

# **Mobility Management Resource Guide 2015**

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## Letter from the Commissioner

Dear Fellow New Yorkers,

The streets of New York City are a robust and ever changing network that links together our many diverse communities. The City of New York is committed to ensuring that all New Yorkers have equal access to reaching their communities. This includes persons with disabilities and older adults.

I am pleased to share with you this Resource Guide that the Department of Transportation's Mobility Management Program has prepared with a variety of other City agencies and service providers. Whether you are seeking information for yourself or as a reference for someone else, this guide will serve to help you learn about the various programs, services, and existing opportunities that can improve mobility and transportation throughout the City.

You will realize that many of the programs mentioned throughout this guide are request-driven. If you feel your neighborhood can benefit from a program, I encourage you to start a dialogue with your community or contact NYC DOT directly. I hope you find this guide useful as we try and better our City for all New Yorkers and visitors in every neighborhood.

Sincerely,  
Polly Trottenberg

## **Introduction – Overview of Mobility Management**

Mobility Management, a term popularized by the Federal Transit Administration (FTA), is a comprehensive and strategic approach to coordinating and addressing unmet mobility needs that starts and ends with the user. This strategy can be implemented by government agencies, community groups, and advocacy organizations to strengthen existing programs and introduce innovative ideas that are site- and user-specific. Throughout the country, in both urban and rural communities, mobility managers think outside the box on initiatives ranging from volunteer driver programs to harnessing technology that connects planners and customers.

NYC Department of Transportation (NYC DOT) recognizes this fundamental person-centered approach to planning and implementing transportation projects and programs. In 2012, NYC DOT initiated the Mobility Management Program, which largely addresses the mobility needs of people with disabilities and older adults in order to uncover resourceful transportation solutions.

New York City poses a unique challenge to providing mobility opportunities for this target population. While most of the city is saturated in public transportation amenities, not all services are friendly to people with various mobility challenges. At the same time, innovative services and programs are offered but not all of the potential users know about them. Access to this information is almost as important as the accessibility itself.

To combat this discrepancy, the Mobility Management Resource Guide was compiled to educate New Yorkers on existing transportation infrastructure, resources and programs that cater to people with disabilities and older adults. Key infrastructure elements are introduced to increase awareness of the city's landscape. Information on programs that specifically cater to this population are highlighted as well as programs that affect all users. In addition, an overview of transit services within New York City and outer communities, including Nassau and Westchester Counties, and New Jersey are provided. Lastly, demographic analysis is also incorporated into this guide to reveal the geographic concentrations of this population as well as for low-income and limited English proficient populations.

Whether you are an individual with a disability, a caseworker, or city project manager, this Resource Guide hopes to educate everyone on the extensive accessible transportation options this great city has to offer.

## I. Built Environment

The purpose of this chapter is to introduce key infrastructure elements that make up the landscape of New York City's streets. Over the past several years, NYC's streets have changed significantly to offer a range of unique amenities as well as improve the safety of all users. Most of this infrastructure, if not all, will impact a pedestrian with a disability or older adult at some point in their travels. This information sheds some light as to what is new on NYC's streets as well as the functionality and importance of each key feature. The subsequent examples highlight several of these infrastructure features, with before and after images that serve as a comparison. It is important to note that there are many more treatments done in these examples than what is highlighted to avoid repetition. Additionally, not all elements are installed at the same time as many NYC DOT projects are completed in phases based on the feasibility and needs of the community. The following infrastructure elements have been highlighted:

- Accessible Pedestrian Signal
- Bicycle Lane
- Bus Only Lane
- Bus Shelter
- CityBench
- CityRack
- Detectable Warning Strips
- Flexible Delineators
- Granite Blocks and Planters
- Median Tip Extension
- Turn Bay
- Pedestrian Countdown Signal
- Pedestrian Plaza
- Pedestrian Ramp
- Pedestrian Safety Island
- Protected Bicycle Lane
- School Crosswalk
- WalkNYC

By understanding the importance of these infrastructure pieces, the users, advocates, and planners can continue to work together to improve the streetscape and provide greater accessibility to all in the coming years.

## **Webster Ave near E. Tremont St, Bronx**

### **Features Include:**

- Bus Only Lane
- Accessible Pedestrian Signal
- Pedestrian Ramp
- Bus Shelter

### **Before**

Prior to the construction of Webster Avenue's Select Bus Service corridor in 2013, the roadway was four-lanes wide with minimal markings and no clear way for pedestrians to cross. Local buses used any lane.

### **After**

#### **1. Bus Only Lane**

Bus Only Lanes are located next to the curb or parking lane. The lanes are colored with dark red terra cotta paint, with white "BUS ONLY" markings.

#### **2. Accessible Pedestrian Signal**

Accessible Pedestrian Signals, or APS', are devices attached to pedestrian signal poles near the crosswalk to assist pedestrians who cannot see the walk signal to know when to cross. These devices provide information in non-visual formats, such as audible tones, speech messages, and vibrating surfaces, to alert pedestrians when the "walk" phase is on.

#### **3. Pedestrian Ramp**

A pedestrian ramp is a short ramp that cuts into the sidewalk to provide a smooth transition into the roadway, primarily for people with mobility impairments. Most ramps also include detectable warning strips, which inform pedestrians that they are about to enter the roadway.

#### **4. Bus Shelter**

New York City bus shelters are designed, manufactured, installed, and maintained by a private company. All bus shelters offer seating.

## **South Elliot Pl at Fowler Square, between Lafayette Ave and Fulton St, Brooklyn**

### **Features Include:**

- Pedestrian Plaza
- Granite Blocks & Planters
- Flexible Delineators
- CityBench

### **Before**

Prior to DOT's partnership with the Fulton Area Business Alliance to create a plaza in 2012, the one-block section of the street had clear markings but was underutilized by vehicles.

### **After**

#### **1. Pedestrian Plaza**

Pedestrian plazas convert excess roadway to pedestrian uses by redefining the curb line using street markings and a gravel or painted surface treatment. Informal seating typically takes place in a pedestrian plaza, with moveable tables and chairs installed in the space. The seating is usually maintained by a community partner.

#### **2. Granite Blocks & Planters**

Granite blocks and planters line the perimeter of pedestrian plazas to act as both an aesthetic feature and as a buffer between the plaza space and moving vehicles. The granite blocks are rectangular in shape to offer both informal seating and directional cues to people with vision impairments.

#### **3. Flexible Delineators**

Flexible delineators are typically white plastic poles that provide a buffer between two transportation modes. Similar to the granite blocks and planters, these features typically line the perimeter of a pedestrian plaza or curb extension to prevent motorized vehicles and cyclists from passing into the space.

#### **4. CityBench**

A CityBench is a NYC bench that can be requested by the general public. The benches are durable and can either be backless (as seen in the plaza image) or with a back. These benches can be seen in plazas, bus stops, or around facilities that cater to older adults, such as senior centers and healthcare facilities.

## **1st Ave at E 110th St (Tito Puente Way), Manhattan**

### **Features Include:**

- Pedestrian Safety Island
- Detectable Warning Strips
- CityRack

### **Before**

Prior to street improvements on 1st Avenue at E 110th Street, the street had long crossing distances with faded crosswalk and lane markings. There was also a bicycle lane on the west side of the street.

### **After**

#### **1. Pedestrian Safety Island**

Safety islands provide space for pedestrians to wait part way through crossing the street. This shortens the crossing distance and reduces the amount of exposure time from turning vehicles that pedestrians experience. Safety islands may include a tree to improve the landscaping along the corridor. The islands also typically have a cut-through for pedestrian passage and therefore ramps are not necessary.

#### **2. Detectable Warning Strips**

Detectable warning strips include small raised rounded surfaces, also known as “truncated domes” that can either be seen or felt. This provides a cue for individuals who are vision impaired as to the presence of a hazard (like entering a traffic lane) which are typically located wherever a designated pedestrian crossing of the roadway exists.

#### **3. CityRack**

DOT’s CityRack is the city’s free sidewalk bicycle parking racks. Made with cast-metal, the racks are round with a horizontal crossbar. These racks encourage bicycle parking in designated areas as opposed to parking at other sidewalk structures such as lampposts and trees.

## **Adam Clayton Powell Jr. Blvd and 113th St, Manhattan**

### **Features Include:**

- Bicycle Lane
- School Crosswalk
- Median Tip Extension

### **Before**

Prior to DOT's traffic calming measures on Adam Clayton Powell Jr. Blvd in 2012, the corridor was notoriously dangerous for pedestrians, with high vehicle speeds and dangerous lane changes.

### **After**

#### **1. Bicycle Lane**

A bicycle lane is space on the roadway for the exclusive use of bicyclists. Bike lanes are typically located between the parking and moving lanes and organizes the roadway making cyclists more predictable to motorists, and helps with traffic calming. The lanes are usually five feet wide.

#### **2. School Crosswalk**

Unlike the standard crosswalk design which only has two parallel lines, a school crosswalk resembles a ladder and alerts motorists to the pedestrian crossing, which enhances pedestrian safety. These crosswalks are located near public and private schools and are where school children are recommended to cross.

#### **3. Median Tip Extension**

A median tip extension creates additional space for pedestrians to wait while crossing the street. Since parking is typically not permitted adjacent to the median, the median tip extension improves the sightlines of drivers. It also reduces the pedestrian crossing distance similar to the more common curb extension. They are usually made of temporary materials and painted beige before being constructed in concrete a few years later. Vehicular traffic and cyclists are not permitted in these areas.

## **2nd Ave at 18th St, Manhattan**

### **Features Include:**

- Turn Bay / Mixing Zone
- Protected Bicycle Lane

### **Before**

Prior to the construction of bicycle improvements and other street enhancements in 2010 and 2013, the roadway included four moving lanes of vehicular traffic and parking lanes on both sides.

### **After**

#### **1. Protected Bicycle Path**

Protected bicycle lanes are physically separated from vehicular traffic, often with the use of parked vehicles or other design treatments. Protected lanes can be one-way and two-way, and typically painted green to enhance a cyclist's safety.

#### **2. Turn Bay / Mixing Zone**

A turn bay is designed so turning motorists yield to cyclists before they enter the mixing zone and allows cyclists and motorists to negotiate the space as necessary. Since it eliminates guesswork about whether a motorist is turning, it helps prevent turning conflicts. In addition, sight lines are improved for everyone at or on the approach to the intersection since no parking is permitted approximately 100 feet from the intersection. General turn bays can be next to a curb on a one way street or in the middle of the roadway on a two way street.

## **Additional Infrastructure Features**

There are several DOT infrastructure improvements that are installed as a stand-only program and are not necessarily included in an intersection or corridor project. Two such features, a pedestrian countdown signal and WalkNYC totems, are highlighted below.

### **Features Include:**

#### **1. Pedestrian Countdown Signal**

A pedestrian countdown signal visually informs pedestrians how much time there is left to cross the street. These signals improve safety by giving pedestrians the information to decide if it is safe to cross or wait till the next signal phase. These countdown signals are installed throughout the five boroughs along major corridors and high-pedestrian crash locations.

#### **2. WalkNYC Totem**

A WalkNYC totem is part of New York City's pedestrian wayfinding system. With the first installation in 2013, these maps provide basic cardinal directions as well as the location of important public facilities like subway entrances and museums within a walkable radius. There are three main types of totems (area, path, and neighborhood) that vary in size depending on the availability of space. The width ranges in size from one foot six inches to four feet two inches with the height between eight feet three inches to eight feet seven inches.

## **II. Regional Transportation Profiles**

Similar to the ever-changing landscape of the City's streets, the New York City region continues to diversify in both population and amenities. Accordingly, transportation programs and services become available in response to the needs of the changing demographics. There are a number of transportation programs and services operated by a wide-range of government agencies and community based organizations.

The following section delves into both transportation programs and services with a focus on mobility and accessibility for its users. Several programs may target the general public while others specifically address the needs of people with disabilities and/or older adults. It is important to note that while most of the programs are run by NYC DOT, many profiles offer information from other city agencies. To demonstrate the importance of the regional transportation network, information has been included on transportation programs and services in New Jersey and Westchester and Nassau Counties. Every effort was made to ensure the information presented in this section is as accurate as possible.

## **Transit Services**

In addition to the wide-ranging transportation programs currently offered to assist individuals with disabilities and older adults in their mobility, transit services are the main way people ultimately get from one place to another in this region. There are a number of modes that are classified under transit: subways, buses, ferries, taxis, and paratransit services. Each of these transit services provide another link to the City's transportation network, increasing access to medical, employment, social, leisure, and educational opportunities. The following transit services are presented in this section:

- New York City Department of Transportation, Select Bus Services
- New York City Department of Transportation, Staten Island Ferry
- Metropolitan Transportation Authority, New York City Transit
- Metropolitan Transportation Authority, Access-A-Ride (Paratransit Division)
- Nassau Inter-County Express
- NJ TRANSIT
- New York City Taxi and Limousine Commission
- Westchester County

## **NYC DOT Transit Profile: Select Bus Service (SBS)**

**Launch Date:** 2008

### **Introduction**

A partnership with NYC DOT and the Metropolitan Transportation Authority, New York City Transit (MTA NYCT), Select Bus Service (SBS) is a new, innovative bus service designed to reduce travel time and increase the level of comfort for customers. Improvements for this system include dedicated bus lanes, off-board fare collection, and transit signal prioritization that allow this service to function more like the subway system – these features apply the principles of “Bus Rapid Transit” (BRT) in ways that are appropriate for New York City’s streets.

SBS also has a number of accessibility design considerations, including

- Where possible, the loading platforms are designed to be higher than regular curbs to facilitate boarding, especially for passengers using wheelchairs or other mobility devices;
- Fare machines that are capable of making audio announcements for people with vision impairments. At the MetroCard fare machine, plug in your headphones and push the start button in the center. On the coin machine, the audio is activated automatically after you plug in your headphones; and
- Where possible, detectable warning strips run the length of the bus bulb platforms to notify someone is standing/walking less than two feet from the platform edge.

### **Eligibility**

The selection process for SBS typically includes several public workshops and community board meetings along each proposed corridor. The decision to move forward on a specific corridor depends on a number of factors, including public input, and the overall benefit and compatibility of instituting a route along a particular corridor.

