

Mobility Management Resource Guide



2021



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In 2012, NYC DOT launched the Mobility Management Program. The program works to improve the mobility needs of people with disabilities, older adults, low income and limited English proficient populations.

Overview of Mobility Management

Welcome to the Mobility Management Resource Guide! You might be asking, what is Mobility Management? Mobility Management is a term popularized by the Federal Transit Administration (FTA). It is a human centered approach of coordinating and addressing transportation needs. The NYC Department of Transportation (NYC DOT) recognizes the importance of this approach to planning and implementing transportation projects. In 2012, NYC DOT launched the Mobility Management Program. The program works to improve the mobility access of people with disabilities, older adults, low income and limited English proficient populations.

The Resource Guide serves as a one-stop-shop on existing transportation infrastructure and programs that cater to this population. In this guide, we introduce key infrastructure elements to increase awareness of the city's changing landscape. We also highlight relevant programs so users are aware of resources and support available. NYC DOT's top priority is to protect the lives of millions of pedestrians, cyclists and motorists who use New York's streets every day. Vision Zero initiatives, which aim to eliminate all traffic fatalities, are noted throughout this guide. Vision Zero underscores the importance of creating safe and accessible infrastructure for all ages and abilities. This is key to the mobility of our most vulnerable road users.

In addition, we recognize that while our transportation system is provided by multiple agencies, it is beneficial to have a comprehensive understanding of the resources available. In this guide we include an overview of services within New York City, provided by other agencies like the Metropolitan Transportation Authority (MTA) and the Port Authority of New York and New Jersey (PANYNJ).

NYC DOT published the first Guide in 2015 and we are happy to share with you our updated 2020 edition with new programs. Whether you are an individual of the target population, a caseworker, a city project manager, or a researcher, we hope to enlighten you on the extensive accessible transportation options this great city has to offer.



COVID-19 Related Impacts to Transportation

On March 7, 2020 Governor Andrew Cuomo declared a state of emergency in New York State as a result of increasing coronavirus (COVID-19) cases. Following this announcement, on March 22 New York PAUSE was implemented, an executive order requiring all non-essential businesses statewide closed. The information and statistics within this Guide were collected prior to the state of emergency due to COVID-19. Some transit services and programs will operate differently as the New York City reopens.

We, NYC DOT, are researching, testing, and implementing innovative solutions to accommodate proper social-distancing and prevent infections. We have temporarily restructured some event programming and transportation services and have started new initiatives to adjust to our current reality.

Changes range from contactless payment for parking meters to Open Streets and Open Restaurants. The Open Streets program, when complete, will open 100 miles of streets for pedestrians and cyclists to enjoy public space while social distancing. The Open Restaurants Program temporarily expands outdoor seating options for food establishments. We have also created additional miles of bike lanes and temporary bike parking near hospitals, to serve essential workers and for recreation. We encourage you to take advantage of these programs. Exercise outdoors has mental and physical benefits.

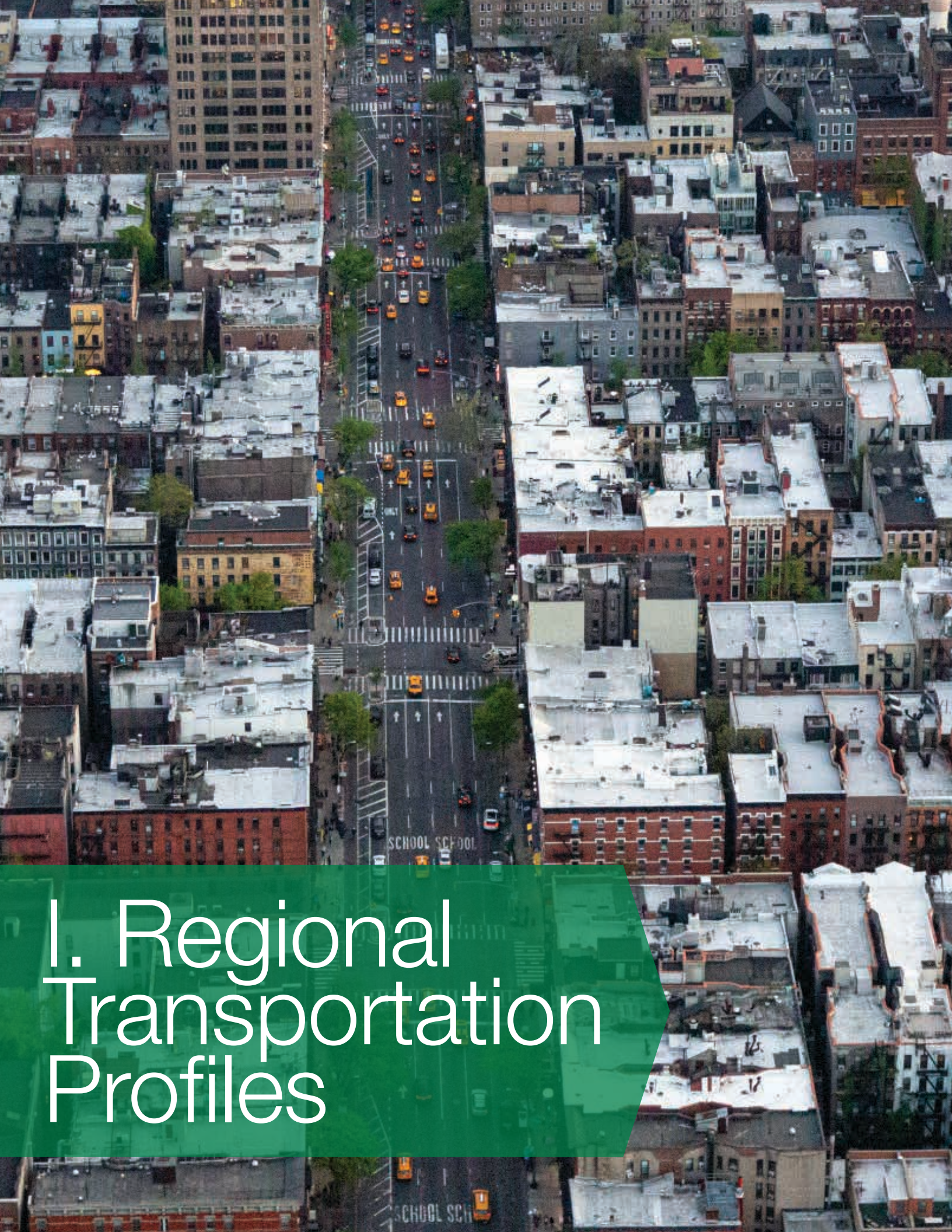
Unfortunately, some cherished events involving larger groups of people like Summer Streets and Truck's Eye View are on hold. While this is a developing situation, NYC DOT's commitment to meeting the mobility needs for all remains.

