NYC DOT's 4th Annual

Mobility Management Conference

Summary Report

NEW YORK CITY DOT

June 2016

The Mobility Management Conference is an opportunity for the region to showcase innovative solutions in addressing the mobility needs of people with disabilities and older adults.

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Introduction

The New York City Department of Transportation (NYC DOT) initiated the Mobility Management Program in 2012, largely to address the mobility needs of people with disabilities and older adults, in order to identify resourceful transportation solutions. The term Mobility Management is a comprehensive and strategic approach to coordinating and addressing unmet mobility needs that start and end with the user. The role of the NYC DOT Mobility Management Program is to develop resources and tools through collaborative efforts with government agencies, community groups, and advocacy organizations to strengthen existing programs and introduce innovative ideas.

On May 18th 2016, the NYC DOT Mobility Management Program held its 4th Annual Mobility Management Conference in Baruch College at the William & Anita Conference Center. The focus of the conference was the role of transportation in health and what mobility managers can do to improve quality of life for persons with disability, older adults, and low-income populations. Conference participants attended from New York City, Long Island, the Lower Hudson Valley, Upstate New York, and outside New York State. One hundred thirty-six (136) participants ranging from transportation providers, non-profit organizations, government representatives, mobility and project managers were in attendance to listen, learn, and share solutions and ideas with the NYC DOT Mobility Management Program staff.

Opening Address

The Federal Transit Administration (FTA) Acting Regional Administrator for Region 2, Ms. Henrika Buchanan-Smith, began the morning with an opening address speaking on the integration of mobility across sectors to connect people with disabilities and older adults to transportation opportunities. She gave an overview of the FTA's Rides to Wellness program, which increases partnerships between health and transportation providers and shows the positive financial benefits of increased access to care from non-emergency medical transportation.

Health and Transportation Panel

The Health and Transportation Panel brought together organizations from diverse backgrounds to discuss their role in improving the quality of life for mobility-impaired populations. Topics ranged from federal, state, and local tools on improving transportation, to non-profit initiatives for improving food access, to recreational services for vulnerable populations and those with chronic health conditions.

Moderated by Dr. Arun Karpur of Cornell University's K. Lisa Yang and Hock E. Tan Institute on Employment and Disability, the panel began with an overview of the transportation and quality of life framework which lists accessibility, mobility, and infrastructure as personal characteristics to subjective well-being and adaptive behavior.

Panelist 1: Frederick Bowers as the representative for the Federal Highway Administration gave an overview of the recently released Transportation and Health Tool. The tool takes a holistic approach to providing easy access to data that practitioners can use to examine the health impacts of transportation systems.

Panelist 2: Mark Simon, the Co-Director of the Alternative Fuels Programs for NYC DOT, discussed the design and management of a federally funded grant program to promote clean vehicle initiatives in the public and private sectors.

Panelist 3: Susan Fowler, Manager of the Healthy Neighborhoods in Staten Island for City Harvest, discussed ways of ensuring access to food in transit-challenged neighborhoods.

Panelist 4: Caryn Resnick, the Deputy Commissioner at the New York City Department for the Aging, provided information on the Age Friendly NYC initiative to sustain and enhance its age-friendliness for its growing population of seniors.

Panelist 5: Stanley Zucker, President of InTandem, a not-for-profit organization, spoke about the benefits of providing tandem cycling programs to people with disabilities.

Panelist 6: Jonathan Lang as the representative for the New York State Department of Health gave an overview of Medicaid and non-emergency medical transportation services.

Keynote Address

The Keynote speaker, Yingling Fan, Associate Professor of Planning from the University of Minnesota, Humphrey School of Public Affairs, spoke about the role of transportation in emotionally intelligent cities. Professor Fan believes strongly in addressing the factors that affect happiness such as social, economic, and health benefits. In terms of transportation she is studying the role of happiness across trip categories (walking, biking, public transit, and automobiles), how happiness during trips varies across populations, and ways in which urban planning and transportation policy implications take into account travel and happiness.

