



IN MEMORY OF  
**IGNATIUS ADANGA**  
**CHARLES LESPERANCE**  
**SEE WONG SHUM**

## **My 9/11 Scholar Project: Mobility Management Resource Guide Update**

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# The September 11<sup>th</sup> Memorial Program



**Ignatius Adanga**



**Charles Lesperance**



**See Wong Shum**

The September 11<sup>th</sup> Memorial Program for Regional Transportation Planning honors three NYMTC staff members whose lives were lost in the attack on the World Trade Center.

Their character shows through the type of program that their coworkers, family, and friends thought they would have wanted, and which would represent them. It is a program that gives students knowledge, skills, and a career path via educational and professional opportunities. I am ever grateful to have received this award and hope to keep their legacy alive with my work.

# Two Sides of the Program

## The Project

Students participate in an innovative research and planning projects



## The Mentorship

Professional development is fostered throughout the duration of the program.





# The Mentorship

## Nurtured by feedback

- Being organized/prepared
- Coordination/collaboration
- Allotting appropriate time to turn around documents while pushing things forward
- Professional atmosphere
- How to hold an effective meeting

# What is the Mobility Management Resource Guide?

- One stop shop for information on accessible transportation in the New York City region.
- The goal is to make it easy for New Yorker's to learn about the Built Environment that impacts them and the programs and services that are there to assist them. Who, What, Where, Why, and How?
- Designed for:
  - People with disabilities
  - Older adults
  - Individuals with limited English proficiency
  - Low income populations

**“I called the NYC Access-a-Ride Paratransit Division that you told me about. They are issuing me a new card which will allow me the 4 free trips a day on buses and subways. I won't have to pay bus fare any more!! That's 4 trips DAILY! Wonderful!!”**

# Demographics



# 905,592

People with disabilities in New York City

*Numbers are from the 2018 American Community Survey (5-Year Estimates) for New York City.*

## New York City

People with Disabilities



905,592 New York City residents live with a disability.

Older Adults



There are 1,189,361 Older New Yorkers.

Limited English Proficiency




1,797,641 New York City Residents have limited English proficiency.

Low Income



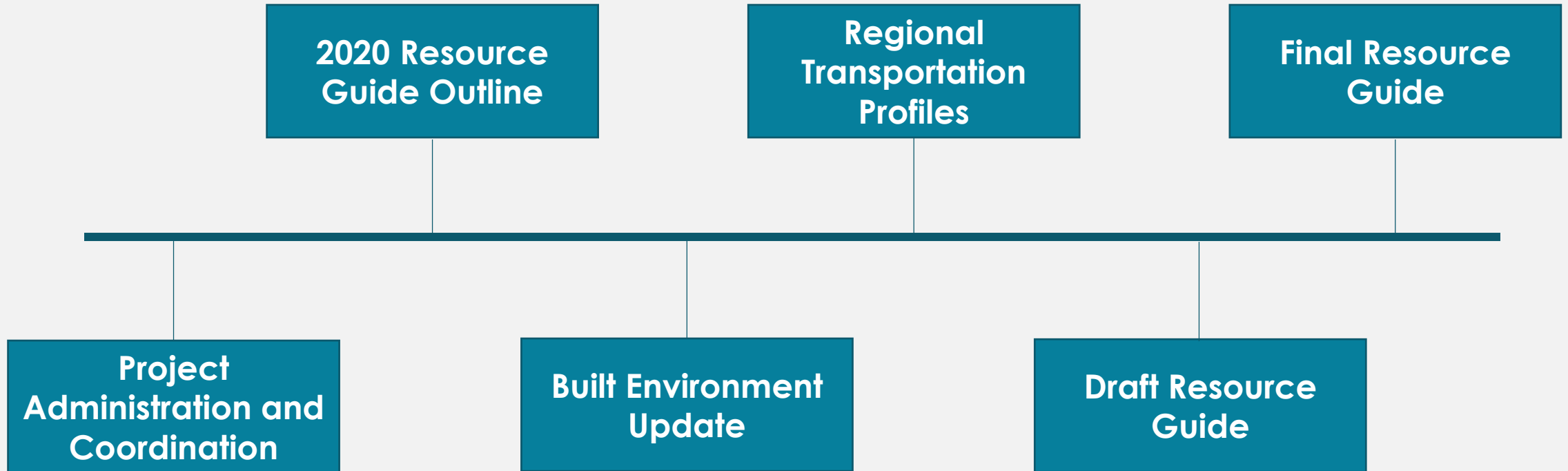
There are 1,570,754 low income New Yorker City residents.