You can find links to important information regarding the impact of COVID-19 on our programs and services at the top of the [NYC DOT homepage: \(nyc.gov/dot\)](https://www.nyc.gov/dot). We hope these links make it easier to find and understand the most recent changes that impact you. These include links to: NYC DOT COVID-19 alerts (in 11 languages), parking permit information, alternate side parking rules, the Staten Island Ferry modified schedule, and information on Open Restaurants and Open Streets. These will be updated as the situation evolves, and NYC enters various phases of re-opening. We refer you to the individual websites listed throughout this Guide for program-specific COVID-19 related impacts. Ways to contact each program can be found on these links and program websites.

We recognize there will be imperfections as we implement strategies to address challenges the City has never seen before. We appreciate your feedback and patience as we adapt.

Wishing you well,

The Mobility Management Team



I. Regional Transportation Profiles



The Resource Guide highlights the many travel options, their offerings, and travel programs in an easy to use document so that you can take advantage of them.

Regional Transportation Profiles

The physical landscape of New York City streets and sidewalks are constantly changing as we evolve and find creative solutions. There are also many more options in how you travel. The changes are designed to make traveling easier and safer. The Resource Guide highlights the many travel options, their offerings, and travel programs in an easy to use document so that you can take advantage of them.

The Mobility Management Program at NYC DOT recognizes that traveling is especially difficult for some individuals such as people with disabilities, older adults, people with limited English proficiency, and low-income populations. These populations are also typically under-represented in other informational guides. For this reason, we specifically tried to include features that can help these groups. We have included many offerings available here at NYC DOT and at many other regional agencies so this Guide could be of most use in connecting between travel options. This Guide is broad scoping, but due to space and time not every available service could be included.

This section is broken into two parts (1) Transportation Programs provided by NYC DOT and (2) Transportation Services provided by Other Agencies within New York City (having a starting or ending point in New York). In this guide we include information relating to streets, sidewalks, plazas, outreach, and travel education, etc. We also include information on transit services relating to buses, trains, ferries, and taxi and for hire-vehicle services.



NYC DOT programs focused on improving streets, sidewalks, and plazas, the Staten Island Ferry, outreach programs, educational and safety programs, translation services, and programs that help design the built environment to enable more accessibility

NYC DOT Transportation Programs

NYC DOT offers several 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, older adults, low income populations and those with a limited ability to speak English, have been highlighted.

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.

The transportation programs presented in this section include:

- Accessible Pedestrian Signals
- Art and Event Planning
- Better Buses Action Plan
- Bus Stop Management
- Bus Stops Under the El
- Car Share
- Citi Bike
- Customer Service, Language Access, and Correspondence Unit (CSLACU)
- Construction Permit Management and Enforcement
- Mobility Management Program
- Parking Permits
- Pedestrian Unit
- Pedestrian Ramp Program
- Plaza Program
- Safe Streets for Seniors
- Safety Education and Outreach
- School Safety Engineering Office
- Sidewalk Program
- Seasonal Streets
- Staten Island Ferry
- Street Ambassador Program
- Transit Amenities (CityBench and Street Furniture)
- Truck's Eye View
- WalkNYC Wayfinding Program
- Weekend Walks



START CROSSING
Watch For
Vehicles

DON'T START
Finish Crossing
If started

DON'T CROSS

PUSH BUTTON
TO CROSS →

Launch Date:
2011

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

NYC DOT: Accessible Pedestrian Signals

Accessible Pedestrian Signals (APS) are devices attached to pedestrian signal poles. APS 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 disabilities when the “walk” phase is available at a given intersection. The first audible pedestrian signal in New York City was installed in 1957 in Queens. The current model adjusts the volume based on ambient noise level in the surrounding area. As required by Local Law 21 of 2012, NYC DOT installed APS units at 25 additional intersections each year through 2015. Local Law 60 of 2014 took effect on January 1, 2016, which required NYC DOT to install APS units at 75 intersections annually. Beginning in 2019, NYC DOT committed to installing APS at 150 intersections per year for two years. As of December 31, 2019, the goal of 150 new APS installations was met, totaling 546 intersections with APS units installed citywide.

