woodhaven      |
| <input type="checkbox"/> Forest Hills  | <input type="checkbox"/> Maspeth           | <input type="checkbox"/> Woodside       |
| <input type="checkbox"/> Fresh Meadows | <input type="checkbox"/> Middle Village    |   |
| <input type="checkbox"/> Glendale      | <input type="checkbox"/> Ozone Park        |   |


Add anything else that will assist in understanding your service area in Queens.

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**14.16 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)**

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.16 was “No,” please go to Question 15.**

**All others continue below.**

**14.17 Does your service area include Staten Island? (check one only)**

- Yes.
- No, we serve other boroughs (skip to question 14.20).

**14.18 Does your transportation program serve all of Staten Island? (check one only)**

- Yes
- No

**14.19 If "No" above, please indicate which neighborhoods/communities your transportation program serves in Staten Island. (check all that apply)**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Arden Heights     | <input type="checkbox"/> Great Kills       | <input type="checkbox"/> Rosebank          |
| <input type="checkbox"/> Bay Terrace       | <input type="checkbox"/> Heartland Village | <input type="checkbox"/> Rossville         |
| <input type="checkbox"/> Bulls Head        | <input type="checkbox"/> Howland Hook      | <input type="checkbox"/> Stapleton         |
| <input type="checkbox"/> Charleston        | <input type="checkbox"/> Mariners Harbor   | <input type="checkbox"/> St. George        |
| <input type="checkbox"/> Castleton Corners | <input type="checkbox"/> New Brighton      | <input type="checkbox"/> Todt Hill         |
| <input type="checkbox"/> Chelsea           | <input type="checkbox"/> New Dorp Beach    | <input type="checkbox"/> Tompkinville      |
| <input type="checkbox"/> Dongan Hills      | <input type="checkbox"/> Port Ivory        | <input type="checkbox"/> Tottenville       |
| <input type="checkbox"/> Eltingville       | <input type="checkbox"/> Port Richmond     | <input type="checkbox"/> West New Brighton |
| <input type="checkbox"/> Fox Hills         | <input type="checkbox"/> Richmondtown      | <input type="checkbox"/> Westerleigh       |

Add anything else that will assist in understanding your service area in Staten Island.

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**14.20 Do you serve other areas (Long Island or the Lower Hudson Valley) in the NYMTC region? (check one only)**

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.20 was "No," please go to Question 15.**

**All others continue below.**

**14.21** You have indicated that your service area includes areas outside of New York City. Does your service area include Nassau County? *(check one only)*

- Yes.
- No, we serve other boroughs (skip to question 14.24).

**14.22** Does your transportation program serve all of Nassau County? *(check one only)*

- Yes
- No

**14.23** If "No" above, please indicate the cities/towns your transportation program serves in Nassau County. *(check all that apply)*

- Glen Cove
- Hempstead
- Long Beach
- North Hempstead
- Oyster Bay


Add anything else that will assist in understanding your service area in Nassau County.

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**14.24** Do you serve other areas of Long Island (Suffolk County) or the Lower Hudson Valley? *(check one only)*

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.24 was "No," please go to Question 15.**

**All others continue below.**

**14.25** Does your service area include Suffolk County? *(check one only)*

- Yes.
- No, we serve other areas in the Lower Hudson Valley (skip to Question 4.28)

**14.26** Does your transportation program serve all of Suffolk County? *(check one only)*

- Yes
- No

**14.27 If "No" above, please indicate the cities/towns your transportation program serves in Suffolk County. (check all that apply)**

- |                                       |                                     |   |
|---------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Babylon      | <input type="checkbox"/> Huntington | <input type="checkbox"/> Shelter Island |
| <input type="checkbox"/> Brookhaven   | <input type="checkbox"/> Islip      | <input type="checkbox"/> Smithtown      |
| <input type="checkbox"/> East Hampton | <input type="checkbox"/> Riverhead  | <input type="checkbox"/> Southampton    |
| <input type="checkbox"/> Southold     |                                     |   |


Add anything else that will assist in understanding your service area in Suffolk County.

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**14.28 Do you serve other areas in the Lower Hudson Valley (Westchester, Putnam, or Rockland Counties)? (check one only)**

- Yes, we serve other areas.  
 No, we have completely defined our service area.

 **If the answer to Question 14.28 was "No," please go to Question 15.**

**All others continue below.**

**14.29 Does your service area include Westchester County? (check one only)**

- Yes.  
 No, we serve other areas in the Lower Hudson Valley (skip to question 14.32).

**14.30 Does your transportation program serve all of Westchester County? (check one only)**

- Yes       No

**14.31 If "No" above, please indicate the cities/towns your transportation program serves in Westchester County. (check all that apply)**

- |                                       |   |                                      |
|---------------------------------------|---|--------------------------------------|
| <input type="checkbox"/> Mount Vernon | <input type="checkbox"/> Harrison       | <input type="checkbox"/> Pelham      |
| <input type="checkbox"/> New Rochelle | <input type="checkbox"/> Lewisboro      | <input type="checkbox"/> Pound Ridge |
| <input type="checkbox"/> Peekskill    | <input type="checkbox"/> Marnaroneck    | <input type="checkbox"/> Rye         |
| <input type="checkbox"/> White Plains | <input type="checkbox"/> Mount Kisco    | <input type="checkbox"/> Rye Brook   |
| <input type="checkbox"/> Yonkers      | <input type="checkbox"/> Mount Pleasant | <input type="checkbox"/> Scarsdale   |
| <input type="checkbox"/> Bedford      | <input type="checkbox"/> New Castle     | <input type="checkbox"/> Somers      |
| <input type="checkbox"/> Cortlandt    | <input type="checkbox"/> North Castle   | <input type="checkbox"/> Yorktown    |
| <input type="checkbox"/> Eastchester  | <input type="checkbox"/> North Salem    |                                      |
| <input type="checkbox"/> Greensburgh  | <input type="checkbox"/> Ossining       |                                      |


Add anything else that will assist in understanding your service area in Westchester County.

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**14.32 Do you serve other areas in the Lower Hudson Valley (Putnam, or Rockland Counties)? (check one only)**

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.32 was "No," please go to Question 15.**

**All others continue below.**

**14.33 Does your service area include Putnam County? (check one only)**

- Yes.
- No, we serve other areas in the Lower Hudson Valley (skip to Question 14.36)

**14.34 Does your transportation program serve all of Putnam County? (check one only)**

- Yes       No

**14.35 If "No" above, please indicate the cities/towns your transportation program serves in Putnam County. (check all that apply)**

- |                                 |                                      |  |
|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Carmel | <input type="checkbox"/> Patterson   | <input type="checkbox"/> Putnam Valley |
| <input type="checkbox"/> Kent   | <input type="checkbox"/> Philipstown | <input type="checkbox"/> Southeast     |


Add anything else that will assist in understanding your service area in Putnam County.

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**14.36 Do you serve other areas in the Lower Hudson Valley (Rockland County)? (check one only)**

- Yes, we serve Rockland County.
- No, we have completely defined our service area.

 **If the answer to Question 14.36 was “No,” please go to Question 15.**

**All others continue below.**

**14.37 Does your transportation program serve all of Rockland County? (check one only)**

- Yes
- No

**14.38 If "No" above, please indicate the cities/towns your transportation program serves in Westchester County. (check all that apply)**

- Clarkstown
- Orangetown
- Stony Point
- Haverstraw
- Ramapo

Add anything else that will assist in understanding your service area in Putnam County.

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**15. In the previous question, you defined the areas within the NYMTC study area where your system provides service. Does your transportation program transport customers to areas outside this service area?**

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**16. What are the five (5) most frequent customer destinations that your organization provides transport to?**

Destination Name	Address	City
(1)		
(2)		
(3)		
(4)		
(5)		

**17. For the most recent fiscal year, how many passenger trips were made on your system?**

\_\_\_\_\_

**Note:**

Definition: Unlinked passenger trip. The number of passengers who board transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.)

**18. What is the time period for these ridership counts/estimates?**

Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

**19. How many annual vehicle miles of service were provided for the fiscal year noted above?**

\_\_\_\_\_

**20. How many annual vehicle hours of service were provided for the fiscal year noted above?**

\_\_\_\_\_



**21. Please indicate the number of full-time, part-time, and volunteer personnel used in your transportation program.**

Position Title	No. of Positions		
	Full-Time	Part-Time	Volunteers
Managers			
Assistant Managers			
Other Supervisory Personnel			
Eligibility Determination Specialists			
Reservationists			
Schedulers			
Dispatchers			
Drivers			
Mechanics			
Other:			
Other:			
Other:			

**22. Where are your vehicles garaged?**

Garage/Overnight Location	Address	City
(1)		
(2)		
(3)		
(4)		
(5)		

**23. Who maintains your vehicles (list facility or name of vendor)?**

Maintenance Facility/Vendors	Address	City
(1)		
(2)		
(3)		
(4)		
(5)		

**24. Does your organization charge a fare or fee for providing transportation services? (choose one only)**

Yes       No

If "Yes," what is the fare or fee?

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**25. Does your organization accept any donations from seniors to offset the cost of providing transportation services? (choose one only)**

Yes       No

If "Yes," what is the suggested amount?

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**26. What were your transportation operating revenues during the most recently completed fiscal year?**

Category	Actual, FY 2007
<b>Transportation Operating Revenues – List Individually</b>	
a) Fares and Donations	
b) Local Government Funding (City, town, village)	
c) County Government Funding	
d) State Government (NYSDOT) Funding	
e) Other State Government Funding	
f) Federal Transit Administration (FTA) Grants	
g) Title III-B (Older Americans Act)	
h) Medicaid	
i) Veterans Administration	
j) Other Federal (Specify):	
k) Other Federal (Specify):	
l) United Way	
m) Other (Specify):	
n) Other (Specify):	
<b>Total Transportation Revenues</b>	

27. Did your program receive any capital revenues during the most recently completed fiscal year?

Category	Actual, FY 2007
<b>Transportation Capital Revenues – List Individually</b>	
a) Local Government Funding (City, town, village)	
b) County Government Funding	
c) State Government (NYSDOT) Funding	
d) Other State Funding	
e) Federal Transit Administration (FTA) Capital Grants	
f) Other Federal	
g) Other Federal	
h) Other (specify): _____	
i) Other (specify): _____	
<b>Total Transportation Revenues</b>	

28. What were your total transportation operating expenses during the most recently completed fiscal year?

Category	Actual, FY 2007
<b>Transportation Operating Expenses</b>	
a) Transportation Operations (administration, operations, and maintenance)	
b) Transportation Capital	
<b>Total Transportation Expenditure</b>	

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### PART IV: ASSESSMENT OF NEEDS AND CURRENT COORDINATION STATUS

1. Have you received transportation requests that your agency has been unable to accommodate?

Yes       No

If "Yes," please describe?

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**2. If you had additional resources, what type of service expansion would most benefit your customers? (check all that apply)**

- Provide more frequent service to keep up with demand.
- Provide service beyond our current service area to new areas/destinations.
- Provide service during hours and days our service does not currently operate.
- Provide service for other passengers/client types we do not presently serve.
- Other (please specify):

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If you checked yes in Question 2 to any of the first four answers above, please specify:

**What service would be added to keep up with demand?**

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**What service area would you expand to? What new areas or destinations would be served?**

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**What hours/days of service would you extend/begin operation?**

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**What new customers/client groups would you serve?**

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**3. Does your agency currently provide transportation service to another organization under contract or other informal arrangement?**

- Yes       No

If "Yes," please describe?

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**4. Does your agency currently purchase transportation service from another organization under contract or other informal arrangement?**

Yes       No

If "Yes," please describe?

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**5. Are your transportation services coordinated in any way with the transportation services of other agencies?**

Yes       No

If "Yes," please describe?

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**6. If yes to Question 5, what type of coordination arrangements are in effect?**

- Information and referral
- Joint procurement
- Joint training
- Joint dispatch
- Shared use of vehicles
- Shared maintenance
- Trip sharing
- Service consolidation
- Joint grant applications
- Other (please specify):

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**7. Would your organization be interested in providing transportation service, or more transportation services, under contract to another agency?**

Yes       No       Not Sure

8. If your organization currently operates vehicles, would you be willing to consider purchasing transportation services from another organization, assuming the price and quality of the service met client needs?

- Yes       No       Not Sure

9. What issues, if any, have your coordination efforts encountered (check all that apply)?

- I do not know – our organization has not participated in coordination efforts
  - Statutory barriers to pooling funds
  - Restrictions placed on the use of vehicles
  - Liability/insurance concerns
  - Turf issues among providers
  - Billing/accounting issues
  - Unique characteristics of client populations
  - Other (Define):
- 

10. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area? (check only one)

- Statutory barriers to pooling funds
  - Restrictions placed on the use of vehicles
  - Liability/insurance concerns
  - Turf issues among providers
  - Funding
  - Unique client characteristics/inability to mix clients on-board vehicles
  - Other (Define):
- 

11. In your opinion, what enhancements are most needed to improve the coordination of public transit and human service transportation in your service area?

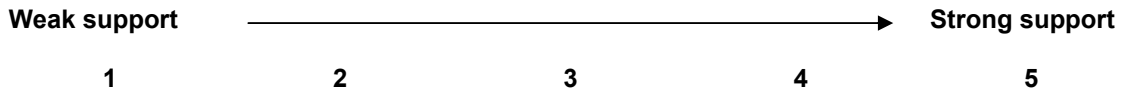
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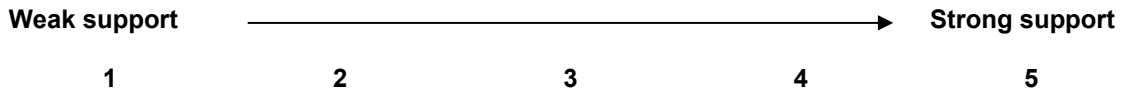
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12. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?



13. On a scale of one to five, with five being the strongest support, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organization worked together to better coordinate the delivery of transportation services?



14. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the space below.

