

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



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Complete Streets Summit  
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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



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# NJTPA REGION

**Bergen**

**Essex**

**Hudson**

**Hunterdon**

**Jersey City**

**Middlesex**

**Monmouth**

**Morris**

**Newark**

**Ocean**

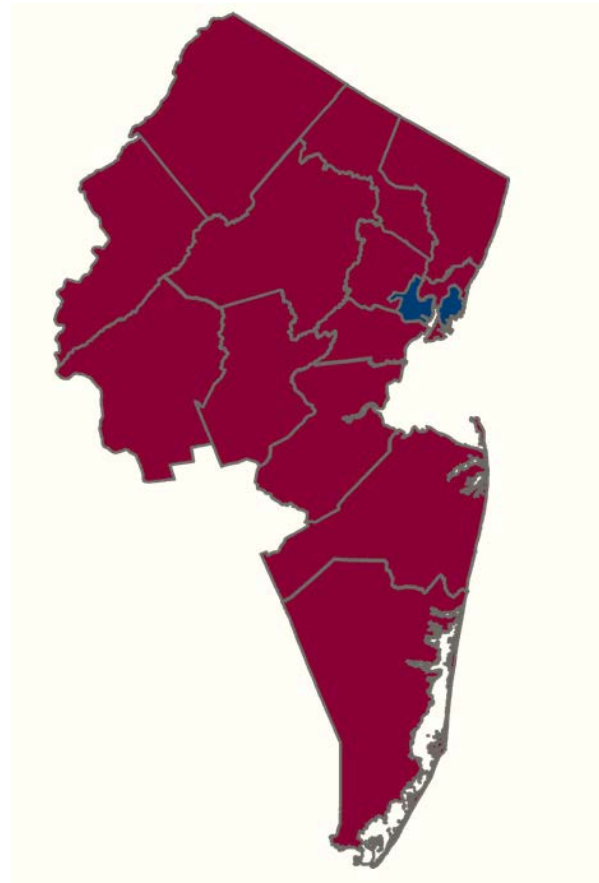
**Passaic**

**Somerset**

**Sussex**

**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



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# PUBLIC INVOLVEMENT RECAP

- **Coordination with 7 TMAs**
  - 3 Focus Groups
  - 46 Community Planning Sessions
  - 3,713 Valid Surveys
- **Advisory Committee**
  - 30 Organizations



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# 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



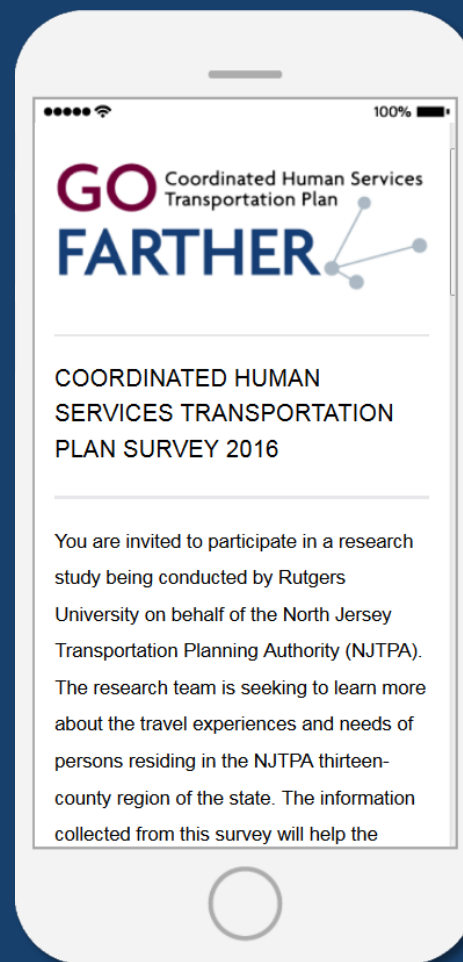
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# SURVEY – HIGHLIGHTS

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



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# RESPONDENT COMPOSITION : PWD