**Persons with disabilities have a significant positive impact on society, and their contributions can be even greater if we remove barriers to their participation. With more than one billion of persons with disabilities in our world today, this is more important than ever.**

*Ban Ki-Moon, Former United Nations Secretary-General*

# Timeline





# Transit Services, Programs, and the Built Environment

- Regional Transportation Profiles
  - 26 NYC DOT Programs and Services
  - 10 Other Agencies and their respective programs
- 30 Built Environment features

<b>Table of Contents</b>		
Letter from the Commissioner (Draft)	4	
Overview of Mobility Management	6	
COVID-19 Related Impacts to Transportation	7	
<b>I. Regional Transportation Profiles</b>	<b>8</b>	
<b>NYC DOT Transportation Programs</b>	<b>11</b>	
NYC DOT: Accessible Pedestrian Signals	13	
NYC DOT: Art and Event Programming	15	
NYC DOT: Better Buses Action Plan	16	
NYC DOT: Bus Stop Management	19	
NYC DOT: Bus Stops Under the El	20	
NYC DOT: Carshare Pilot	21	
NYC DOT: Citi Bike	23	
NYC DOT: Construction Permit Management and Enforcement	25	
NYC DOT: Customer Service, Language Access, and Correspondence Unit	27	
NYC DOT: Mobility Management Program	29	
NYC DOT: Parking Permits	30	
NYC DOT: Pedestrian Ramp Program	32	
NYC DOT: Pedestrian Unit	33	
NYC DOT: Plaza Program	35	
NYC DOT: Safe Streets for Seniors	37	
NYC DOT: Safety Education and Outreach	38	
NYC DOT: School Safety Unit	41	
NYC DOT: Sidewalk Program	42	
NYC DOT: Seasonal Streets	43	
NYC DOT: Staten Island Ferry	45	
NYC DOT: Street Ambassador Program	47	
NYC DOT: Transit Amenities	48	
NYC DOT: Truck's Eye View	50	
NYC DOT: WalkNYC Wayfinding Program	51	
NYC DOT: Weekend Walks	53	
<b>Other Agencies Transportation Services</b>	<b>55</b>	
MTA Commuter Railroads, Long Island Rail Road and Metro-North Railroad	56	
MTA New York City Transit	61	
MTA New York City Transit, Access-A-Ride	66	
Nassau Inter-County Express	68	
NYC Department for the Aging, Transportation Programs	71	
NYC Department of Education, Pupil Transportation & Travel Education	72	
NYC Economic Development Corporation, NYC Ferry	75	
NYC Taxi and Limousine Commission	79	
Port Authority of New York and New Jersey	82	
Westchester County, Bee-Line Bus System	84	
		<b>II. Built Environment 87</b>
		Detectable Warning Surfaces and Pedestrian Ramps 88
		Detectable Warning Surfaces 88
		Pedestrian Ramps 88
		Accessible Pedestrian Signals (APS), Pedestrian Countdown Signals, and Raised Crosswalks 89
		Accessible Pedestrian Signals (APS) 89
		Pedestrian Countdown Signals 89
		Raised Crosswalks 89
		Exclusive Pedestrian Phases and Leading Pedestrian Intervals (LPIs) 90
		Exclusive Pedestrian Phases (EPPs) 90
		Leading Pedestrian Intervals (LPIs) 90
		Curb extensions, off-set crossings and turn bays 91
		Curb extensions 91
		Off-set crossings 91
		Turn bays 91
		Median Tip Extensions & Pedestrian Safety Islands 92
		Median Tip Extensions 92
		Pedestrian Safety Islands 92
		School Loading Zones 92
		Bicycling 93
		Bicycle Lanes 93
		Bicycle Parking/CityBike 93
		Citi Bike Stations 93
		Public transportation 94
		Bus Only Lanes 94
		Bus Shelters 94
		Leaning Bars 94
		Pedestrian Plazas, Shared Streets, and Street Seats 95
		Pedestrian Plazas 95
		Shared Streets 95
		Street Seats 95
		City Benches, flexible delineators, granite blocks, and planters 96
		City Benches 96
		Flexible Delineators 96
		Granite Blocks and Planters 96
		Fingerpost signs, LinkNYC, and WalkNYC maps 97
		Fingerposts 97
		LinkNYC 97
		WalkNYC 97
		Street Lighting & Under the El 98
		Street Lighting 98
		Under the El (Elevated) 98
		<b>Acknowledgements 99</b>