In her preliminary analysis Professor Fan found that 1) traveling greatly impacts an individual's happiness; 2) ease of public transportation commute affects a happiness score; and 3) biking positively affects happiness scoring for the general public. Professor Fan also uncovered that across population groups persons with any kind of disability had lower happiness scores while traveling than any population group (including youth, older adults, African Americans, or Hispanics). Some recommendations that Professor Fan provided include: providing real-time travel information to improve the public transit commuting experience, making cities more bike friendly, and creating quality public spaces that are accessible to all users.

Mobility Management Coordination Workshop

The second half of the conference focused on collaborative exercises to illicit ideas and feedback from participants on mobility challenges in the region and how they could be addressed.

Icebreaker

The Icebreaker exercise asked participants a series of questions related to five overarching initiatives:

- Physical Improvements
- Coordinated Planning
- Public Engagement
- Data Collection
- Clearinghouse for Transportation Services

Participants were asked to move near the initiative that they thought best reflected their views with regards to these questions:

Question #1: "If you had to choose just one, which of these areas needs the most added investment of funding and effort to help provide better mobility?" After participants moved, the facilitator asked a sample of people why they felt that way.

- In general, people spread themselves out among these five categories.
- Each had their own reasons for feeling that these were the most important:
  - "It's all about making the streets and sidewalks more accessible."
  - "You need data to plan and implement better."
  - "What good are services if you don't know what they are?"

  - "There's just too much all of us are doing not to better coordinate things."
  - "We have to listen to the people we are serving."

Question #2: "Now, which of these areas do you consider to be the easiest to implement?" After participants moved, the facilitator asked a sample of people why they felt that way.

- People generally moved away from "Physical Improvements" and "Coordinated Planning".
- Here's what a few said:
  - "There's just not enough money to make a significant number of improvements in the streets and sidewalks."
  - "There are just too many travel needs to be able to adequately serve everyone with today's budgets."
  - "Coordinated planning is easy to say and so very hard to do."
  - "We each have our own area of concern and it dominates our thinking, planning, and doing."

Question #3: "Among the mobility-challenged people you serve or deal with, what would they say is their most important need?" After participants moved, the facilitator asked a sample of people why they felt that way.

- An overwhelming number of people moved to "Physical Improvements".
- Another sizable group was congregated at "Public Engagement".
- Here's what was said:
  - "People want to see change...now."
  - "Planning is our thing. Our customers and clients want improvements."
  - "People never feel that we talk with them enough, or at least that we are listening enough."

At the end of the exercise, nearly all participants felt energized to work together to identify those actions that can be taken soon to make each of these categories produce real results. At this point, they moved into breakout table work.

Workshop Activity

After the Icebreaker exercise the workshop activity provided a more in-depth look into the five initiatives:

- Physical Improvements
- Coordinated Planning
- Public Engagement
- Collecting Critical Data
- Clearinghouse for Transportation Services

Tables were set up according to each initiative and participants were asked to select a table according to which initiative held their most interest. Facilitators at each table provided discussion questions to identify the top action items for each initiative. These action items were then placed on a prioritization matrix to identify what was most easily implementable and most effective. Below is a summation of what was discussed at each of the table. The feedback received during the workshop included improvements where NYC DOT may not have jurisdiction over. The report will be shared with transportation agencies and service providers in the region, and it will be used in the development of the region-wide Coordinated Public Transit Human Services Transportation Plan, under development by the New York Metropolitan Transportation Council.

Physical Improvements

New York City streets are ever changing. Infrastructure improvements offer a range of unique amenities to improve the safety of all users. Familiarity with this infrastructure permits the independent travel of pedestrians with a disability or older adults. Recognizing these functionally important physical improvements, the NYC DOT is committed to continually ensuring that all New Yorkers have equal access to reaching their desired destinations.

During the workshop portion of the Mobility Management Conference, three table discussions focused on the role of physical improvements. Participants were asked to prioritize the most successful approaches for enhancing physical improvements. The roundtable discussions first identified the biggest challenges and then identified potential areas of improvements to create attainable action items.

Addressing barriers for a sustainable transportation system begins with identifying challenges. Participants expressed various concerns related to physical improvements. They ranged from lack of pedestrian amenities' maintenance, to noise, and lack of accessibility at certain subway stations.

Creating solutions to address these barriers requires a collaborative approach. Potential improvements identified include routine streetscape inspections, and familiarizing citizens with disabilities about NYC DOT regulations. Improvements identified as higher priorities included wayfinding signs and enhancement of crosswalk amenities such as accessible pedestrian signals, higher contrast bike markings, and tactile guide paths.