### **Current Outreach Strategies**

When planning and designing a new SBS route, careful consideration is given to working with community groups on needs and potential solutions. Each route sets up a Community Advisory Committee (CAC), which may include elected officials, community board leaders, representatives from civic organizations, neighborhood groups, including senior centers, and major institutions surrounding the corridor to advise on the design of the route.

SBS project managers have also worked with the NYCT Compliance Coordination Committee and the Senior Citizens Advisory Council to discuss improvements in the SBS system. This dialogue led to the fare machines being consistent relative to the shelter to aid passengers with vision impairments. Some routes have also included a Technical Advisory Committee, which has had representatives from the New York City Department for the Aging that are active in the planning and design process. One-time meetings with community groups are also available to solicit feedback and discuss how this new service will enhance transportation opportunities for local community residents. Based on past conversations with the community, important changes have been made to the system, including standardized bus bulbs and bus station layout to accommodate a variety of mobility needs.

### **Fun Fact**

Roughly 200,000 people are getting faster bus service throughout NYC thanks to the SBS system.

### **Best Way to Contact Select Bus Service**

To find more information on this program, you can visit [Select Bus Service's website](#). If you have specific questions on the system, e-mail [brt@dot.nyc.gov](mailto:brt@dot.nyc.gov).

## **NYC DOT Transit Profile: Staten Island Ferry Division**

**Launch Date:** 1905

### **Introduction**

The Staten Island Ferry operates between the Whitehall Terminal in Lower Manhattan and the St. George Terminal in Staten Island. The service typically operates every half hour, with 15-minute frequency during peak hours. In 2014, the Staten Island Ferry transported 21,976,512 passengers.

In 2014, the Staten Island Ferry transported 21,976,512 passengers. Both terminals are fully accessible and include several notable amenities: elevators, escalators, and a talking kiosk in each terminal. This kiosk emits a chirping sound that leads travelers to a tactile map and directory. The ferry schedule and other information are also available in braille upon request.

### **Eligibility**

The general public can access the ferry service free of charge. For individuals with mobility disabilities, a request can be made to board on the lower level to ease the boarding process. To receive authorization prior to using the service, a doctor's note will be required, along with proof of address and a picture ID. If you're unsure if you are eligible for lower level boarding, you may contact the Ferry Division. It is important to note that the lower level waiting area is located outside and partially protected by the elements. Due to the restricted nature of the lower level area, any individual that is granted access for lower level boarding is subject to search by security personnel and/or the New York Police Department (NYPD). Additionally, due to security procedures, cyclists must board via the lower level.

### **Current Outreach Strategies**

The DOT Ferry Division works very closely with the local community to ensure accessibility is at the forefront of the service. As one example, the division meets yearly with the Staten Island Center for Independent Living to conduct a walk-through of the terminals. The division also offers sensitivity training to ferry workers.

### **Fun Fact**

The very first five ferries were named after each of the five boroughs.

### **Best Way to Contact Ferries**

To find out more information on the Staten Island Ferry, please visit [Staten Island Ferry's website](#). To request lower level boarding or to submit documentation, please e-mail: [ferryaccessrequest@dot.nyc.gov](mailto:ferryaccessrequest@dot.nyc.gov).

## **Agency Profile: MTA New York City Transit**

### **Introduction**

The Metropolitan Transportation Authority New York City Transit (MTA NYCT) is responsible for operating the subway system and buses throughout the five boroughs. NYCT's Office of ADA Compliance is responsible for ensuring that accessibility is considered throughout the planning, design, and construction phases of the capital projects; for addressing requests for reasonable accommodation from employees and applicants; and for providing a liaison function with advocates for the community of people with disabilities.

### **Subways: Key Station Plan**

The U.S. Department of Transportation, New York State and MTA New York City Transit, following extensive consultation with the community of people with disabilities, identified 100 Key stations to be made compliant with the requirements of the Americans with Disabilities Act (ADA) by the year 2020. Selection criteria included: ridership level, transfer between lines, transfer between different modes of travel, proximity to major activity centers and location at the end of a line. The Key Station Plan designated stations in such a way as to establish a network of accessible stations that interconnects with the MTA NYCT's fully accessible bus system to provide access to virtually any destination in the City. Currently, there are 85 completed accessible Key Stations.

In addition to the Key accessible stations, there are 24 stations that are not part of the Key Station Plan, but are accessible to people with disabilities, which brings the total to 109 accessible subway stations as of December 2014. These stations have features that improve accessibility for customers with visual, hearing, and mobility disabilities, as specified by the Americans with Disabilities Act. Their features include:

- elevators or ramps
- handrails on ramps and stairs
- large-print and tactile-Braille signs
- audio and visual information systems
- accessible station booth windows
- accessible MetroCard® Vending Machines
- accessible service entry gates at subway stations (Autogate)
- platform edge warning strips
- platform gap modifications to reduce or eliminate the gap between trains and platforms
- telephones at an accessible height with volume control, and text telephones (TTYs)

The status of elevators and escalators in the NYCT subway system is available on the [MTA website](#). E-alerts are also available and can be sent to an individual's email or phone.

### **Buses: Accessibility Features**

The bus fleet is comprised of close to 6,000 buses (including MTA Bus vehicles) that are 100 percent accessible with wheelchair lifts or ramps, securement devices, public address systems, kneeling mechanisms and signs designating priority seating for customers with disabilities and courtesy seating for senior citizens.

### **Current ADA Outreach Strategies**

#### **Subway Track Education Program (STEP)**

STEP is a unique program that brings together individuals who are blind or visually impaired and orientation and mobility specialists to learn about track safety. STEP's goal is to educate

users or potential users about the subway tracks if a fall would occur onto the track bed. The training is available upon request and takes place at the New York Transit Museum in Downtown Brooklyn.

### **Compliance Coordination Committee**

In an effort to work more closely with the disability community and understand their needs and concerns first-hand, New York City Transit's Office of ADA Compliance regularly hosts the Compliance Coordination Committee ("CCC"). The CCC is a forum in which Transit meets with members of the disability community to ensure their involvement and to keep them informed about the agency's efforts for improved accessible transportation and barrier removal. Additionally, annual reports are sent to the Mayor's Office of the City of New York on the status of ADA compliance within New York City Transit.

Upon request, the Office of ADA Compliance also provides outreach throughout the New York City area by way of workshops, seminars, and information fairs. At these functions, information regarding programs and features of NYCT are communicated to people with disabilities and senior citizens.

### **Fare Payment and Purchasing Options**

#### **Reduced-Fare Program**

MTA New York City Transit offers a reduced/half fare for seniors age 65 and over and for individuals with a qualifying disability to use on NYCT's subways and buses. Reduced-fare customers have the option of paying the fare in cash (upon presenting an acceptable form of identification) or by using a convenient Reduced-Fare MetroCard. Reduced fare is half the base fare or less with Reduced-Fare MetroCard discounts which are applied when purchasing multiple rides. Most reduced-fare customers use the Reduced-Fare MetroCard (RFM), a personalized MetroCard with the name and photograph of the customer. Applications for senior citizens and persons with disabilities can be obtained via the [MTA website](#) or by contacting NYCT by telephone.

#### **MetroCard Mobile Sales Program**

There are also MetroCard Buses and Vans throughout the five boroughs that allow customers to apply or refill a Reduced-Fare MetroCard or regular MetroCard. These vehicles, which make scheduled stops along major bus routes, as well as senior centers and shopping centers, are focused on serving customers who do not or cannot access subway stations. The locations and times can be accessed at the [MTA MetroCard Bus and Van website](#).

MetroCard Mobile Sales outreach staff is also available to provide assistance to community-based groups by visiting locations and providing applications for the Reduced-Fare MetroCard Program.

#### **Fun Facts**

- In 2013, 1,484,971 customers used a wheelchair lift or ramp to access New York City Transit/MTA Bus buses.
- Upon request, the Office of ADA Compliance also provides outreach throughout the New York City area by way of workshops, seminars, and information fairs.
- NYC Transit attended approximately 500 outreach events in 2013.

#### **Best Way to Contact MTA NYCT**

To find more information on MTA NYCT accessibility services, please call 511 or visit [MTA's Accessibility website](#). To request copies of large-print or braille materials, please visit The Customer Service Center at 3 Stone Street, New York, NY, or call the Office of ADA Compliance at 646-252-3053.

## **Agency Profile: MTA NYCT Paratransit Division**

**Launch Date:** July 1<sup>st</sup> 1993

### **Introduction**

Access-A-Ride (AAR) is the Paratransit service for the Metropolitan Transportation Authority, administered by New York City Transit (NYCT)/Paratransit Division. Paratransit is the term used for a “demand-response” service in which an eligible customer reserves a trip in advance to a destination within the service area covered by public buses and subways. AAR is a shared-ride, door-to-door, or feeder service which operates 24 hours a day, seven days a week within the service area covered by New York City Transit’s public buses and subways. Fare for each trip on AAR is the same for a single ride on a NYCT bus or subway.

### **Travel Training Program**

Paratransit offers a free travel training program, in cooperation with the Cerebral Palsy Associations of New York State. With some training, AAR customers who have mobility or cognitive impairments may be able to ride the bus or subway to work, school, health and recreation facilities, and to the many cultural institutions for which New York is famous.

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

The new AAR MetroCard gives Paratransit customers the opportunity and flexibility to take a total of four free trips a day using the subways, local buses, and Staten Island Railway (SIR). It is important to note that this offer will not prevent someone from continuing to utilize paratransit service for other trips.

### **Designated AAR Pickup Locations**

There are over 100 designated AAR pickup spots at busy locations. In the past, these were locations where customers and vehicle operators have missed each other; the AAR pickup spots were created to reduce this issue. These locations have AAR identification signs. A customer must have a reservation for pickup or drop off at these locations. The Paratransit Division works with NYC DOT to designate these locations. Requests for a new location can come from the community. Additional information is available in the Bus Stop Management program profile.

### **Accessible Bus Demonstrations**

Accessible bus demos are available for community groups to orient individuals on how to ride fixed route buses. An explanation of the rules and regulations takes place, as well as the opportunity to practice on a bus.

### **Eligibility**

Paratransit eligibility is determined using criteria within guidelines established under the American with Disabilities Act (ADA). Once determined to be eligible, individuals with disabilities who are unable to use fixed route transportation (public transportation) may receive ADA Paratransit service for some or all of their trips.

### **Fun Fact**

In 2013, AAR provided 6,693,661 trips.

### **Best Way to Contact NYCT Paratransit Division**

To find more information on this service, you can visit [mta.info](http://mta.info) and press the “Accessibility” link at the top of the page or visit [MTA's Access-A-Ride website](#).

To begin the application process, please call AAR at 877-337-2017 and follow the menu prompts to Eligibility (prompt #1).

To apply for travel training, or to receive more information, call 212-947-5770, extension 627, and leave a message.

To arrange an AAR presentation for your organization, or to inquire about the travel training program, please call AAR at 877-337-2017 and follow the menu to prompt #8.

### **Regional Paratransit Transfer Locations**

#### **Transfer Location Between New York City and New Jersey**

- Port Authority Bus Terminal (West 42nd Street between 8th and 9th Avenues)

#### **Transfer Location Between New York City and Nassau County**

- North Shore Long Island Jewish Hospital, Center for Advanced Medicine (450 Lakeville Road, Building 1/B, New Hyde Park)
- Green Acres Mall (1051 Green Acres Mall, Valley Stream, in front of JCPenney)

#### **Transfer Location Between New York City and Westchester County**

- International House of Pancakes (4340 Boston Road At Ropes Avenue)
- 5561 Riverdale Avenue (at West 258th Street)

#### **Intermodal Transfer Facilities**

- Herald Square (33rd Street and 6th Avenue): Amtrak, LIRR, NJ TRANSIT
- Penn Station/Madison Square Garden (7th Avenue and 31st Street): Amtrak, LIRR
- Grand Central Terminal (42nd Street between Park and Lexington Avenues): Metro-North

## **Agency Profile: Nassau Inter-County Express (NICE)**

**Launch Date:** 2011

### **Introduction**

The Nassau Inter-County Express (NICE) operates the fixed route and paratransit services in Nassau County on Long Island. NICE was formed on January 1, 2012 as a public-private partnership between Nassau County and Veolia Transportation, which is now Transdev. In addition to providing services throughout most of Nassau County's communities, the fixed route service also extends as far west as Flushing, Jamaica, and Far Rockaway in Queens. NICE uses the MetroCard fare system, with the same pricing as in New York City. An Unlimited Ride MetroCard is also accepted.

### **Able-Ride**

NICE's Able-Ride is the paratransit service in Nassau County for passengers with disabilities who are unable to use fixed route transit for some or all of their trips. All Able-Ride trips must start and end within  $\frac{3}{4}$  of a mile of NICE's fixed route service and during the time the service is operating. For passengers who are ambulatory, NICE contracts with Super Shuttle for some of these trips.

Recognizing the importance of the driver/client interface, Able-Ride began mandating door-to-door service on March 1st, 2014 where drivers assist passengers to and from the vehicle. Passengers may now wait in the outermost exterior door of the pick-up address until the driver is available to assist into the vehicle. If the passenger is not present when the driver arrives, the driver will proceed to the door and identify themselves as "Able-Ride." This level of service is great for customers and minimizes instances where customers and drivers miss one another, thereby lowering the cases of no-shows.

For transfers between Able-Ride and NYC's Access-A-Ride, please see the MTA NYCT Paratransit Profile. Transfers are also available to Suffolk County on Long Island at the Walt Whitman Mall in Huntington, the Sunrise Mall in Massapequa, and the Long Island Rail Road Farmingdale Station.

The Able-Ride's Riders Guide includes more details on the service and is available for download at [Able Ride's website](#).

### **GoMobile App**

NICE is currently working on expanding how they provide information to the public using technology, which will provide more seamless travel for all passengers. One recent addition to NICE's services includes the launch of the GoMobile application, which allows passengers to pay bus fares using their smartphones, reducing the need to purchase a MetroCard at select locations. Launched in the summer of 2014, GoMobile had 7,500 downloads within the first eight weeks of its release. And while this app was not developed exclusively for people with disabilities, the software is compatible with existing apps for screen readers. Most importantly, this technology is open source, so any app developer would be able to extract the data and develop an app specifically catering to people with various disabilities. For more information on reduced rates for the GoMobile app, please email [NICEticketing@transdev.com](mailto:NICEticketing@transdev.com).

