Connecting Communities through Coordination

Developing a Coordinated Public Transit - Human Services Transportation Plan for the NYMTC Region (New York City, Long Island, Lower Hudson Valley)

Provider Workshop:
Manhattan
October 23, 2008

Sponsored by:
New York Metropolitan Transportation Council

In association with:
Nelson\Nygaard Consulting Associates
JAC Planning
RLS & Associates
TranSystems Corporation
Urbitran Associates
Introduction and Welcome

• NYMTC Staff
  – Nancy O’Connell

• Stakeholder Advisory Committee members

• Project Consultants
  – Bethany Whitaker, Nelson\Nygaard
  – Ellen Oettinger, Nelson\Nygaard
Presentation Overview

- Overview of study and purpose
- Presentation on findings to date
  - Public transit
  - Community transportation
  - Coordination efforts
- Discussion on preliminary findings
- Next steps
Workshop Purpose

• Share findings to date
  – Update, augment & improve information
• Discuss need & identify opportunities
• Identify potential strategies
Project Summary

• New York Metropolitan Transportation Council (NYMTC) project

• Required by federal statute
  – Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU)

• Access to FTA funding:
  – FTA Sec. 5310 – Capital funding for transportation serving older adults and persons with disabilities
  – FTA Sec. 5316 – JARC program
    • $7 million annually for the NYMTC Region
  – FTA Sec. 5317 – New Freedom program
    • $4 million annually for the NYMTC Region
Focus on Community Transportation Services, Users and Unmet Needs

- Older Adults
- Persons with disabilities
- Persons with low incomes
Project Products

1. Locally-driven process/criteria for evaluating proposed projects funded by FTA grants:
   
   A major criterion is:
   
   The extent to which projects address unmet need with locally-tailored coordination plans

2. Documentation of the unmet need among target populations throughout the 10-county region
   
   – Inventory of available services
   – Trip origins and major demand generators
   – Assessment of service gaps and redundancies

3. Menu of coordination strategies that work locally
New York City

- Unique geography, density and diversity of population
- Estimated population 8.3 million
- Average age 35.9
  - Slightly less than NY State overall (37.0) and USA (36.4)
- 12% of population is aged 65+
- 25% of population has a disability
  - More than NY State overall (19%) or USA (18%)
- 30% of population qualifies as low income (2.4 m)
  - National average (20%)
Borough Profile: Manhattan

• Most densely populated borough
• Estimated population 1.5 - 1.6 million
• Average age 35.7
  – Slightly less than NYC overall (36.0) and USA (36.4)
• 12% of population aged 65+
  – Same as for NYC overall (12%)
• 21% of population has a disability
  – Less than NYC (25%) or USA (18%)
• 20% of population qualifies as low income (.4 m)
  – NYC average (30%)
Travel patterns: Manhattan

• Most services and employment in Midtown and Lower Manhattan
  – Major medical facilities
  – Higher concentration of employment

• But, significant emphasis on neighborhoods
  – Many services neighborhood-based
  – Need for travel within neighborhoods
Manhattan Destinations/Activity Centers
Public Transportation: Manhattan

• One of the highest concentrations of public transportation in world
• 25 subway lines
  – Supports access to most outer boroughs
  – Densest service in Midtown and lower Manhattan
  – Limited number of accessible stations
• 43 local, limited and express bus routes
• Regional rail connections
• Ferry and water taxi service
• Transfer hubs at Penn Station, Grand Central, Port Authority Bus Terminal and World Trade Center
• Extensive taxi service – 13,000 yellow taxis
  – 2% of fleet accessible
Community Transportation Services in New York City

- Transportation provider survey
- Stakeholder interviews
- List of FTA Section 5310 grant recipients
- Registered Medicaid providers
- Desk top research
  - News clippings
  - Web-research
  - Telephone calls
Community Transportation

• Complementary Paratransit (Access-A-Ride)
  – Open to persons with qualifying disabilities
  – Requires registration
  – Available 24/7
  – Must book trip at least 24 hours in advance
  – Intention for service to be consistent with public transportation
  – Coordinated system city-wide
    • One call-in number/registration system
Community Transportation

• Human Service Transportation
  – 8 NYC-wide providers (at least)
    • Most with fleet of 20 vehicles or more
  – 8 Manhattan-based providers (at least)
    • Most with fleet of 4 vehicles or more
  – Divided between agency based and population-specific services
Community Transportation

• Medicaid Transportation
  – Non-Emergency Medical Transportation (NEMT)
    • Medicaid recipients (income based)
    • Public transportation, taxis/car services and ambulettes
      – Based on individual’s abilities and requirements
Community Transportation

- Select list of major providers in Manhattan
  - Washington Heights Inwood Services and Transportation (WHIST)
  - Community Arranged Resident Transportation Program (CARTS)
  - Lenox Hill Neighborhood House
  - Jewish Community Council of Washington Heights and Inwood
  - Encore Community Services (escort only)
Community Transportation

- Insert map
Preliminary Findings: Unmet Need

- High demand for more services
  - Demand outstrips supply
  - Number of people and demand for trips
- Quality of life and ad hoc travel
  - Emphasis is on medical trips
  - Excursions and event travel
- Local and cross-neighborhood services
  - Shopping, errands, services
Coordination and Redundancies

• Most existing coordination is neighborhood-based
  – Working together where there is familiarity and proximity
  – Some cross-population coordination

• Many services are isolated by population or trip purpose

• Need to balance neighborhood-based services with need to coordinate
  – Some duplication in northwest corner?
Preliminary Findings: Strengths

- Strong neighborhood-based service providers
  - Many have larger fleets
  - Community based, responsive to local needs
- More flexible transportation services
  - Availability of taxis, black cars and vans
  - Accessible taxi pilot project
- Recognition and interest in transportation
  - Agency and elected official support
  - Strong advocacy organizations
Preliminary Findings: Challenges

• Challenging demographics
  – High need populations with diverse needs
    • Culture, language, ability, economics
• Overriding budgetary challenges
  – Across programs and services
  – Increased burden on transportation
• Find opportunities to work across populations and across neighborhoods
Feedback & Input

• Updates to information presented
• Examples of coordinated services
  - Current planning efforts to improve coordination
• Thoughts, ideas and suggestions?
NYMTC Study: Next Steps

- Focus groups in early November
- Draft findings 2009 – another round of meetings
- Projects solicited in January 2009
  - JARC
  - New Freedom
- Estimated $11 available
- Watch for announcement from NYMTC
Thank you!

Bethany Whitaker
bwhitaker@nelsonnygaard.com
(802) 658-3247