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Please return this survey to:

Todd Lenz, Information Specialist  
RLS & Associates, Inc.  
3131 South Dixie Highway, Suite 545  
Dayton, OH 45439

Thank you for taking time to complete this survey. If you have any questions on this project, please contact:

Ms. Nancy O'Connell, NYMTC Project Manager  
199 Water Street, 22nd Floor  
New York, New York 10038  
Voice: (212) 383-2529

nloconnell@dot.state.ny.us

## List Of Surveyed Organizations

The survey was sent to the following organizations:

Abraham Residence (Metro NY Cncl)  
Ms. Malka Berstein  
3915 Neptune Ave  
Brooklyn

Addiction Research & Treatment Corp  
Ms. Deborah Wright  
22 Chapel St  
Brooklyn

Adult Retardates Center, Inc.  
Ms. Gloria DePaolo  
1145 East 55th St  
Brooklyn

American Red Cross in Greater NY  
Mr. Jason DeCuir  
150 Amsterdam Ave  
Manhattan

ARC XVI Fort Washington, Inc  
Ms. Fern Hertzberg  
4111 Broadway  
Manhattan

Beacon of Hope House  
Mr. Alan Bernstein  
116 East 16th St  
Manhattan

Belmont Arthur Avenue LDC  
Mr. Maria Cicciu  
660 East 183rd St  
Bronx

Berean Missionary Baptist Church  
Ms. Elizabeth Duplessy  
1635 Bergen St  
Brooklyn

Beulah Church of God  
Ms. Yolanda Jones  
956 Marcy Ave  
Brooklyn

Boro Park YM-YWHA  
Ms. Judy Liff  
4912 14th Ave  
Brooklyn

Brooklyn Chinese-American Assoc.  
Mr. Paul Mak  
5002 8th Ave  
Brooklyn

Brooklyn Care Works  
Ms. Victoria Bennett-Anyikwa  
189 Montague St  
Brooklyn

Casa Promesa  
Mr. Miguel Almodovar  
308 East 175th Street  
Bronx

Central Brooklyn Econ. Dev. Corp.  
Ms. Shirley Washington  
444 Thomas Boyland St  
Brooklyn  
Central Queens YM-YWHA  
Ms. Renee Septimus  
67-09 108th St  
Queens

Cerebral Palsy Transport, Inc.  
Ms. Ellen Traks  
51-40 59th St  
Queens

Church of St. Mark  
Ms. Joyce Bryan  
1417 Union St  
Brooklyn

Claremont Tenants Association  
Mr. Andrew Robinson  
1325 Teller Ave  
Bronx

Community Agency Sr. Citizens  
Mr. Richard Reetz  
56 Bay St  
Staten Island

Community Alliance for Youth Action  
Mr. Melvin Faulkner  
819 Van Siclen Ave  
Brooklyn

Community Center of Rockaway Peninsula  
Mr. Michael Wess  
257 Beach 17th St  
Queens

Council Towers/Met. Council on Jewish Poverty  
Mr. Peter Brest  
80 Maiden Lane, 21st Fl  
Manhattan

Daughters of Jacob Geriatric Center  
Ms. Elizabeth Morales  
1160 Teller Avenue  
Bronx



East New York Betterment Corp.  
Ms. Delores Pittman  
20 Vandalia Ave, Apt 1B  
Brooklyn

East NY Development Corp  
Mr. Bernard Waiters  
2644 Atlantic Ave  
Brooklyn

EDAD, Inc.  
Mr. Gerald Rosero  
128 East 112th St  
Manhattan

Eger Health Care Center of Staten Island  
Ms. Tatiana Moysa  
140 Meisner Ave  
Staten Island

Empower Institute for the Mentally Retarded  
Ms. Bobbie Rowser  
192-05 Linden Blvd  
Queens  
Evelyn Douglin Center Serving People  
Mr. Gerard Lightburn  
241 37th St, Suite 604  
Brooklyn

Federal Empl. & Guidance Service  
315 Hudson St  
Manhattan

Fedtn Puerto Rican Organizations  
Ms. Velma Martinez  
2 Van Sinderen Ave  
Brooklyn

First Baptist Church  
Ms. Mary Hobson  
230 Kinston Ave  
Brooklyn

Fort Greene Senior Citizens Council  
Mr. C Hinds  
966 Fulton St  
Brooklyn

Frances Schervier Home & Hospital  
Mr. George Storey  
2975 Independence Ave  
Bronx

Gloria Wise Boys & Girls Club  
Mr. Jeffrey Aulenbach  
950 Baychester Ave  
Bronx

Grand Concourse S.D.A. Temple  
Ms. Sonia Shirley  
1275 Grand Concourse  
Bronx

H.O.M.E.E. Clinic Inc.  
Ms. Eleanor Clarke  
695 East 170th Street  
Bronx

Haitian-Americans United for Progress  
Ms. Elsie Accilien  
221-05 Linden Blvd  
Queens

Handicapped Adult Assoc. Inc.  
Ms. Anna Capell  
177 Dreiser Loop, Room 18  
Bronx

Hebrew Academy for Special Children  
Mr. Shlomo Miodownik  
5601 First St  
Brooklyn

Bay Park Center for Rehabilitation  
801 Co-op City Blvd.  
Bronx

Hillside Hospital Div. of LI Jewish Medical Ctr  
75-59 263 St  
Queens

Inst. Of Applied Human Dynamics  
Ms. Denice Bellerose  
3625 Bainbridge Ave  
Bronx

Institute for Community Living  
Mr. Robert Turrentine  
50 Nevins St  
Brooklyn

Institute for Puerto Rican/Hispanic  
Ms. Lucy Garcia  
75-01 Broadway, 3rd Fl  
Queens

Isabella Home  
Mr. Roger Maitan  
515 Audubon Ave  
Manhattan

Jamaica Hospital Nursing Home  
Ms. Giselle Porter  
90-28 Van Wyck Expressway  
Queens

Jamaica Service Programs for Older Adults  
Mr. Sanford  
162-04 Jamaica Ave, 3rd Fl  
Queens

Jewish Board of Family & Child Svcs  
Ms. Karen LoPresti  
243-02 Northern Blvd.  
Queens

Jewish Community Center of Staten Island  
Ms. Naomi Ginsburg  
475 Victor Blvd  
Staten Island

Jewish Home & Hospital for Aged  
Mr. James Martin  
120 West 106th St  
Manhattan

Kings Bay YM-YWHA  
Mr. Leonard Petlakh  
3495 Nostrand Ave  
Brooklyn

Kingsbrook Jewish Medical Center/Rutland Senior Center  
Mr. Frank Cossy  
585 Schenectady Ave  
Brooklyn

Korean American Association for Rehabilitation  
Ms. Myoungja Lee  
35-20 147th St Annex #2F  
Queens

Lutheran Medical Center  
9000 Shore Road  
Brooklyn

MBD Community Housing Corp.  
Mr. Larry Houston  
1762 Boston Road  
Bronx

Merrill Park Civic Assoc/Robert Couche Senior  
Ms. Eleanor Gibson-Kelly  
137-57 Farmers Blvd  
Queens

Mifal Zara Chaya Vekayama (Step-by-Step)  
Ms. Abraham  
1049 38th St  
Brooklyn

Minority Task Force on AIDS  
Ms. Georgia Mickens  
3280 Broady, Suite 302  
Manhattan

Morningside House Nursing Home  
Mr. Paul Bufano  
1000 Pelham Pkwy South  
Bronx

Mount Olivet Baptist Church  
Rev. Charles Curtis  
201 Lenox Ave  
Manhattan

Narco Freedom  
Gracie  
250 Grand Concourse  
Bronx  
NY Foundation for Senior Citizens  
Ms. Armina Freas  
11 Park Place, 14th Fl  
Manhattan

NY Service Program Older People  
Ms. Amy C. Berg  
188 West 88th St  
Manhattan

Paul J. Cooper Ctr for Human Services, Inc.  
Mr. Wayne Wiltshire  
519 Rockaway Ave  
Brooklyn

Pesach Tikvah (Door of Hope)  
Ms. Aja Jackson  
18 Middleton St  
Brooklyn

Phoenix Houses of Long Island, Inc.  
Mr. Walter Dry  
34-01 Vernonc Blvd.  
Queens

Program Development Services, Inc  
Mr. Frank Harrison  
6916 New Utrecht Ave  
Brooklyn

Project Hospitality  
Dr. Isidoro Gonzales  
100 Park Ave  
Staten Island

PSCH, Inc  
Mr. Bruce Rubin  
53-44 97th Place  
Queens

QSAC, Inc  
Mr. P. Wayne Mahlke  
30-10 38th St  
Queens

Queens Parent Resource Center  
Ms. Ana Magalee  
88-50 165th St, 2nd Fl, Suite B  
Queens

Riverdale YM-YWHA  
Ms. Helena Ross  
5625 Arlington Avenue  
Bronx

Samuel Field YM-YWHA  
Ms. Madeline Caslow  
58-20 Little Neck Parkway  
Queens

Senior Citizens Organization of Dorie Miller  
Ms. Patricia Dolan  
108-25 62nd Drive  
Queens

Sephardic Community Center  
Linda Eber  
1901 Ocean Parkway  
Brooklyn

Services for the Underserved  
Ms. Judith Jackson  
305 Seventh Ave, 10th Fl  
New York

Shorefront YM-YWHA  
Inga Manto  
3300 Coney Island Ave  
Brooklyn

South Jamaica Service for Family & Child  
Mr. Denny Bhagwandin  
106-10 Jamaica Ave  
Queens

Staten Island Aid for Retarded Children  
Ms. Barbara Devaney  
3450 Victory Blvd  
Staten Island

Staten Island Community Svc  
Mr. Gary Harden  
11 Sampson Ave  
Staten Island

Staten Island University Hospital  
Ms. Anne Marie McDonough  
475 Seaview Ave  
Staten Island

Sunnyside Community Services  
Mr. David Whyne  
43-31 39th St  
Queens

The Bridge, Inc  
248 West 108th St  
Manhattan

Tiferes Chaim Center  
Rufke  
4720 12th Ave  
Brooklyn

Triumphant Full Gospel Assembly, Inc.  
Ms. Lilia Bayne  
892-900 Rutland Rd  
Brooklyn

Trump Pavilion for Nursing  
Mr. Greg Bradley  
90-28 Van Wyck Expressway  
Queens

UCPA of New York City  
Mr. Barry Blatt  
235 East Broadway  
Manhattan

Unique People Services  
Miriam Morales  
4234 Vireo Ave  
Bronx

Urban Resource Institute  
Mary Walker  
22 Chapel St  
Brooklyn

Village Care of New York  
Mr. James Higgins  
154 Christopher St  
Manhattan

VNS Choice  
Mr. Karl Dehm  
107 E 70th St  
Manhattan

Wayside Baptist Church  
Ms. Essie Duggan  
1746 Broadway  
Brooklyn

Weston United Community Renewal  
Ms. Yvette Brissett-Andre  
321 W 125th St, 2nd Fl  
Manhattan

WK Nursing Home Corp  
Mr. Frank Lipari  
100 W. Kingsbridge Rd  
Bronx

Wyckoff Heights Medical Center  
Mr. Robert Lamagna  
374 Stockholm St  
Brooklyn

YM & YWHA of Washington Heights  
Raymond Chao  
54 Nagle Ave  
Manhattan

# APPENDIX E

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## SURVEY REPORT



# Appendix E: Survey Report

## 1: Introduction

### 1.1 Survey Methodology

This task report summarizes work conducted under Task 3.2, “Survey of Providers.” To accomplish this subtask, the consultant team followed a series of sequential steps, as follow:

- Design Instrument;
- Upload Survey to Website;
- Develop Mailing list;
- Develop and Mail Survey Letter;
- Survey Distribution;
- Track Responses and Conduct Follow-Up Telephone Calls; and
- Tabulate and breakdown responses, by region.

#### Design of Survey Instrument

The first step involved the drafting of the survey instrument. As noted in the scope of work and consistent with the constrained timeframe for the accomplishment of this task, the consultant team built the survey instrument on a successful survey developed and used by the team in the conduct of the Chicago RTA coordination plan. Major points of departure was the enhancement of the NYMTC survey to collect detailed information on neighborhoods served in New York City and cities/towns in Long Island and Lower Hudson Valley.

A draft of the survey instrument was submitted to NYMTC for review and approval. Additionally, NYMTC was consulted and provided assistance in the definition of neighborhoods for each of the five boroughs.

The survey was designed to capture information on:

- The scope of services provided by the organization;
- Details on the service area for the transportation program;
- Information on rider eligibility and eligibility criteria;
- Information on transportation expenses and revenues; and
- Subjective opinions on coordination, mobility barriers, and unmet needs.

Even if the organization proved not to be a provider of specialized transportation services, the survey was designed for that respondent to skip detailed questions about their transportation program and offer opinions on coordination and needs.

The survey was designed to be administered either as a web-based survey or via traditional mail out/mail-in methods. Thus, individuals who may be uncomfortable submitting an on-line survey had the option of completing a paper copy of the survey and returning it via mail to the consulting team.

### **Upload Survey to Website**

Once the survey was approved by NYMTC, the survey was upload to a commercial web survey website. The online version was tested thoroughly internally by various members of the consultant team. The on-line version was designed to be completed in a single session or, at the respondent's choice, through multiple online sessions.

### **Survey Letter and Invitation to Respond**

Based on discussion with NYMTC staff and after soliciting advised from the Regional Advisory Committee, it was determined that the letter announcing the survey would be communicated to prospective respondents under NYMTC signature. The consultant drafted the transmittal letter and submitted the letter for review and revision to the NYMTC Project Manager. Once approved, both paper and electronic copies of the letter were developed.

### **Compilation of Draft Mailing Lists**

Concurrent with the survey design and communication protocols, consultant team leaders in each of the three study regions (New York City, Long Island, and the Lower Hudson Valley) developed the initial list of survey providers. These lists were drawn from a variety of sources, including but not necessarily limited to:

- Existing NYMTC mailing lists;
- Previous plans and studies concerning specialized and human services transportation;
- Review of all current transit plans and studies of relevance (summarized in another task);
- Input from the Stakeholder Advisory Committees formed in each of the three study regions;
- The results of interviews conducted with key stakeholders during the months of June and July.
- Lists of previous grantees under the Section 5310 (Elderly and Persons with Disabilities Program) and Section 5316 (Job Access and Reverse Commute)



programs supplied by NYMTC and the New York State Department of Transportation; and

- Other community and human resources directories.

Where necessary, the consultant team attempted to obtain and validate an correct e-mail address. To this end, each regional team made telephone calls to mailing list entries to identify the correct respondent name, e-mail address, etc.

It was not possible to obtain valid e-mail addresses in all cases. Where e-mail was not available, a current facsimile number and/or mailing address were obtained.

### Survey Distribution

With all previous steps in place, each regional consultant team electronically distributed via e-mail the survey letter complete with links to the on-line survey. This letter was sent on July 7, 2008. A response was requested by July 25, 2008. When a valid email address could not be obtained, a paper of the survey was sent via regular mail or, when available, via facsimile. A total of 326 survey invitations were transmitted to identified providers throughout the NYMTC region (Exhibit 1).

**Exhibit 1.  
Survey Distribution Lists**

Distribution	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	
Electronic Surveys	100	71	65	236
Faxed or Mailed Surveys	64	15	11	90
<b>Total Survey Invitations</b>	<b>164</b>	<b>86</b>	<b>76</b>	<b>326</b>

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

In addition to these procedures, NYMTC posted the link to the survey webpage on its own webpage and advertised the availability of the study on the site. Additionally, NYMTC publicized the survey in its periodic electronic publication, NYMTC Notes, widely distributed to a large constituency in the region.