Category 1: Existing Challenges

Action Items:

1.1 Provide consistent snow clearance to allow access to transit services.

1.2 Improve bus shelter designs.

- Marking labels on glass are illegible or too high/ too low to read.
- Navigating in and around bus shelters poses difficulty. Tactile indicators would alleviate this concern.

1.3 Improve maintenance and reporting for roadway repair and construction after every season (winter, spring, summer, fall).

1.4 Provide access to subways via elevators and Access-A-Ride loading and parking areas.

1.5 Repair pedestrian crosswalk amenities.

- Fix pedestrian apex ramps.
- Accessible pedestrian signals.
- Detectable warning surfaces.

Category 2: Potential for Improvements

Action Items:

2.1 Implement high contrast markings to improve the visibility of bike lanes.

2.2 Enforce traffic calming measures to create more reliable traffic behaviors among bikes, buses, pedestrians, and cars.

2.3 Improve automated and bus operator announcements for clear and consistent service notifications and route prompts.

2.4 Establish predictable standards for implementation of transportation improvements.

Category 3: Priority Areas

Action Items:

3.1 Provide consistent and bright curb and sidewalk infrastructure including tactile guideways to key pedestrian amenities.

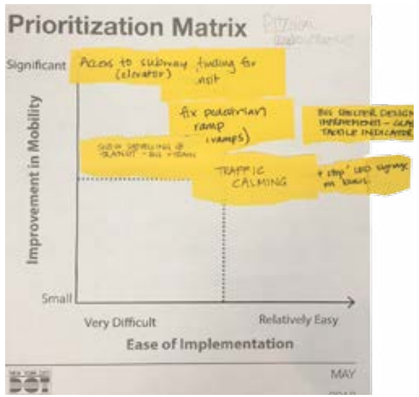
- Bus shelters.
- Crosswalks.
- Subway entrances.

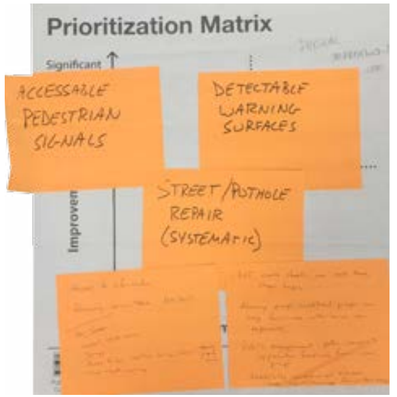
3.2 Enhance crosswalk amenities.

- Accessible pedestrian signals and truncated dome strips.
- Longer crossing interval.

3.3 Create wayfinding signage and MTA interactive sign posts for people with cognitive disabilities for all modes of public transportation.

- Audio announcements on bus shelters and subway platforms.
- Expand information kiosks at transit stations - both inside and outside fare areas.





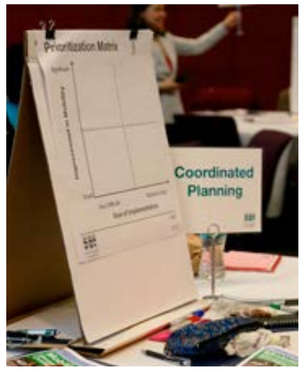
Summary of Categories

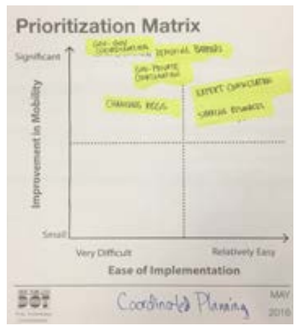
The following table summarizes the action items for each category and qualitatively assesses their ease of implementation and level of effectiveness. In the table below, each action item is identified with a high (full dot), medium (half dot), and low (quarter dot) designation to show the effort required and expected effectiveness, from the participants' perspective, for the action items discussed. The action items rated as high (full dot) were considered the easiest to implement with the highest effectiveness. Those deemed low (quarter dot) were considered both difficult to implement and low in effectiveness. Those action items with medium (half dots) were either highly effective but difficult to implement, or easy to implement but with low expected effectiveness. Additionally, existing tools and resources, as well as who is involved in addressing the action item are identified.