# Regional Transportation Profiles

## Collaboration and coordination

- The Resource Guide highlights the many travel options, their offerings, and travel programs in an easy to use document so you can take advantage of them.
- This includes information relating to streets, sidewalks, plazas, outreach, travel education and more. We also include information on transit services relating to buses, trains, ferries, and taxi and for hire-vehicle services.
- We have included many offerings available at NYC DOT and at many other regional agencies so the Guide could be of most use in connecting between travel options.
- Met with each internal program team and arranged calls with external agencies



# NYC DOT Programs and Services

## APS to Weekend Walks

- In this section, we highlight NYC DOT's programs focused on improving streets, sidewalks, and plazas.
- This section also includes information on our Staten Island Ferry service, outreach programs, educational and safety programs, translation services, and programs that help design the built environment to enable more accessibility.
- For each program, we have included an overview, what it offers, and how you can use the program or find more information about it.





# Other Agency Services

## Buses, Subways, Commuter Rail, and Ferry Services

- Each of these services provides another link to the City's transportation network, increasing access to medical, employment, social, leisure, and educational opportunities.
- We included information about what the service (including accessibility features), how to use it, where to find it, and how to find more information.
- Examples of accessibility features included (when possible) are: ADA requirements/features, para-transit offerings, discounts, and translation services.