**Responses = 2,722**



■ Serious difficulty walking or climbing stairs

■ Difficulty doing errands alone

■ Serious difficulty remembering, concentrating or making decisions

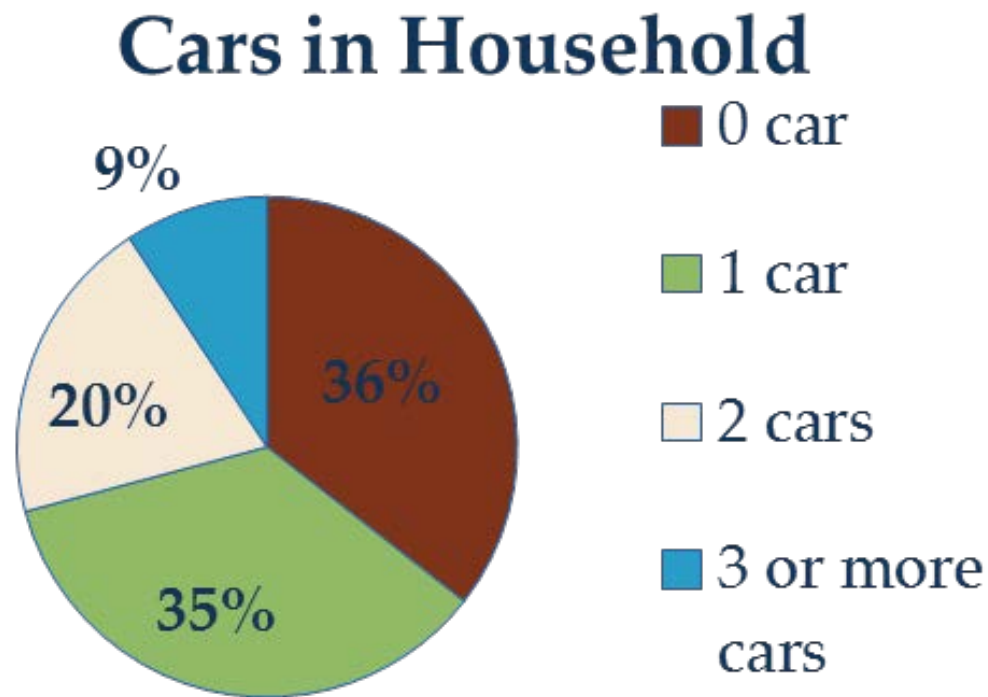
■ Deaf or serious difficulty hearing

■ Other difficulties

■ Difficulty bathing or dressing

■ Blind or serious difficulty seeing

# VEHICLES IN HOUSEHOLD



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# NEEDS IDENTIFIED THROUGH

- **Public Involvement**
- **Plan Review**
- **Data Review**

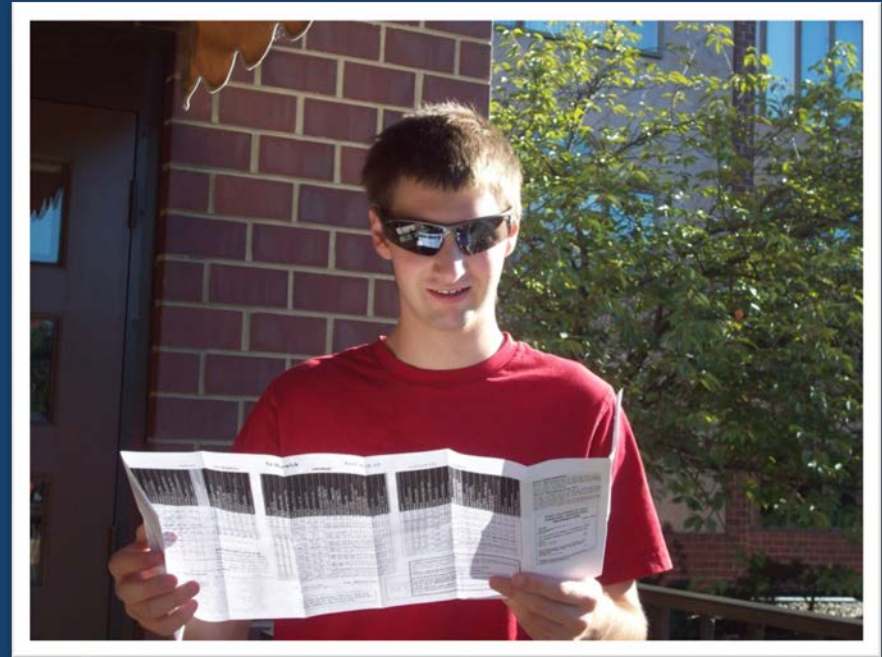


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# CATEGORIES OF NEEDS

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



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# INFRASTRUCTURE

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



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# 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



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# 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



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# 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



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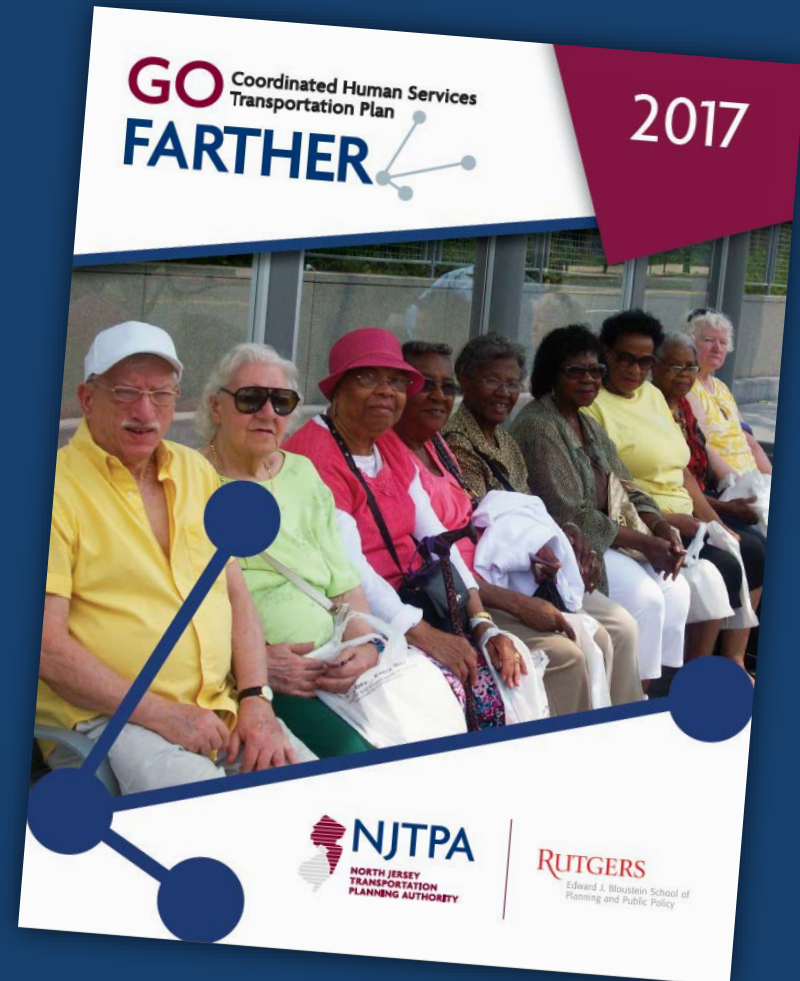


# ADDITIONAL RESEARCH/INQUIRY\*

- 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](http://www.njtpa.org)



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# QUESTIONS?

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