Action Items	Ease of Implementation and Effectiveness From Participants' Perspective High Medium Low	Existing Tools and Resources	Who is Involved
Category 1: Existing Challenges			
1.1 Provide consistent snow clearance to allow access to transit services.		http://www1.nyc.gov/assets/dsny/snow/stormresponse.shtml	NYC Department of Sanitation
1.2 Improve bus shelter designs.		http://www.nyc.gov/html/dot/downloads/pdf/nycdot-streetdesignmanual-interior-05-furniture.pdf	NYC DOT
1.3 Improve maintenance and reporting for roadway repair and construction after every season (winter, spring, summer, fall).		http://www.nyc.gov/html/dot/html/motorist/resurfintro.shtml	NYC DOT

1.4 Provide access to subways via elevators and Access-A-Ride loading and parking areas.		http://advisory.mtanyct.info/EEoutage/	MTA
1.5 Repair pedestrian crosswalk amenities.		http://www.nyc.gov/html/dot/html/contact/customer-service.shtml http://www1.nyc.gov/apps/311srmap/	NYC DOT
Category 2: Potential for Improvements			
2.1 Implement high contrast markings to improve the visibility of bike lanes.		http://www.nyc.gov/html/dot/html/about/current-projects.shtml#bicycle http://www.nyc.gov/html/dot/html/bicyclists/bikemaps.shtml	NYC DOT
2.2 Enforce traffic calming measures to create more reliable traffic behaviors among bikes, buses, pedestrians, and cars.		http://www.nyc.gov/html/dot/html/pedestrians/traffic-calming.shtml	NYC DOT
2.3 Improve automated and bus operator announcements for clear and consistent service notifications and route prompts.			MTA and other Transit Providers
2.4 Establish predictable standards for implementation of transportation improvements.		http://www.nyc.gov/html/dot/html/pedestrians/streetdesignmanual.shtml	NYC DOT
Category 3: Priority Areas			
3.1 Provide consistent and bright curb and sidewalk infrastructure including tactile guideways to key pedestrian amenities.		http://www.nyc.gov/html/dot/html/pedestrians/streetdesignmanual.shtml	NYC DOT

3.2 Enhance crosswalk amenities.		http://www.nyc.gov/html/dot/html/pedestrians/streetdesignmanual.shtml	NYC DOT
3.3 Create wayfinding signage and MTA interactive sign posts for people with cognitive disabilities for all modes of public transportation.		http://www.nyc.gov/html/dot/html/pedestrians/walknyc.shtml	NYC DOT and MTA





Coordinated Planning

Coordinated public transit-human service transportation plans (coordinated plans), required by the Federal Transit Administration (FTA), address the transportation needs of individuals with disabilities, older adults, and people with low incomes. By providing strategies for meeting local needs and prioritizing transportation services, coordinated plans aim to streamline funding sources and the implementation process. Coordinated plans are developed through a collaborative process that includes various stakeholders. These stakeholders include representatives of public, private, and non-profit transportation organizations and human service transportation providers, as well as participation from the public.

During the workshop portion of the Mobility Management Conference, two table discussions focused on the role of coordinated planning. Participants were asked to prioritize the most successful approaches for coordinated planning. Action items were developed for identifying potential opportunities for collaboration.

Participants suggested that agencies and community partners need to work together to develop strategies, activities, and services to address gaps between current services and needs as well as opportunities for mobility improvement. These included different strategies for creating stronger networks of communication to share resources, prioritize implementation strategies, and create innovative projects. Broad collaboration between commuters, service providers, and city and state agencies would remove barriers in the planning process to expedite plans.

These combined forces could improve overall quality of life for the target population by creating better regional service, and increasing physical improvements. Participants believed the prime benefits to a coordinated effort would reduce cost for operators and commuters, improve information sharing between agencies, non-profit organizations and service providers, as well as remove barriers to public engagement.