### Survey Follow-Up

During the period of response, the consultant team issued a series of two follow-up letters to those organizations who had yet to respond to the survey invitation.

Although initially set for July 25, 2008, the consultant team accepted surveys through August 15, 2008.

## Survey Tabulation

Following the close of the survey response period, the consultant team assigned to this task downloaded responses and created a Microsoft Access database of all survey responses. From this database, the data were split into three datasets (one for each region) and distributed to the respective team leaders.

## 1.2 Survey Response

Given the short duration of the response period and the length of the survey instrument, the study team set a goal of 20.0 percent for the response rate to this survey.

A total of 81 completed surveys were submitted. One survey was submitted by a Metropolitan Planning Organization outside the study area while four other surveys were duplicate submissions. Thus, a total of 76 completed, usable surveys were submitted.

This response rate goal was exceeded in each individual region and for the region as a whole. A response rate of 23.6 percent for the region was achieved (Exhibit 2).

**Exhibit 2.  
Survey Response Rates**

Surveys	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	
Total Surveys Distributed	164	86	76	326
Completed Surveys	34	24	18	76
<b>Response Rate</b>	<b>20.73%</b>	<b>27.91%</b>	<b>23.68%</b>	<b>23.31%</b>

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

## 1.3 Survey Results

Detailed discussion of survey results will be reported in the individual regional reports being prepared as part of this project. In the next chapter, a summary of regional results is provided.

## Chapter 2: Survey Results Summary

### 2.1 About the Respondent Organization

#### Type of Organization

This question asked the respondent to select the response that best described the nature of their organization. It is clear that the nonprofit sector is important component in terms of organizations that provide specialized transportation services to the study’s target population (low income, the elderly, and persons with disabilities). More than 35 percent of all respondents classified themselves as a provider of social services in the nonprofit sector (Exhibit 3).

**Exhibit 3.  
Organization Type**

Organization Type	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Adult Day Care	4	2		6	7.89%
County/Municipal Office on Aging		1		1	1.32%
Faith Based Organization	1			1	1.32%
Medical Center/Health Clinic	2	3	1	6	7.89%
Neighborhood Center	2			2	2.63%
Nonprofit Senior Center	4			4	5.26%
Nursing Home/Long-Term Care Facility		1	1	2	2.63%
Private School			1	1	1.32%
Publicly Sponsored Transit Agency		4	1	5	6.58%
Shelter/Transitional Housing Agency		1		1	1.32%
Social Service Agency – Nonprofit	13	6	8	27	35.53%
Social Service Agency – Public			1	1	1.32%
Taxi/Wheelchair/Stretcher Service			1	1	1.32%
Other (please specify)	6	5	4	15	19.74%
No Response	2	1		3	3.95%
<b>Total</b>	<b>34</b>	<b>24</b>	<b>18</b>	<b>76</b>	<b>100.00%</b>

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

#### Major Functions/Services of the Organization

The survey provided 18 functional categories representing major programs or services of the organization. The most frequently cited organizational function was “social services” followed by “transportation” (Exhibit 4).

**Exhibit 4.  
Major Functions/Services of the Organization  
(Multiple Answers Permitted)**

Functions/Services	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent Organizations
Transportation	20	17	7	44	57.9%
Health Care	13	12	7	32	42.1%
Social Services	26	9	11	46	60.5%
Nutrition	16	9	1	26	34.2%
Counseling	15	11	9	35	46.1%
Day Treatment	9	7	9	25	32.9%
Job Training	10	7	4	21	27.6%
Employment	7	3	3	13	17.1%
Rehabilitation Services	10	7	9	26	34.2%
Diagnosis/Evaluation	6	7	6	19	25.0%
Job Placement	11	5	3	19	25.0%
Residential Facility Services	9	8	6	23	30.3%
Income Assistance	3	2		5	6.6%
Screening	8	2	4	14	18.4%
Information/Referral	13	9	5	27	35.5%
Recreation/Social	16	10	5	31	40.8%
Homemaker/Chore	3	3		6	7.9%
Housing	12	6	3	21	27.6%
Other (specify):	6	4	5	15	19.7%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

**Organizational Status**

Respondents were asked to indicate the legal status of the agency (e.g., local government, private nonprofit, private for-profit, etc.). Overwhelmingly, and consistent with the responses to the first question, the vast majority of respondents were private nonprofit corporations (Exhibit 5).

**Transportation Service Provider**

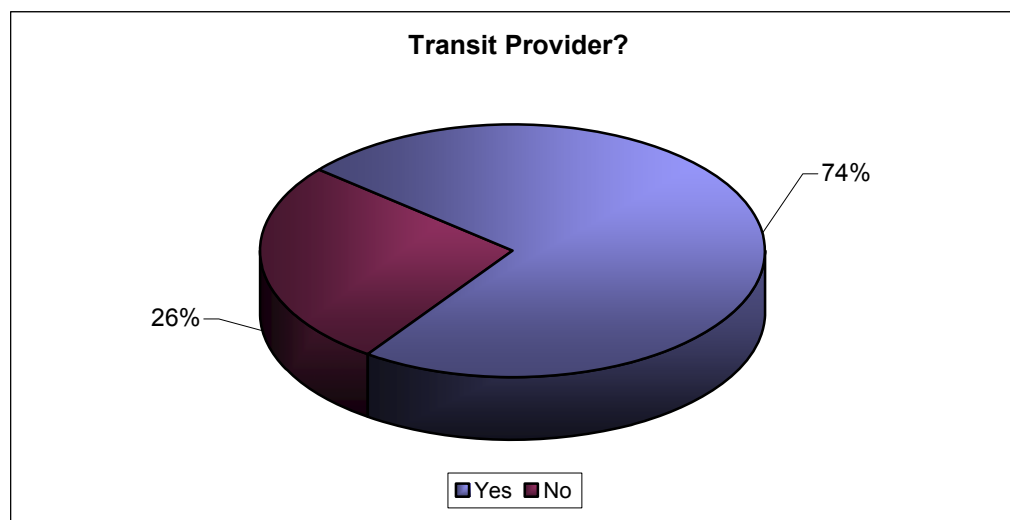
Respondents were requested to indicate whether the organization was engaged in the direct operation and/or the purchase of transit for the general public or the direct operation/purchase of transportation services for human service agency clients. As the survey mailing list was designed to capture transportation service providers, it is not surprising that more than 76 percent of respondents indicated they provided general public or human service agency transportation service (Exhibit 6).

### Exhibit 5. Organization Legal Status

Organization Legal Status	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Local government department or unit		4	2	6	7.89%
Other	2	1	1	4	5.26%
Private nonprofit organization	28	17	15	60	78.95%
Private, for-profit	2			2	2.63%
Transportation authority		1		1	1.32%
No response	2	1		3	3.95%
<b>Total</b>	<b>34</b>	<b>24</b>	<b>18</b>	<b>76</b>	<b>100.00%</b>

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

### Exhibit 6. Transit Service Provider?



Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

## 2.2 Transportation Services Provided

The next section of the survey asked specific questions about the transportation services provided by the organization.

### Modes of Service

Those organizations that responded “yes” to the previous question were requested to indicate all the modes of service that are provided by the organization. As is commonly

the case, there are respondents who indicated “fixed route” may be referring to regularly scheduled subscription demand response services.

**Exhibit 7.  
Modes of Services Provided  
(Multiple Answers Permitted)**

Mode	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent of Provider Organizations
We operate fixed route (fixed path, fixed schedule, with designated stops) service.	8	9	1	18	32.14%
We contract/purchase for fixed route (fixed path, fixed schedule, with designated stops) service.	2	3	3	8	14.29%
We operate demand response service using paid drivers.	12	15	6	33	58.93%
We operated demand response service using non-transportation staff as drivers.	2	2	1	5	8.93%
We operate demand response service using volunteer drivers.		2		2	3.57%
We operate express or commuter services.					0.00%
We operate coordinate a volunteer service (volunteers use their own vehicles).			1	1	1.79%
We provide subsidies/reimbursements to customers who arrange their own transportation.	2		1	3	5.36%
Other					0.00%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

**Populations Served**

Virtually all of the respondents indicated that they served one or more of the target populations groups. More than half of all transit service providers indicated that they serve both the elderly and persons with disabilities. About a fourth of all respondents that provide transit service indicated that they serve persons with low incomes.

**Exhibit 8.  
Populations Served  
(Multiple Answers Permitted)**

Population Served	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
We serve the general public.		4	1	5	8.93%
We serve the elderly.	16	11	6	33	58.93%
We serve persons with disabilities, regardless of age.	8	14	7	29	51.79%
We serve low income persons.	3	4	5	12	21.43%
We serve clients who participate in our programs/services who do not fall into the above categories.	3	4	6	13	23.21%
Other		4	1	5	8.93%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

**Vehicle Fleets**

Forty-six of 56 respondents that indicated they operated or purchased client or general public transit services reported information on their vehicle fleets. The total number of vehicles reported was 1,172 vehicles. This translates to an average fleet size of 25.5 vehicles per responding organization. Seven organizations reported fleets in excess of 100 vehicles.

This question also asked about the accessibility of the fleet to persons with disabilities. Overall, it was reported that 54.1 percent of all vehicles used were accessible.

**Exhibit 9.  
Fleet Size and Accessibility**

Fleet	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Total Vehicles Owned	298	547	327	1,172
Total Accessible	210	321	103	634
Accessibility Ratio	70.47%	58.68%	31.50%	54.10%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

## Advance Reservation Requirements – Demand Response Mode

For those organizations that provided service in demand response mode, the organization’s advance reservation policies were asked as part of the survey. We found a wide range of policies in effect ranging from real-time or same day reservations honored to organizations that had not set policy but requested (not required) clients to give as much advance notice as possible in booking trips with the organization.

**Exhibit 10.  
Advance Reservation Requirements**

Advance Reservation Requirement	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Must call for reservation 1 week before travel.	1		1	2
Must call for reservation 2 days before travel.	1		1	2
Must call for reservation 24 hours before travel.	3	1		4
Must call for reservation 3 days before travel.	1			1
Must call for reservation 5 days before travel.	1	1		2
Must call for reservation day before travel.	2	2	1	5
We use a real-time reservation policy.		1		1
Other	8	9	6	23
<b>Total Response</b>	<b>17</b>	<b>14</b>	<b>9</b>	<b>40</b>

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

## Eligibility Requirements

More than eighty percent of all respondents that provided or purchased transportation on behalf of their consumers indicated that there were eligibility requirements in place that must be met in order to access transportation services. The range of requirements varied; in some cases, documentation of age was required and persons over a certain age were deemed eligible. In other cases, a formal eligibility determination was made by a third party and only individuals determined eligible would be transported by the organization. In yet other cases, an in-house eligibility determination was made by non-transportation program staff. Finally, several respondents reported that they only transport persons who were deemed eligible for the organization’s services.



**Exhibit 11.  
Eligibility Requirements for Transportation**

Response	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Total Respondents That Impose Eligibility Requirements for Transportation Services	19	16	9	44
Total Number of Organizations That Provide or Purchase Transportation	22	20	14	56
Percent	86.36%	80.00%	64.29%	78.57%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

**Service Characteristics of Respondents**

The next series of questions on the service asked questions about the characteristics of the transportation service (ridership, units of service operated, and number of employees).

One observation made on the employment numbers is the relatively low utilization of volunteers in all three regions.

**Exhibit 12.  
Service Characteristic**

Service Characteristic	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
<b>Ridership<sup>1</sup></b>	1,110,361	3,966,422	807,951	5,884,734
<b>Units of Service</b>				
Annual Vehicle Miles	2,349,994	8,176,887	6,789,957	17,316,838
Annual Vehicle Hours	243,554	810,111	217,212	1,270,877
<b>No. Employees</b>				
Full Time	193	851	606	1,650
Part Time	52	102	18	172
Volunteers	2	1	1	4
Total Employees	<b>247</b>	<b>954</b>	<b>625</b>	1,826

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

<sup>1</sup> Data for MTA Long Island was omitted from the reported ridership as the organization included fixed route ridership in the totals.

## Fare, Donations, Expenses, and Revenues

Some transit providers, particularly those serving the general public charge a fare for the service. Respondents were asked to indicate if they charge a fare or fee for services. Similarly, some organizations permit, and in some cases required, to permit customers to make a voluntary donation to offset the cost of providing transportation service.

**Exhibit 13.  
Fares and Donations**

Response	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
<b>Fare for Service</b>					
Yes.	17	10	8	35	68.6%
No	2	9	5	16	31.4%
<b>Opportunity to Make a Donation</b>					
Yes	8	17	12	37	74.0%
No	9	3	1	13	26.0%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

## Expenses and Revenues

The final set of questions in this section asked information on the amounts and sources of transportation revenues as well as total transit operating and capital expenses.

Total operating expenses were reported from among respondents to be just over \$42.6 million (N=32). Reported capital expense were reported to be just under \$1.1 million.

Revenues used to support capital and operating expenses are derived from a variety of Federal, state, and local sources, including fares. Fewer agencies reported the detailed breakdown of revenues, so revenues do not equal expenses in the following exhibit. The role of local government and Medicaid, the single largest funder of human services transportation in the U.S. can be seen in the total amounts.

Capital expenses are funded from equally diverse revenues (Exhibit 4).