Current Outreach Strategies

The APS program has worked closely with the Mayor’s Office for People with Disabilities (MOPD) and organizations such as the Pedestrians for Accessible and Safe Streets (PASS) coalition that advocate on behalf of people with vision disabilities. 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. Further, APS program managers have recruited advocacy groups and community members to evaluate emerging APS technologies.

The installation of APSs are request-driven. Requests 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. The ranking determines which APS should be installed first.

Best Way to Contact and Find More Information

For more information, to see the full list of APS currently installed in NYC, or to request an APS, please visit us online at [NYC DOT’s APS website: \(www1.nyc.gov/html/dot/html/infrastructure/accessiblepedsignals\)](http://www1.nyc.gov/html/dot/html/infrastructure/accessiblepedsignals).

To request an APS, write to the Commissioner using the link found on the website listed above. Please include the appropriate intersection, and any other information that may be useful to justify that intersection, include proximity to a facility nearby that serves people with vision disabilities. If an APS is broken, call **311** immediately so it can be repaired. Specify the signal is an “accessible pedestrian signal” and identify the specific issue.



Heidi Latsky Dance at Summer Streets Dance Festival

Launch Date:
2008

Over 100,000 square feet of NYC DOT property has been painted with murals since the beginning of the program in 2008.

NYC DOT: Art and Event Programming

Art & Event Programming commissions and oversees the installation of temporary public artwork on NYC DOT property and curates and manages programming at large-scale, car-free events. Examples include Summer Streets and Car Free Earth Day. Public art and events activate the public realm and enhance the quality of life for all New Yorkers. Temporary public artwork beautifies infrastructure with colorful murals, dynamic projections and eye-catching sculptures installed by artists in partnership with community based-nonprofit organizations. Over 100,000 square feet of NYC DOT property has been painted with murals since the beginning of the program in 2008.

There are three event programming categories:

- Public art,
- Performance, and
- Activities relating to environmentalism, outdoor recreation, arts and culture, and health and wellness.

In addition, the program coordinates conservation and maintenance of NYC DOT's permanent art collection and collaborates with the NYC Department of Cultural Affairs (DCLA) Percent for Art Program to commission permanent art as part of the Percent for Art law.

Art & Event Programming works closely with all five NYC DOT Borough Commissioner Offices to present information on art and events to community-based organizations, non-profit partners, and artists in neighborhoods throughout the five boroughs. All event programming and temporary art proposals are evaluated based on the accessibility needs of people of all abilities. For car-free events, NYC DOT works with selected partners to ensure all activities follow recommended guidelines for accessible programming. Additionally, those submitting proposals are given guidelines on how to make activities accessible and design creative signage to best engage all participants. Informational tents with language interpreters, translation services, braille maps and other assistance services are situated along event routes. NYC DOT requires at least five feet of space around temporary sculptures to maintain walking and rolling paths. Temporary artwork signage is installed to provide information about each project.

Current Outreach Strategies

Temporary and permanent artwork and car-free events are presented on NYC DOT property throughout the five boroughs. This includes public plazas, triangles, medians, sidewalks, streetlight poles, fences, bridges, step streets, asphalt pedestrian spaces, and jersey barriers. Sites are evaluated based on criteria that includes public safety, proximity to transportation corridors and beautification needs.

Requests for temporary artwork and car-free programming opportunities are managed through open call submissions, requests through our website, e-mail, Community Board correspondence and outreach by Borough Commissioners Office.

Best Way to Contact and Find More Information

For more information or to make a request please visit us online at the [Art and Event Programming webpage](http://nyc.gov/dotart): (nyc.gov/dotart).

Program information is released to the public on an ongoing basis through NYC DOT's social media channels, website, e-newsletter, community outreach flyers and Community Board notifications.

Launch Date:
2019

Many traffic signals can now detect when a bus is approaching and keep the signal green longer.

NYC DOT: Better Buses Action Plan

The Better Buses Action Plan was introduced to improve the speed and reliability of buses in New York City. The plan also aims to improve physical accessibility to bus stops. Ways that NYC DOT, in collaboration with MTA and the New York Police Department (NYPD), are making buses work better for passengers include:

- Adding new and improving existing dedicated bus lanes. This allows buses to avoid congestion. Passengers arrive at their destinations faster and more reliably.
- Enforcing the bus lanes through camera technology, NYPD summonses, and towing. This ensures that bus lanes have their intended effect.
- Using traffic signal technology to reduce the time that bus riders must wait at intersections. For example: many traffic signals can now detect when a bus is approaching and keep the signal green longer. NYC DOT is also using dedicated bus only signals to give buses a head start over other traffic.
- Improving conditions at and around bus stops. The goal is to make it easier to get to bus stops, provide a more comfortable environment at them, and provide information. This includes:
 - Improvements to sidewalk and pedestrian ramps (curb cuts) around bus stops
 - Benches and leaning bars at key bus stops
 - Bus time poles (countdown clocks)
 - Working with MTA, who operates city buses, to improve bus service and operations, and participating in MTA's Bus Network Redesign.

Better Buses Projects

In 2019 NYC DOT implemented 22 Better Buses projects in all five boroughs. Improvements on bus routes served over 700,000 passengers per weekday. These projects focused on roadway sections where bus performance and/or accessibility could be improved. They often combined multiple elements such as bus lanes, bus stop accessibility improvements, and pedestrian safety measures. Common features that improve accessibility and safety for all include:

- Pedestrian medians and curb extensions at intersections next to bus stops
- Bus boarders (durable recycled plastic sidewalk extensions) at bus stops. They provide more space and a flat surface for wheelchair ramp deployment.