### **Current Outreach Strategies**

NICE's Transportation Accessibility Advisory Committee (TACC) was established to provide information on new projects as well as garner feedback on these new changes. One recent

outcome of the discussion included NICE staff learning about the various ITS platforms that are compatible with a screen reader for people with vision impairments that can be integrated in future projects. NICE also works regularly with community groups, by providing travel orientation and training on how to use the system. NICE Bus volunteers also provide transportation for the County's Games for the Physically Challenged.

### **Fun Fact**

In July 2014, Able-Ride reservationists took in 17,000 calls with an average wait time of four minutes and 20 seconds.

### **Best Way to Contact NICE**

To find more information on this service, you can visit [NICE Bus](#). To reach NICE's Travel Information Center, please call 516-336-6600. For Able-Ride's Reservation, please call 516-228-4680. To request a NICE presentation, please contact Tesheena Spencer at 516-228-4013. NICE materials are available in large format, braille, and other languages upon request.

## **Agency Profile: NJ TRANSIT**

### **Introduction**

NJ TRANSIT provides accessible public transportation including rail, light rail, and bus service in New Jersey and into parts of New York and Philadelphia. These services include accessible rail and light rail vehicles and stations, and lift-equipped and kneeling buses. NJ TRANSIT also operates the ADA paratransit service, Access Link, and offers reduced fare for people with disabilities and people over the age of 62.

### **NJ Travel Independence Program (NJ TIP @ Rutgers)**

NJ TRANSIT and the NJ TIP @ Rutgers travel instruction program partner to promote NJ TRANSIT's accessible transportation services in a way that results in new customers being aware of the full range of transportation services available. Access Link applicants going through the eligibility process can voluntarily sign up for individual, one-on-one travel instruction.

### **Access Link**

Access Link is a public transportation service developed to comply with the paratransit regulations of the ADA. Access Link service is comparable to the NJ TRANSIT local fixed route bus system in that it is available during the same days and hours as the regularly scheduled local fixed route bus service, including weekends and holidays. Access Link is for people with disabilities who are unable to use the local fixed route bus.

### **Transportation Management Associations**

Transportation Management Associations (TMAs) are non-profit, public/private partnerships that have been established to form partnerships with businesses and local government to provide commuter information and services. They are organized groups applying carefully selected approaches to facilitating the movement of people and goods within an area. TMAs also provide traffic demand management assistance to employers through the new Employer Services Program. There are eight TMAs in New Jersey. They are Cross County Connection, Greater Mercer, Hudson, HART, KMM, Meadowlink, Ridewise and TransOptions. TMAs give those in business and local government a voice in local/regional/statewide transportation decision-making, including carpool, vanpool, and public transit services. They also offer public-private forums on transportation planning, financing and implementation of alternatives to commuting alone.

### **Community Transit Programs**

NJ TRANSIT administers state and federal funding to support community transit services operated by twenty county coordinated systems and independent non-profit agencies that are designed to complement the NJ TRANSIT traditional bus and rail network.

These services are focused on the needs of senior citizens, persons with disabilities, and people with low (or no) income. In many cases these services are also open to the general public.

Among the funding sources used to provide community transportation services including feeder services to public transit options are Federal Transit Administration Section 5311 Rural Transportation, Section 5307 Urbanized Area Program, Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities, the NJ Job Access and Reverse Commute program, the New Jersey Senior Citizen and Disabled Resident Transportation Assistance program, NJT Operating, NJ Department of Human Services Transportation Innovation Funds, and CMAQ funding.

**Fun Facts**

- Through 2013, NJTIP @ Rutgers had reached nearly 1,800 people with disabilities, professionals and potential transit users.
- Since 2005, in collaboration with NJ TRANSIT ADA Services, NJTIP has trained 274 people with disabilities from seven counties.
- NJTIP @ Rutgers has created mobility guides and group travel instruction for older adults, reaching 1,015 seniors.

**Best Way to Contact NJ TRANSIT**

To find more information on this agency's programs and services, you can visit the [NJ TRANSIT website](#). You may also call 973-275-5555 or 1-800-772-2287 (TTY) or e-mail [adaservices@njtransit.com](mailto:adaservices@njtransit.com).

## **Agency Profile: NYC Taxi and Limousine Commission**

**Launch Date:** 1971

### **Introduction**

The New York City Taxi and Limousine Commission (TLC) is the agency responsible for licensing and regulating New York City's medallion (yellow) taxicabs, for-hire vehicles (boro taxis, community-based liveries and black cars), commuter vans, paratransit vehicles (ambulettes) and certain luxury limousines.

In 2014, TLC voted unanimously to implement an unprecedented package of rules that would achieve the goal of 50 percent wheelchair accessible taxicabs by 2020. The vote signals the most significant expansion of the number of accessible cabs on city streets in the New York City taxi industry's 107-year history. There are 631 wheelchair accessible taxicabs on the road, and by 2020, half of all yellow taxis—7,500 total—will be wheelchair accessible.

### **Taxi of Tomorrow**

In 2007, City officials convened a group of stakeholders, including representatives of taxi drivers, owners, and passengers, to create a set of goals for the next New York City taxi cab; this project is called the "Taxi of Tomorrow." On May 3, 2011 the City announced that the NV200, designed by Nissan North America, Inc., had been chosen as the winner of the Taxi of Tomorrow competition. The vehicle incorporates a number of accessible features; including hearing loop technology and built-in grab handles to assist boarding. There will also be a wheelchair accessible version available as well.

### **Accessible Dispatch Program**

TLC manages Accessible Dispatch, a program that enables wheelchair users to request a wheelchair accessible taxicab for trips originating in Manhattan and ending anywhere in the five boroughs, Westchester and Nassau counties, and the three regional airports. There are no extra costs to passengers. Accessible Dispatch is available 24 hours a day, seven days a week, and requires no advanced reservations, although one may place an advance service order if one so wishes. Drivers of accessible taxicabs receive special training that includes their ADA-compliant responsibilities, their customer service etiquette and in assisting boarding and de-boarding protocols for those who rely on scooters, wheelchairs, or service animals for mobility assistance.

There are five ways to request a New York City wheelchair-accessible taxi:

- Call 311
- Call the dispatch center directly: 646-599-9999
- Text a request to: 646-400-0789
- Use the mobile app "Wheels on Wheels" (WOW), powered by Taxi Magic and available free at the Apple iTunes Store.
- Order online at [NYC Accessible Dispatch website](#).

### **Green Boro Taxis**

In 2013, TLC launched the Boro Taxi program, with the goal of improving access to street-hail transportation throughout the five boroughs – especially for people who live or spend time in areas of NYC historically underserved by the yellow taxi industry. Boro Taxi drivers can pick up street hailing passengers in northern Manhattan (north of West 110th Street and East 96th Street), the Bronx, Queens (excluding the airports), Brooklyn, and Staten Island and they may drop passengers off anywhere. Among the 18,000 Boro Taxis permitted, legislation required that 20 percent must be wheelchair accessible. The TLC issued 1,200 of these in 2013 and will

add twelve hundred more in 2014 and 2015 for a total of 3,600 wheelchair accessible boro taxicabs.

### **Outreach Strategies**

TLC has a number of partnerships with other city agencies, including the Mayor's Office for People with Disabilities, Department for the Aging, and the Office of Veteran's Affairs. TLC also works with MTA NYCT on providing taxi services for ambulatory trips through Access-a-Ride. Advocacy groups and other stakeholders also provide feedback throughout the planning process of any new TLC program or initiative.

### **Fun Facts**

- The Accessible Dispatch Program had only eight trips per day in the pilot phase (July 2008- 2010) and now provides over 100 trips a day!
- TLC works with MTA NYCT on providing taxi services for ambulatory trips through Access-a-Ride.

### **Best Way to Contact TLC**

To get more information on these programs, you can visit several websites, including: [NYC TLC's website](#) or [NYC Accessible Dispatch website](#). If you would like TLC to come present to your organization, you may e-mail [info@accessibledispatch.com](mailto:info@accessibledispatch.com).

## **Area Profile: Westchester County**

### **Introduction**

Westchester County has a variety of transportation options available to older adults and people with disabilities, including the Bee-Line System, which provides bus service within Westchester County, as well as parts of the Bronx, Manhattan, and Putnam County. Every subway line in the Bronx is served by at least one Bee-Line bus route. There is also the Bee-Line BxM4C Westchester-Manhattan Express bus, which operates along Central Park Avenue through White Plains, Hartsdale, Scarsdale, and Yonkers, to Fifth Avenue (southbound) in Manhattan to 23rd Street, and back on Madison Avenue (northbound). The Bee-Line accepts MetroCard as well as exact change. Reduced fare is available for seniors and people with disabilities.

### **Bee-Line System**

There are several accessibility features on Bee-Line buses for individuals with mobility impairments. All buses are equipped with a wheelchair lift or ramp, and can be used by anyone who is unable to use the stairs. The seats in the front of the bus are also reserved for seniors and people with disabilities.

The Westchester County Department of Public Works and Transportation (WCDPW&T) offers the Senior B.E.A.T. (Be Educated About Transit) program to educate seniors on how to use the Bee-Line System to promote greater travel independence. The Senior B.E.A.T. "Ride with a Friend" Program encourages seniors to ride together on the Bee-Line to receive discounts at participating restaurants, theaters, and museums.

WCDPW&T and the Westchester County Office for the Disabled conduct a course titled, "B.E.A.T. Plus," which brings hands-on travel training education into the classroom for students with disabilities. In this four-session course, students and staff learn how to ride Bee-Line buses, and then take part in a group bus trip to obtain a Reduced-Fare MetroCard. In addition to the Bee-Line System fixed-route bus System and its how-to-ride educational programs, Westchester County and nonprofit agencies offer a variety of other transportation services and programs specifically for older adults and people with disabilities, including:

### **Bee-Line ParaTransit**

The Westchester County Bee-Line ParaTransit service is available to people with disabilities who have difficulty using fixed-route service within Westchester County. Similar to Access-A-Ride in NYC, Bee-Line ParaTransit offers Origin-to-Destination and it mirrors the existing transit service. Advanced certification is required. For individuals who use Bee-Line ParaTransit and are ambulatory, there is a Bee-Line ParaTaxi program that works with taxi companies under contract with the County to provide paratransit trips. The fare remains the same, and can be paid with cash or a ParaTransit ticket. For transfers between Bee-Line ParaTransit and NYC's Access-A-Ride, please see the MTA NYCT Paratransit Profile (Pg. 35). To inquire about the Bee-Line ParaTransit certification process, please call 914-995-2960.

### **Livable Communities Collaborative for Aging Services**

Westchester County and nonprofit agencies work collectively together through the Livable Communities Collaborative for Aging Services. This initiative, led by the Westchester County Department of Senior Programs and Services, identifies challenges faced by older adults, especially mobility, and works to develop best practices for the region.

### **Community Transportation Programs**

RideConnect is a not-for-profit transportation program that offers an invaluable assortment of services geared towards older adults (60+), people with disabilities, and home health workers in Westchester County. The services include (1) information and referrals, (2) volunteer transport for medical, shopping, religious services, or other errands, (3) a weekly shopper bus, (4) home health aide transportation, and (5) a social worker who is available to families if a need arises. And while the service is not offered within New York City, volunteer drivers are able to offer rides to the major train stations that provide access into NYC.

WestFair Rides is another not-for-profit organization that coordinates volunteer rides to medical appointments for older adults (60+) and adults with vision impairments. Spreading rapidly, volunteer-driven rides are now available in the Sound Shore, northeast and south central regions of Westchester County. Only a year old, WestFair Rides has been working with six home health agencies to build shared transport for home health aide and personal care workers to homes in northeast Westchester where there is no public transportation. WestFair Rides also provides information and referral to patients and their families looking for alternative ride choices. It also provides consultation to municipal and other programs that would like to start up their own volunteer ride services. A collaborative model, WestFair Rides currently shares the expense of its volunteer ride management system with two other nonprofit organizations which also share destination and alternative ride provider information. Major medical providers currently share online referral access to WestFair Rides for their patients. Through community partnerships, WestFair Rides has been able to raise awareness of transportation for older adults as an important public health issue.

### **Fun Facts**

- In 2006, Westchester County worked with seniors to develop Route 9, which includes bus stops at senior housing complexes, senior centers, shopping, and medical facilities.
- In one unique situation, a RideConnect volunteer driver transports an older adult to his volunteer job at a local hospital.

### **Best Way to Contact Westchester County**

For more information on Westchester County's services, visit [Bee-Line Bus](#). Bee-Line bus schedules and information are available in large print upon request. Please e-mail [beeline@westchestergov.com](mailto:beeline@westchestergov.com) or call Customer Service at 914-813-7777. For individuals who are hard-of-hearing, you may find information by utilizing the New York 711 Relay Service.

For senior citizens, the website [Westchester Senior Programs and Services](#) contains information on services and programs available to Westchester County senior citizens.

To schedule B.E.A.T. Plus classes, please contact Anna Masopust, Mobility Specialist, Office for the Disabled, at 914-995-2959 or e-mail [ammi@westchestergov.com](mailto:ammi@westchestergov.com).

To find more information on RideConnect, you may visit [Ride Connect Westchester](#). You may also call 914-242-7433 or e-mail [kganis@fsw.org](mailto:kganis@fsw.org).

To find more information on WestFair Rides, you may visit [WestFair Rides](#), e-mail [info@westfairrides.org](mailto:info@westfairrides.org), or call 914-764-3533.