**Exhibit 14.  
Expenses and Revenues**

Expenses and Revenues	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
<b>Operating Expenses</b>				
Capital Expenses	228,675	485,101	362,338	1,076,114
Operating Expenses	23,214,870	14,267,336	5,161,494	42,643,700
<b>Total Expenses</b>	<b>\$23,443,545</b>	<b>\$14,752,437</b>	<b>\$5,523,832</b>	<b>\$43,719,814</b>
<b>Operating Revenues</b>				
Fares	273,963	679,097	279,344	553,378
Local Government	1,556,209	3,742,435	25,780	1,582,060
County Government	-	1,169,922	938,622	938,693
NYSDOT	7,200,000	1,134,478	691,581	7,891,652
Other State	20,000	-	518,730	538,801
FTA	-	-	51,700	51,771
Title III-B	94,235	-	42,225	136,531
Medicaid	6,866,705	4,656,028	1,166,554	8,033,330
Veteran's Administration	-	-	-	71
Other Federal	-	-	-	71
Other Federal	-	-	-	71
United Way	-	-	-	71
Other Non-Federal	4,066,352	440,813	129,021	4,195,444
Other Non-Federal	145,543	1,898,329	1,974	147,588
<b>Total Operating Revenues</b>	<b>\$20,223,007</b>	<b>\$13,721,102</b>	<b>\$3,845,531</b>	<b>\$24,069,532</b>
<b>Capital Revenues</b>				
Local Government	0	51,749	71	51,820
County Government	0	30,000	13,671	43,671
NYSDOT	0	85,037	13,671	98,708
Other State	0	8,000	71	8,071
FTA	0	175,115	108,871	283,986
Other Federal	0	0	163,812	163,812
Other Federal	0	0	71	71
Other Non-Federal	228,785	70,051	256,585	555,421
Other Non-Federal	0	0	71	71
<b>Total</b>	<b>\$228,785</b>	<b>\$392,557</b>	<b>\$556,326</b>	<b>\$1,205,631.</b>

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

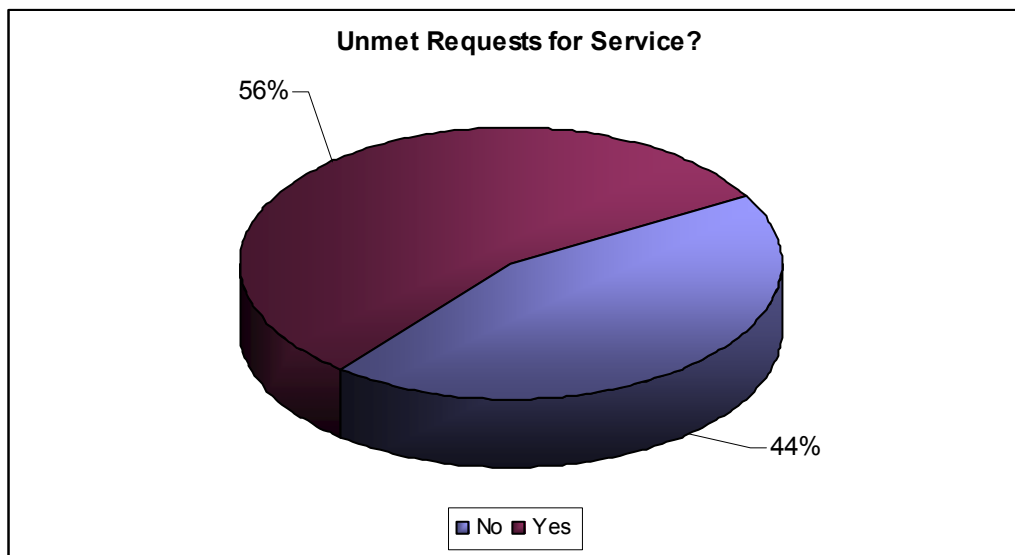
## 2.3 Assessment of Need and Subjective Assessments of Coordination

The next section of the survey asked questions about needs and solicited the respondent's subjective opinions about coordination of transportation services.

### Unmet Requests for Service

More than half of those organizations responding (N=61) indicated that the organization had received transportation requests that your agency has been unable to accommodate.

**Exhibit 15.**  
**Unmet Requests for Service**



### Potential Expansion That Would Be Most Beneficial to Customer

Respondents were asked if additional resources were made available for their transportation programs, what type of service expansion would most benefit their customers. Four choices were provided along with an opportunity to provide additional comments (Exhibit 16).

**Exhibit 16.  
Most Beneficial Type of Service Expansion  
(Multiple Answers Permitted)**

Types of Expansion	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Provide more frequent service to keep up with demand.	12	11	5	28
Provide service beyond our current service area to new areas/destinations.	4	10	7	21
Provide service during hours and days our service does not currently operate.	5	9	4	18
Provide service for other passengers/client types we do not presently serve.	2	4	5	11

**Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.**

Regional variations were noted in this question. Whereas New York City respondents indicated they would provide more frequent service, respondents in the Lower Hudson Valley indicated that expansion of current services areas would be most beneficial. Respondents in Long Island generally voiced equal concern for enhancements in frequency, service area, and expansion of the days/hours of service.

**Provision of Service Under Contract**

Only 16 of the respondents to this survey indicated that that they provided service to a another organization either through formal contractual means or through informal arrangements. Seven of these respondents were in New York City while the remaining nine responses were from Long Island or the Lower Hudson Valley.

**Purchase of Service Under Contract**

Results were almost identical for this question to the previous question. A total of 17 agencies reported that they purchase service on behalf of their customers from a third party. About half (N=8) were from New York City.

**Exhibit 17.  
Provision/Purchase of Service**

Purchase/Provide Service	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Provide Service Under Contract to Other Organizations	7	4	5	16
Purchasing Service Under Contract from Other Organizations	8	5	4	17

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

**Coordination of Services**

Respondents were asked if their services were coordinated in any way with other organizations that provide transportation services. Approximately the same number of respondents to the previous questions indicated that some coordination of service occurs (N=16). The level of coordination, however, as indicated by the number of affirmative responses, was higher on Long Island than other regions. Only two respondents in the Lower Hudson Valley indicated they coordinated services with other organizations.

A second part to this question asked the type or level of coordination that the organization was engaged in, ranging from simple information/referral activities to joint dispatching and sharing of vehicles. The level of coordination was generally modest, with those reporting indicating that information and referral was the most common coordination technique (Exhibit 18).

### Exhibit 18. Coordination of Service

Coordination Strategies	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
No. Organizations Indicating They Coordinate Service	6	8	2	16
<b>Type of Coordination</b>				
Information and referral	3	5	1	9
Joint procurement	1	1		2
Joint training	2	1		3
Joint dispatch	1			1
Shared use of vehicles	2	1	1	4
Shared maintenance	1	1		2
Trip sharing	1			1
Service consolidation			1	1
Joint grant applications				

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

### Organizational Interest in Expanding Coordination

Two questions on the survey were posed regarding potential interest in expanding their level of coordination of transportation services. In the first questions, agencies were asked if there would be interested in providing transportation service, or more transportation services, under contract to another agency. The second question was posed to those organizations that operate vehicles and asked if they would be willing to consider purchasing transportation services from another organization, assuming the price and quality of the service met client needs.

Only seven responding agencies (N=65), or about 10 percent, responded that they would have interest in providing service to other organizations under contract.<sup>2</sup> A slightly more favorable response was provided to the second question, with 10

organizations, or about 16 percent (N=62) indicating they would be willing to purchase transportation service from another organization.

Under either category, favorable responses to these questions was low.

<sup>2</sup> The total number of responses to this question exceeds the current number of organizations that indicated that they presently provide or purchase service. Since this section of the survey was open for response by all participants, some answers to this question were provided by organizations that do not presently provide transportation services.

**Exhibit 19.  
Organizational Interest in Expanding Coordination**

Response	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
<b>Interest in Providing Service Under Contract to Other Organizations</b>				
Yes	3	3	1	7
No	15	9	10	34
Not Sure	9	10	5	24
<b>Interest in Purchasing Service Under Contract from Other Organizations</b>				
Yes	2	5	3	10
No	15	10	7	32
Not Sure	8	7	5	20

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

**Coordination Issues**

Respondents were asked to select from a series of options what coordination issues they have encountered in their own previous efforts to effect higher levels of service coordination.

Respondents indicated that the unique nature of client populations represented the most significant issue facing coordination efforts.

Restrictions on the use of vehicles and associated vehicle liability/insurance issues were the second most frequent responses of those organizations that identified a coordination issue. This is a common finding in coordination studies, despite the fact that substantial research has been undertaken on this topic, including recent work on vehicle restrictions done on behalf of the Federal Coordinating Council on Access and Mobility (CCAM).



**Exhibit 20.  
Coordination Issues  
(Answers Permitted)**

Obstacles Encountered	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
I do not know - our organization has not participated in coordination efforts	15	7	7	29
Statutory barriers to pooling funds		1	2	3
Restrictions placed on the use of vehicles	5	3	3	11
Liability/insurance concerns	4	4	3	11
Turf issues among providers		2	1	3
Billing/accounting issues	1	4	3	8
Unique characteristics of client populations	7	8	4	19
Other		3	1	4

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

**Perceived Barriers to Mobility**

The NYMTC region was consistent with similar survey that pose this question, with the most frequently cited barrier to mobility being the identification of funding to support transportation services for the low income, elderly, and persons with disabilities.

The lack of public transportation service in the service area was seen as a barrier to mobility, with virtually all respondents citing this factor coming from Long Island or the Lower Hudson Valley.

Most of the “other” type response related to unique client characteristics, a finding brought out in the previous question (Exhibit 21).

**Exhibit 21.  
Perceived Barriers to Greater Mobility**

Mobility Barrier	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Lack of public transportation service in our area.	1	7	3	11	20.4%
The cost of transportation services.	4	2	3	9	16.7%
The hours and days of existing services do not meet our needs.			2	2	3.7%
Eligibility restrictions imposed by various human service agencies.	1		1	2	3.7%
Funding to support transportation.	11	3	4	18	33.3%
Lack of private sector transportation services in our area.					0.0%
Turf/jurisdictional issues among communities in the service area.					0.0%
Other	4	7	1	12	22.2%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

**Support for Coordination Among Elected Officials and Other Community Leaders**

The final two series of questions on the survey asked respondents to rank, on a one to five scale, some subjective assessments about the perceptions of local elected officials, agency administrators, and other community leaders regarding coordination. These questions were drawn directly from the CCAM's assessment tools.

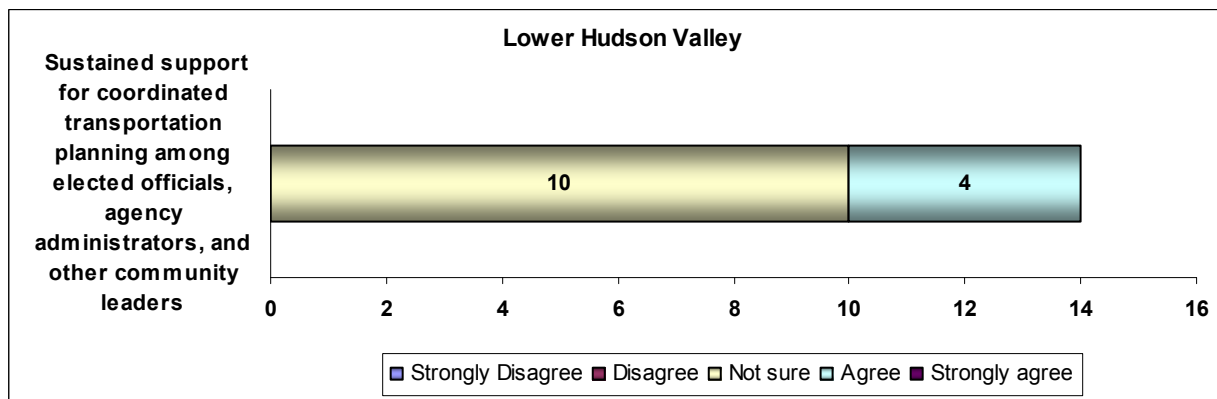
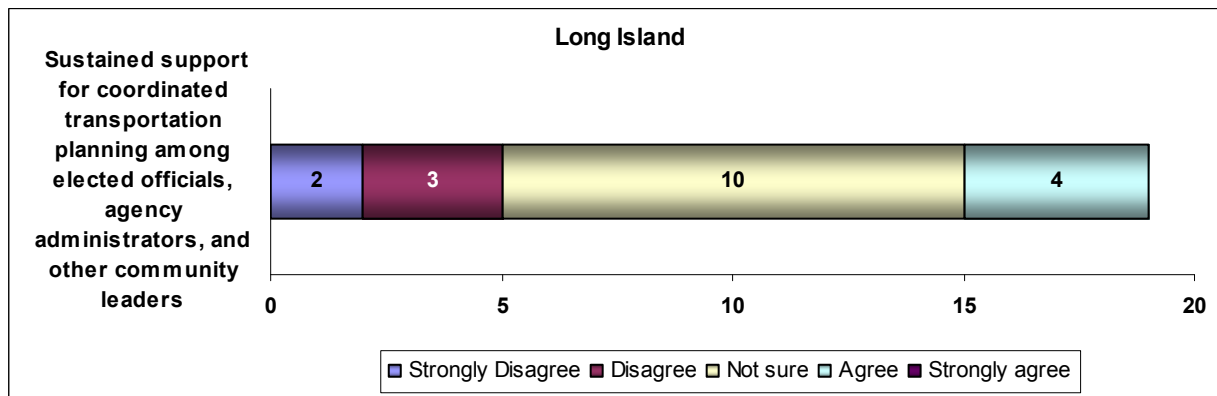
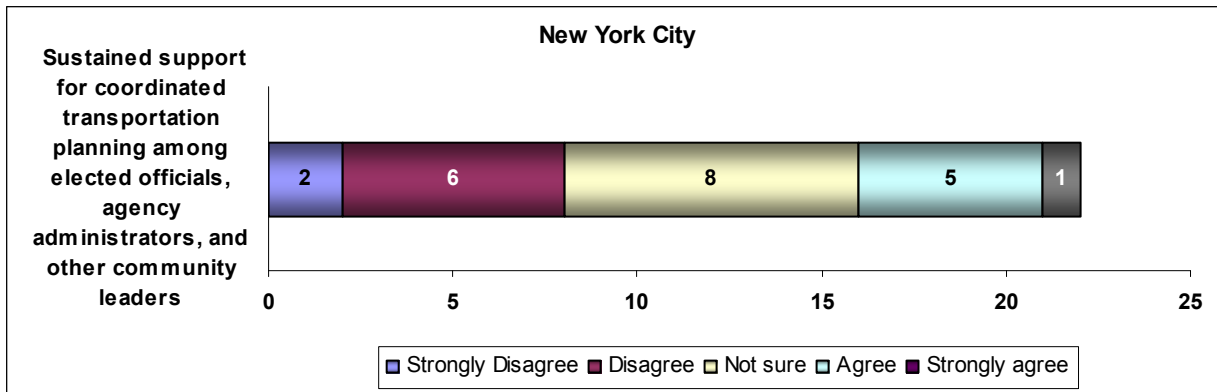
In the first question, respondents were asked if there was sustained support from community leaders regarding coordination planning activities.

The second question asked if members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of transportation services.

The majority opinion, regardless of region, was either strongly disagree, disagree, or unsure with respect to whether community leaders supported sustained efforts to plan for the coordination of transportation services (Exhibit 22).

