



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

Sub-Region Profile: NYC

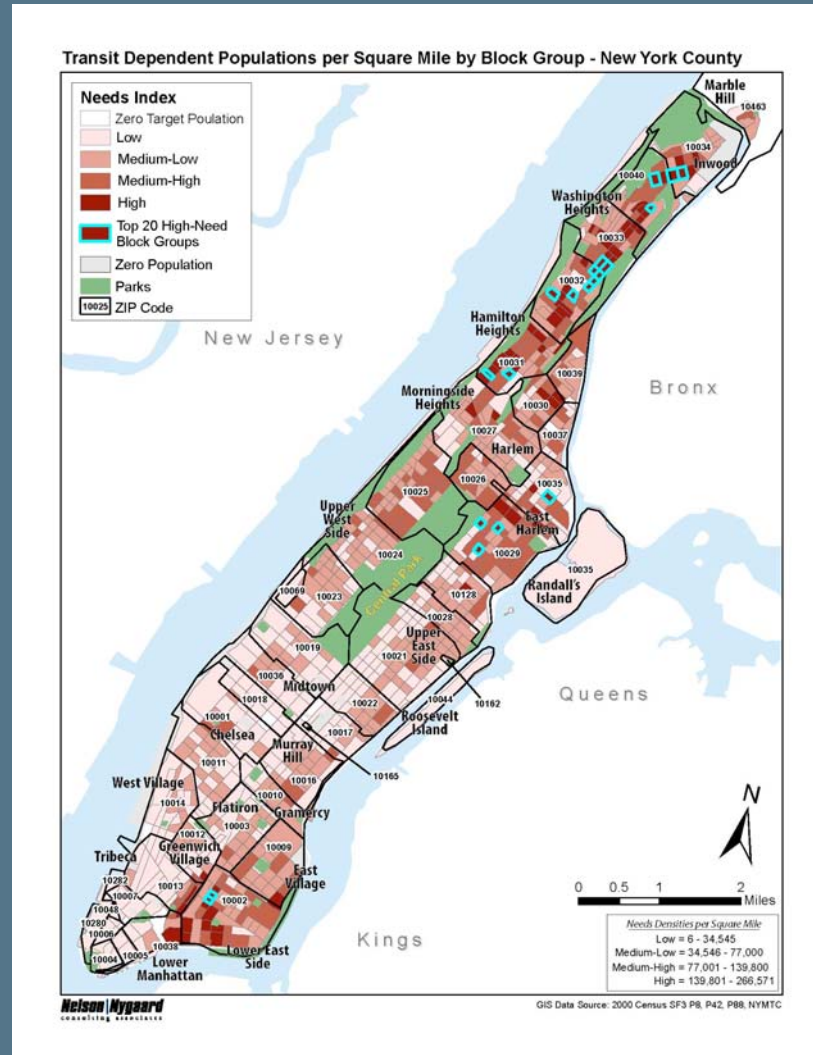
New York City

- 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%)