## Transportation Programs

NYC DOT offers a number of programs that can facilitate an easier commute for all users. While not all are highlighted in this guide, those that directly impact people with disabilities and older adults have been highlighted in the following section. The purpose of this section is to inform users of these programs and provide them information on how to access them in order to improve the travel experience. Of note, many NYC DOT programs are request-driven therefore it is up to the public to help the agency identify the needs. The following NYC DOT programs have been highlighted in the following section:

- Accessible Pedestrian Signals
- Bus Stop Management
- Construction Permit Management & Enforcement
- Language Access Program
- Mobility Management Program
- Neighborhood Slow Zones
- Parking Permits
- Pedestrian Projects Group
- Plaza Program
- Safe Routes to Transit
- Safe Streets for Seniors
- Safety City
- Safety Outreach
- School Safety Engineering Office
- Sidewalk Program
- Street Furniture
- WalkNYC Pedestrian Wayfinding Program

In addition, several other agencies are highlighted, to include additional transportation programs that can benefit people with disabilities and older adults. The following agencies are included:

- Mayor's Office for People with Disabilities
- New York City Department for the Aging
- New York City Department of Education
- New York City Emergency Management Department

## **NYC DOT Program Profile: Accessible Pedestrian Signals**

**Launch Date:** 2011

### **Introduction**

Accessible Pedestrian Signals (APS) are devices attached to pedestrian signal poles to assist blind and low vision pedestrians in crossing the street. These devices provide information in non-visual formats, such as audible tones, speech messages, and vibrating surfaces, to alert pedestrians with vision impairments when the “walk” phase is available at a given intersection. The current model can also have the volume adjusted based on ambient noise level in the surrounding area. As required by Local Law 21 of 2012, NYC DOT has installed APS units at 25 additional intersections each year. The new Local Law 216 will take effect on January 1, 2016, which will require NYC DOT to install APS units at 75 intersections annually. As of this writing, there were APS units installed at 99 intersections citywide.

### **Eligibility**

The installation of APSs are request-driven by the community, so any request at an intersection will be reviewed, evaluated, and ranked by the APS program. Considerations include off-peak traffic presence, the current traffic-signal patterns, and the complexity of the intersection’s geometry, including crossing distance. There are currently over 400 ranked intersections, where a priority form has been completed for each crosswalk by a trained signal inspector.

### **Current Outreach Strategies**

The APS program has worked closely with the Mayor’s Office for People with Disabilities (MOPD) and organizations that advocate on behalf of people with vision impairments. Several workshops and meetings take place each year to strategize on improvements and priorities for the APS program. In order to consistently improve the APS program, the project managers recognize that continued dialogue with advocacy groups is essential.

### **Fun Fact**

The first audible pedestrian signal in New York City was installed in 1957 in Queens.

### **Best Way to Contact APS**

To find more information on this program and see the full list of APS’ throughout NYC, you can visit: [NYC DOT's APS website](#).

To request an APS, you can find the link to Write to the Commissioner on the website listed above. Please include the appropriate intersection, and any other information that may be useful to justify that intersection, including the proximity to a facility nearby that serves people with vision impairments. If an APS is broken, call 311 immediately and specify the signal is an “accessible pedestrian signal.”

## **NYC DOT Program Profile: Bus Stop Management**

**Launch Date:** 1991

### **Introduction**

Bus Stop Management Unit is responsible for creating, modifying, and maintaining the bus stations and bus parking areas. They also issue bus stop permits to the intercity bus companies, such as Megabus and BoltBus, citywide. The infrastructure includes the Bus Stop No Standing regulatory signage, route/destination/location panels, and the bus stop supports. The Guide-A-Ride informational box located on the bus stop pole falls under the Metropolitan Transportation Authority's (MTA) jurisdiction.

### **Access-A-Ride Designated Stops**

In addition to MTA New York City Transit bus stops, Bus Stop Management determines the feasibility of Access-A-Ride designated stops. These stops are typically located at senior centers, hospitals, and new facilities that cater to people with disabilities. Any requests for relocations, removals, and additions will be initiated by the MTA. While demand for the stop is considered, safety is the utmost priority in ensuring whether a location is feasible.

### **Current Outreach Strategies**

When it comes to major MTA service changes, the MTA reaches out to community boards and the general public. If the change is on a Select Bus Service route, then NYC DOT's Transit Development group reaches out to the community boards and the general community. NYC DOT's Bus Stop

Management will coordinate with other agencies, and works hand-in-hand with the MTA to relocate any city bus stops or designated Access-A-Ride stops, whether that is temporary or permanent. This unit also works with the Parks Department to trim trees near bus stops and with NYC DOT when relocating shelters, parking meters, etc.

### **Fun Facts**

- Bus Stop Management was originally established as the Guide-A-Ride Program under the NYC Department of General Services in 1980.
- There are roughly 15,560 bus stops citywide.

### **Best Way to Contact Bus Stop Management**

In cases of missing furniture, such as a sign, pole, or route and destination related informational panels; you can contact the Bus Stop Management unit by calling 311. If you would like to request a bus stop relocation or Access-A-Ride designated stop, you may contact your local community board or elected officials who will then reach out to MTA's Government and Community Relations.

## **NYC DOT Program Profile: CityBench Program**

**Launch Date:** 2012

### **Introduction**

The CityBench Program is an initiative to increase the amount of public seating on New York City's streets. NYC DOT installs attractive and durable benches around the City, particularly at bus stops, in commercial areas and areas with high concentrations of seniors. These benches, which either come backless or with backs, will improve the quality of life of both transit riders and pedestrians, and will connect communities and foster sustainability.

This program is primarily request-driven, so anyone can complete a Request Form, either through the web or paper form, and a CityBench staff member will determine if the site is eligible for a bench. The entire process takes about three months, but can be longer or shorter depending on a few factors, including the support from the local community board and adjacent property owner(s).

### **Eligibility**

The program targets, but is not limited to, bus stops that do not meet site requirements for shelters; areas surrounding current NYC DOT projects/programs, such as the Select Bus Service (SBS); Business Improvement Districts (BIDs), commercial corridors, senior centers, community health centers (CHCs), municipal facilities such as libraries, and intermodal transit centers.

Sites are typically investigated in the order a request was received. In all cases, NYC DOT maintains necessary sidewalk clear paths for pedestrians and will follow all applicable rules regarding clearances from other above-ground structures. Sites that do not meet the criteria do not get investigated.

### **Current Outreach Strategies**

In coordination with the NYC Department for the Aging, NYC DOT'S Safe Streets for Seniors, and the Mobility Management Program, the program is currently targeting senior centers and adult day care centers in New York City through presentations and outreach material. Project managers also work closely with community boards to quickly approve bench locations as well as to get the word out about the program.

### **Fun Fact**

This program is one of the only city-wide bench programs in the world. The overall reputation is extremely positive.

### **Best Way to Contact CityBench**

To find more information on this program, you can visit [CityBench's website](#). You may also contact CityBench via e-mail at [citybench@dot.nyc.gov](mailto:citybench@dot.nyc.gov) or by calling 212-839-6569.

## **NYC DOT Program Profile: Construction Permit Management and Enforcement**

### **Introduction**

There are two units within NYC DOT that manage the construction permitting process and enforcement that may affect pedestrians: Office of Construction Mitigation and Coordination (OCMC) and Highway Inspection and Quality Assurance (HIQA). The OCMC is responsible for issuing over 150 different types of sidewalk and roadway construction permits to utilities, contractors, government agencies, and homeowners. On average, around 400,000 permits are issued per year, many of which affect the path of travel for pedestrians.

Given this many permits, NYC DOT's HIQA enforces the laws and rules for performing construction work on the City's sidewalks, roadways, and highways. This is done primarily through inspection, where over 100 NYC DOT inspectors review work sites for compliance with permit conditions, and issue violations when the permits are not in compliance with the laws and rules.

### **Eligibility**

To comply with construction site accessibility, there are agency specifications that must be followed, beginning with proper signage posted, maintaining clear pedestrian walkways and the proper installation of all temporary walkways and ramps. NYC DOT suggests calling 311 to report an inaccessible or hazardous construction site on a street, sidewalk, or roadway. If possible, it is recommended to submit a photo within 12 hours of spotting the site via [311 Online \(311 Online for Sidewalk Construction\)](#) to assist inspectors in quickly identifying the problem and correcting the issue if needed.

### **Current Outreach Strategies**

Before construction permits are issued, NYC DOT and applicable contractors identify and coordinate with nearby facilities that may be impacted by construction. Facilities include schools, hospitals, and centers for individuals with vision impairments. For example, the contractors coordinate with principals in the public school system to identify the best time of day and year to complete construction work outside a school facility.

### **Fun Fact**

NYC DOT enforcement inspectors work 24 hours a day, seven days a week, including summer and holidays, to ensure safety is adhered to at construction sites.

### **Best Way to Contact Construction Permit Management & Enforcement**

To find more information on construction permits and enforcement, you can visit [Permits' website](#) or [HIQA's website](#). For permit questions, you can call the NYC DOT Permit Office at 212-839-2265.

To check the status of active street construction permits, please visit [NYCStreets](#).

## **NYC DOT Program Profile: Language Access Program**

**Launch Date:** 2008

### **Introduction**

New York City has a rich culturally-diverse population. Approximately one-third of its population requires language services to access NYC DOT information and services. NYC DOT's Language Access program provides meaningful access to those New Yorkers who are not proficient in English. Furthermore, since approximately 50 percent of NYC's population speaks a language other than English at home, these New Yorkers also benefit from the Language Access program.

NYC DOT provides meaningful language access to New Yorkers by providing translated content in many channels of communication. Some include:

- Correspondence
- Flyers and postcards
- Brochures
- Meeting/Workshop Notices
- NYC DOT website
- Online forms
- Presentations
- Newsletters
- Advertisements

NYC DOT also provides language interpretation services including American Sign Language. New Yorkers may call or walk in to a NYC DOT public service center and request a language interpreter to request information or services.

More than 100 different language interpreters may be accessed at no charge. The most common languages accessed are:

1. Spanish
2. Chinese
3. Russian
4. Korean
5. Bengali
6. Polish
7. Haitian Creole
8. Arabic

### **Current Outreach Strategies**

DOT works with the NYC Department of City Planning to stay current on the changing demographics of New York City. Language access services are adjusted to match the needs of diverse and increasing populations in communities Citywide. NYC DOT project managers also utilize language access services to translate not only presentations, but varieties of other content, especially those mentioned in this Resource Guide.

### **Fun Fact**

Since 2009, over 4,000 New Yorkers have called in or walked into a NYC DOT public service center and have spoken to a language interpreter.

### **Best Way to Contact Language Access**

To find more information on this program you can visit [NYC DOT's Language Access website](#). To request a translation or a language interpreter, you may e-mail [languageaccess@dot.nyc.gov](mailto:languageaccess@dot.nyc.gov). You can also call 311 to request a language interpreter or DOT documents in other languages. Anyone who wants to “Write to the Commissioner” may do so in any one of 8 languages (Spanish, Russian, Chinese, Korean, Haitian Creole, Italian, Polish and Bengali), by going to [DOT's contact webpage](#).

## **NYC DOT Program Profile: Mobility Management Program**

**Launch Date:** 2012

### **Introduction**

The NYC DOT Mobility Management Program (MMP) seeks to coordinate and improve transportation opportunities for people with disabilities, older adults, and low income populations. This involves several methods, including:

- Development of resources & tools for project managers and the community;
- City-wide mobility management coordination efforts; and
- Identification of strategies to improve transportation services.

This comprehensive and strategic approach benefits the community and project managers by improving communication and collaboration between the agency and the community being served. In addition to creating the Resource Guide, other MMP initiatives are listed below.

### **Mobility Management Annual Conference**

The Annual Mobility Management Conference brings together mobility managers, travel trainers, transit providers, project managers, government officials, and advocates across the region to showcase innovative solutions in addressing mobility needs of people with disabilities, older adults, and low income populations. Previous topics have included partnership strategies, pedestrian infrastructure improvements, and mobile ticketing technology.

### **Travel Training Workshops**

The MMP regularly convenes travel trainers and orientation and mobility specialists with agency project managers to discuss projects impacting individuals with disabilities who may travel independently. These interactions allow both parties to exchange a fruitful amount of information that they can take back to their respective agencies/organizations. Workshop topics have included the Select Bus Service and construction site accessibility.

### **Current Outreach Strategies**

Partnerships with the community are a vital component of the MMP. The Program regularly meets with community based organizations, such as senior centers, community-based transportation providers, and day habilitation programs, to understand the issues and address possible solutions. Coordination with other government agencies also enhances opportunities for this population.

### **Fun Fact**

At the 2013 Mobility Management Conference, there were over 50 definitions of Mobility Management compiled by attendees.

### **Best Way to Contact the Mobility Management Program**

To find more information on this program you can visit the [Mobility Management website](#). You may also call 212-839-3260 or e-mail [MobilityManagement@dot.nyc.gov](mailto:MobilityManagement@dot.nyc.gov).

## **NYC DOT Program Profile: Neighborhood Slow Zones**

**Launch Date:** 2011

### **Introduction**

Neighborhood Slow Zones are a community-based program that reduces the speed limit from 25 mph to 20 mph and adds safety measures within a select area in order to shift driver behavior. This type of slow zone program differs from NYC DOT's Arterial Slow Zones in that the neighborhood version is application-based and reduces speeds in an entire neighborhood area rather than a single corridor. The ultimate goal of this program is to lower the incidence and severity of crashes in these neighborhoods. Slow Zones also seek to enhance quality of life by reducing cut-through traffic and traffic noise in residential neighborhoods.

These zones are established in small, self-contained areas that consist primarily of local streets. Gateway signage and markings are installed at the appropriate intersections to announce the presence of a Slow Zone and alert drivers to the reduced speed limits.

### **Eligibility**

Slow Zones are implemented in areas with low traffic volumes where reducing the speed limit will not cause traffic congestion. The application process is highly competitive, with 13 Zones chosen in the 2012-2013 program year, and 16 Zones selected in the second application period in 2013.

In applying for a Slow Zone, applicants must have a clearly defined Neighborhood area – typically 0.20 to 0.30 square miles, with no major arterials inside the boundaries.

Applications are prioritized based on crashes and if the zones include schools, daycare centers, and pre K. Additionally, the presence of senior centers is a key element in prioritizing the selection of zones. A letter of support from a nearby center is also valuable. Any community group, including senior centers and organizations that serve people with disabilities and older adults, are encouraged to apply when the next application process commences.

### **Current Outreach Strategies**

The Slow Zones' project managers conduct outreach to community boards to solicit participation and provide information on the program. If a community group is interested in learning more about the program or want to submit a Slow Zone application in the next application period, they are encouraged to contact the Slow Zone program to request a presentation.

### **Fun Fact**

The Neighborhood Slow zone program has already converted 65 miles of residential streets to 20 MPH.

### **Best Way to Contact Slow Zones**

To find more information on this program, you can visit [Slow Zones' website](http://SlowZones.gov) or e-mail [slowzones@dot.nyc.gov](mailto:slowzones@dot.nyc.gov).