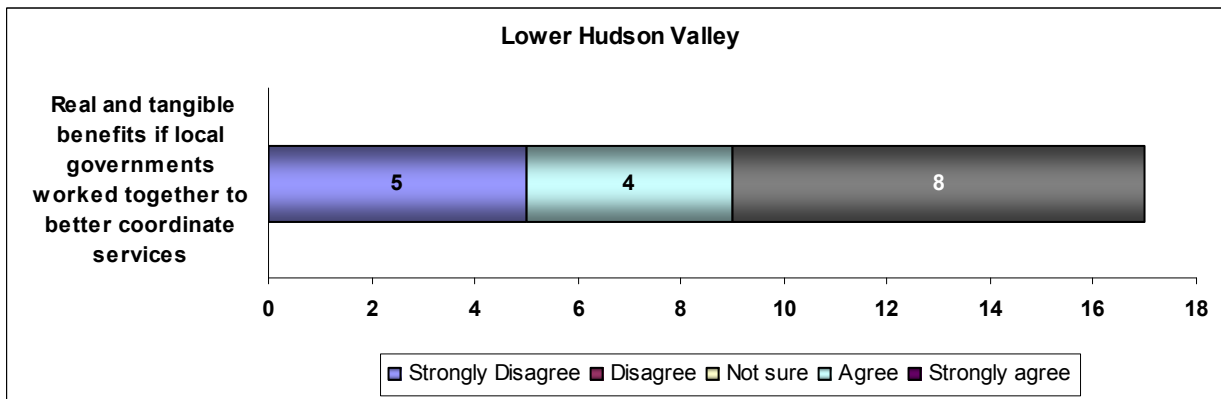
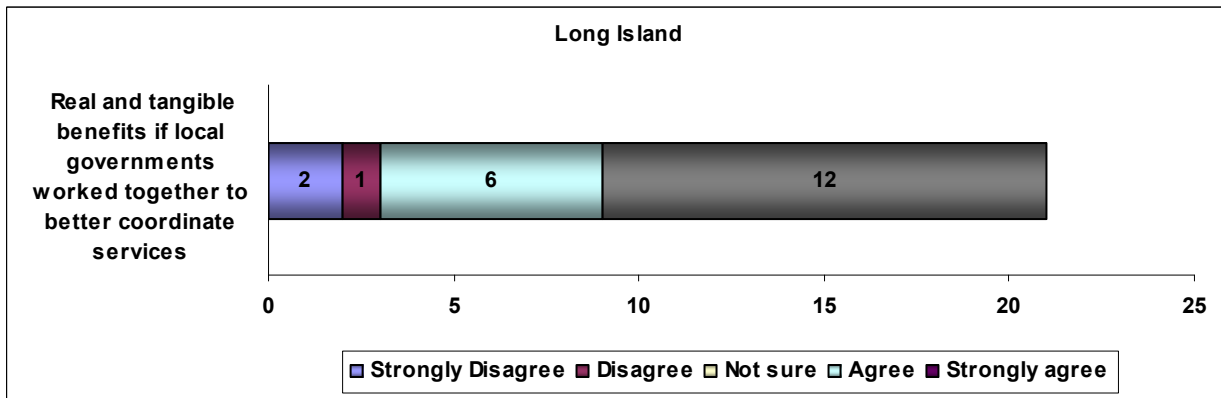
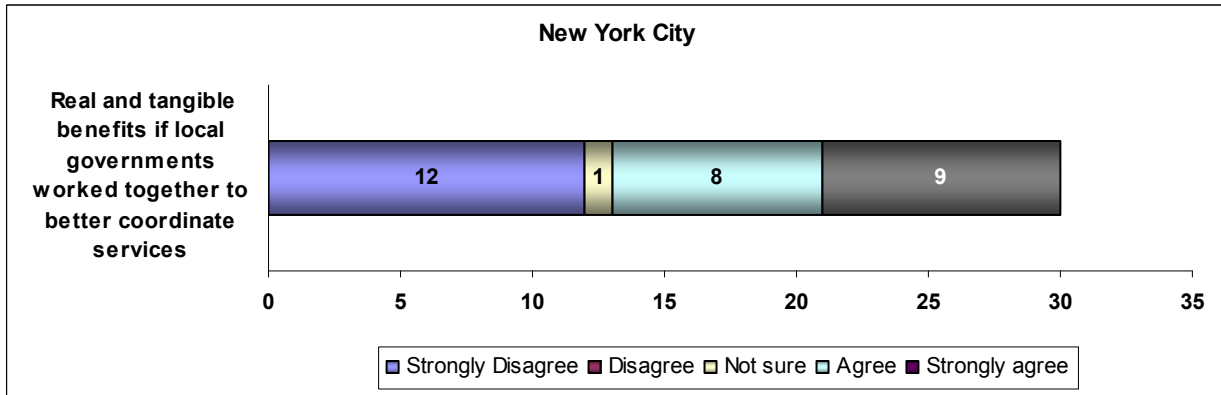
Opinions were much more favorable with regard to the second question regarding community leader perceptions about the benefits of coordination (Exhibit 23).

### Exhibit 22. Is There Sustained Support Among Community Leaders for Coordination Planning?



**Exhibit 23.**

**Members of the Governing Board Perceive Real and Tangible Benefits from the Coordination of Transportation Services?**



# APPENDIX F

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## DETAILED DESCRIPTION OF INVENTORIED COMMUNITY TRANSPORTATION PROGRAMS/SERVICES



## **Appendix F. Detailed Description of Inventoried Community Transportation Programs/Services**

### **Allen Housing Corporation**

Lauren Grey Outlaw  
Executive Director  
Allen Housing Corporation  
114-02 Guy R. Brewer Boulevard  
Jamaica, NY  
[www.allenhousing.org](http://www.allenhousing.org)

Allen Housing Corporation is a private non-profit neighborhood center in South Jamaica, Queens. A large portion of the services provided by Allen Housing Corporation are oriented towards developing low income housing, helping individuals and families keep their housing, and community preservation. Allen Housing Corporation also provides transportation services to/from five senior centers located in Jamaica, Cambria Heights and Laurelton.

#### **Description of Transportation Services**

Allen operates curb-to-curb demand response transportation services for older adults with two medium duty buses. These vehicles are not lift-equipped. Service is available Monday through Friday between 8:30 am and 4:30 pm. Individuals must register to use the service. Most service is for transportation to/from the senior centers, but Allen also organizes shopping shuttles. Transportation to medical appointments is also available. Individuals must be picked-up in Queens but can travel anywhere in New York City.

### **The Bridge Inc.**

Bob Yankowitz  
Deputy Executive Director  
The Bridge  
248 West 108<sup>th</sup> Street  
New York, NY 10025  
[www.TheBridge.org](http://www.TheBridge.org)

The Bridge is a private non-profit social service agency that provides housing, psychosocial and vocational rehabilitation services for persons with disabilities and persons with low incomes. Services include a range of health care, social, job training, housing and residential services. The Bridge also purchases transportation services for its clients.

## Description of Transportation Services

While the Bridge does not directly operate transportation services, the organization contracts with an operator to provide fixed route transportation for clients. The service is designed primarily to pick people up and bring them to the agency facilities where clients can receive services and participate in agency programming. In total, some 17,500 trips were purchased by The Bridge in their last fiscal year.

A representative from The Bridge noted that there was not a lot of support for coordinated efforts, but that many agency staff do feel there are tangible benefits that could be realized through more coordination.

## Bronx Jewish Community Council

Brad Silver  
Executive Vice President  
2930 Wallace Avenue  
Bronx, NY 10467  
718-652-5500 x213  
[www.bjcconline.org](http://www.bjcconline.org)

The Bronx Jewish Community Council is a private, non-profit anti-poverty organization in the Bronx. It serves an estimated 5,000 individuals, of whom approximately 70% are older adults. Services are provided in conjunction with five affiliated sites:

- Concourse-North Bronx Jewish Community Council
- Jewish Community Council of Pelham Parkway
- Parkchester-Unionport Jewish Community Council
- Co-op City Jewish Community Council
- Riverdale Jewish Community Council

As a government-funded agency, the Bronx Jewish Community Council serves any individual in need. A large portion of its client base includes recent immigrants from the Soviet Union and Holocaust survivors. Transportation is one of the many services provided.

## Description of Transportation Services

The Bronx Jewish Community Council (BJCC) provides demand response transportation services, primarily to older adults, who are frail and cannot afford private transportation. The agency has one converted 15-passenger van that is lift-equipped. Service is available from 9:00 am until 3:30 pm Monday to Friday. A wide range of trip purposes are accommodated, including travel to senior centers, shopping, medical appointments and recreational events. Passengers are not charged a fare for the service, but passenger donations are accepted. A contribution of \$1.00 per trip is recommended.

Trip reservations are required and ideally, all trip requests are made one day before travel, although same-day requests are honored as space is available.



The BJCC provides an estimated 3,000 passenger trips per year with one vehicle. The transportation staff consists of one manager and two drivers. Vehicles are housed at a local parking garage.

Operating costs for the BJCC's transportation program is not available, but funding is provided by DFTA, private contributions and agency resources.

Needs include:

- More frequent service to meet demand
- More individualize services

BJCC is interested in coordination. However, the agency is not interested in selling transportation services to other agencies and is unsure if it would purchase transportation from another agency. Previous attempts to coordinate service have been challenges by restrictions placed on the use of vehicles.

## **Catholic Charities Community Services Senior Guild**

Michelle LaVignera  
Director of Staten Island Social  
Catholic Charities Community Services Senior Guild  
120 Anderson Avenue  
Staten Island, NY 10302

The Catholic Charities Community Services Senior Guild is a non-profit senior center based in Staten Island that provides nutrition, social, recreational and transportation services.

## **Community Agency for Senior Citizens**

Richard Reetz  
President/.CEO  
Community Agency for Senior Citizens  
56 Bay Street  
Staten Island, NY 10301

Community Agency for Senior Citizens (CASC) is a private, non-for-profit social service agency providing social, nutrition, referral, housing and transportation services for older adults aged 65 or more. CASC is based in Staten Island.

### **Description of Transportation Services**

CASC operates fixed route and demand response services for older adults aged 65 or more in Staten Island. The agency has a fleet of eight 15-passenger vans, six light duty buses and one medium duty buses. Of the 15 vehicles, four are not accessible; non accessible vehicles include three vans and one light duty bus. Service is primarily available Monday through Friday from 8:30 am to 4:30 pm, although some trips are made outside of these hours for special circumstances. Clients typically request service a week in advance, although when possible they

will respond with shorter lead time. CASC's transportation program is comprised of ten drivers, one scheduler and one manager. They are also supported by two volunteer dispatchers.

In the fiscal year from July 1, 2008 to June 30, 2008, CASC provided 75,000 one-way passenger trips and had an annual operating budget of \$643,589. Funding sources include passenger donations, local government funding and Older American Act Title IIIB funding.

### **Coordination**

CASA reported that it struggles to meet demand for service, including an inability to keep up with demand and requests for service outside the normal operating hours. If additional resources were available, CASA would like to add drivers and vehicles to provide service in the evenings and during weekends.

CASA has no experience working to coordinate transportation services, but might be interested in providing transportation services to other organizations under contract.

### **The Devereux Foundation**

John O'Keefe  
Executive Director  
The Devereux Foundation  
40 Devereux Way  
Red Hook, NY 12571  
[www.devereux.org](http://www.devereux.org)

The Devereux Foundation is a private non-profit residential school that provides a variety of services for individuals with disabilities, including transportation.

### **Description of Transportation Services**

The Devereux Foundation offers transportation to students at their facilities. The service is door-to-door with a personal care attendants provided to individuals who need them. The agency owns three sedans, 18 minivans, and nine 15-passenger vans. Four of the 15-passenger vans are accessible. Transportation is available seven days a week from 8:00 am to 9:00 pm.

### **HANAC East-West Connection**

Mrs. Chris Amendola  
Director  
HANAC East-West Connection  
Senior Transportation Program  
29-19 24<sup>th</sup> Avenue  
Astoria, NY 11102  
[www.hanac.org](http://www.hanac.org)

HANAC East-West Connection is a private, non-profit social service agency operating in Queens.

## Description of Transportation Services

HANAC provides transportation services to older adults aged 60 or more. To be eligible for service, they must reside in the community and be geographically or physically unable to use public transportation. Services include HANAC-operated vans and reduced fare car services. HANAC's vans operate in the following communities: Astoria, College Point, Corona, East Elmhurst, Elmhurst, Flushing, Jackson Heights, Long Island City, Maspeth, Sunnyside and Woodside.

HANAC operates eight vans, all of which are accessible five days a week, Monday to Friday from 6:30 am to 2:30 pm. . The van service provides transportation for older adults traveling to senior centers, medical appointments, shopping, personal errands and social activities. Staff includes one manager, an assistant manager, five drivers and two other staff persons. Trip reservations are required and ideally, all trip requests are made 24 hours in advance, although same-day requests are honored as space is available. Passengers are not charged fares, but donations of \$1.00 per trip are accepted. In the last fiscal year, HANAC provided 38,385 trips and had annual operating costs of \$548,428.

HANAC also provides subsidized private car service for clients traveling to medical appointments. The car service is available to the same clientele but individuals must register to use the program; currently 679 individuals are registered to use the program. Demand for this program is greater than supply; there is a waiting list dating back to 2005 to register. This program currently accounts for about 7,500 trips per month.

HANAC would like more funding to increase the hours of service and increase the number of clients served. There are also a large number of clients on the wait list for the car service and more resources would help meet these needs.

HANAC coordinates services for clients, including working with Access-A-Ride to make sure clients get the service they need. Otherwise, the agency is reluctant to coordinate. They feel they understand client needs and have worked hard to build their current transportation system and feel strongly that they need to preserve it for their clients.

## Heights and Hill Community Council

Judy Willig  
Executive Director  
Heights and Hill Community Council  
160 Montague Street  
Brooklyn, NY 11201  
[www.heightsandhill.org](http://www.heightsandhill.org)

Heights and Hill Community Council is a private non-profit social service agency for older adults operating in Brooklyn. Services include case management, home meal delivery, education and cultural program, caregiver programs and transportation.

## Description of Transportation Services

Heights and Hill Community Council provides fixed route transportation services for older adults aged 60 and above who are unable to use public transportation. The agency operates two converted 15 passenger vans, both of which are accessible. One van is operated as a shuttle, looping through Brooklyn Heights, Concord Village, Cobble Hill and Carroll Gardens and connecting seniors with shopping, medical services and social activities. The second van makes scheduled group trips to senior centers and shopping areas. Heights and Hill also provide door-to-door transportation for medical appointments. Major destinations for the service include the Eileen Dugan Senior Center, the Long Island College Hospitals, Medical Arts Building and shopping areas on Montague Street and downtown Brooklyn.

The Heights and Hill Community Council offers transportation between 9:30 am and 4:30 pm from Monday to Friday. In the fiscal year between June 30, 2007 and July 1, 2008, the agency provided 9,033 riders and had operating costs of \$184,836. Revenue for the services comes from passenger donations and local government funding. Heights and Hill Community Council staffs its transportation program with two full-time drivers and one part-time manager.

## Coordination

The Heights and Hill Community Council currently works with other organizations to enhance transportation services and options. The agency contracts with the Brooklyn Parkinson's Group to a weekly exercise class, and coordinates the purchase of insurance through the Council of Senior Centers. Heights and Hill Community Council rated external support for coordinated transportation planning on the low end of the spectrum but felt that internally the agency recognizes the value and benefits associated with coordination.