Bus Stop Accessibility

In addition to making it part of Better Buses projects, NYC DOT is taking a citywide approach to prioritizing and implementing bus stop accessibility. In 2019 there were 28 bus stops that received physical accessibility improvements. NYC DOT is also completing a Bus Stop Accessibility Study. The study will document the City's needs and help prioritize improvements.

NYC DOT is taking a citywide approach to prioritizing and implementing bus stop accessibility

Current Outreach Strategies

NYC DOT conducts local outreach while planning every Better Buses project. A specific project may include any or all the following:

- Stakeholder briefings
- On-street outreach
- Public workshops and open houses
- Business survey
- Shopper survey

In 2019 NYC DOT formed the Better Buses Advisory Group, which includes representatives from the Mayor's Office of People with Disabilities, American Association of Retired Persons (AARP), Center for Independence of the Disabled, and other advocates, agencies, and elected officials. The Group provides guidance on the action plan and has developed recommendations in areas such as research, communications, outreach, and small businesses.

NYC DOT is working closely with MTA on its Bus Network Redesign planning process and attending public workshops to get input from public participants on where they would like to see future bus lanes and other priority measures.

Best Way to Contact and Find More Information

For more information please visit us online at the [Better Buses webpage](https://nyc.gov/betterbuses): (nyc.gov/betterbuses).





Destination
Bay Ridge
St George
Bay Ridge
Hylan Bl &
Norway Av

Minutes	Route
5	S53
8	S78
9	S79



Launch Date:
1991

There are roughly 15,560 bus stops citywide

Bus Stop Management determines where Access-A-Ride stops can be placed.

NYC DOT: Bus Stop Management

Bus Stop Management was originally established as the Guide-A-Ride Program under the NYC Department of General Services in 1980. Bus Stop Management is now responsible for creating, revoking, modifying, and maintaining the bus stations, bus layovers, and bus parking areas. We also issue bus stop permits to:

- Private bus services such as Intercity Buses (e.g. Bolt Bus, Mega Bus);
- Sightseeing buses (e.g. Grayline, Big Bus);
- Public transportation providers (e.g. Westchester Bee Line, Nassau NICE Bus, New Jersey Transit); and
- Shuttles services (e.g. Downtown Alliance, NY Waterways).

There are roughly 15,560 bus stops citywide. Bus Stop Management provides the 'Bus Stop No Standing' and 'Bus Layover' and 'Bus Parking' regulatory signs to keep buses running smoothly. We provide route/destination/location information panels so users can find the right bus for them.

Access-A-Ride Designated Stops

In addition to fixed route bus stops, Bus Stop Management determines where Access-A-Ride stops can be placed. 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 when determining whether a location is approved.

Bus Stops/Layovers/Bus Parking

Bus Stop Management is involved when a bus stop, bus layover, or bus parking location is affected by a construction project. NYC DOT coordinates our placement of new bus stops with the location of new bus pads, new curb cuts, trees, fire hydrants, etc. for a well-planned street design.

Current Outreach Strategies

Bus Stop Management coordinates with internal units and other agencies (closely with MTA) to relocate any 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 other NYC DOT teams when relocating shelters, parking meters, etc.

Best Way to Contact and Find More Information

In cases of missing furniture, such as a sign, pole, or route/destination/location informational panels; please 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, please contact your local Community Board or elected officials who will then reach out to MTA's Government and Community Relations.

Launch Date:
2007

Bus Stops Under the El improvements are particularly helpful to populations with disabilities.

NYC DOT: Bus Stops Under the El

Bus Stops Under the El improves safety and accessibility at bus stop locations under elevated subway structures. At these locations, subway columns prevent buses from accessing the curb and bus riders are forced to wait for the bus in the street. NYC DOT makes improvements at these locations by constructing bus boarding islands or curb extensions.

Bus Stops Under the El improvements provide bus riders a safe space to wait for the bus, and the ability to board without crossing through traffic. Accessibility is improved by letting riders board and de-board the bus from a raised curb rather than the pavement.

Bus Stops Under the El improvements are particularly helpful to populations with disabilities. These populations tend to rely more heavily on bus service, especially when nearby subway stations are not accessible.

Our goal is to eliminate all inaccessible bus stops at “under the el” locations.

Bus Stops Under the El improvements correct a unique condition that exists on a select number of corridors throughout the city. NYC DOT staff work to prioritize improvements at locations based on many factors, including pedestrian activity, bus ridership, funding, and feasibility of improvements.

Best Way to Contact and Find More Information

For more information about [Bus Stops Under the El](#) please visit us online in the “Pedestrians” tab of the NYC DOT webpage: (www1.nyc.gov/html/dot/html/pedestrians/safertstransit.shtml).



Launch Date:
2018

Participating carshare companies must provide a vehicle with professionally installed hand controls to any member within 48 hours of the request.

NYC DOT: Carshare Pilot

Carshare is a service that offers users a vehicle for short-term use—usually by the hour or minute. Participating companies in this program, provide a round-trip service, where members rent and return vehicles at the same location. NYC DOT partnered with Zipcar and Enterprise for this pilot.