## **NYC DOT Program Profile: Parking Permits**

**Launch Date:** 1964

### **Introduction**

NYC DOT's Bureau of Parking is responsible for issuing a variety of parking permits that assist people with disabilities in moving around the City. This includes State and City parking permits for individuals with disabilities, as well as On-Street Parking Permits for not-for-profit organizations that provide a transportation service. The latter permit allows vehicles registered with the organization to have limited standing and parking privileges in loading zones and at parking meters.

### **New York State Permits – Launched 1978**

Individuals may be eligible for a New York State disability parking permit hangtag if they are a NYC resident and have a permanent or temporary, qualifying mobility impairment as certified by a New York State-licensed physician or podiatrist. This placard is valid anywhere in New York State where there is a designated parking space for people with disabilities. In NYC, these spaces are all off-street such as parking lots at malls and garages.

### **New York City Permits – Launched 1964**

For individuals to be eligible for a City Parking Permit for People with Disabilities placard, the following requirements must be met:

- Individual must require the use of a private vehicle for transportation; and
- Individual must have a severe, permanent disability that impairs mobility as certified by their personal physician and a New York City physician designated by the Department of Health and Mental Hygiene (DOHMH).

Both City residents and non-City residents are eligible for this type of permit. This type of placard allows the individual to park at most curbsides on City streets, including:

- All No Parking zones (except taxi stand locations);
- “No Parking” or “No Standing” spaces authorized for doctors, press, diplomats and government agencies;
- Metered parking without paying; and
- Commercial parking zones except for specified restricted hours.

These permits are renewed annually. An individual may require medical reassessment determined by the DOHMH certified physician.

### **Annual On-Street Parking Permit – Launched 1992**

In order for a not-for-profit to be eligible for an On-Street Parking Permit placard, the vehicle's duties must relate to the organization's mission and may include but is not limited to transportation for people with disabilities, the delivery of goods and services to the homeless, and the transportation of food to the homebound or elderly.

### **Current Outreach Strategies**

The Bureau of Parking has a dedicated call center to handle inquiries for the diverse types of parking permits. This includes answering questions on the types of permits, renewal process, status of an application, and changing of a vehicle.

### **Fun Fact**

In 2013, NYC DOT's Bureau of Parking call center managed 124,000 calls regarding parking permits.

**Best Way to Contact the Bureau of Parking**

To find more information on parking permits, you can visit [NYC DOT's website](#) or call 718-433-3100 or TTY 212-504-4115 during business hours. All other times, please dial 311.

## **NYC DOT Program Profile: Pedestrian Projects Group**

**Launch Date:** 1990s

### **Introduction**

The Pedestrian Projects Group (PPG) works to transform New York City's streets to improve pedestrian safety, increase accessibility and enhance the environment. The team of planners and engineers design and implement short-term projects using in-house labor and temporary materials as well as working on longer-term capital projects using permanent material. A typical PPG project will result in shorter, direct crosswalks, more useable public space, and safe, comfortable sidewalks.

### **Eligibility**

Any intersection or corridor that poses a challenge to pedestrians is a potential PPG project. Many project locations come through community requests for pedestrian safety improvements, often where there are high pedestrian crash numbers or irregular geometry resulting in long crossings and overly wide corridors.

### **Current Outreach Strategies**

Outreach for all PPG projects includes community board presentations which are open to the public, and occasionally walkthroughs or workshops with community members.

Over the past year, PPG has been working with Pedestrians for Accessible and Safe Streets (PASS) Coalition, which advocates on behalf of the visually impaired, on interim operational pedestrian spaces. PPG has also worked with a consultant to hold workshops and walkthroughs, develop and test solutions, and report on the findings.

### **Fun Fact**

The PPG team is made up of people with a wide range of professional backgrounds, including engineers, planners, and urban designers.

### **Best Way to Contact PPG**

To find more information on this program, you can visit [PPG's website](#). You may also contact the NYC DOT borough commissioner or local community board.

## **NYC DOT Program Profile: Plaza Program**

**Launch Date:** 2008

### **Introduction**

The NYC Plaza Program is a competitive citywide program where nonprofit partners apply to DOT to transform underutilized streets in their neighborhoods into vibrant and safe spaces for pedestrians. DOT selects plaza applications based on partner maintenance capacity, community support, close proximity to retail and transit, and minimal impact to the mobility network. In particular, DOT prioritizes sites in neighborhoods that lack open space, that have low to moderate income levels, and are in need of safety improvements. Plazas include a range of public amenities designed for users of all ages and abilities and designed to meet the capacity of the local maintenance partner. Amenities include a variety of formal and informal seating, paving, trees and other plantings, lighting, a drinking fountain, and event infrastructure. Plazas improve safety, access to transit, and economic activity, as well as support neighborhood pride and development.

### **Current Outreach Strategies**

Plaza projects are developed closely with the non-profit partner and community through a series of public workshops. DOT uses various forms of social media and old fashioned signs to solicit feedback from neighborhood stakeholders. DOT plazas are often first implemented in temporary materials. Quick to install, these temporary materials plazas allow the neighborhood to start using the public space while DOT monitors the activity and incorporates lessons learned into the permanent design of the plaza. DOT does not move forward with any plaza project unless there is a resolution of support from the local community board.

### **Fun Fact**

The granite blocks used in the temporary materials plazas are recycled pieces of the old Willis Ave Bridge.

### **Best Way to Contact Plaza Program**

To find more information on this program and see when the Plaza Program will be accepting applications, you can visit [Plaza Program's website](#). For any questions, please e-mail [plazas@dot.nyc.gov](mailto:plazas@dot.nyc.gov).

## **NYC DOT Program Profile: Safe Routes to Transit (SRT)**

**Launch Date:** 2007

### **Introduction**

The Safe Routes to Transit (SRT) program seeks to improve pedestrian and motor vehicle movement around subway entrances and bus stops to make accessing mass transit easier and more convenient. There are three subcategories to this initiative:

- Bus Stops Under the El
- Sidewalks to Buses
- Subway/Sidewalk Interface

SRT started as a PlaNYC initiative and is currently finalizing the last remaining priority locations from that report. The program will then shift towards request-driven concerns to identify potential improvements throughout the five boroughs.

### **Eligibility**

SRT's eligibility is any place that the pedestrian network does not allow for mobility to access mass transit. Prioritization was predominately given to locations with heavy Reduced-Fare MetroCard swipes, as well as crash history from people with disabilities and older adults.

### **Current Outreach Strategies**

SRT works with community boards, DOT project managers, and other city agencies during the project design and implementation phase. But since the program is becoming more request-driven, community groups can contact SRT to discuss potential SRT sites. The DOT Mobility Management Program will work closely with the community to also determine appropriate future locations for SRT.

### **Fun Fact**

Steel support columns prevent buses from pulling over to the curb, forcing people to board from the roadway; Bus Stops under the El program mitigates this issue.

### **Best Way to Contact SRT**

To find more information on this program, you can visit [SRT's website](#). You may also contact your DOT Borough Commissioners to suggest a potential SRT location.

## **NYC DOT Program Profile: Safe Streets for Seniors (SSFS)**

**Launch Date:** 2008

### **Introduction**

The Safe Streets for Seniors (SSFS) program is a pedestrian safety initiative for older New Yorkers. The program studies crash data, and then develops and implements mitigation measures to improve the safety of seniors and other pedestrians, as well as all road users in New York City.

Since the program's launch, NYC DOT has addressed senior pedestrian safety issues in 25 Senior Pedestrian Focus Areas (SPFAs) in all five boroughs. DOT evaluates the pedestrian conditions from a senior's perspective and makes changes including, but not limited to,

- Extending pedestrian crossing times at crosswalks to accommodate slower walking speeds;
- Constructing pedestrian safety islands;
- Widening curbs and medians;
- Narrowing roadways; and
- Installing new stop controls and signals.

### **Eligibility**

SPFAs are designated by mapping the last five years of senior pedestrian severe injuries and fatalities to identify areas where the data clusters. DOT then works with the DOT borough commissioners to solidify the specific area boundary.

In 2012-2013, DOT expanded the program to include 12 new areas. They were identified using a similar methodology as the original areas, but also involved new variables such as senior trip generators, concentrations of senior centers, and senior housing locations.

### **Current Outreach Strategies**

After identifying which neighborhoods have safety issues, SSFS approaches the local community board for initial outreach alongside the Transportation and Aging Committees. The SSFS project managers also work closely with senior centers in that neighborhood, typically alongside DOT's Safety Education & Outreach initiatives.

### **Fun Fact**

The FHWA recently profiled SSFS as an exemplary case study for Livable Communities. In fact, NYC is the only large city to have this type of program.

### **Best Way to Contact SSFS**

To find more information on this program, you can visit [SSFS' website](#). You may also contact your DOT Borough Commissioners or local community board.

## **NYC DOT Program Profile: Safety City**

**Launch Date:** 1989

### **Introduction**

Safety City is a traffic safety program for school children that uses a simulated New York City street to teach children about traffic safety through hands-on experience. There are three Safety City locations in three boroughs; however, they serve schoolchildren throughout all five boroughs. Additionally, Access Safety City, located in upper Manhattan, accommodates older youth and adults with disabilities and is taught using a curriculum designed for special needs population.

The current Safety City locations are:

- In Manhattan at 672 West 158th Street
- In Staten Island at the Michael J. Petrides Education Complex at 715 Ocean Terrace
- In the Bronx at 837 Brush Avenue, at Lafayette Avenue and Westchester Creek

### **Eligibility**

School children, typically in the 3rd grade, are the main participants in Safety City. However, the program is also available to young adults from NYC Department of Education's District 75 schools, day habilitation centers for young adults with disabilities, and older adults from senior centers or adult day care facilities.

### **Current Outreach Strategies**

Given the large population that is eligible for this program, Safety City prioritizes outreach to "target schools," which are updated every year based on crash/injury statistics. Additionally, outreach is also conducted if a public school has not attended a Safety City session in more than two years or if DOT is currently implementing street improvements in the surrounding area of the school.

For non-school-aged groups, participants can request a session directly to the Safety Education & Outreach Division. Specifically, the best time to participate given the high-demand from schools is mid-March through mid-April, due to school testing and holidays, the summertime, and September/October when school has just started.

### **Fun Fact**

Safety City serves between 19,000 – 22,000 children annually, functioning 12 months a year in all weather conditions and in all seasons.

### **Best Way to Contact Safety City**

To find more information on this program, you can visit [Safety City's website](#). You may also call directly at 212-839-4750. Safety City Interns, usually in high school or college, are also welcome to volunteer.

## **NYC DOT Program Profile: Safety Outreach**

### **Introduction**

The Safety Outreach program is part of the Safety Education & Outreach Division that works directly with the community, namely senior centers and adult day care centers, on pedestrian safety issues.

There are a variety of sessions for community groups, including a 45-minute session on pedestrian safety. There is another session that coordinates with the Safe Streets for Seniors program to identify issues in the surrounding built environment then proposes and possibly implements safety improvements, all while working side-by-side with the older adult community that is being served. Walkability surveys are also administered during this session, where older adults can notate inaccessible crosswalks and offer suggestions for a CityBench location. The feedback provided by the community during the sessions and walkability surveys are then distributed to the appropriate agency staff to analyze and determine the feasibility of implementation.

### **Eligibility**

Any community group or center that is currently serving older adults is invited to contact the Safety Outreach program to request a session. Senior centers within a quarter mile of a Senior Pedestrian Focus Area (SPFA) are a priority but any organization is eligible to participate.

### **Current Outreach Strategies**

Safety Education & Outreach program works closely with NYC DOT project managers and the NYC Department for the Aging to identify centers throughout the five boroughs that could benefit from these sessions. Safety Outreach is always interested in working with new facilities, and has recently worked with senior residential areas and adult day care centers to garner feedback on the surrounding built environment.

### **Fun Fact**

Safety Outreach conducts theater residency programs at senior centers where they meet weekly to rehearse a safety skit, sing, dance, and perform the plays several times.

### **Best Way to Contact Safety Outreach**

To find more information on this program or request a session, please call 212-839-4750.

## **NYC DOT Program Profile: School Safety Engineering Office**

**Launch Date:** 2000

### **Introduction**

The School Safety Engineering Office uses engineering treatments in coordination with education and enforcement to maintain and improve safe streets surrounding over 1,700 public and private elementary, middle, and high schools throughout the City. This office achieves its mission through several programs/initiatives, including:

- Priority School Program
- Reduced Speed Zones
- Maps
- Signs
- Markings

Alongside roadway redesign and active traffic calming, another key approach to School Safety's mission is through the "Safe Routes to Schools" Program, which focuses on safety enhancements at schools with the highest crash rates. One of the main objectives of the program, which is legislated by the U.S. Department of Transportation's Federal Highway Administration (FHWA), is to enable and encourage children, including those with disabilities, to walk and bicycle to school. As part of this program, School Safety developed a School Traffic Safety Map, where users can see the roadway network surrounding a school, with markings for traffic safety infrastructure including designated school crosswalks. You can access this map at [NYC DOT's School Traffic Safety Maps' website](#).

### **Eligibility**

The School Safety Engineering Office is specifically responsible for public I, parochial, or private school accredited by the University of the State of New York, with a minimum enrollment of 250 students. Attendance must be on a full-time basis between the hours of 7AM and 6PM, 5 days a week. NYC Department of Education's District 75 or other schools that cater to students with disabilities that meet these requirements are eligible to apply. If a school does not meet these criteria, DOT's Borough Engineers may improve safety in the surrounding area. Most locations are done through requests and are prioritized on a critical needs basis. This can include high accident locations and locations with dangerous conditions.

### **Current Outreach Strategies**

School Safety works very closely with the school and community to discuss safety concerns. This typically includes meeting with principals and the Parent-Teacher Association. Alongside the actual infrastructure changes, School Safety works with DOT's Safety Education and Outreach unit to cultivate an inclusive approach to safety surrounding schools.

### **Fun Fact**

Between 2009 and 2013, School Safety Engineering has generated approximately: 41,400 signs; 4,500 markings; and 1,475 Safe Route to School Maps citywide.