Category #1: Potential Regional Opportunities for Collaboration and Coordination

Action Items:

1.1 Include expert consultation.

1.2 Provide training opportunities for regional DOT and DOE staff.

1.3 Establish sharing resources.

1.4 Establish a "one stop shop" for information.

1.5 Improve communication and coordination between government and private entities, as well as government-to-government.

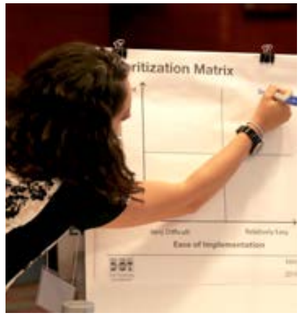
1.6 Develop transit fare systems that allow for seamless travel for commuters regionally.

- Implement fare system based on distance (zones: 5 boroughs, Regional para-transit to west/Long Island).
- Develop a common fare payment structure (similar to MetroCard connecting commuter rail systems (within the NYMTC region or even along the Northeast Corridor).

Summary of Categories

The following table summarizes the action items for each category and qualitatively assesses their ease of implementation and level of effectiveness. In the table below, each action item is identified with a high (full dot), medium (half dot), and low (quarter dot) designation to show the effort required and expected effectiveness, from the participants' perspective, for the action items discussed. The action items rated as high (full dot) were considered the easiest to implement with the highest effectiveness. Those deemed low (quarter dot) were considered both difficult to implement and low in effectiveness. Those action items with medium (half dots) were either highly effective but difficult to implement, or easy to implement but with low expected effectiveness. Additionally, existing tools and resources, as well as who is involved in addressing the action item are identified.

Categories	Ease of Implementation and Effectiveness From Participants' Perspective High Medium Low	Existing Tools and Resources	Who is Involved
Category 1: Potential Regional Opportunities for Collaboration and Coordination			
1.1 Include expert consultation.			All Interested Parties
1.2 Provide training opportunities for regional DOT and DOE staff.			NYC DOT NYC DOE Other interested parties
1.3 Establish sharing resources			Government Agencies, Non-Profits, Community Organizations, Transportation Providers, etc.
1.4 Establish "One stop shop".		https://a125-egovt.nyc.gov/egovt/services/service_query.cfm https://511ny.org/	Government Agencies, Non-Profits, Community Organizations, Transportation Providers, etc.
1.5 Improve communication and coordination between government and private entities, as well as government-to-government.			Government Agencies, Non-Profits, Community Organizations, Transportation Providers, etc.
1.6 Develop transit fare systems that allow for seamless travel for commuters regionally.			MTA and other Transit Providers



Public Engagement

The NYC DOT recognizes public engagement as a fundamental tool for NYC DOT. This people-centered approach to planning involves a collaborative process to implement transportation projects and programs.

During the workshop portion of the Mobility Management Conference, two table discussions focused on the role of public engagement. Participants were asked to prioritize the most successful approaches for public engagement and to develop action items. Encouraging community engagement, collaborating with existing networks, and creating strategies to better disseminate information were overarching categories for the action items developed.

Community engagement is most effective where an ongoing cumulative process enables relationships and trust to be built over time. Identifying community organizations to become champions for Mobility Management action items will allow information to reach and address the mobility needs of people with disabilities and older adults who are unaware of existing transportation resources. Tapping into existing organizations that advocate on behalf of these targeted populations provides existing networks to distribute and provide accessible transportation information.

Establishing regular and consistent engagement opportunities through in-person or virtual meetings can provide options that accommodate various lifestyles. Holding these engagement opportunities combined with partner organization events would have a stronger impact on community participation. These engagement opportunities could be informal, taking place at transit hubs or community festivals to attract a different range of user groups. The community engagement opportunities could also have more structure through "Train the Trainer" workshops that educate social workers, elected officials and their liaisons about Mobility Management programs offered region-wide.

Outreach communication should be made available in various forms. Existing community networks that have a well-established social media presence should be used to publicize events in a particular area. The NYC DOT's Mobility Management Program can directly reach out to target populations through the use of Twitter, Facebook, and Instagram. These social media outlets, in addition to the NYC DOT website can showcase up-to-date information on existing transportation infrastructure, resources, and programs. More traditional forms of public outreach through public service announcements and newspapers will ensure that various user groups are able to fully access valuable information.

Category 1: Encourage Community Engagement

Action Items:

1.1 Identify and list the community organization networks (i.e. faith-based organizations, area service providers, libraries, schools).