# Built Environment Update

## The built environment gets a facelift

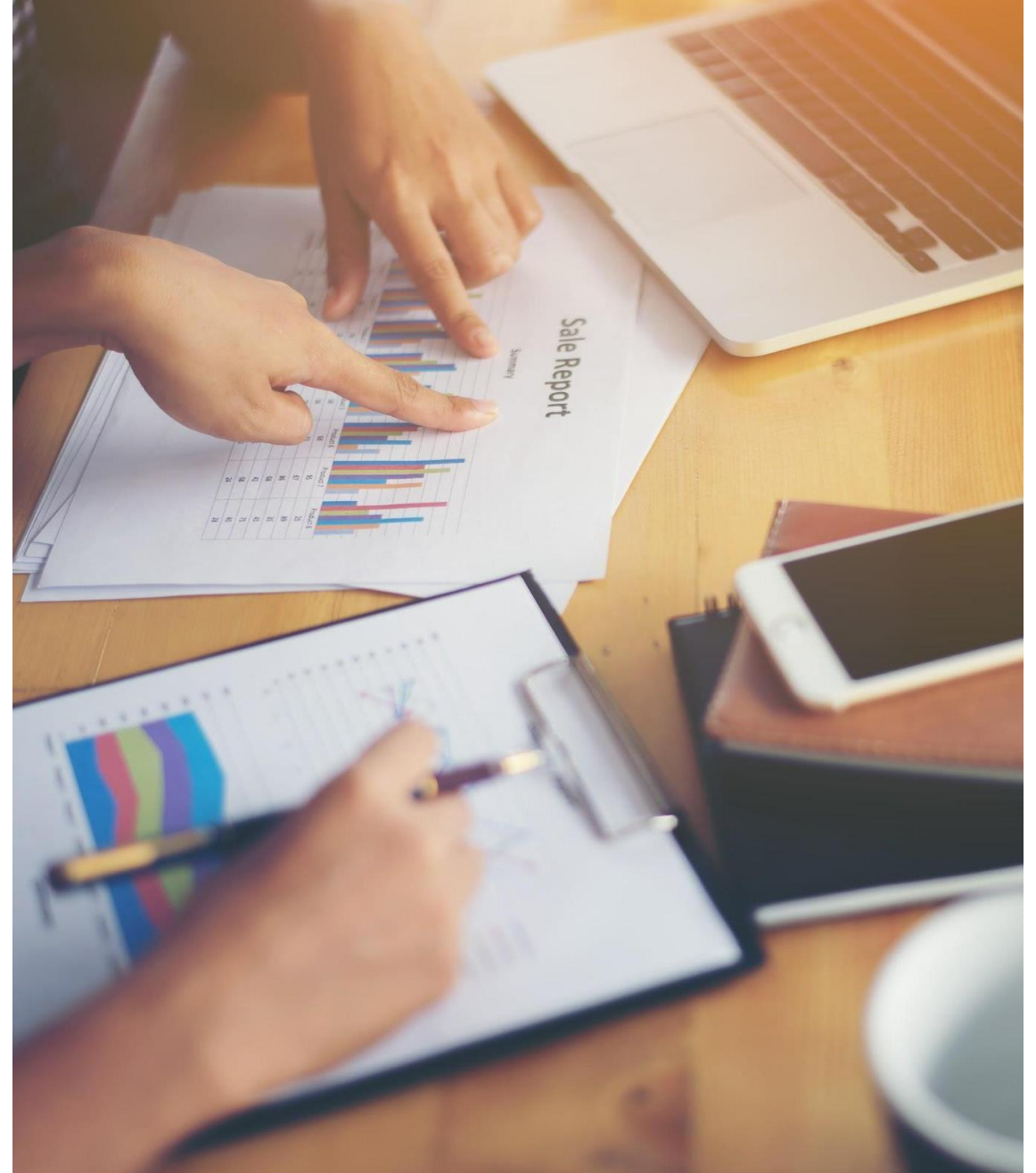
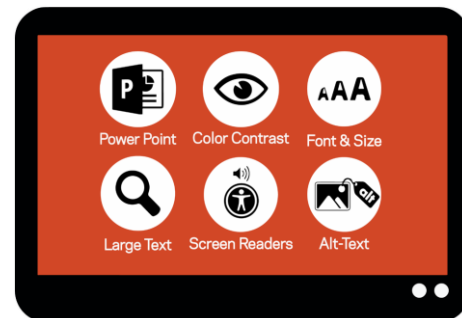
- We take a closer look at key infrastructure elements that arise as a result of these programs.
- These physical elements make up the built environment.
- NYC DOT installs these elements based on the specific needs of each community and the dimensions of the streets.
- When you come across these features, we want you to know why we put them in and how to use them. We continually examine best practices, pilot, and update infrastructure to broaden our toolkit and improve City streets.



# Usability

## Accessible documents

- Inclusive photographs (checking for accessible ramps, inclusive, representing all neighborhoods)
- Hemingway Editor
- Mobility Management's Inclusive Word and PowerPoint tutorials
  - Color Contrast
  - Font Size
  - Alt Text
  - Screen Readers
  - Plain Language



# Plain Language

Below 10<sup>th</sup> grade level, ideally grade 6, no passive voice, adverbs, or hard to read sentences. No transportation lingo.