### **Best Way to Contact School Safety Engineering Office**

To find more information on this program or to request safety enhancements near a school, you should contact your local NYC DOT Borough Commissioner's Office or dial 311.

## **NYC DOT Program Profile: Sidewalk Program**

**Launch Date:** 1992

### **Introduction**

NYC DOT Sidewalk Program's mission is to ensure pedestrian safety by helping to prevent injuries to pedestrians caused by defective sidewalk. The Sidewalk Program is tasked with notifying property owners of their responsibility for maintaining the sidewalk adjacent to their properties. This includes installing, constructing, reconstructing, repaving, and repairing sidewalks in accordance to New York City law and NYC DOT specifications. NYC DOT Sidewalk Repair contractors perform sidewalk repairs throughout the five boroughs, focusing on 1-3 family homes and City-owned properties. In any given year, the Sidewalk Repair contractors are only able to address less than one percent of the City's total sidewalk area.

NYC DOT inspectors are routed to locations where complaints of a defective sidewalk are received by the Sidewalk Program. Using specific criteria, defective conditions are identified. If a sidewalk is defective, a sidewalk violation may be issued by NYC DOT to the appropriate property owner(s). Once a violation is issued, the property owner has 45 days from receiving notification to start repairs on the defective sidewalk. If repairs have not started after 45 days, the City may perform the work and bill the property owner(s) for the cost.

### **Eligibility**

The Sidewalk Program is a complaint driven unit. Common defects include broken sidewalks, trip hazards, or sidewalk flags damaged by tree roots. Please refer to the NYC DOT Sidewalk Program's website for a full list of defect types that may result in a violation. If a sidewalk defect has been found, call 311 and an inspector will determine if a violation should be issued.

### **Current Outreach Strategies**

The Sidewalk Program has a Community Outreach unit that works closely with community boards, elected official offices, Borough Commissioners, and property owners to address public safety concerns. Community Outreach employees attend meetings to ensure that sidewalk issues are addressed.

### **Fun Fact**

The Sidewalk Management Program repairs roughly one million square feet of sidewalk per year.

### **Best Way to Contact Sidewalk Program**

To find more information on this program, you can visit [Sidewalks' website](#).

## **NYC DOT Program Profile: Street Furniture**

**Launch Date:** 2006

### **Introduction**

The Coordinated Street Furniture Franchise, which includes the bus shelters, newsstands, and automatic public toilets (APTs), have a standard design to improve the quality of life for pedestrians and transit riders citywide. In 2005, NYC DOT awarded the contract to Cemusa, to design, manufacture, install, and maintain the street furniture at no cost to the City.

Under this contract, NYC DOT has replaced nearly every bus shelter in the City and is installing an additional 200, which will bring the total to 3,500 bus shelters. For the first time, all bus shelters will offer seating.

Additionally, in response to the lack of public restrooms in New York City, Cemusa's contract includes the installation of 20 automatic public toilets (APTs). These facilities are ADA accessible and offer comfort, hygiene, and security to the public. The APTs self-sanitize after each use and will also be serviced twice a day for inspection and system maintenance. Several APTs have been installed thus far, including in Madison Square Park in Manhattan, Corona Plaza in Queens, and Grand Army Plaza in Brooklyn.

### **Current Outreach Strategies**

Throughout the planning process, the Street Furniture unit has worked with local community leaders and groups to identify the most suitable locations for bus shelters. NYC DOT has also coordinated with Metropolitan Transportation Authority's New York City Transit to identify ridership numbers to ensure usability at the recommended bus shelter sites. Through this extensive outreach, along with input from the community, NYC DOT has identified locations for the 3,500 bus shelters throughout the City. Moving forward, NYC DOT will continue to work closely with crucial stakeholders and local community boards to solicit recommendations for new APT sites.

### **Fun Fact**

The City's bus shelters provide seating for nearly 10,000 riders at any given time.

### **Best Way to Contact Street Furniture**

To find more information on this program, you can visit [Street Furniture's website](#) or e-mail [streetfurniture@dot.nyc.gov](mailto:streetfurniture@dot.nyc.gov). If street furniture is broken, call 311 immediately.

## **NYC DOT Program Profile: WalkNYC Pedestrian Wayfinding Program**

**Launch Date:** 2013

### **Introduction**

WalkNYC is New York City's standard for pedestrian wayfinding. WalkNYC provides a clear visual language and graphic standards that can be universally understood and encourages walking and transit usage by providing quality multi-modal information. Valuable information includes basic cardinal directions and street names to mapped details like subway entrances and ADA restrooms. This information is consistent across a broad range of environments in the City. The maps are rotated "heads-up" or forward-facing to show the street network as it appears in front of you. Research and user testing demonstrate that this method is more accessible for people who are unfamiliar with their surroundings or have trouble reading north up maps.

The six initial neighborhoods for WalkNYC were:

- Chinatown
- Long Island City
- Herald Square & Garment District
- Prospect Heights & Crown Heights

WalkNYC maps are also installed at Citi Bike station kiosks, to expand the wayfinding network and provide valuable information for pedestrians, in addition to Citi Bike users.

### **Outreach Strategies**

To develop the system, DOT conducted prototype testing and intercept surveys in each of the initial neighborhoods, and held focus group discussions with people with disabilities on the system's development. In each of the four initial areas, NYC DOT worked with community partners to identify, research, and observe transit hubs, major destinations, primary pedestrian routes, and key decision-making points for each neighborhood.

### **Site Planning**

Guidelines that must be considered when placing the WalkNYC maps along the sidewalk include:

- maintaining required minimum distances from existing objects, street furniture, trees, and building entrances;
- ensuring adequate pedestrian circulation; and
- installing signs in line with existing furnishing zones.

### **Fun Fact**

Of those who participated in DOT's intercept surveys, 33 percent could not point north and nine percent reported being lost in the previous week.

### **Best Way to Contact WalkNYC**

To find more information on this program, you can visit [WalkNYC's website](http://WalkNYC's website) or e-mail [walknyc@dot.nyc.gov](mailto:walknyc@dot.nyc.gov).

## **Agency Profile: Mayor’s Office for People with Disabilities**

**Launch Date:** 1990

### **Introduction**

The Mayor’s Office for People with Disabilities (MOPD) works hand-in-hand with other City agencies to assure that the voice of the disabled community is represented and that City programs and policies address the needs of people with disabilities.

MOPD has developed a number of informative brochures and directories, including transportation resources that detail programs, services, activities, and other resources that are accessible to people with disabilities.

In addition, MOPD works with organizations on specific issues affecting people with disabilities, and arranges activities and events that aim to bring about dialog that leads to meaningful outcomes.

### **Access to Independence**

MOPD hosts the annual Access to Independence event, an accessible transportation exposition designed to educate the community about accessible transportation options available in New York City. Attendees are able to interact with representatives from various agencies and organizations, including NYC Department of Transportation, as well as have the opportunity to practice boarding accessible vehicles and work with a travel-training expert.

### **Current Outreach Strategies**

MOPD works closely with both the community and city agencies to serve the needs of people with disabilities. MOPD has coordinated with NYC DOT’s Accessible Pedestrians Signals (APS) program to advocate and prioritize the locations of APS’ citywide. Other partnerships include the NYC Taxi and Limousine Commission on the Accessible Dispatch Program, Department for the Aging on the Taxi Smart Card Program, Parks Department on accessible parks, playgrounds and beaches, and NYC DOT on an awareness campaign for Accessible Parking.

### **Fun Fact**

MOPD is working hard to make NYC the most accessible city in the world!

### **Best Way to Contact MOPD**

To find more information on this agency, you can visit [MOPD's website](#). You may also call 212-788-2830 or e-mail [mopddot@cityhall.nyc.gov](mailto:mopddot@cityhall.nyc.gov).

## **Agency Profile: NYC Department for the Aging**

**Launch Date:** 1968

### **Introduction**

The New York City Department for the Aging's (DFTA) mission is "to work for the empowerment, independence, dignity and quality of life of New York City's diverse older adults, and for the support of their families through advocacy, education and the coordination and delivery of services." The agency funds a variety of services and centers throughout the five boroughs, including 237 Neighborhood Senior Centers and 10 Innovative Senior Centers, which includes VISIONS at Selis Manor Senior Center. Several of DFTA's mobility services are listed below.

### **Taxi Smart Card Program**

DFTA has partnered with the Mayor's Office for People with Disabilities (MOPD) in the development and outreach of the Taxi Smart Card Program. The purpose of the program is to provide individuals with disabilities and seniors with mobility issues the opportunity to have alternative options for their transportation needs. The program is currently in the pilot stage, and offering its service in Community District 1 in Queens and Community District 18 in Brooklyn. Eligible applicants will receive a pre-loaded debit card that can be used for the fare.

### **Yellow Bus Trips**

DFTA's community partners, including senior centers, adult day care centers, Naturally Occurring Retirement Communities (NORCS), and case management centers, are eligible to use yellow school buses for day trips. This agreement with NYC Department of Education allows seniors to take group trips for entertainment, shopping, or other reasons between 9:30AM to 1:30PM, August through June.

### **Transportation Services**

DFTA provides various transportation services for older adults through contracts with community based organizations. This type of service typically transports older adults to senior centers, medical appointments, or group shopping trips.

### **Fun Fact**

Project managers for the Taxi Smart Card Program receive many letters and cards, and enjoy learning from participants on how they are benefiting from the program.

### **Best Way to Contact DFTA**

To find more information on this agency's transportation services, including the Taxi Smart Card Program, or to request a presentation, you can call 212-442-3026 or e-mail Marlon Guerrero, Director of Special Projects, at [mguerrero@aging.nyc.gov](mailto:mguerrero@aging.nyc.gov), or e-mail Frank McCrea, the Community Coordinator, at [fmccrea@aging.nyc.gov](mailto:fmccrea@aging.nyc.gov).

## **Agency Profile: NYC Department of Education**

### **Introduction**

The New York City Department of Education (NYC DOE) is the largest system of public schools in the United States, serving about 1.1 million students in over 1,700 schools.

NYCDOE's District 75 provides citywide education, vocational, and behavior support programs for students who are on the autism spectrum, have significant cognitive delays, and are severely emotionally challenged, sensory impaired, and/or have multiple disabilities. District 75 consists of 56 school organizations, home and hospital instruction, and vision and hearing services. District 75 schools and programs are located at more than 310 sites in all five boroughs.

### **Office of Travel Training**

Launched in 1970, the Travel Training program is a comprehensive program which teaches students with disabilities how to travel safely and independently on public transportation. Students with disabilities other than blindness or vision impairments, ages 14-21, may be eligible for this service. Parents, teachers, and principals are encouraged to refer students to this program. Since its inception in 1970, the Office of Travel Training (OTT) has served thousands of students.

Travel training is provided on a one to one basis by specially trained personnel and lasts an average of three weeks. The students are taught the safest and most direct route to and from school or worksite. Included in the instruction are pedestrian skills, teaching and reinforcing appropriate and safe behaviors, problem solving skills, and use of alternative routes. Upon successful completion of the instruction program, students are expected to travel independently.

Benefiting from Travel Training are the student, the family, the school system, and the community. The student increases in self-confidence and independence; the family gains freedom from dependency; the school system improves college and career readiness instruction; and the community benefits from active and productive citizens.

Follow up surveys are administered after a student graduates to determine their continued use of public transportation. About 86 percent of respondents state they still use public transportation on a regular basis.

### **Office of Pupil Transportation**

The Office of Pupil Transportation (OPT) is the largest school transportation department in the country. Over 600,000 New York City students attending both public and non-public schools located within the five boroughs and neighboring counties in New York, New Jersey, and Connecticut use these services.

Most students with disabilities utilize the same mode of transportation as their nondisabled peers. OPT offers specialized transportation that is provided based on a student's Individual Education Plan (IEP). The IEP will state the type of transportation a student requires between home and school, including offering a centralized pick-up location or door-to-door service. Student MetroCards are also provided to students who demonstrate ability to travel independently on public transportation. Additionally, there are several fleet types and levels of assistance that can accommodate a wide range of mobility needs for students with disabilities.

### **Fun Fact**

During the 2013 school bus strike, students with disabilities had to find an alternative mode to get to school. After the strike, many students continued to travel independently.

**Best Way to Contact NYC DOE**

To find more information on the Office of Travel Training, you can visit [NYC DOE's Office of Travel Training website](#). You may also call 212-673-1242 or e-mail [mgroce@schools.nyc.gov](mailto:mgroce@schools.nyc.gov).

To contact the Office of Pupil Transportation, you can visit [OPT's website](#). You may also call 718-392-8855 or e-mail [PupilTransportationTeam@schools.nyc.gov](mailto:PupilTransportationTeam@schools.nyc.gov).

## **Agency Profile: NYC Emergency Management Department**

**Launch Date:** 1996

### **Introduction**

The New York City Emergency Management (NYCEM) “plans and prepares for emergencies, educates the public about preparedness, coordinates response and recovery, and collects and disseminates emergency information.” Alongside extensive community outreach, NYCEM plans for evacuation of people with disabilities and executes those plans during emergencies. There are several other NYCEM programs, listed below, that improve mobility for these populations in times of emergency and recovery.

### **Ready New York**

Established in 2003, the Ready NY campaign educates New Yorkers about the steps they need to take to be prepared for all types of emergencies. Knowledgeable staff and members of the Community Emergency Response Team provide general emergency preparedness presentations and presentations focused on youth, older adults, people with disabilities and functional needs, English-language learners, and businesses. The Ready NY program currently has 11 guides with tips and information about emergency preparedness available in 13 different languages and audio format.

### **NYC Citizen Corps**

NYC Citizen Corps is a network of non-profit, faith-based, government, and community based organizations dedicated to using their collective resources to promote emergency preparedness and response at the local level. With a special focus on vulnerable populations, NYC Citizen Corps works with community organizations to develop plans, educate residents, and conduct outreach, connecting residents to resources to ensure that they are informed and prepared.

### **Advance Warning System**

The Special Needs Advance Warning System (AWS) is a set of tools for reaching out to government and nongovernment entities that regularly provide services to older adults, people with disabilities, and people with health vulnerabilities. Information can be disseminated via e-mail, text messaging, or website messages, and can be related to hazardous weather forecasts, major transportation disruptions, evacuation orders, among others. This tool reaches more than 623,000 older adults and people with disabilities through a network of over 1,750 governmental and nongovernmental organizations. Around the time of Hurricane Sandy, AWS sent 16 messages before, during, and after the storm.