1.2 Create a community engagement calendar.

1.3 Establish a Mobility Management Committee.

- Invite a representative from each organization to join a Mobility Management Committee.
- Create a process through which NYC DOT can disseminate information to the Mobility Management Committee (options include identifying individuals at NYC DOT, website, mailing list).
- Establish regular meeting times (perhaps monthly) to facilitate coordination and partnerships between these organizations.

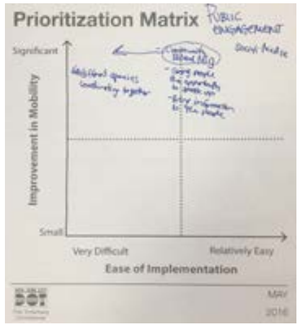
Category 2: Collaborate with Existing Networks

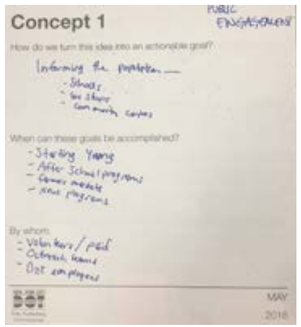
Action Items:

2.1 Establish regular and consistent engagement opportunities.

- Go to community events, e.g. Development Disabilities Council meetings, monthly consumer group meetings, annual health fairs, and ask to be put on the agenda.
- Hold regular community workshops that are facilitated through in-person meetings and virtual meetings to increase accessibility.
- Invite Council members to visit senior centers to make more locally-based interactions.

2.2 Task the Mobility Management Committee with reaching out to their organizations to gather input.





2.3 Explore tech or app options through which people can submit feedback.

- Provide an easily accessible way for people to submit comments 24/7.
- Tool/resource: potentially identify website or portal to implement this action.

2.4 Offer "Train the Trainer" workshops to educate social workers, elected officials and their liaisons about programs offered.

Category 3: Disseminate Information to the Public

Action Items:

3.1 Increase social media presence.

- Tool/ resource: Twitter, Facebook, Instagram

3.2 Run public service announcements.

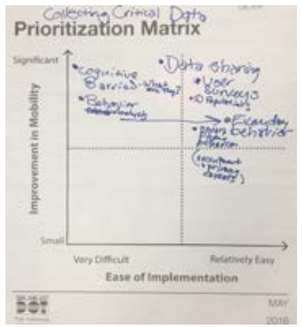
3.3 Reach out to targeted community organizations, such as schools and senior centers.

Summary of Categories

The following table summarizes the action items for each category and qualitatively assesses their ease of implementation and level of effectiveness. In the table below, each action item is identified with a high (full dot), medium (half dot), and low (quarter dot) designation to show the effort required and expected effectiveness, from the participants' perspective, for the action items discussed. The action items rated as high (full dot) were considered the easiest to implement with the highest effectiveness. Those deemed low (quarter dot) were considered both difficult to implement and low in effectiveness. Those action items with medium (half dots) were either highly effective but difficult to implement, or easy to implement but with low expected effectiveness. Additionally, existing tools and resources, as well as who is involved in addressing the action item are identified.

Action Items	Ease of Implementation and Effectiveness From Participants' Perspective High Medium Low	Existing Tools and Resources	Who is Involved
Category 1: Encourage Community Engagement			
1.1 Identify and list the community organization networks.			Community Organizations, Various NYC Departments
1.2 Create a community engagement calendar.			Community Organizations, Various NYC Departments, School Districts, Community Districts
1.3 Establish a Mobility Management Committee.			NYC DOT NYS DOT NYMTC

Category 2: Collaborate with Existing Networks			
2.1 Establish regular and consistent engagement opportunities.			All Interested Parties
2.2 Task the Mobility Management Committee with reaching out to their organizations to gather input.			NYC DOT and Other Parties involved in the Committee
2.3 Explore tech or app options through which people can submit feedback.		http://www1.nyc.gov/nyc-resources/service/5460/nyc311-mobile-app	All Departments and Agencies interested in App Development
2.4 Offer "Train the Trainer" workshops to educate social workers, elected officials and their liaisons about programs offered.			Various NYC Departments, Transportation Providers
Category 3: Disseminate Information to the Public			
3.1 Increase social media presence.		https://www.facebook.com/NYCDOT/ https://twitter.com/NYC_DOT?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor	All Interested Parties
3.2 Run public service announcements.			All Interested Parties
3.3 Reach out to targeted community organizations, such as schools and senior centers.			Various NYC Departments Transportation Providers



Collecting Critical Data

To better connect Mobility Management resources and programs that cater to people with disabilities and older adults, collecting critical data is needed. Data available to Mobility Management service providers are currently program specific.