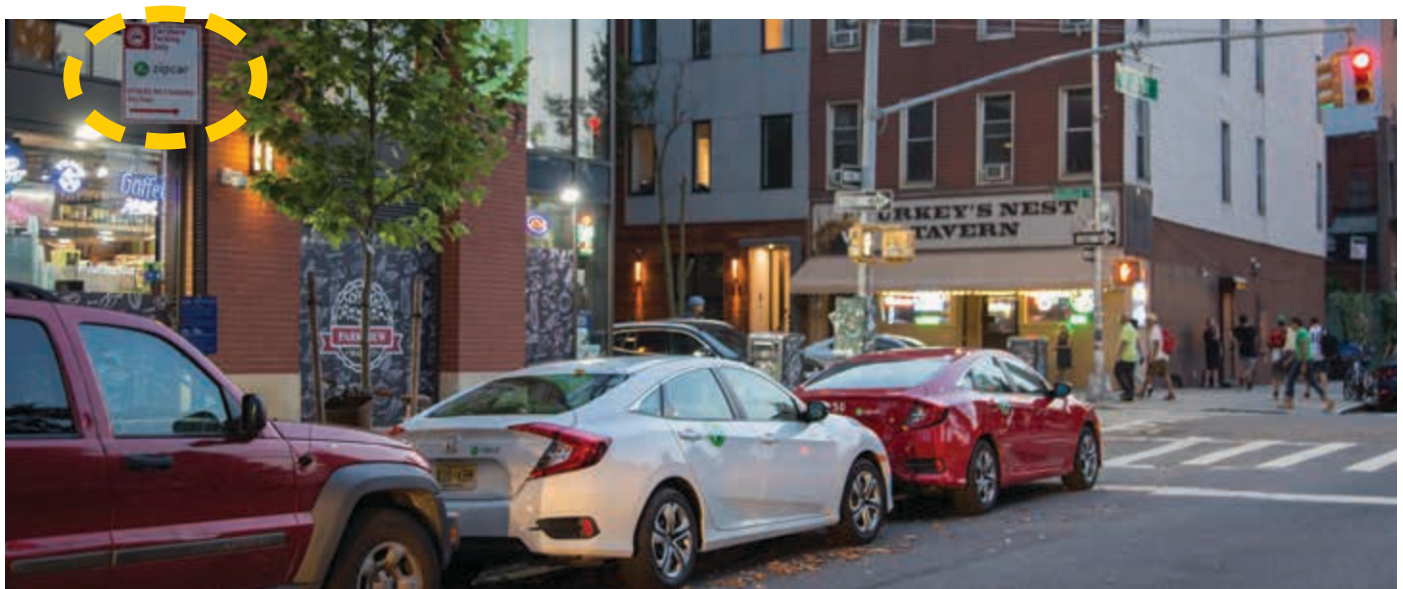
This program provides parking spaces on the street and in parking facilities for carshare users. Reserved parking spots are marked with signs that read 'Carshare Parking Only - Others No Standing' and have the carshare company name marked where users can park. Additional signage at each on-street space explains, in multiple languages, the new use of the curb. This includes the goals of the carshare pilot, and how New Yorkers can become carshare members to take advantage of this mobility option.

Participating carshare companies must provide a vehicle with professionally installed hand controls to any member within 48 hours of the request. Hand controls provide an option for those with mobility disabilities to drive the car with hands, rather than feet. All memberships are handled through the carshare company. They also offer discounted rates, such as a pay as you go option, and discounted memberships to qualifying individuals. Zipcar has a program with New York City Housing Authority (NYCHA) that offers discounted memberships to NYCHA residents and has cars parked in NYCHA parking lots.

Best Way to Contact and Find More Information

For more information please visit us online at the [NYC DOT Carshare webpage](http://nycdotcarshare.info): (nycdotcarshare.info).

To join the program, New Yorkers should apply for carshare membership directly with [Zipcar](http://zipcar.com) at: (zipcar.com) and expect to provide information such as a driver's license and form of payment.





Launch Date:
2013

The Reduced Fare Bike Share program gives NYCHA residents or SNAP recipients access to a \$5 per month Citi Bike membership.

NYC DOT: Citi Bike

Bike share is an easy, affordable mode of transportation that allows users to make trips on sturdy, publicly available bikes. New York City's current bike share system, Citi Bike, is part of a public-private partnership with Lyft. Citi Bike is a station-based bike share system. Bikes are unlocked from one station and can be returned to any other station in the system. This makes bike share ideal for short, one-way trips. Citi Bike users have completed over 94 million trips since the program launched in 2013.

NYC DOT and Citi Bike have developed a discounted membership for eligible populations. The Reduced Fare Bike Share program gives New York City Housing Authority (NYCHA) residents or Supplemental Nutritional Assistance Program (SNAP) recipients access to a \$5 per month Citi Bike membership. This membership does not have an annual commitment.

In 2019, NYC DOT and Lyft formed the Citi Bike Equity Advisory Board. This 20-person panel will advise, evaluate, and promote Citi Bike's equity efforts. This will include on-the-ground programming, affordable membership options, and diverse community partnerships.

Citi Bike also oversaw a handcycle pilot to increase access to the system for persons with disabilities. This initiative took place summer 2019 and brought handcycles to various community-based events throughout the City. Citi Bike and NYC DOT are working with the NYU Ability Project to assess further adaptive bicycle programming.

Current Outreach Strategies

Locations for Citi Bike station are selected following extensive participatory planning and outreach in local communities. New Yorkers can take part in community workshops in their neighborhood. In addition, people can submit their ideas through an online feedback portal. NYC DOT also works with the community board and other local stakeholders to get input.