## Jewish Community Center of Staten Island

David Sorkin  
Executive Director  
Jewish Community Center of Staten Island  
1466 Manor Road  
Staten Island, NY 10314  
[www.sijcc.org](http://www.sijcc.org)

The Jewish Community Center of Staten Island (SIJCC) is a private non-profit social service agency that provides social, nutritional, council, recreation and transportation services. SIJCC offers transportation services to older adults who participate in agency programming.

## Description of Transportation Services

The SIJCC operates fixed-route and demand response transportation for older adults. Fixed routes are scheduled to pick up passengers traveling to the South Short Jewish Community Center, while demand response services are primarily operated to take people shopping facilities and other social/faith based activities. The agency operates two minivans, two light duty buses and two medium duty buses, none of which are accessible. Service hours are Monday through Friday from 8:00 am to 4:00 pm.

For the fiscal year between July 1, 2007 and June 30, 2008, SIJCC provided 15,000 one-way trips and had an operating budget of \$536,000. No fares are charged to clients, but a donation of \$0.50 per ride is accepted. The program is staffed by one manager, three full time drivers and eight part-time drivers. Vehicles are parked off-site and maintained by independent contractors.

### **Coordination**

SIJCC reported that demand for transportation is greater than their ability to provide it. They also have a demand for newer vehicles, more days of service and longer service hours.

SIJCC is not engaged in transportation coordination and sees potential challenges associated with mixing clients in vehicles. Interest in coordination is moderate

### **Jewish Home Lifecare**

James V Martin  
Director of Transportation  
Adult Day Health Care Program  
2545 University Avenue  
Bronx, NY 10468  
718-410-1241  
[www.jewishhome.org](http://www.jewishhome.org)

The Jewish Home Lifecare is a private, non-profit organization that provides care long term care, adult day care, home health care, health services, and social and community services throughout the New York area. Jewish Home Lifecare has campuses in the Bronx, Manhattan, and Westchester County.

### **Description of Transportation Services**

Jewish Home Lifecare has a transportation department that serves the Home's Adult Day Health Center clients at all three campuses and transports inpatient residents to recreational activities and medical appointments. It also provides transportation to community service clients and clients of neighboring organizations.

Eligibility for transportation service is determined by program. Some services are designed as fixed-routes, while others are demand responsive. Jewish Home Lifecare will provide curbside service and provides personal care attendants to clients who require this level of service. Service is available Monday through Friday from 7:30 am to 9:00 pm and on weekends from 7:30 am to 5:30 pm. Trip reservations are required and ideally, all trip requests are made 24 hours in advance of the requested travel, although same-day requests are honored as space is available.

Jewish Home Lifecare's Transportation Department operates a large fleet of 47 vehicles, of which 43 are accessible and 5 of which are funded by the 5310 program. The department is staffed with 47 full time drivers, six part-time drivers, three dispatchers, two reservationists and nine management/supervisory personnel. In total, transportation operating costs amount to

approximately \$5 million per year, of which Medicaid accounts for an estimated \$1.3 million. Jewish Home Lifecare provided 178,982 one-way passenger trips in the last fiscal year.

Jewish Home Lifecare is interested in expanding its services by expanding evening services at its Westchester Adult Day Care site.

Jewish Home Lifecare currently contracts with agencies and transportation providers to provide transportation service, including a contract with Isabella nursing home and ADC senior health care partners to provide transportation services. JHL also contracts with ambulette companies for some trips.

Jewish Home Lifecare is interested in coordination. The organization may be interested in providing more contract service but has been challenged when potential partner agencies are unaware of the “real” cost of transportation and balk at the price quoted by JHL. Other barriers to coordination include:

- Restrictions placed on vehicles
- Liability/insurance concerns
- Billing/accounting issues
- Population characteristics

## **Korean American Association for the Rehabilitation of the Disabled (KAARD)**

Myounjga Lee  
Director  
35-20 147 Street, Annex #2F  
Flushing, NY 11354  
[www.kaard.net](http://www.kaard.net)

The Korean American Association for the Rehabilitation of the Disabled (KAARD) is a private, non-profit social service agency dedicated to helping the underserved and non-English speaking individuals with disabilities. Programs include social, educational, recreational, advocate and entitlement services.

### **Description of Transportation Services**

KAARD provides fixed-route and demand response transportation services to persons with a disability regardless of age.

KAARD has four vehicles; a sedan, a standard 15-passenger van and two lift-equipped buses. Transportation is available Monday through Friday from 8:30 am to 2:00 pm and on Saturday from 8:30 am to 1:00 pm. Clients must call in advance for a trip. Reservations are requested at least 24 hours in advance, although same day service is available on an as-available basis. Travel is available in Queens and Nassau County., although most trips are provided in Flushing, Woodside and Elmhurst. In addition to a manager, the transportation program consists of two full time drivers, one full time mechanic and four part time reservation, schedule and dispatch staff. In total, some 1,500 one-way trips were provided between April 1, 2007 and March 31,

2008. There are no user fees or passenger donations accepted for transportation. Funding for the program is provided by Medicaid. Annual operating expenses are estimated at \$50,000.

## Lenox Hill Neighborhood House

Warren Sharf  
Director of Transportation  
331 E 70<sup>th</sup> Street  
New York, NY 10021  
718-410-1241  
[www.jewishhome.org](http://www.jewishhome.org)

The Lenox Hill Neighborhood House is a private, non-profit neighborhood center that provides social services for older adults. The organization operates in Manhattan.

### Description of Transportation Services

Lenox Hill Neighborhood House provides demand response transportation services to individuals aged 60 or more living in the Upper East Side. The agency offers curb-to-curb service with its fleet of two accessible light duty buses. Service is available daily from 8:00 am to 4:00 pm. Trip reservations are required and ideally, all trip requests are made 24 hours in advance of the requested travel, although same-day requests are honored as space is available. Passengers are not charged fares, but donations of \$0.50 per trip are accepted. Lenox Hill's transportation department consists of one manager, three drivers and two mechanics. In the fiscal year from July 1, 2007 to June 30, 2008, the agency provided 14,500 one-way trips

Lenox Hill has minimal experience with coordination and is only moderately interested in pursuing it.

## Mid Bronx Senior Citizens Council, Inc.

Karen Garvin  
Transportation Coordinator  
900 Grand Concourse  
Bronx, NY 10451

The Mid Bronx Senior Citizens Council is a private non-profit senior center that offers social services, nutrition and housing resources for older adults. The agency also provides transportation for clients.

### Description of Transportation Services

Transportation services provided by the Mid Bronx Senior Citizens Council consist of demand response service for individuals aged 60 years or older and insured by Medicare. The agency operates two vehicles, both of which are accessible and service is available Monday through Friday from 8:00 am to 4:00 pm. Clients are requested to reserve trips two days before they need to travel, although same day requests are accommodated as space permits.

Service is primarily available in Concourse, Highbridge, Morrisania and Tremont and most trips are to the Montefiore Hospital and clinics. Passengers are not charged fares, but donations are accepted.

The Mid Bronx Senior Citizens Council estimates that it provided 9,000 trips in the fiscal year ending June 30, 2007. The program has two full time drivers, one full-time mechanic, three part-time dispatchers and schedulers, and two managers/supervisory personnel. Operating costs for the 06-07 fiscal year were \$302,978 with revenues from fares (\$7,800).

The Mid-Bronx Senior Citizens Council has demand for transportation that it cannot fulfill, in particular demand for service from outside its current geographic service area and for longer hours.

### **Coordination**

The agency contracts with other senior centers to provide transportation for group trips and social events. However, this is the only type of coordination the Mid-Bronx Senior Citizens Council has experience with. The agency reported they felt moderate support for coordination but had a sense that using coordination to create cost savings has potential.

## **New York Foundation for Senior Citizens**

### **Description of Transportation Services**

NYFSC operates fixed route and demand response transportation for older adults at least 60 years old who live in Manhattan neighborhoods and have difficulty using public transportation. The agency owns six converted 15-passenger vans, all of which are accessible. Individuals seeking service make advance reservations for travel Monday through Friday from 9:00 am to 3:45 pm. Reservations are accepted up to three weeks in advance, although same day requests are accommodated as available.

Most travel is to Manhattan hospitals, including NYU, Mt. Sinai and Roosevelt Hospitals as well as the Phillips Ambulatory Care Center. The 92<sup>nd</sup> Y is also a top destination.

In the fiscal year starting July 1, 2007 and ending June 30, 2008, NYFSC provided 19,459 one-way trips and had an operating budget of \$482,682. Funding for the program is provided by government resources and although NYFSC does not charge passengers a fare, a donation of \$0.50 per trip is accepted. Staffing for transportation includes one manager, scheduler and dispatcher and five drivers. Vehicles are parked at a private car park and serviced by an independent mechanic.

### **Coordination**

NYFSC reported that the demand for service greatly outstrips supply and there are 60,000 age eligible potential clients. With additional resources, they would operate additional vans and provide more service in midtown Manhattan.

Operational aspects of transportation services are not coordinated, but NYFSC does make referrals to and accept referrals from other agencies.



## Park Slope Geriatric Day Center

Christopher Nadeau  
Executive Director  
Park Slope Geriatric Day Center  
199 14<sup>th</sup> Street  
Brooklyn, NY 11215  
[www.psgdc.org](http://www.psgdc.org)

The Park Slope Geriatric Day Center (PSGD) is a private non-profit social service agency that provides adult day care services. Agency services include clients transportation.

### Description of Transportation Services

The PSGD operates demand response transportation for older adults that are being served by their dementia day program or are physically frail and live within their catchment area. PSGD operates in Brooklyn in the neighborhoods of Bay Ridge, Brooklyn Heights, Carroll Gardens, Crown Heights, Flatbush, Park Slope, Prospect Heights, Red Hook, Sunset Park and Windsor Terrace. Service is available Monday through Friday from 8:30 am to 4:00 pm and provided via one of the agency's 10-passenger, wheelchair accessible vans.

For the fiscal year between July 1, 2007 and June 30, 2008, PSGD provided 16,000 one-way trips and had an operating budget of \$200,000. Program funding includes fares, local government funding, state funding and other sources. Depending on trip type, clients may be charged a fare and in other cases a donation is accepted. The program has a staff of 13 individuals, including six drivers. Vehicles are parked on-site and maintained by independent contractors.

### Coordination

PSGD is unable to meet all requests for transportation made to the agency and ideally would use additional funding to cover operating costs and increase the number of clients served. The agency currently provides transportation under contract to the Prospect Hill Senior Center.

The agency reported a moderate interest in coordination, noting that if Access-A-Ride were improved, they could reduce the amount of transportation they provide.

## Regional Aid for Interim Needs (R.A.I.N.)

Verne McDavid  
Director  
1246 Burke Avenue  
Bronx, NY 10469  
718-882-8513  
[raineastchester@optonline.net](mailto:raineastchester@optonline.net)

R.A.I.N. is a private, non-profit organization providing services to older adults and persons with disabilities living in the Bronx and Upper Manhattan. R.A.I.N. operates 12 senior centers and two

senior residences in its service areas. The organization provides transportation services for its clients and residents; these services are operated out of the R.A.I.N East Chester Senior Center in the Bronx.

### **Description of Transportation Services**

R.A.I.N. provides transportation services to clients who are at least 60 years old, non-Medicaid eligible and unable to use public transportation due to a physical or medical disability. Most of the transportation provided is for medical purposes. Service is available from 7:30 am until 3:30 pm Monday to Friday. Passengers are not charged a fare for the service, but contributions are accepted.

Trip reservations are required and ideally, all trip requests are made one week before travel. R.A.I.N. will accommodate same-day reservations as space is available.

R.A.I.N. provides an estimated 19,500 passenger trips per year with four vehicles, three of which are lift-equipped. The service is staffed by two managers/supervisory personnel, one reservationist, and four drivers. Vehicles are housed at Rain Properties, which is part of the residential arm of the organization, at 2820 Sexton Place in the Bronx.

Operation costs for R.A.I.N.'s transportation program are broadly estimated at \$200,295. Transportation is funded by DFTA, private contributions and agency resources.

Needs include:

- New vehicles
- Use of a spare vehicle
- Additional funds to retain drivers and meet rising insurance costs
- These resources would help R.A.I.N. serve more disabled clients

R.A.I.N. says that there is sustained support for coordination in the community generally as well as on the governing board of the organization.

### **Robert Couche Senior Center**

Eleanor Kelly  
137-57 Farmers Boulevard  
Springfield Gardens, NY 11434  
781-978-8352  
ElanorKelly@nyc.rr.com

The Robert Couche Senior Center is private, non-profit organization providing transportation, health care, social service, nutrition, counseling, information/ referral, and recreation/ social services to older senior citizens in some areas of Queens and the Bronx.

## **Description of Transportation Services**

The Senior Center operates demand response service, Monday through Friday, from 8 AM to 4 PM, although service hours sometime vary depending on the special trips schedule. Passengers are permitted to travel with their own personal care attendants or escorts. Service is provided in Hollis, Jamaica, Jamaica Estates, South Jamaica, Queens Village, and Rosedale in Queens. In addition, special recreational trips are made to City Island in the Bronx. The fare to ride is \$1.00 per roundtrip.

Trip reservations are required and can be made the day before travel, or early morning on the day of travel. Will call return reservations are not permitted.

One full-time manager, one full-time supervisor, and three part-time drivers oversee a fleet consisting of two light-duty busses. Neither of the vehicles are accessible. Busses are kept in a garage at the Senior Center.

During a recent year, transportation revenues were \$32,715, which was made up of fares and donations (\$5,320) and local government funding (\$27,395).

## **Coordination**

The Senior Center's efforts at coordination have been hampered by the following issues:

- Liability/ insurance concerns
- Turf issues among providers
- Billing/accounting issues
- Unique characteristics of client populations

## **Services for the UnderServed**

Donna Colonna  
Chief Executive Officer  
Services for the UnderServed  
305 Seventh Avenue, 10<sup>th</sup> Floor  
New York, NY 1001  
[www.susinc.org](http://www.susinc.org)

Services for the UnderServed (SUS) is an independent non-profit social service agency that provides job training, housing, counseling and social services for individuals and families facing a wide range of challenges including mental illness, developmental and physical disabilities, homelessness, unemployment and poverty. SUS operates in the Bronx, Brooklyn and Queens.

## **Description of Transportation Services**

SUS provides a limited amount of transportation services by operating demand response service with non-transportation staff as drivers and providing subsidies and reimbursements to clients who arrange their own transportation. Transportation is available to individuals using other services, such as housing and employment services. The service is primarily available within

SUS's service area, but they will travel to Long Island and/or Westchester County for social and recreational opportunities. SUS has a fleet of nine minivans, five 15-passenger vans and eight light duty buses. None of these are recorded as being accessible.

### **Coordination**

SUS also contracts for transportation for the day rehabilitation program for adults with developmental disabilities and they express an openness to purchase more services from other contractors, if price and quality were acceptable.