During the workshop portion of the Mobility Management Conference, a table discussion focused on the role of collecting critical data within the NYC DOT's Mobility Management Program. Participants were asked to prioritize the most successful approaches for collecting critical data. Action items were developed for the categories of accessing available information and filling in the gaps.

Participants at the Mobility Management Conference felt that existing data lacked a behavioral element. Conducting a behavioral analysis would provide a better understanding of use patterns for those who participate in Medicaid and Access-A-Ride programs. A Medicaid behavioral analysis would focus on issues such as follow-up visits to doctors' appointments. An Access-A-Ride analysis would focus on the target populations' ability to travel, the physical inability to travel, and what/who was preventing travel.

Understanding these everyday behavior patterns through user surveys could provide Mobility Management service providers the information needed to begin breaking down barriers to accessing transportation services. Not all New York City transportation services are viewed as friendly to people with disabilities. Data sharing between organizations would assist with better informing potential users of the available programs and ways to access them. A statewide GIS analysis was suggested to geographically map innovative services and programs for transportation infrastructure, resources, and programs that cater to people with disabilities and older adults.

Category 1: Accessing Available Information

Action Items:

1.1 Develop effective ways of sharing available data between community and agency organizations.

1.2 Recruit members of the target population to obtain smart phone information for behavioral analysis.

Category 2: Filling in the Gaps

Action Items:

2.1 Create user surveys to better understand cognitive concerns and improve accessibility for those with cognitive disabilities.

2.2 Analyze and understand the travel patterns of the target population (behavioral analysis).

Summary of Categories

The following table summarizes the action items for each category and qualitatively assesses their ease of implementation and level of effectiveness. In the table below, each action item is identified with a high (full dot), medium (half dot), and low (quarter dot) designation to show the effort required and expected effectiveness, from the participants' perspective, for the action items discussed. The action items rated as high (full dot) were considered the easiest to implement with the highest effectiveness. Those deemed low (quarter dot) were considered both difficult to implement and low in effectiveness. Those action items with medium (half dots) were either highly effective but difficult to implement, or easy to implement but with low expected effectiveness. Additionally, existing tools and resources, as well as who is involved in addressing the action item are identified.

Action Items	Ease of Implementation and Effectiveness From Participants' Perspective High Medium Low	Existing Tools and Resources	Who is Involved
Category 1: Accessing Available Information			
1.1 Develop effective ways of sharing available data between community and agency organizations.			All Interested Parties
1.2 Recruit members of the target population to obtain smart phone information for behavioral analysis.			All Interested Parties
Category 2: Filling in the Gaps			
2.1 Creating user surveys to better understand cognitive concerns.			All Interested Parties
2.2 Analyze and understand the travel patterns of the target population (behavioral analysis).			All Interested Parties

Clearinghouse for Transportation Services

Access to information is almost as important as accessibility to transportation. Creating a clearinghouse for transportation services would inform users of available transportation opportunities to improve travel experiences. Many NYC DOT programs are request-driven therefore it is up to the public to help the agency identify needs. In an effort to effectively coordinate the needs for people with disabilities, older adults, and low-income populations, technology can be used increasingly as a resource for communication.

During the workshop portion of the Mobility Management Conference, a table discussion focused on the role of a clearinghouse for transportation. Participants were asked to prioritize the most successful approaches for creating a clearinghouse for transportation services. Approaches for developing a clearinghouse included using technology to share information on available services and utilizing existing technological models for information sharing.

Beginning to develop ways to use technology for effective communication requires websites and applications (apps) to become ADA compliant. New standards in web design need to be taught to website developers to incorporate services for people with disabilities. These services include simplification of apps that eliminate visual clutter, organizing data with edited and timely information, and compatible screen reader options.

Emphasis was placed on the enhancement of 511 services to incorporate more transportation services and to create a sub-service or website for persons with disabilities. Existing applications, such as MOOVIT, can be modified to include push notification, and voice-over features. Apps and websites should also be cleanly structured for easily accessible design. Companies such as Google or Apple can be used as best practice models.

