THROUGH THE LOOKING GLASS: COORDINATED HUMAN SERVICE TRANSPORTATION PLANNING, THROUGH A COMPLETE STREETS LENS

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WHAT IS THE REGIONAL COORDINATED HUMAN SERVICES TRANSPORTATION PLAN (CHSTP)?

- Identifies the transportation needs of seniors, low-income workers and people, veterans and individuals with disabilities
- Provides strategies for meeting needs
- Prioritizes funding for implementation
- Projects are eligible for federal funding when aligned with this plan
WHY THE CHSTP?

Transportation = Access and Opportunity

- Jobs
- Education
- Support Services
- Recreation and Culture
- Independence
- Social Connectivity
NJTPA REGION

Bergen  Morris
Essex    Newark
Hudson   Ocean
Hunterdon  Passaic
Jersey City  Somerset
Middlesex  Sussex
Monmouth  Union

Warren
PROJECT COMPONENTS

- Task 1 - Stakeholder/Public Outreach and Engagement
- Task 2 - Assess Available Services and Current Conditions
- Task 3 - Analyze Transportation Needs for Target Populations
- Task 4 - Develop Strategies and Prioritize Implementation
- Task 5 - Develop the Final Report
PUBLIC INVOLVEMENT RECAP

- Coordination with 7 TMAs
  - 3 Focus Groups
  - 46 Community Planning Sessions
  - 3,713 Valid Surveys

- Advisory Committee
  - 30 Organizations
COMMUNITY PLANNING SESSIONS: HIGHLIGHTS

- Additional transportation options are needed on evenings and weekends
- Doctors, visiting friends, jobs, places of worship, and shopping destinations are most frequent
- Many feel shame in asking friends/family for rides
- There is frustration with lack of transit to nearby towns
- Better signage and schedules are needed for buses
- Lack of transportation can cause social isolation
FOCUS GROUPS: TRANSPORT EXPERIENCES

- Walking is a significant mode for focus group participants
- Many shared stories of missed activities, including employment, due to transportation issues
- Veteran participants shared transportation issues related to accessing medical services
SURVEY – HIGHLIGHTS

- 3,713 Valid Survey Respondents
- 4 Target Groups Reached
- Population Profile of needs, desired options, destinations and technology use
RESPONDENT COMPOSITION: PWD

Responses = 2,722

- Serious difficulty walking or climbing stairs
- Difficulty doing errands alone
- Serious difficulty remembering, concentrating or making decisions
- Deaf or serious difficulty hearing
- Other difficulties
- Difficulty bathing or dressing
- Blind or serious difficulty seeing
VEHICLES IN HOUSEHOLD

Cars in Household

- 36%: 0 car
- 35%: 1 car
- 20%: 2 cars
- 9%: 3 or more cars
NEEDS IDENTIFIED THROUGH

- Public Involvement
- Plan Review
- Data Review
CATEGORIES OF NEEDS

- Spatial (Space)
- Temporal (Time)
- Institutional
- Infrastructure
- Awareness
INFRASTRUCTURE

- Repairs and Updates
- New Technology
- Accessibility
  - Built environment
  - On board
- Customer Experience
STRATEGIC THEMES

a) Increasing Auto Connections with Assistance
b) Reducing Financial Barriers
c) Coordinating Regional Destinations
d) Improving Customer Experience
e) Enhancing Communication
f) Infrastructure Improvements
g) Enhancing and Expanding Service
h) Promoting Mobility on Demand
i) Incentivizing Operational Coordination
ENHANCING COMMUNICATION

- Holistic, multi-dimensional regional marketing campaign
- Live customer service during peak travel hours
- Pedestrian safety public outreach campaigns
- Address busy signal & excessive wait times for phone reservations
- More information at NJT bus stops and key destinations
- Travel training & concierge assistance
INFRASTRUCTURE IMPROVEMENTS

- Bus stops, benches, shelters & sidewalk improvements
- Comprehensive bus stops/shelter policy*
- Improve accommodations for wheelchair use
- Prioritize projects and funding to target areas of greatest need
ADDITIONAL RESEARCH/INQUIRY

- Access to inexpensive vehicles
- Universal payment/pre-paid fare card
- Coordination among 55+ communities within Ocean, Middlesex, and Somerset Counties
- Assess transit access to One Stops and emerging employment sites in region
- Data visualization to improve coordination & facilitate customer trip planning
FINAL REPORT

Read the Final Report
Available on the NJTPA Website:
www.njtpa.org
QUESTIONS?

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