SUS also reported feeling that there is little external support for coordinating transportation services, but more support is provided internally.

## **Staten Island University Hospital**

Anthony Ferreri  
President  
Staten Island University Hospital  
475 Seaview Avenue  
Staten Island, NY 10305  
[www.siu.edu](http://www.siu.edu)

The Staten Island Hospital is a private non-profit hospital that provides medical services and health care in Staten Island. The hospital offers transportation services to older adults and persons with disabilities who do not have Medicaid and/or who are physically unable or have no other means to visit the hospital.

### **Description of Transportation Services**

The Staten Island Hospital owns four 12-passenger vans, all of which are accessible. They provide curb-to-curb demand response service for travel to the Staten Island Hospital campuses on Seaview Avenue, Sequine Avenue and the Traumatic Brain Injury day program. Service is available Monday through Friday between 8:00 am and 5:00 pm. Clients must schedule trips at least three days before travel. Same day requests are not accepted.

For the fiscal year between April 1, 2007 and March 31, 2008, Staten Island Hospital provided 10,500 trips and had an operating budget of \$165,000. The program is staffed by one part-time supervisory person, two part-time schedulers, one full time driver and four part-time drivers. Vehicles are parted at the hospital and maintained by independent mechanics.

### **Coordination**

Similar with other agencies, the Staten Island Hospital reported that the requests for travel are greater than their capacity to provide it. They currently contract with cab/livery services to meet some demand.

The Staten Island Hospital has not been actively involved with efforts to coordinate transportation services. However, there is perceived interest in coordination both internally among staff at the Hospital and externally among agency administrators and elected officials.

## Sunnyside Community Service

Judith Zangwill  
Associate Executive Director  
Sunnyside Community Services  
43-31 39<sup>th</sup> Street  
Sunnyside NY 11104  
www.scsny.org

Sunnyside Community Service is a private non-profit agency that provides social, employment, recreational and residential services in western Queens. Services are available to residents of all ages and include services for older adults.

### Description of Transportation Services

Sunnyside operates demand response transportation services for older adults aged 60 and above in need of transportation. Transportation is also available for adults with a disability. In addition to providing their own transportation, Sunnyside also helps people apply for and use Access-A-Ride services.

Sunnyside operates four vehicles, including one 15-passenger van and three light duty buses. All of these vehicles are accessible. Service is primarily demand response; some clients are served on a subscription basis while others request a trip 24 hours in advance. Same day requests are accommodated if space is available. Sunnyside's transportation program operates Monday through Friday from 8:00 am to 6:00 pm and on Saturdays from 9 am to 5 pm.

Most of the transportation provided by Sunnyside is to provide transportation to the senior center and adult day services operated by the agency. Some service is also available to individuals needing transportation to/from medical appointments. Between July 1, 2007 and June 30, 2008, Sunnyside provided 12,000 one-way trips. Staffing includes one manager, three full-time and three part-time drivers. Passengers are not directly charged for a trip, but donations of \$1.25 per trip are accepted. Annual operating costs are estimated at \$40,000 with funding from local government, DFTA and passenger donations.

Sunnyside is challenged to keep pace with the demand for transportation, especially transportation to medical appointments. The agency is not sure about coordination. They are concerned about liability and insurance issues and the unique characteristics of the population they serve. On the other hand, they feel coordination offers some potential benefits and is interested in a central clearing house to make transportation more accessible.

## United Cerebral Palsy of New York City

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New York, NY 10038  
www.ucpnyc.org

United Cerebral Palsy of New York City (UCPNYC) is a private non-profit senior center that provides a wide range of services, including transportation, for persons with disabilities of all ages.

### **Description of Transportation Services**

The UCPNYC operates a large transportation program with transportation operating costs on the order of \$8 million and a fleet of 59 vehicles, all of which are accessible. To be eligible for transportation, individuals must be certified by the New York State Office of Mental Retardation. Transportation services include a combination of direct services (fixed-route and demand response) and subsidies and reimbursements for individuals who arrange their own transportation.

The UCPNYC provides a high level of service that reflect individual needs for assistance, thus drivers are permitted to help with packages and offer curb-to-curb service. Transportation is available 24 hours a day, seven days a week although some of the contracted services are only available from 7:30 am to 9:30 pm Monday through Saturday. The UCPNYC will pick-up and drop-off passengers traveling anywhere within the five boroughs of New York City and will provide transportation outside of this area for social and recreational purposes. No fares or donations are accepted for any trips.

Most transportation is to/from UCPNYC programming and services. The agency estimates it provided 300,000 miles and 20,000 hours of service over the last fiscal year (June 30, 2007 to June 30, 2008). The majority of the funding from the program is provided by Medicaid.

### **Coordination**

The UCPNYC said it currently meets the demand from its primarily client base, however, they would be interested in provide transportation for veterans, other not-for-profits and individuals who are medically frail.

UCPNYC currently both purchases and sells transportation service. UCPNYC currently contracts with and is reimbursed by other not-for-profit agencies for picking-up and dropping-off passengers. UCPNYC also contracts with other transportation providers to transport their clients. UCPNYC coordinates transportation services through the Inter-Agency Transportation Solutions (IATS), which is part of the Interagency Council. Coordination includes joint procurement, joint training, joint dispatch, shared use of vehicles and shared trip making.

### **Urban Resources Institute**

Robert E Sage, PhD  
Urban Resources Institute  
22 Chapel Street  
Brooklyn, NY 11201

The Urban Resources Institute (URI) is a private non-profit social service agency that provides health care, social services, nutrition, employment, rehabilitation, and residential services. URI also provides transportation services, primarily for individuals with developmental disabilities.

## **Description of Transportation Services**

URI operates a large transportation program that serves some 200 passengers a day (120,000 one way trips) in Manhattan, Brooklyn, the Bronx and Queens. The agency has an annual operating budget of \$1.2 million, which is funded by the New York State Office of Mental Retardation and Developmental Disabilities (OMRDD). The OMRDD is also responsible for certifying individuals for the service.

URI operates a fleet of 24 15-passenger vans, four of which are accessible to provide door-to-door fixed route transportation services. Service includes personal care attendants and escorts on the vehicle for passengers who need assistance. Transportation is to various workshops in the four boroughs and is available six days a week; on Monday service is from 7:00 am to 7:00 pm, Tuesday through Friday from 7:00 am to 10:00 pm and on Saturday from 8:00 am to 7:00 pm. No fees are charged to clients for transportation.

## **Coordination**

URI receives requests to expand service geographically, temporally and to new populations. IN particular, there is demand to serve non MRDD clients, expand service to Nassau and Richmond counties and provide service on Sundays.

URI contracts with other New York City agencies to provide transportation, including United Cerebral Palsy, Goodwill Industries, Association for the Help of Retarded Children and the Young Adult institute. URI also has sub-contracts with private providers for vehicle and personal services.

The agency is quite interested in doing more to coordinate transportation and reports that there is significant interest and support for coordination strategies. URI anticipates that the ability to mix clients on-board their vehicles as a potential obstacle.





# APPENDIX G

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## LIST OF ACCESSIBLE TRANSIT STATIONS



## Appendix G: List of Accessible Transit Stations

NB - Northbound  
SB - Southbound  
EB - Eastbound  
WB - Westbound

*Note: All accessible subway stations in Manhattan, the Bronx, Queens, and Brooklyn are equipped with AutoGate, an automatic entry/exit gate that allows customers who have ambulatory disabilities, are accompanied by a service animal, or use wheelchairs to enter and exit the subway system.*

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### Bronx



#### 3 Av-149 St

Uptown elevator at southwest corner of 149th Street and Third Avenue. Downtown elevator at northwest corner.


Bus connections: Bx2, Bx4, Bx15, Bx19, Bx21, Bx41, Bx55


#### 161 St-Yankee Stadium

Elevator at northeast corner of 161st Street and River Avenue.

Take elevator to mezzanine. For   (IND) service take elevator # 134 (adjacent to elevator # 131)

to downtown platform; take elevator # 135 (across mezzanine, at right) to uptown platform.

For  (IRT) service, pay fare, use up ramp to elevator # 132; take elevator to second mezzanine

and uptown platform. For downtown  (IRT) service, turn right at second mezzanine; take down ramp to elevator # 133.

Bus connections: Bx6, Bx13

#### 231 St

Uptown elevator at southeast corner of 231 Street and Broadway. Downtown elevator at southwest corner.

Bus connections: Bx1, Bx1 Limited, Bx7 (NB), Bx9, Bx10, Bx20 (NB)

#### 233 St

Elevator at northwest corner of White Plains Road and 233 Street.

Bus connections: Bx31, Bx41, Bee-Line 42-(operated by Westchester County Bee-Line. For further assistance call Bee-Line customer service at 914-813-7777.)

#### Fordham Rd

Elevator at southeast corner of Jerome Avenue and Fordham Road.

Bus connections: Bx12, Bx12 Select, Bx32

Note: For Bx12 Select service, fare must be paid at the fare machines at the bus stop before boarding. ([click here for more details](#))

**Gun Hill Rd – White Plains Rd line** 2 5

Elevator inside main entrance on White Plains Road between Gun Hill Road and 211 Street.  
Bus connections: Bx28, Bx30, Bx39, Bx41, Bx55

**Pelham Bay Park** 6

Elevator at back of station beyond escalators, near corner of Westchester Avenue and Bruckner Boulevard.

Bus connections: Bx5, Bx12, Bx12 Select, Bx14, Bx29, QBx1, Bee-Line 45-(operated by Westchester County Bee-Line. For further assistance call Bee-Line customer service at 914-813-7777.)

Note: For Bx12 Select service, fare must be paid at the fare machines at the bus stop before boarding. ([click here for more details](#))

**Pelham Parkway White Plains Rd line** 2 5

Elevator at southwest corner of Pelham Parkway and White Plains Road.

Bus connections: BxM11, Bx12, Bx12 Select, Bx22, Bx39

Note: For Bx12 Select service, fare must be paid at the fare machines at the bus stop before boarding. ([click here for more details](#))

**Simpson St** 2 5

Uptown elevator at southeast corner of Simpson Street and Westchester Avenue. Downtown elevator at northwest corner

Bus connections: Bx4, Bx5, Bx11, Bx19, Bx27, Bx35

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## Brooklyn

**Atlantic Av** B Q 2 3 4 5

**Atlantic Av-Pacific St** D M N R

Elevator to all subway lines at southeast corner of Pacific Street and Fourth Avenue or at Hanson Place and Flatbush Avenue.

Use Pacific Street elevator for easiest access to D M N R. Use Hanson Place elevator for easiest access to B Q 2 3 4 5 and for direct access to LIRR) (Pacific Street elevator leads to subway system but requires fare to use subway entrance for access to LIRR)

Connections: B41, B45, B63, B65, B67, Long Island Rail Road

**Borough Hall-Court St** 2 3 (both directions), 4 5 (northbound only; access from 2 3 platform)

Elevator in front of Supreme Court Building at Court Street and Montague Street.

Bus connections: B25, B65, B37, B38, B41, B45, B51 (weekdays only), B52, B103

**Brooklyn College-Flatbush Av** 

Elevator on corner of Flatbush Avenue and Nostrand Avenue.

Bus connections: B6, B11, B41, B44, B103, Q35

**Canarsie-Rockaway Parkway** 

Ramp at main entrance.

Bus connections: B6, B17, B42, B60, B82

**Church Av** 

Elevator for northbound service at southeast corner of Church Avenue and Nostrand Avenue; elevator for southbound service at southwest corner.

Bus connections: B35, B35 Limited, B44

**Church Av** 










Elevator at northwest corner of Church Avenue and McDonald Avenue.

Bus connections: B35, B35 Limited, B67

**Coney Island-Stillwell Av** 

Entrance on Stillwell Avenue between Surf Avenue and Mermaid Avenue.

Ramp to turnstile level mezzanine located at far right of street level concourse. At turnstile level, AutoGate is directly in front of ramp. Customers who have ambulatory disabilities need to use a

[Reduced-Fare MetroCard](#) to enter through the AutoGate. The  platforms are accessible by ramp from turnstile level. The  platform is accessible via  platform. For  service, take  ramp to  elevator. Take  elevator to overpass and take  elevator to  platform. **Note:**




Ramp on  platform is not accessible.

Bus connections: B36, B64, B68, B74, B82

**Crown Hts-Utica Av** 

Elevator at corner of Utica Avenue and Eastern Parkway.

Bus connections: B14, B17, B46

**DeKalb Av**  (  and  also serves station between 11 PM and 6 AM)

Elevator at southeast corner of DeKalb Avenue and Flatbush Avenue.

Bus connections: B25, B26, B38, B52, B54

**Euclid Av** 

Elevator at northeast corner of Euclid Avenue and Pitkin Avenue.




Bus connections: B13 (SB), (B13 NB stop is two blocks away at Crescent Street and Pitkin Avenue.), Q7, Q8

**Flushing Av** 

Elevator at southwest corner of Flushing Avenue and Broadway, near entrance to Woodhull Medical Center. At mezzanine, go through doors, pay fare, and ask station agent to open gate, or use your [Reduced-Fare MetroCard](#). Customers who have ambulatory disabilities need to use a [Reduced-Fare AutoGate MetroCard](#) to enter through the AutoGate. For Queens-bound service use doors on right for elevator. For Manhattan-bound service, use doors on left, bear

right past staircase and take passageway to elevator.

Bus connections: B15, B43, B46, B47, B57

**Franklin Av**   ( also serves station between 11 PM and 6 AM)

Elevator on south side of Fulton Street west of Franklin Avenue.

Bus connections: B25, B48, B49

**Marcy Avenue**   

Elevators at corner of Marcy Avenue and Broadway.

Bus connections: B24, B46 (B39, B44, B60, and Q54 available at Williamsburg Bridge Plaza/Washington Bus Terminal, one block west of station)

**Myrtle/Wyckoff Avenues**  

Enter through station house entrances at the intersection of Myrtle/Wyckoff Avenues. Elevator to platforms inside station house.


Bus connections: B13, B26, B52, B54, Q55, Q58

**Park Place** 

Ramp from Prospect Place west of Franklin Avenue. Service in both directions on single track.

Bus connection: B48

**Prospect Park**   


Entrance ramp on Lincoln Road between Flatbush Avenue and Ocean Avenue. After paying fare, take ramp to elevator for Manhattan-bound platform or ramp to elevator for Brighton Beach-bound platform.  to Franklin Avenue stops at Manhattan-bound platform.

Bus connections: B16, B41, B43, B48

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## Manhattan

**14 St**    

Elevator at northwest corner of 14th Street and Eighth Avenue. **Note:** Ramp near elevator to  platform is not ADA accessible, use elevator.

Bus connections: M14, M20 (NB)

**14 St-Union Square**     

Elevator at northeast corner of 14th Street and Park Avenue South.