One piece of information provided to facilities via AWS is the Emergency Preparedness Guide for Agencies Providing Services to Individuals with Special Needs. While there are many components to this guide, one element includes transportation information for clients, including which types of methods a client can utilize, including a public bus, Access-A-Ride, private vehicle, etc. This information will help inform the agency on how best to serve clients when determining evacuation procedures and how the client will reach an Evacuation Center if needed. The information collected from this guide will inform the agency of a crucial distinction: whether the client will travel independently during an emergency or will require additional assistance from outside agencies like NYCEM.

### **Current Outreach Strategies**

NYCEM coordinates with a variety of agencies to prepare transportation plans in cases of emergencies, including NYC DOT, the NYC Taxi and Limousine Commission, the Mayor’s

Office for People with Disabilities, NYC Department of Education's Office of Pupil Transportation, the NYC Department for the Aging, and the Metropolitan Transportation Authority. With regards to the community, NYCEM has a constant presence at senior centers and fairs, and presents to community groups on a regular basis.

**Fun Fact**

In 2013, The Ready New York program trained 44,855 people in emergency preparedness and distributed 660,470 emergency preparedness guides.

**Best Way to Contact NYCEM**

To find more information on these programs, you can visit [NYCEM's website](#). To request a Ready New York Event, please fill out the form on [Ready New York's website](#). To register for the Advance Warning System please visit [Advance Warning System website](#) or contact Eli Fresquez at [efresquez@oem.nyc.gov](mailto:efresquez@oem.nyc.gov). You may also contact 311.

### III. Demographics

This chapter represents demographic information for people with disabilities, older adults, low-income populations and individuals with limited English proficiency (LEP) for the five boroughs of New York City. The information provided is based on data compiled by the U.S. Census, the 2008-2012 American Community Survey (ACS), five year estimates. The goal of this chapter is to identify the concentrations of these target groups within New York City.

#### Definitions and Methodology

The target populations have been defined as follows:

- People with disabilities (PwDs): Individuals with a difficulty in one of six areas: hearing, vision, cognitive, ambulatory, self-care and independent living. American Community Survey 2008-2012, five year estimate table S1810 was utilized.
- Older adults (OA): Individuals 65 years of age and over. American Community Survey 2008-2012, five year estimate table DP05 was utilized.
- Low-income population (LI): Individuals who are at or below the Federal poverty level. American Community Survey 2008-2012, five year estimate table S1701 was utilized.
- Limited English Proficient population (LEP): Population five years of age or older, who do not speak English as their primary language and speak English less than very well. American Community Survey 2008-2012, five year estimate table DP02 was utilized.

There are three geographical boundaries used in this data analysis: census tracts, community districts, and counties.

- Census tracts (CT) are defined by the U.S. Census Bureau as small, relatively permanent statistical subdivisions of a county. Census tracts vary in size and in population.
- Community districts (CD) are unique to New York City; there are 59 in total and their respective community board assists neighborhood residents on local and citywide planning issues. Community district information was aggregated from the census tract level. This data was calculated by combining census tracts that fell within the geographic boundary of the CD; where necessary calculations and proportional assignments were made for the population.
- There are five counties in New York City, which coincide with the five boroughs: Bronx County (Bronx), Kings County (Brooklyn), New York County (Manhattan), Queens County (Queens) and Richmond County (Staten Island). Information in this chapter is presented by borough, although the U.S. Census provides it by county.

Information is presented in tabular and graphic format at the community district and census tract level. Both population counts and percent are used to provide a balanced perspective of where the concentrations of the target population are located. The percentage maps were depicted in graduated colors from lowest to highest intensity based on the given percentage. Colors in the maps were selected for easy navigation by the general population as well as the majority of the color-blind population.

#### Overall Population

According to the 2008-2012 American Community Survey, New York City has a population of 8.2 million. Brooklyn has the highest population of the five boroughs, with a population of 2.5 million, followed by Queens (2.2 million). The median age for New York City is 35.5; slightly lower than the New York State median age of 38.0.

## Target Population

As shown in Table 1, approximately 12 percent of New York City’s population are older adults; 10 percent are people with disabilities and 20 percent have a low-income. Brooklyn has the highest number of individuals in all three target groups: (290,700 older adults; 243,895 persons with disabilities; and 565,764 low-income population). The Bronx has the highest percentage of low-income individuals (29 percent) and persons with disabilities (13 percent), however all five boroughs have similar percent of older adults (11-14 percent).

Limited English Proficiency is calculated for people five years of age or older. As shown in Table 2, approximately 21 percent of New York City’s population has a limited English proficiency (1.7 million). Queens has the highest number of LEP individuals (591,985). Of the LEP population in Queens, 251,948 speak Spanish as their primary language and 117,765 speak Chinese. Brooklyn has the second highest number of LEP individuals (566,247). LEP population consists primarily of those who speak Spanish (192,725), Chinese (115,267) and Russian (86,019).

The following sections provide greater detail on the demographic concentrations of each category. There are typically two sets of maps for each category: census tracts (CT) and community districts (CD).

**Table 1 - Demographics by Borough**

NYC Borough	Total Population	Older Adults	Older Adults (%)	People with Disabilities	People with Disabilities (%)	Low-Income	Low-Income (%)
<b>Bronx</b>	1,386,364	147,030	11%	184,274	13%	395,832	29%
<b>Brooklyn</b>	2,512,740	290,700	12%	243,895	10%	565,764	23%
<b>Manhattan</b>	1,596,735	215,871	14%	157,917	10%	271,996	17%
<b>Queens</b>	2,235,008	288,991	13%	213,433	10%	317,531	14%
<b>Staten Island</b>	468,374	60,280	13%	45,516	10%	52,237	11%
<b>Total</b>	<b>8,199,221</b>	<b>1,002,872</b>	<b>12%</b>	<b>845,035</b>	<b>10%</b>	<b>1,603,360</b>	<b>20%</b>

**Table 2 - Limited English Proficiency by Borough**

NYC Borough	Population Over 5 Years	Limited English Proficiency	Limited English Proficiency (%)
<b>Bronx</b>	1,281,697	324,281	25%
<b>Brooklyn</b>	2,332,684	566,247	24%
<b>Manhattan</b>	1,517,453	251,003	17%
<b>Queens</b>	2,100,240	591,985	28%
<b>Staten Island</b>	440,103	50,478	12%
<b>Total</b>	<b>7,672,177</b>	<b>1,783,994</b>	<b>21%</b>

## People with Disabilities

There are 845,035 people with disabilities in New York City; 49 percent are between the ages of 18 and 64 and 44 percent are 65 years and over. Sixty-one percent of persons with disability have an ambulatory difficulty. The American Community Survey defines ambulatory disability as having a serious difficulty walking or climbing the stairs. Thirty-seven percent of this population have a cognitive disability; defined as having difficulty remembering, concentrating, or making decisions as a result of a physical, mental or emotional problem. According to the ACS, 21 percent of persons with disabilities in NYC have a hearing difficulty and 20 percent have a vision difficulty. It is important to note that the types of disability are not mutually exclusive, as people may have reported multiple disabilities to the ACS.

Tables 3 through 6 demonstrate the top five community districts for persons with disabilities by type of disability. The CDs in the South Bronx and Brooklyn CD 13 (Coney Island) have the highest percentage of people with disabilities, overall.

**Table 3 - Top 5 Community Districts for Persons with Ambulatory Difficulty**

Borough	CD	Neighborhood	Total Population	Ambulatory Difficulty	Ambulatory Difficulty (%)
Queens	12	Jamaica/ Hollis/ St. Albans	223,632	15,551	7%
Queens	7	Flushing/ Bay Terrace/ College Point	245,093	15,365	6%
Manhattan	12	Inwood/ Washington Heights	199,536	14,489	7%
Brooklyn	15	Sheepshead Bay	155,488	13,725	9%
Manhattan	3	East Village/ Lower East Side/ Chinatown	159,230	13,209	8%

**Table 4 - Top 5 Community Districts for Persons with Cognitive Difficulty**

Borough	CD	Neighborhood	Total Population	Cognitive Difficulty	Cognitive Difficulty (%)
Bronx	4	Concourse/ Highbridge	145,339	9,071	6%
Manhattan	12	Inwood/ Washington Heights	199,536	8,747	4%
Brooklyn	13	Coney Island/ Brighton Beach	93,843	8,679	9%
Queens	12	Jamaica/ Hollis/ St. Albans	223,632	8,481	4%
Manhattan	3	East Village/ Lower East Side/ Chinatown	159,230	8,479	5%

**Table 5 - Top 5 Community Districts for Persons with Hearing Difficulty**

Borough	CD	Neighborhood	Total Population	Hearing Difficulty	Hearing Difficulty (%)
Queens	7	Flushing/ Bay Terrace/ College Point	245,093	6,295	3%
Brooklyn	15	Sheepshead Bay	155,488	5,981	4%
Brooklyn	13	Coney Island/ Brighton Beach	93,843	5,748	6%
Queens	12	Jamaica/ Hollis/ St. Albans	223,632	4,739	2%
Manhattan	3	East Village/ Lower East Side/ Chinatown	159,230	4,536	3%

**Table 6 - Top 5 Community Districts for Persons with Vision Difficulty**

Borough	CD	Neighborhood	Total Population	Vision Difficulty	Vision Difficulty (%)
Queens	12	Jamaica/ Hollis/ St. Albans	223,623	6,275	3%
Brooklyn	13	Coney Island/ Brighton Beach	93,843	5,232	6%
Brooklyn	3	Bed-Stuyvesant	151,075	5,018	3%
Brooklyn	15	Sheepshead Bay	155,488	4,727	3%
Manhattan	12	Inwood/ Washington Heights	199,536	4,725	2%

People with ambulatory difficulties represent the largest share of people with disabilities in NYC. It is worth noting the few tracts where this is not the case and other types of disability represent the largest segment. For example, there are four census tracts where at least 10 percent the population have a disability and in those tracts, the highest number of disability are for people with vision difficulty; three in Brooklyn and one in Queens. The same is true of persons with hearing difficulties; there are four census tracts (two in the Bronx, one in Manhattan and one in Queens), where this group represents the largest share of people with disabilities.

## Older Adults

There are over one million older adults living in New York City, or an eighth of the population. The Department of City Planning projects this number to grow to 1.4 million by 2040, with many older adults choosing to age in place. Almost 80 percent of older adults live in Brooklyn, Queens and Manhattan. Table 6 depicts the top five CDs with the highest number of older adults. The Flushing CD in Queens and the Upper East Side/Roosevelt Island CD in Manhattan each have over 40,000 older adults.

**Table 7 – Top 5 Community Districts - Older Adult Population**

Borough	CD	Neighborhood	Total Population	Older Adults	Older Adults (%)
Queens	7	Flushing	247,809	40,401	16%
Manhattan	8	Upper East Side/ Roosevelt Island	217,888	40,144	18%
Manhattan	7	Upper West Side	209,063	34,192	16%
Brooklyn	11	Bensonhurst	177,429	28,702	16%
Queens	12	Jamaica / St. Albans / Hollis	225,124	27,249	12%

The top five census tracts with the highest number of older adult population are conveyed in Table 8. The Co-op City census tract has over 6,000 older adults, approximately 23 percent of its population.

**Table 8 – Top 5 Census Tracts - Older Adult Population**

CT	Neighborhood	Borough	Total Population	Older Adults	Older Adults (%)
462.01	Co-op City	Bronx	26,908	6,270	23%
136.00	Upper East Side	Manhattan	15,627	3,172	20%
126.00	Upper East Side	Manhattan	11,788	2,876	24%
44.00	Stuyvesant Town	Manhattan	16,959	2,578	15%
6.01	Sutton Place	Manhattan	7,267	2,464	34%

## Low-Income

There are approximately 1.6 million persons in New York City with a low-income. Table 9 demonstrates the top five CDs with the highest number of people with low-income and the percentage of total population for those districts. While the Bronx has the highest rate of people with low-income, the community districts with the highest number of people with low-income are in Brooklyn: East New York (CD5) and Borough Park/Ocean Parkway (CD12). There are seven CDs in the Bronx that have a low-income population rate of 30 percent or higher.

**Table 9 – Top 5 Community Districts - Low-Income Population**

Borough	CD	Neighborhood	Total Population	Low-Income	Low-Income (%)
Brooklyn	5	East New York	177,074	58,134	33%
Brooklyn	12	Borough Park/ Ocean Parkway	189,284	56,746	30%
Bronx	4	Concourse (West/ East/ Village)	144,331	51,969	36%
Brooklyn	1	Greenpoint/ Williamsburg	169,531	51,762	31%
Manhattan	12	Washington Heights / Inwood	197,798	48,967	25%

The top five census tracts with the highest number of low-income population are conveyed in Table 10. Williamsburg (in Brooklyn) has the highest number of low-income population, almost five thousand, which constitutes 67 percent of its population.

**Table 10 – Top 5 Census Tracts - Low-Income Population**

CT	Neighborhood	Borough	Total Population	Low-Income	Low-Income (%)
533.00	Williamsburg	Brooklyn	7,304	4,928	67%
245.00	Washington Heights	Manhattan	16,399	4,600	28%
6.00	Two Bridges	Manhattan	10,543	4,091	39%
40.00	Clifton	Staten Island	13,521	3,925	29%
393.00	Belmont	Bronx	7,228	3,869	54%

## Limited-English Proficiency (LEP) Population

The top languages spoken in New York City overall are Spanish (or Spanish Creole), Chinese, Russian, Korean, French Creole, and Italian. Table 11 depicts the top five census tracts for LEP populations; the Chinatown census tract has the highest percentage of LEP population of all census tracts with 64 percent of the population five years or older. Other census tracts with a high number of LEP individuals are Washington Heights and Inwood, in northern Manhattan with a concentration of Spanish LEP population.