## LinkNYC

Link NYC is a first-of-its kind communications network that is replacing pay phones across the five boroughs with new structures called Links. Each Link provides super fast, free public Wi-Fi, phone calls, device charging, and a tablet for access to city services, maps, and directions.

LinkNYC is brought to you by the City of New York and CityBridge, a NYC-based consortium of leading experts in technology, media, connectivity, and user experience that includes: Intersection, Qualcomm, and CIVIQ Smartscares.

LinkNYC is completely free because it's funded through advertising. Its groundbreaking digital OOH advertising network not only provides brands with a rich, context-aware platform to reach New Yorkers and visitors, but generates millions of dollars in revenue for New York City.

Through programs like Link Local and #ArtOnLink, LinkNYC features small businesses, nonprofits, community groups, neighborhood events, and local artists across the five boroughs of New York City.

## Hemingway Editor

### Readability

Grade 14

Poor. Aim for 9.

Words: 149

Show More ▾

0 adverbs. Well done.

1 use of passive voice, meeting the goal of 2 or fewer.

0 phrases have simpler alternatives.

1 of 8 sentences is hard to read.

4 of 8 sentences are very hard to read.

## LinkNYC

The City of New York has partnered with technology experts to bring you LinkNYC. There are currently over 1,700 active "Links" installed across the five boroughs.

A "Link" is a tall, slender kiosk with 55" screens on each side. Look for the LinkNYC logo or use [link.nyc](http://link.nyc) to find a "Link" near you.

There are millions of New Yorkers who don't have high-speed internet. LinkNYC helps bridge that gap without using taxpayer money.

Each "Link" has fast, free public Wi-Fi, USB phone chargers, and a quick access red 911 button. Press the button twice in case of an emergency. You can use "links" to make calls in the U.S. and use the tablet for access to 311, maps, and directions. City Services (311) lets you check information like alternate side parking.

All "Links" are ADA compliant. They include braille, zoom functions, color inversion, and a hearing loop. Each one has access to video and speech to speech relay services, and a screen reader.

## Hemingway Editor

### Readability

Grade 5

Good

Words: 169

Show More ▾

0 adverbs. Well done.

0 uses of passive voice. Nice work.

0 phrases have simpler alternatives.

0 of 15 sentences are hard to read.

0 of 15 sentences are very hard to read.