NYC DOT has rigorous technical siting criteria for bike share stations. Factors taken into account include:

- ADA requirements (e.g. sidewalk width)
- parking loss
- proximity to utilities

NYC DOT attempts to have an appropriate balance among the various uses of our streets.

Best Way to Contact and Find More information

For more information on the Citi Bike program or to learn how to rent a bike please visit us online at **NYC DOT's Bikeshare website:** (nyc.gov/bikeshare) or **Citi Bike's website:** (citibikenyc.com).





NYC DOT: Construction Permit Management and Enforcement

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). OCMC issues over 150 different types of sidewalk and roadway construction permits to utility companies, contractors, government agencies, and homeowners. On average, over 700,000 permits are issued per year, many of which affect the path of travel for pedestrians.

**On average,
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of travel for
pedestrians**

HIQA enforces the laws and rules for performing this construction work on the City's sidewalks, roadways, and highways. This is done primarily through inspection. Over 150 NYC DOT inspectors review work sites for compliance with permit conditions. They issue violations when the permit holders are not in compliance with the laws and rules or when work is done on public right of way without a permit.

Agency specifications must be followed to comply with construction site accessibility and safety. Specifications may include posting proper signage, maintaining clear pedestrian walkways, and properly installing temporary walkways and ramps.

NYC DOT Permit offices are in ADA compliant facilities. For clients with limited English proficiency (LEP), our service centers are equipped with language access phone lines that offer translation services. We also have "Welcome cards" in ten languages that describe the services provided in our offices.

NYC DOT is working to provide LEP populations with an easy and accessible portal on the agency homepage. The portal will enable users to get permit information and applications in the top 10 languages.

Current Outreach Strategies

Before construction permits are issued, NYC DOT OCMC and contractors coordinate with nearby facilities that may be impacted by construction. Facilities include schools, hospitals, and centers for individuals with vision disabilities. For example, 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.

Best Way to Contact and Find More Information

For more information on construction permits and enforcement, please visit us online at [Permit's webpage](https://nyc.gov/permits): (nyc.gov/permits) or at [HIQA's webpage](https://nyc.gov/html/dot/html/infrastructure/hiqa.shtml): (nyc.gov/html/dot/html/infrastructure/hiqa.shtml).

For permit questions, you can call the NYC DOT Central Permit Office at **212-839-9566** or email constructionpermits@dot.nyc.gov. To check the status of active street construction permits, please visit [NYCStreets](https://nycstreets.net) at: (nycstreets.net).

Call **311** to report an inaccessible or hazardous construction site on a street, sidewalk, or roadway. If possible, we recommend submitting a photo within 12 hours of spotting a site via [311 Online for Sidewalk Construction](https://portal.311.nyc.gov/article/?kanumber=KA-01506): (portal.311.nyc.gov/article/?kanumber=KA-01506). Timely reporting assists inspectors in quickly identifying problems and correcting issues, if needed.



Free!
Interpretation
Services

¡Gratis!
Servicios de
interpretación

免費!
口譯服務


www.sosfdot.org
or Call 311


We are
Language
Access



NYC DOT: Customer Service, Language Access, and Correspondence Unit

NYC DOT's Customer Service, Language Access, and Correspondence Unit (CSLACU) is the Commissioner's central hub for customer service. NYC DOT's Commissioner hears from elected officials, community officials, business stakeholders, other government agencies, and the general public. CSLACU works closely with every division within the agency to address customer concerns. In addition, CSLACU assists divisions with processing concerns and correspondence related to large scale agency-wide projects and initiatives. Examples include: the dismissal of sidewalk violations caused by tree roots and processing reports of pedestrian ramp defects.

This unit offers language interpretation services in the top ten commonly used languages and American Sign Language. We have 70 different language interpreters from the Language Bank Volunteers program

CSLACU processes correspondence received from the NYC DOT's public facing website ("Contact the Commissioner"), the Mayor's office, 311 call center, social media posts and hard copy mail addressed to the Commissioner. Our teams process and track this correspondence through the Agency Response Tracking System (ARTS). CSLACU assigns cases of customer concerns and requests for services to the appropriate departments using ARTS. Each case includes a due date.

Language Access

CSLACU is also committed to making sure that all vital NYC DOT documents follow the Mayor's plain language initiative. This initiative requires all commonly distributed or vital documents be easily understood by the public, including limited English proficient (LEP) populations. CSLACU provides plain language content in the top ten languages and is often called upon by other departments to convert their documents into plain language.

CSLACU offers outreach services through phone calls and walk-ins at our public service centers. In compliance with Local Law 30, the unit also offers language interpretation services in the top ten commonly used languages (listed below) and American Sign Language. We have 70 different language interpreters from the Language Bank Volunteers program. The most common languages interpreted are:

- | | |
|------------|-------------------|
| 1. Spanish | 6. Polish |
| 2. Chinese | 7. Haitian Creole |
| 3. Russian | 8. Arabic |
| 4. Korean | 9. French |
| 5. Bengali | 10. Urdu |

In compliance with Local Law 30, NYC DOT will provide LEP customers with an easy and accessible portal on the agency homepage that will allow them to apply for Licenses, Permits and Registrations in the top 10 languages.

Best Way to Contact and Find More Information

For more information or to submit a question or concern please contact CSLACU directly at: **(212) 839-7100** or write to the Commissioner by visiting **NYC DOT's contact webpage:** (nyc.gov/contactdot).