Category 1: Using Technology to Share Information on Available Services

Action Items:

1.1 Enhance 511 app development to include a variety of transportation options.

- Increase staffing at 511 services to reduce wait times.
- Increase agency coordination.

1.2 Improve web design to eliminate visual clutter, simplify apps, and enhance PDF readability.

1.3 Develop ADA-compliant web and app standards by training web designers.

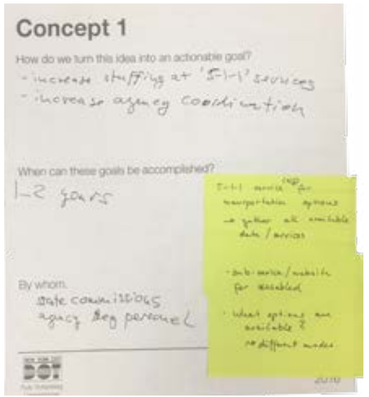
- Reach out to companies and agencies that already work on testing ADA compliance.
- Research available grants.
- Filter by specific criteria/needs set by user.

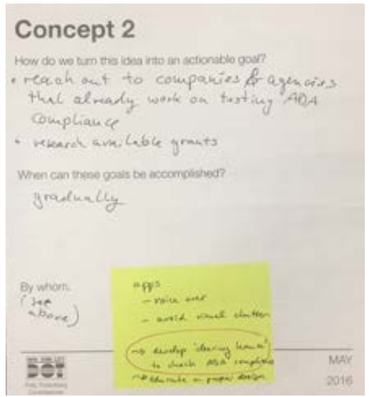
Category 2: Utilize Existing Models for Information Sharing

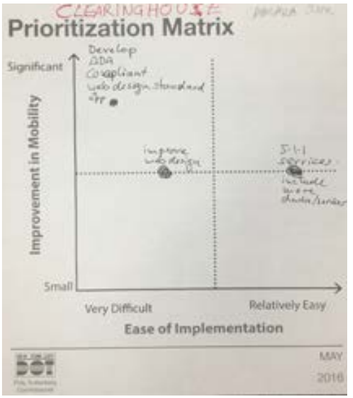
Action Items:

2.1 For mobile phone apps offering transportation related services for persons with disability, push notifications, voice-over and talk back features need to be fully integrated.

2.2 Incorporate impairment features, on websites and apps developed, to optimize app use for persons with disabilities.







Summary of Categories

The following table summarizes the action items for each category and qualitatively assesses their ease of implementation and level of effectiveness. In the table below, each action item is identified with a high (full dot), medium (half dot), and low (quarter dot) designation to show the effort required and expected effectiveness, from the participants' perspective, for the action items discussed. The action items rated as high (full dot) were considered the easiest to implement with the highest effectiveness. Those deemed low (quarter dot) were considered both difficult to implement and low in effectiveness. Those action items with medium (half dots) were either highly effective but difficult to implement, or easy to implement but with low expected effectiveness. Additionally, existing tools and resources, as well as who is involved in addressing the action item are identified.

Action Items	Ease of Implementation and Effectiveness From Participants' Perspective High Medium Low	Existing Tools and Resources	Who is Involved
Category 1: Using Technology to Share Information on Available Services			
1.1 Enhance 511 app development to include a variety of transportation options.		https://511ny.org/Faq	NYS DOT
1.2 Improved web design to eliminate visual clutter, simplify apps, and enhance PDF readability.		https://www.access-board.gov/guidelines-and-standards/communications-and-it	All Interested Parties
1.3 Develop ADA-compliant web and app standards by training web designers.		https://www.access-board.gov/guidelines-and-standards/communications-and-it	US Access Board

Category 2: Utilize Existing Models for Information Sharing			
2.1 For mobile phone apps offering transportation related services for persons with disability, push notifications, voice-over and talk back features need to be fully integrated.		http://www.disabled-world.com/assistivedevices/apps/Moovit-v4-10.php	All Interested Parties who Develop Apps
2.2 Incorporate accessibility features, on websites and apps developed, to optimize app use for persons with disabilities.		http://www.disabled-world.com/assistivedevices/apps/Moovit-v4-10.php	All Interested Parties

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NEW YORK CITY DOT

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