**Table 11 – Top 5 Census Tracts - Limited English Proficient Population**

CT	Neighborhood	Borough	Top Language	Total Population	Limited English Proficiency	Limited English Proficiency (%)
245.00	Washington Heights	Manhattan	Spanish	15,189	7,330	48%
291.00	Inwood	Manhattan	Spanish	11,952	6,910	58%
8.00	Chinatown	Manhattan	Asian-Pacific	10,473	6,684	64%
261.00	Washington Heights	Manhattan	Spanish	12,130	6,370	53%
163.00	Flushing	Queens	Asian-Pacific	8,648	5,402	62%

Spanish is the predominant language for LEP population in NYC; approximately half of LEP individuals in NYC speak Spanish as their primary language. Other-Indo-European languages (which includes: French, Italian, Portuguese, German, Polish and Russian) make up 24 percent. Asian and Pacific Island languages make up 23 percent of the LEP population; languages spoken by this group include: Chinese, Japanese, Korean and Vietnamese. While Spanish is represented throughout the five boroughs, Asian-Pacific Island languages are predominant in eastern Queens and Other Indo-European languages are predominant in parts of southern Queens, Brooklyn and parts of Staten Island.

## V. Letter from the Policy Analyst for Accessibility

Dear Friends,

I hope you have found this Resource Guide helpful. Our Mobility Management Program, as well as all of the groups involved in this publication, has worked diligently to ensure that the guide is user-friendly, comprehensive, and provides the most up-to-date information.

As New York City Department of Transportation's Policy Analyst for Accessibility and ADA Coordinator, I am working to ensure that our current policies and programs are in fact addressing the needs of New Yorkers with disabilities. I hope you will communicate with me and use this guide to improve the quality of life for all New Yorkers and visitors, especially older adults and those with disabilities.

Although we have tried our best to include as many of the current programs and initiatives that promote healthy and active communities, it is impossible to have captured them all. I invite you to share with us any additional information that you would like to see included in future editions of this Resource Guide. You can reach the team via email at [mobilitymanagement@dot.nyc.gov](mailto:mobilitymanagement@dot.nyc.gov) or call directly at 212-839-3260. Your comments and suggestions are always welcomed!

Yours Truly,

Quemuel Arroyo

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Page 89 (top): Office of Travel Training, District 75, NYCDOE

Page 89 (bottom): Office of Pupil Transportation, NYCDOE

Page 91: NYC Emergency Management

## Appendix

### Acronyms

AAR	Access-A-Ride
ACS	American Community Survey
ADA	Americans with Disabilities Act
AMB	Ambulatory Difficulty
APS	Accessible Pedestrian Signal
APT	Automatic Public Toilets
AWS	Advance Warning System
B.E.A.T	Be Educated About Transit
BID	Business Improvement District
BRT	Bus Rapid Transit
CAC	Community Advisory Committee
CCC	Compliance Coordination Committee
CD	Community District
CHC	Community Health Center
CMAQ	Congestion Mitigation and Air Quality
COG	Cognitive Difficulty
CT	Census Tract
CTAA	Community Transportation Association of America
DFTA	Department for the Aging
DOHMH	Department of Health and Mental Hygiene
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
HEAR	Hearing Difficulty
HIQA	Highway Inspection and Quality Assurance
IEP	Individual Education Plan
ITS	Intelligent Transportation Systems
IVR	Integrated Voice Recording
LEP	Limited English Proficiency
LI	Low-income population
MMP	Mobility Management Program
MOPD	Mayor's Office for People with Disabilities
MTA	Metropolitan Transportation Authority
NICE	Nassau Inter-County Express
NJ	New Jersey
NJTIP	New Jersey Travel Independence Program
NORC	Naturally Occurring Retirement Community
NYC DOE	New York City Department of Education
NYC DOT	New York City Department of Transportation
NYCEM	New York City Emergency Management Department
NYCT	New York City Transit
NYPD	New York Police Department
OA	Older Adults
OCCM	Office of Construction Mitigation and Coordination
OPT	Office of Pupil Transportation
PASS	Pedestrians for Accessible and Safe Streets
PPG	Pedestrian Projects Group
PwDs	People with Disabilities

RFM	Reduced-Fare MetroCard
SBS	Select Bus Service
SIR	Staten Island Railway
SPFA	Senior Pedestrian Focus Area
SRT	Safe Routes to Transit
SSFS	Safe Streets for Seniors
STEP	Subway Track Education Program
TACC	Transportation Accessibility Advisory Committee
TLC	Taxi and Limousine Commission
TMA	Transportation Management Association
TTY	Teletypewriter
WCDPW&T	Westchester County Department of Public Works and Transportation
WOW	Wheels on Wheels

## **Glossary**

### **711 Relay Service**

New York Relay Service is a statewide service that connects standard (voice) telephone users with deaf, hard-of-hearing, deaf-blind, speech-disabled, or late-deafened people who use text telephones (TTYs) or voice carry-over (VCO) phones. (New York Relay Service Website)

### **Accessible**

Describes a site, building, facility, or portion thereof that complies with design standards or guidelines for accessible design. (U.S. Access Board)

### **Accessible Pedestrian Signals**

Devices affixed to pedestrian signal poles to assist blind or low vision pedestrians in crossing the street. APSs are wired to a pedestrian signal and send audible and vibro-tactile indications when pedestrians push a button installed at the crosswalk.

### **Americans with Disabilities Act (ADA)**

The Americans with Disabilities Act gives civil rights protections to individuals with disabilities, similar to those rights provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services, and telecommunications. ([www.ada.gov](http://www.ada.gov))

### **Arterial**

Arterial roads are designed as high-capacity urban roads that connect smaller local roads with larger ones. (Smart Growth America)

### **Borough Commissioner**

The Borough Commissioner is the NYCDOT liaison to the community, including elected officials, community boards, business improvement districts, advocacy groups, and individuals.

### **Business Improvement District (BID)**

BIDs are a key public/private partnership in New York City and have helped revitalize neighborhoods and catalyze economic development throughout the City. (NYC Small Business Services)

### **Capital Project**

Capital Projects include traffic calming, Safe Routes to Schools, Safe Routes to Transit, public plazas, greenways, Select Bus Service, step streets, retaining walls, sea walls and bulkheads. DOT works to create projects that increase safety, improve transit, enhance public space, and invigorate the economy. Projects are initiated based on community input (e.g. through the annual Community Board budget process), demonstrated need, and outside funding opportunities. Capital projects are longer-term than projects constructed in-house because of the need for detailed surveys and design and increased inter-agency coordination and approvals.

### **Community Board**

Community boards are NYC's local representative bodies. There are 59 community boards throughout the City, and each one consists of up to 50 unsalaried members, half of whom are nominated by their district's City Council members. Each community board is led by a District

Manager who establishes an office, hires staff, and implements procedures to improve the delivery of City services to the district. While the main responsibility of the board office is to receive complaints from community residents, they also maintain other duties, such as processing permits for block parties and street fairs. (NYC Mayor's Community Affairs Unit)

### **Community Transportation**

The family of transportation services in a community, including public and private sources, that are available to respond to the mobility needs of all community members. (CTAA)

### **Crosswalk**

Portion of a roadway where pedestrians are permitted to cross the street; can be marked or unmarked. (U.S. DOT FHWA)

### **Curb**

A vertical or sloping member along the edge of a roadway clearly defining the pavement edge. (New York State Vehicle and Traffic Law, Title 1, Article 1, Section 111)

### **Curb Cut**

The area of a sidewalk that has been lowered, or cut down, to facilitate access to the street. (DOT Website)

### **Demand-Response Service**

Please see paratransit.

### **Detectable Warning**

A standardized surface feature built in or applied to walking surfaces or other elements to warn visually impaired people of upcoming hazards. (U.S. DOT FHWA)

### **Disability**

A physical or mental impairment that substantially limits one or more of the major life activities of an individual; (b) A record of such impairment; or (c) Being regarded as having an impairment (U.S. Access Board)

### **Federal Highway Administration (FHWA)**

An agency within the U.S. Department of Transportation that supports State and local governments in the design, construction, and maintenance of the Nation's highway system (Federal Aid Highway Program) and various federally and tribal owned lands (Federal Lands Highway Program). (FHWA)

### **Federal Transit Administration (FTA)**

A component of the U.S. Department of Transportation (U.S. DOT) that governs and helps fund all public transportation. FTA sponsors research and provides training and technical assistance to transit providers. (Easter Seals Project ACTION)

### **Fixed-Route**

Transit services where vehicles run on regular, pre-determined, prescheduled routes, with no variation. Fixed-route services typically use large vehicles like buses, printed schedules or timetables, and designated bus stops where passengers board and get off the vehicle. Smaller public transit systems may provide fixed-route service but more often offer route deviation in which a vehicle will deviate from its regular route upon request to provide a customer with closer access to her destination. (Easter Seals Project ACTION)

**Intelligent Transportation Systems (ITS)**

Refers to a broad range of wireless and wire line communications-based information and electronic technologies. When integrated into the transportation system's infrastructure and into vehicles themselves, these technologies relieve congestion, improve safety and enhance productivity. (CTAA)

**Intermodal**

The use of multiple types of transportation to reach one destination; includes combining the use of trains and buses, automobiles, bicycles, and pedestrian transport on a given trip. (U.S. DOT FHWA)

**Intersection**

An area where two or more pathways or roadways join together. (U.S. DOT FHWA)

**Leading Pedestrian Interval**

Leading Pedestrian Interval, or LPI, is a pedestrian head start where the walk signal comes on before the cars get a green light. This allows pedestrians to enter the crosswalk before the cars begin to turn. Accessible Pedestrian Signals complement LPIs so pedestrians who are blind are notified of when to initiate walking.

**Median**

A median barrier is a type of traffic barrier, which is usually an elevated median or median safety island extended through an intersection to prevent left turns and through-movements to and from the intersecting street.

**MetroCard**

The current payment method for New York City Transit, MTA Bus, NICE Bus, the PATH, the Roosevelt Island Tram, AirTrain JFK, and Westchester County's Bee-Line Bus System.

**Midblock Crossing**

A crossing point positioned in the center of a block rather than at an intersection. (U.S. DOT FHWA)

**Mobility**

The act of moving or the ability to move from one's present position to one's desired position. (Easter Seals Project ACTION)

**Mobility Management**

Mobility management is an approach to designing and delivering transportation services that starts and ends with the customer. It begins with a community vision in which the entire transportation network—public transit, private operators, cycling and walking, volunteer drivers, and others—works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community's needs. (National Center for Mobility Management's Website)

**Multimodal**

The availability of transportation options within a system or corridor. (CTAA)

**Orientation and Mobility**

A professional discipline that incorporates tools and techniques used by people who are blind or visually impaired to systematically orient themselves to their environments and to move about independently. (Easter Seals Project ACTION)

### **Paratransit**

Paratransit is the term used for a “demand-response” service in which an eligible customer reserves a trip in advance to a destination within the service area covered by public buses and subways. The Americans with Disabilities Act (ADA) requires that individuals with disabilities unable to use accessible mass transit for some or all of their trips must be provided with paratransit. MTA New York City Transit administers Access-A-Ride (AAR), the paratransit service for New York City. The service is shared-ride, door-to-door, or feeder service. (MTA.info)

### **Pedestrian**

A person who travels on foot or who uses assistive devices, such as a wheelchair, for mobility. (U.S. DOT FHWA)

### **Pedestrian Crossing Time**

The time that is required for a pedestrian to cross the intersection. In NYC, signal timing cycle lengths usually fall between 45 and 120 seconds. The timing for each signal is determined based on traffic volume and traffic patterns in each particular area. DOT’s Safe Streets for Seniors program evaluates extending the pedestrian crossing time in neighborhoods with high concentrations of seniors who may need more time to cross the street.

### **Pedestrian Plaza**

Pedestrian plazas convert excess roadway to pedestrian uses by redefining the curb line using street markings and a gravel or painted surface treatment.

### **Pedestrian Ramp**

A combined ramp and landing that accomplishes a change in level at a curb. This element provides street and sidewalk access to pedestrians using wheelchairs. (U.S. DOT FHWA)

### **Pedestrian Safety Island**

A pedestrian refuge within the right-of-way and traffic lanes of a highway or street (U.S. DOT FHWA)

### **Priority Seating**

Designated seats, usually in the front of a vehicle, reserved for people with disabilities and older adults. (Easter Seals Project ACTION)

### **Select Bus Service**

Select Bus Service is New York City’s version of bus rapid transit, a cost-effective approach to transit service that cities around the world have used to make riding the bus more like riding the subway. Select Bus Service incorporates features such as dedicated bus lanes, off-board fare collection, and transit signal priority to offer faster and more reliable service on high-ridership bus routes.

### **Sidewalk**

The portion of a highway, road, or street intended for pedestrians. (U.S. DOT FHWA)

### **Sidewalk Flag**

A square of sidewalk, typically 5' x 5' in size. An entire sidewalk is comprised of multiple sidewalk flags. (Street Works Manual)

### **Service Animal**

Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. (U.S. DOT)

### **Stop Control**

Controlled by a stop sign or signal, as in an intersection.

### **Traffic Calming**

The combination of mainly physical measures that reduce the negative effects of motor vehicle use, alter driver behavior and improve conditions for non-motorized street users. As opposed to traffic control devices that are regulatory and require enforcement, traffic calming measures intended to be self-enforcing. (ITE: Traffic Calming: State of the Practice, 1999).

### **Transit Signal Priority (TSP)**

TSP gives buses priority at traffic lights. This is a feature on NYC's Select Bus Service routes so buses get an extended green light at certain intersections. (MTA)

### **Transportation Management Association (TMA)**

A voluntary association of public and private agencies and firms joined to cooperatively develop transportation-enhancing programs in a given area. TMAs are appropriate organizations to better manage transportation demand in congested suburban communities. (CTAA)

### **Travel Training**

Travel Training is short-term, comprehensive, intensive, one-to-one, specially designed instruction to teach high school age students with disabilities (other than blindness) how to travel safely and independently on public transportation, where appropriate. The one-to-one instruction is provided by specially trained personnel on routes the students will use to travel on public transit from home to a specific destination, usually school or the worksite, and back to home again. (NYCDOE website)

### **Truncated Domes**

Small domes with flattened tops that are used as tactile warnings at transit platforms and curb edges. (U.S. DOT FHWA)

### **Walkability**

The extent to which walking is readily available as a safe, connected, accessible and pleasant mode of transport (New Zealand's Pedestrian Network Planning & Facilities Design Guide)

### **Wayfinding**

Signs, maps, and other graphic or audible methods used to convey location and directions to travelers. (Dictionary)