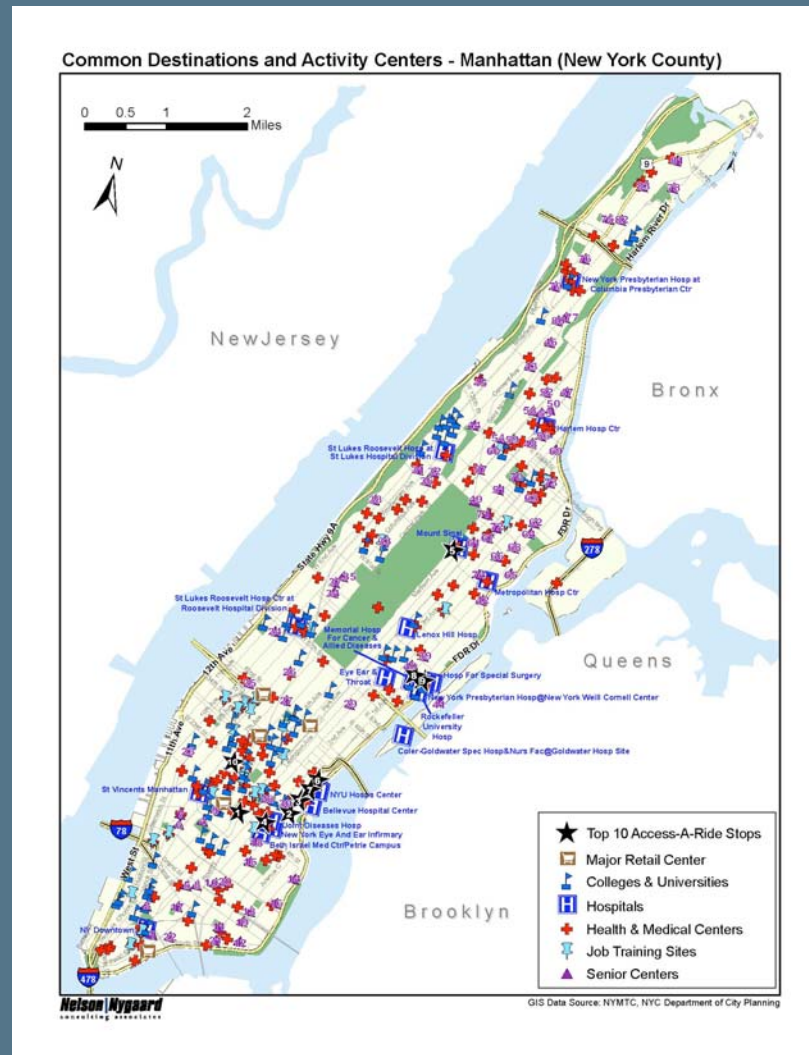
Borough Profile: Manhattan



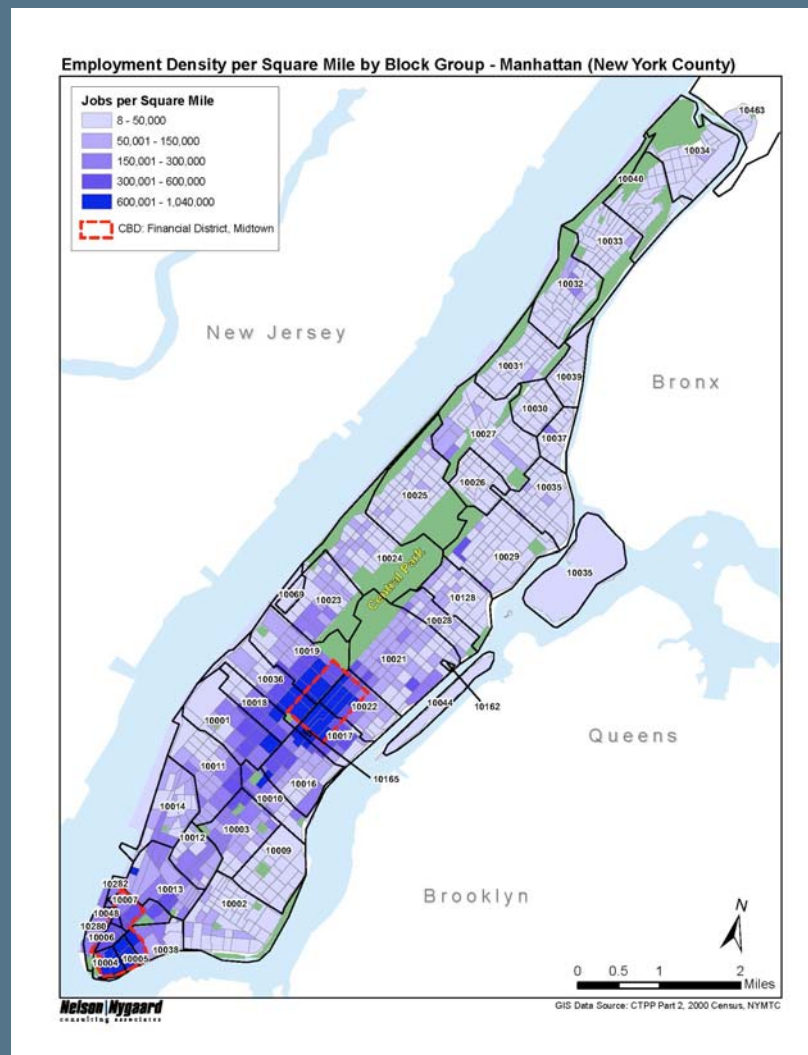
Travel patterns: Manhattan

- 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



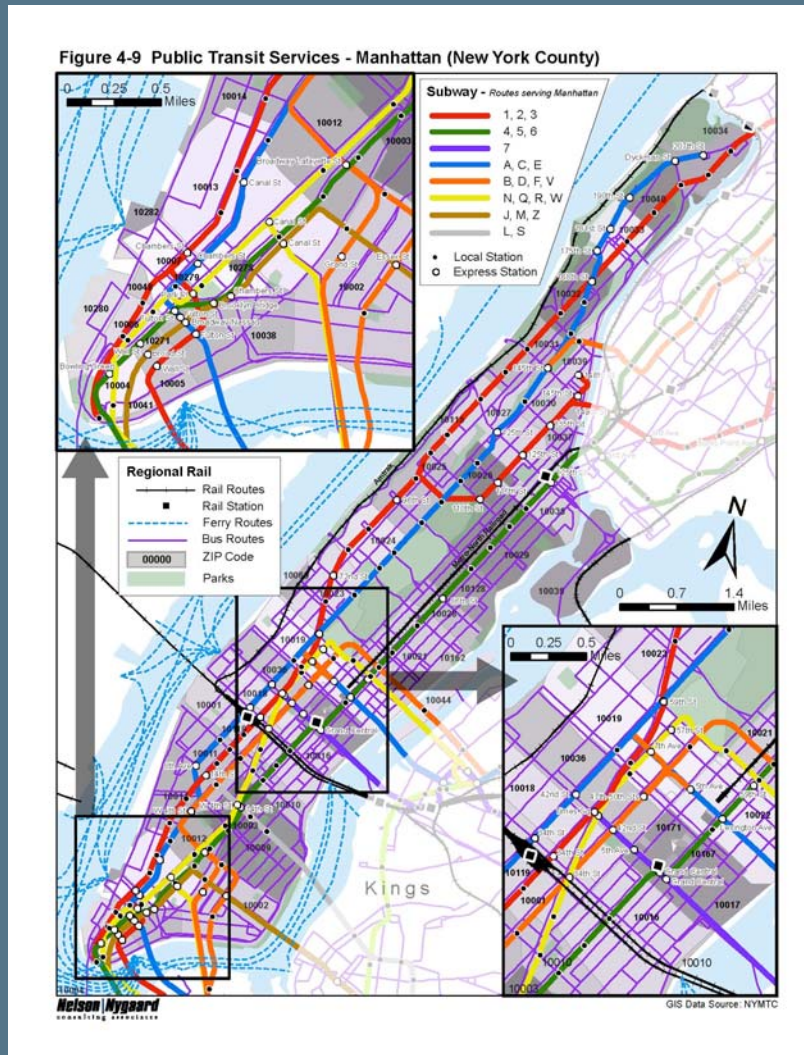
Manhattan Employment



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

Public Transportation: Manhattan



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!

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