# Mobility Management Resource Guide

2020



## Final Resource Guide

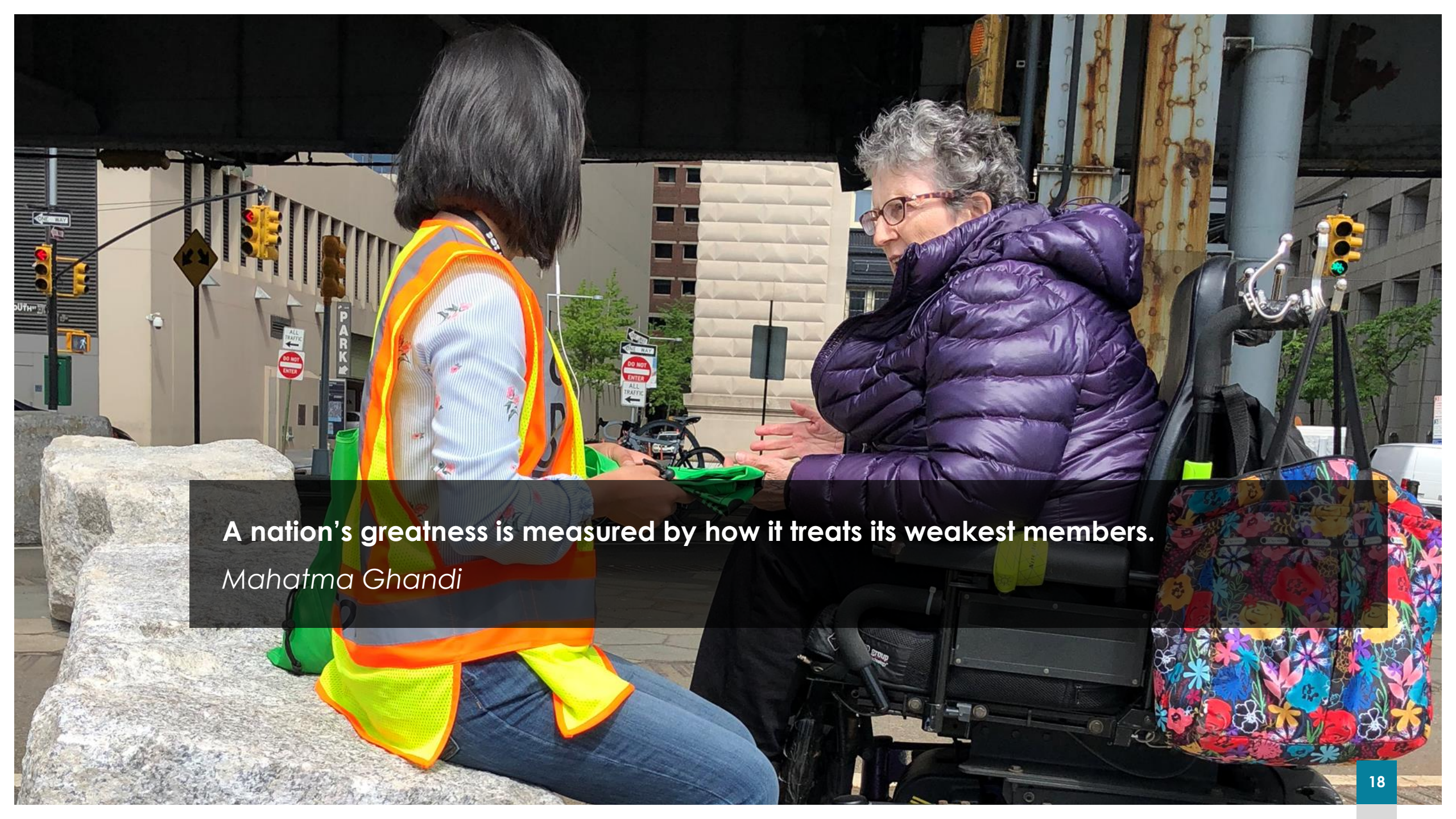
### Finishing touches

- Creative Services
- Alternative text for photographs
- Announcement videos and social media posts.



# And I Learned Some Other Things Along the Way...

- Additional research (UN's Good Practices of Accessible Urban Development, ADA Standards for Accessible Design, Rehabilitation Act, ADA Transition Plan Literature Review)
- Before/After COVID-19 research group led by Josef Szende
- Numerous coffee chats- learn about internal work at NYC DOT
- Field Trips (Jay Street Metrotech)
- Webinars
- Professional development funds
- Transitioning to telework
- Happy hours

A photograph showing a woman in a high-visibility orange and yellow safety vest and a white shirt with a floral pattern, sitting on a large grey stone block. She is facing an elderly woman with short grey hair and glasses, who is seated in a black wheelchair. The elderly woman is wearing a purple puffer jacket and has her hands extended towards the woman in the vest. A colorful floral bag is attached to the back of the wheelchair. The background shows a city street with traffic lights, a 'PARK' sign, and buildings.

A nation's greatness is measured by how it treats its weakest members.

*Mahatma Gandhi*

You can find the 2015 Guide and the 2020 Guide when it is released on the [Mobility Management homepage: dotmobility.nyc](https://dotmobility.nyc)

Please feel free to contact me at [gogrady.consultant@dot.nyc.com](mailto:gogrady.consultant@dot.nyc.com)

Thank you!

Home

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- Accessibility Information
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NYC CENSUS 2020

Mobility Management Resource Guide

2015

NEW YORK CITY DOT

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