For more information about Language Access services please visit us online at **NYC DOT's Language webpage:** (www1.nyc.gov/html/dot/html/about/dot_lap.shtml).



Launch Date:
2012

In 2018, MMP organized a series of input sessions with persons with disabilities to gain input on an edge treatment that most effectively delineates a shared street from pedestrian-only areas

NYC DOT: Mobility Management Program

NYC DOT's Mobility Management Program (MMP) coordinates and improves transportation opportunities for: people with disabilities, older adults, individuals with limited English language skills, and low-income populations.

This involves several methods, including:

- Developing resources and tools for NYC DOT staff and the community
- Coordinating efforts within our NYC DOT and the public; and
- Identifying strategies to improve transportation services.

This comprehensive approach enables communication and collaboration between NYC DOT and diverse communities.

In addition to creating the Resource Guide, MMP collaborates with internal groups and the public to organize input sessions on specific topics. An example of this, is shared streets. In 2018, MMP organized a series of input sessions with persons with disabilities to gain input on an edge treatment that most effectively delineates a shared street from pedestrian-only areas. MMP invited people with vision disabilities to test various materials and share ideas on what would be essential for a treatment.



Current Outreach Strategies

MMP conducts monthly presentations at community and non-profit organizations. The presentations provide an opportunity for MMP to provide information on NYC DOT's initiatives. It is also an opportunity for the public to ask questions and learn how to best access NYC DOT programs and services. Organizations can also reach out to MMP to request a presentation, copies of the Resource Guide, or express an interest in collaborating.

MMP uses presentation materials that are accessible and inclusive to community organizations and their members. MMP accomplishes this by providing printed material in large print with high color contrast, accessible digital presentations and documents, and sign language as well as language interpretation depending on the community language needs.

Best Way to Contact and Find More Information

To find more information on this program please visit us online at the [Mobility Management webpage: \(dotmobility.nyc.gov\)](https://dotmobility.nyc.gov). You may also call **212-839-3260** or e-mail MobilityManagement@dot.nyc.gov.

Launch Date:
1964

**NYC DOT's
Division
of Traffic
Operations
issues parking
permits for
people with
disabilities.**

NYC DOT: Parking Permits

NYC DOT's Division of Traffic Operations issues parking permits for people with disabilities. This includes State and City parking permits for individuals, as well as On-Street Parking Permits for not-for-profit organizations that serve the disabled community.

New York State Permits ('Hang-tags') – Launched 1978



Persons with Disabilities

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 disability as certified by a New York State-licensed physician. This hangtag is valid anywhere in New York State where there is a designated parking space marked by the International Symbol of Access for people with disabilities. In NYC, these spaces are all off-street, in areas such as parking lots at malls and garages. The hangtag must be used in the vehicle transporting the permit holder. The State permit may be valid up to five (5) years and always expires the last day of the month.

Organizations

NYC DOT also issues a hangtag permit for Not-for-Profit Organizations operating in New York City. To be eligible, organizations must possess an Operating Certificate issued by the New York State Department of Health and service people with disabilities. Vehicles used to transport persons with disabilities must be registered under the organization's name.

New York City Permits ('Placards') – Launched 1964



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 disability as certified by a New York State-licensed physician.

NYC DOT issues 'City Parking Permit for People with Disabilities' placard permits. These differ from hangtag permits in that they allow on-street parking. Individuals must meet the following requirements to be eligible for this permit:

- Require the use of a private vehicle for transportation; and
- Have a severe, permanent disability that impairs mobility as certified by their physician and a physician designated by the New York City Department of Health and Mental Hygiene (DOHMH). Permit holders certified by DOHMH as having permanent ("stable") conditions have their permit renewed every three (3) years. Permit holders who are not certified as stable can be approved for one, two, or three years.

Both City residents and non-City residents are eligible for this type of permit. This type of permit allows the individual to park at most curbsides on City streets. For the latest guidance on where to park, you can visit the Parking Permits webpage.

Annual On-Street Parking Permit – Launched 1992

This permit allows the vehicles of certain not-for-profit organizations limited standing and parking privileges in loading zones and at parking meters. Examples of eligible vehicle uses include medical services, blood delivery, or serving the homeless, the elderly, or people with disabilities.

Current Outreach Strategies

The Permits and Customer Service Unit's Call Center handles inquiries primarily from people with disabilities. Such requests include questions on renewal processes, application status, and other administrative issues. The Unit also works closely with the Accessibility Policy Advisor on outreach.

Best Way to Contact and Find More Information

To find more information on parking permits please visit us online at the **Parking Permits webpage**: (nyc.gov/pppdinfo) or call **718-433-3100** or TTY **212-504-4115** during business hours. All other times, please dial **311**.

Launch Date:
2017

A critical feature of new and upgraded pedestrian ramps is the detectable warning surface. A detectable warning surface is a textured mat in the center of a ramp that is detectable by cane or underfoot.

NYC DOT: Pedestrian Ramp Program

A pedestrian ramp connects the sidewalk with the roadway to provide safe and easy access to all pedestrians. They are an essential tool for all pedestrians, especially older adults, and persons with disabilities.

Pedestrian ramps are located at approximately 185,000 corners, as well as mid-block crossings and medians. The purpose of the Pedestrian Ramp Program (PRP) is to enhance NYC DOT's current pedestrian ramp maintenance and continue to provide corners that are safe and follow local and federal design standards. Construction of pedestrian ramps must comply with the latest version of the NYC DOT Highway Rules, Standard Specifications, Standard Details of Construction, and the Americans with Disabilities Act (ADA) Standards for Accessible Design.