Bus connections: M1, M2 (NB), M3 (NB), M6 (SB), M7, M9, M14

**34 St-Herald Square**        

Elevator at Herald Center building on west side of Broadway south of 34th Street. **Note:** Ramps are not ADA accessible, use elevators.

Connections: M4, M5 (NB), M6, M7, M16, M34, Q32; AMTRAK, Long Island Rail Road, New Jersey Transit

**34 St-Penn Station** 1 2 3

Elevator on south side of 34th Street west of Seventh Avenue at LIRR entrance.

Connections: M4, M10 (SB), M16, M20 (SB), M34, Q32; AMTRAK, Long Island Rail Road, New Jersey Transit

**34 St-Penn Station** A C E

Elevator at southeast corner of 34th Street and Eighth Avenue to uptown local C E platform level. For other service, after paying fare use elevator # 226 to mezzanine level and take elevator # 227 for uptown and downtown A service or elevator # 228 for downtown C E service.

Connections: M10 (NB), M16, M20 (NB), M34, AMTRAK, Long Island Rail Road, New Jersey Transit

**42 St-Port Authority Bus Terminal** A C E

Elevator inside north wing of bus terminal (Eighth Avenue between 41st Street and 42nd Street) near airport bus ticket office. **Note:** Passageway to Times-Sq-42 St subway station is not accessible.

Bus connections: M10 (NB), M16, M20 (NB), M27, M42, M104 (NB), Port Authority Bus Terminal

( **Note:** While many of New Jersey Transit's suburban bus services are accessible, most of the boarding areas at the Port Authority Bus Terminal are not, and the George Washington Bridge Bus Terminal is non-accessible. Call 800-955-2321 for information about New Jersey Access-Link paratransit service.)

**47-50 Sts-Rockefeller Ctr** B D F V

Elevator at the northwest corner of 6th Avenue and 49 Street.

Bus connections: M5 (NB), M6 (NB), M7 (NB), M27, M50

**49 St** N R W (accessible northbound only)

Elevator at northeast corner of 49th Street and Seventh Avenue. Elevator operates automatically between 6 AM and 1 AM Push button to right of elevator for access at other times.

Bus connections: M6, M7, M10 (SB), M20 (SB), M27, M50, M104 (SB)

**50 St** C E (accessible southbound only); ( A also serves station between 11 PM and 5:30 AM)

Elevator on north side of 49th Street west of Eighth Avenue.

Bus connections: M10 (NB), M20 (NB), M27 (EB), M50, M104 (NB)

**51 St** 6 ( 4 also serves station between 12:30 AM and 5 AM)

Elevator at northeast corner of 52nd Street and Lexington Avenue. **Note:** Passageway to Lexington Av-53 St subway station is accessible.

Bus connections: M27, M50, M98 (SB, weekdays only), M101 (SB), M102 (SB), M103 (SB)

**66 St- Lincoln Center** 1 ( 2 also serves station between 12:30 AM and 5:30 AM)

Elevators on southwest corner of 66th Street and Broadway (downtown) and southeast corner of 66th Street and Broadway (uptown).

Bus connections: M5, M7 (NB), M11 (NB), M57, M72, M104

**72 St** 1 2 3

Elevators inside station house on north side of 72nd Street between Broadway and Amsterdam Avenue.

Bus connections: M5, M7 (NB), M11 (NB), M57, M72, M104

**125 St** 4 5 6

Elevator at northeast corner of 125th Street and Lexington Avenue.

Connections: M35, M60, M100, M101, M103, Bx15, M98 (weekdays only; SB along Park Avenue; NB along Third Avenue), Metro-North Railroad

**125 St** A B C D

Elevator on southwest corner of 125 Street and Saint Nicholas Avenue.

Bus connections: M3, M10, M18, M60, M100, M101, Bx15

**135 St** 2 3

Elevator for northbound service at northeast corner of 135 Street and Lenox Avenue; elevator for southbound service at southwest corner.

Bus connections: M7, M102, Bx33

**168 St** A C only, 1 is not accessible

Elevator at southeast corner of 168 Street and St. Nicholas Avenue.

Bus connections: M2, M3, M5, M18, M100, Bx7

**175 St** A

Elevator at northeast corner of 177th Street and Fort Washington Avenue.

Bus connections: M4, M5, M98 (weekdays only), M100, Bx3, Bx7, Bx11, Bx13, Bx35, Bx36; Port Authority George Washington Bridge Bus Station

( *Note: The George Washington Bridge Bus Station is completely non-accessible. Call New Jersey Transit at 800-772-2222 for further information and lift-equipped bus reservations.* )

**Bowling Green** 4 5

Elevator at northeast corner of Broadway and Battery Place.

Connections: M1, M6, M9, X1, X3, X4, X8, X10, X11, X12, X13, X15, X16, X17, X18, X19, X20, X27, X28, X29, Station Island Ferry (four blocks south)

**Brooklyn Bridge-City Hall** 4 5 6

Elevator east of City Hall near Chambers Street and Centre Street.

Bus connections: M1 (SB, weekdays only), M6 (SB), M15 (weekdays only), M22, M103, B51 (weekdays only)

**Canal St** 6 (4 also serves station between 1 AM and 5 AM)

Uptown: Elevators at northeast corner (for northbound service) and northwest corner (for southbound service) of Canal Street and Lafayette Street. Note: There is no station booth on the downtown platform. For access to the subway platform and 6 train, customers who have ambulatory disabilities need to use [Reduced-Fare MetroCard](#) or use the [Customer assistance intercom](#) to notify station agent in uptown booth to open gate. Passageway to other routes not



accessible.






Bus connections: M1 (weekdays only), B51 (SB, weekdays only)

### Chambers St

Elevator at northwest corner of Hudson and Chambers Streets.

Bus connections: M6 (NB - one block east at Church St), M20 (SB), M22

### Grand Central-42 St

Elevator to mezzanine inside main entrance, immediately to right of Grand Central Terminal (East 42nd Street between Park Avenue and Lexington Avenue). For    turn left after paying fare. At wall, elevator to downtown platform is to the left; elevator to uptown platform is to the right. For , go diagonally across mezzanine after paying fare to elevator # 224 (adjacent to exit for Chanin Building) for uptown and downtown  platform.

Connections: M42, M98 (SB, weekdays only), M101 (SB), M102 (SB), M103 (SB), M104, Metro-North Railroad

### Inwood-207 St

Elevator at southwest corner of Broadway and 207th Street.

Bus connections: M100, Bx7, Bx12, Bx12 Select, Bx20

Note: For Bx12 Select service, fare must be paid at the fare machines at the bus stop before boarding. ([click here for more details](#))

### Lexington Av/53rd St

Elevator at northeast corner of 52nd Street and Lexington Avenue. Take passageway to elevator for platform.

Bus connections: M102 (SB), M103 (SB)

### Lexington Av-63 St

Elevator on north side of 63rd Street west of Lexington Avenue.

Bus connections: M102 (SB), M103 (SB)

### Roosevelt Island

Elevators at street level.

Bus connections: Q102 (operated by MTA Bus, 718-445-3100, M-F, 8:30 AM - 4:30 PM), Red Bus (operated by Roosevelt Island Operating Corp, 212-832-4540)

### South Ferry

Elevator at southwest corner of State and Whitehall Streets.






Bus connections: M1 (weekdays only), M6, M9, M15, M15 Limited

### Times Square-42 St only, is not accessible

Elevator at southeast corner of Seventh Avenue and 42nd Street.

Bus connections: M6 (SB), M7 (SB), M10 (SB), M20 (SB), M27 (WB), M42, M104

### West 4 St

Elevator at northeast corner of West 3rd Street and Sixth Avenue. Take elevator to mezzanine level; use northbound or southbound passageway for    platforms. Use elevators on  

**E** platforms to go to lower platforms and **B D F V** service.  
Bus connections: M5 (NB), M6 (NB)

**World Trade Center - Chambers St** **E** Elevator not in service due to long-term construction  
[\(click here for more details\)](#)

Elevator on Church Street between Vesey Street and Dey Street. Note: For access to platform and **E** train, customers who have ambulatory disabilities need to use [Reduced-Fare MetroCard](#).  
Passageways to other services are not accessible.  
Connections: M1 (NB), M6 (NB), PATH, NY Waterway Ferry

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## Queens

### 21 St-Queensbridge **F**

Elevator at northwest corner of 21st Street and 41st Avenue.  
Bus connections: Q66, Q67, Q69, Q100, Q102, Q103

### 74 St-Roosevelt Av **E F G R V 7**

Elevator on Roosevelt Avenue between 74th and 75th Streets, or enter on Broadway between 74th and 75th Streets.

For **E F G R V** Manhattan-bound service, take elevator #420 to middle mezzanine level, then take elevator #421 to platform level. For **E F G R V** Forest Hills-71 Av or Jamaica Av-179 St, take elevator #420 to middle mezzanine level, then take elevator #421 to mezzanine level; then transfer to elevator #422 to platform level. For Flushing-bound **7** platform, take elevator #420 to platform level. For Manhattan-bound **7** platform, take elevator #420 to mezzanine level then take elevator #423 to platform level.

Bus connections: Q32, MTA Bus: Q33, Q45, Q47, Q49, Q53

### Flushing/Main St **7**

Elevator on Roosevelt Avenue east of Main Street.

Bus connections, NYC Transit: Q12, Q13, Q14, Q15, Q16, Q17, Q20A, Q20B, Q26, Q27, Q28, Q44, Q48 MTA Bus: (718-445-3100 M-F, 8:30 AM to 4:30 PM, and press “3” to speak to a customer representative. If you don’t have a touch-tone phone, stay on the line.) Q25, Q34, Q65, Q66, QBx1; Long Island Bus (516-228-4000): N20, N21

**Howard Beach-JFK Airport** **A** (be sure service is to Far Rockaway or Rockaway Park, not Ozone Park-Lefferts Blvd)

Elevators at Coleman Square and 159th Avenue.

Connection: AirTrain JFK

### Jamaica-179 St **F**

Elevator at southeast corner of 179th Street and Hillside Avenue.

Connections, NYC Transit: Q1, Q2, Q3, Q17, Q36, Q43, Q75, Q76, Q77;  
MTA Bus (718-526-0800, all times): Q110 (bus operates rush hours only);  
Long Island Bus (516-228-4000): N6, N22, N22A, N24;  
buses operating rush hours only: N1, N2, N3, N26

**Jamaica Center /Parsons-Archer**   

Elevator on south side of Archer Avenue at Parsons Boulevard.

Bus connections, NYC Transit: Q4, Q5, Q20A, Q20B, Q30, Q42, Q83, Q84, Q85;

MTA Bus (718-445-3100, M-F, 8:30 AM - 4:30 PM): Q25, Q34, Q65;

MTA Bus (718-526-0800, all times): Q110, Q111, Q112, Q113 (Q25, Q34, Q65:

Q110 operate along Jamaica Avenue at 160th Street, three blocks away)

Long Island Bus (516-228-4000): N4

(Q25, Q34, Q65, Q110 operate along Jamaica Avenue at 160th Street, three blocks away)

**Jamaica-Van Wyck** 

Elevator at corner of 89th Avenue and the Van Wyck Expressway south service road, adjacent to Jamaica Hospital.

Bus connections: Q24, Q54, Q56

**Junction Blvd** 

Elevator at northeast corner of Junction Boulevard and Roosevelt Avenue. Use elevator # 425 for access to station agent on mezzanine level, or continue to overpass level. Proceed through fare gate and use overpass to take elevator # 426 to platform level for Manhattan-bound service. Take elevator # 427 to platform level for Flushing-bound service. Use your [Reduced-Fare AutoGate MetroCard](#) to enter through the AutoGate, or use the [Customer assistance intercom](#) to notify station agent to open gate.

Note: You need a [Reduced-Fare AutoGate MetroCard](#) to enter or exit the subway system through the AutoGate.

Bus connection: MTA Bus (718-445-3100; press 3 to speak to a customer representative or stay on the line for assistance.) Q7

**Kew Gardens-Union Turnpike**  

Elevator at southeast corner of Union Turnpike and Kew Gardens Road.

Bus connections: Q10, Q37, Q46, Q60, Q74

**Middle Village-Metropolitan Av** 

Station at street level.



Bus connections, NYC Transit: Q54; MTA Bus (718-335-1000, all times):

Q38; MTA Bus (718-445-3100, M - F, 8:30 AM - 4:30 PM): Q67

**Queens Plaza**     

Elevator at corner of Queens Plaza South and Jackson Avenue.




Bus connections: B61, Q32; MTA Bus: Q60, Q67, Q69, Q100, Q101, Q102

**Rockaway Park-Beach 116 St**  (rush hours only; be sure service is to Rockaway Park, NOT Far Rockaway or Ozone Park-Lefferts Blvd);  (all times)

Station at street level.

Bus connections: MTA Bus: (718-445-3100 M-F, 8:30 AM to 4:30 PM, and press “3” to speak to a customer representative. If you don’t have a touch-tone phone, stay on the line.) Q21, Q22, Q35, Q53

### **Sutphin Blvd-Archer Av/ JFK Airport**

Elevator off southeast corner of Sutphin Boulevard at Archer Avenue near elevated LIRR tracks. Use corridor next to escalators.  on upper level of station;   on lower level; LIRR one level above street; AirTrain JFK two levels above street  
Connections, NYC Transit: Q20A, Q20B, Q24, Q30, Q31, Q43, Q44, Q54, Q56;  
MTA Bus (718-995-4700, extension 247, all times): Q6, Q8, Q9, Q40, Q41, Q60;  
Long Island Rail Road, AirTrain JFK

### **Woodside-61 St**

Elevator at northeast corner of 61st Street and Roosevelt Avenue.  
Connections, NYC Transit: Q32; MTA Bus (718-335-1000, all times): Q18, Q53;  
Long Island Rail Road

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## **Staten Island Railway**

### **Dongan Hills**

Ramps on both sides of the station  
Bus connections: none

### **Great Kills**

Ramps on both sides of the station  
Bus connections: S54, X7, X8

### **St. George**

Use northside elevator (Elevator PE-W) for bus/taxi, ferry or subway levels. Use southside elevator (Elevator PE-S) for passenger drop-off, or ferry levels.  
Connections: S40, S42, S44, S46, S48, S51, S52, S61, S62, S66, S67, S74, S76, S78, S81,\*\* S84,\*\* S86,\*\* S90,\* S91,\* S92,\* S94,\* S96,\* S98, Staten Island Ferry

### **Tottenville Station**

Ramp at south end of the station  
Bus connections: S54, S84\*\*

\* Weekdays Only

\*\* Weekdays only, p.m. only

# APPENDIX H

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## BIBLIOGRAPHY OF BEST PRACTICES



## Appendix H. Bibliography of Best Practices

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