PRP is overseeing pedestrian ramp work in partnership with the NYC Department of Design and Construction. In accordance with ADA requirements, all new ramps must be wide enough to accommodate wheelchairs, scooters, walkers, and other mobility aids. The slopes of new pedestrian ramps must have a gradual incline/decline so that all pedestrians can access our sidewalks and streets. Additionally, the curb at the base of new ramps must have a height difference of less than ¼ inch to avoid a lip or tripping hazard. Ramps must also be free of vertical obstructions, such as streetlights and utility poles.

A critical feature of new and upgraded pedestrian ramps is the detectable warning surface. A detectable warning surface is a textured mat in the center of a ramp that is detectable by cane or underfoot. These surfaces alert people with vision disabilities of their approach to the roadway and of a change in environment. NYC DOT uses warning surfaces that are bright red or white in color so that they contrast from the sidewalk and are easy to see.

PRP's work is mainly based on the agency's street resurfacing schedule. When NYC DOT resurfaces streets, crews will install or upgrade adjacent pedestrian ramps, where they are not compliant with current standards. Ramps will also be upgraded in coordination with Street Improvement Projects, or when there are sidewalk defects present.



Best Way to Contact and Find More Information

For more information please visit us online at the [Pedestrian Ramp Program's webpage](http://nycpedramps.info): (nycpedramps.info). If you have questions or concerns about a pedestrian ramp, please reach out to NYC DOT directly using the [form on our website](http://www1.nyc.gov/html/dot/html/contact/contact-form.shtml?routing=pr): (www1.nyc.gov/html/dot/html/contact/contact-form.shtml?routing=pr). You may also contact your NYC DOT Borough Commissioner or local community board.

NYC DOT: Pedestrian Unit

There are more walking trips in New York City than any other type of trip. To accommodate these trips, streets must be designed with pedestrian safety, mobility, and accessibility as a priority. The Pedestrian Unit implements projects throughout the city that result in safe, convenient, and comfortable crosswalks and sidewalks. This is done by simplifying and reallocating street space using a range of methods. Some projects are quick to implement and involve road markings and signage. More complex projects involve concrete construction and signal work. Where possible with a maintenance partner, projects also include enhancements such as seating and landscaping.

The Pedestrian Unit implements projects throughout the city that result in safe, convenient, and comfortable crosswalks and sidewalks

Any street that is challenging for pedestrians is a potential Pedestrian Unit project. Such challenges include insufficient or cluttered sidewalks, insufficient drainage (ponding), a lack of places to cross, long crossing distances, and conflicts with turning vehicles. Many project locations come through community requests for improved pedestrian safety and accessibility. The Pedestrian Unit is currently undertaking a mapping effort to identify priority corridors to focus pedestrian improvements.



Current Outreach Strategies

The Pedestrian Unit shares proposals with Community Boards, conducts workshops and on-street surveys, and engages the community in other ways. The unit worked with Pedestrians for Accessible and Safe Streets (PASS), an advocacy group, on the development and testing of street design solutions for people with vision disabilities.

Best Way to Contact and Find More Information

To find more information please visit us online at the [Pedestrian Unit's webpage](http://www1.nyc.gov/html/dot/html/pedestrians/pedestrian-projects.shtml) on the NYC DOT website: (www1.nyc.gov/html/dot/html/pedestrians/pedestrian-projects.shtml). You may also contact the NYC DOT Borough Commissioner, your local community board or **311**.



Launch Date:
2008

Plaza Partners in under-resourced neighborhoods, can receive assistance in managing their plaza through the OneNYC Plaza Equity Program

NYC DOT: Plaza Program

The Plaza Program partners with community groups citywide to transform underused streets into vibrant neighborhood public spaces. The plazas enhance safety, accessibility, and pedestrian mobility. Plazas include a range of public amenities designed for users of all ages and abilities. Amenities can include a variety of formal and informal seating, paving, trees and other plantings, lighting, drinking fountains, and event infrastructure.

The program is application based. NYC DOT accepts applications from community groups who propose new plaza locations on NYC DOT-owned property. The Plaza Program prioritizes sites along commercial and transit corridors, in neighborhoods that lack open space, that have low to moderate income levels, and are in need of safety improvements. The chosen community group or 'Plaza Partner' enters into an agreement with NYC DOT. The Plaza Program designs and constructs the plaza. The Plaza Partner upkeeps, operates, and manages the daily operation of the plaza.

Plaza Partners in under-resourced neighborhoods, can receive assistance in managing their plaza through the OneNYC Plaza Equity Program. The program provides horticultural care, maintenance services, and technical assistance, to achieve the goal of equitable (fair), high quality public space throughout the City.

Current Outreach Strategies

Plaza projects are developed closely with the non-profit partner and community through a series of public workshops. The Plaza Program uses social media and in person strategies to ask for feedback from neighborhood stakeholders. Often, plazas are first implemented in interim and quick to install materials. These interim plazas allow the neighborhood to start using the public space while NYC DOT monitors the activity and incorporates lessons learned into the permanent design of the plaza. NYC DOT does not move forward with any plaza project unless there is decided support from the local community board.



Best Way to Contact and Find More Information

The Plaza Program accepts applications every year, April through June. For more information on this program, please visit us online at the [Plaza Program's website](https://nyc.gov/plaza): (nyc.gov/plaza). For any questions, please e-mail plazas@dot.nyc.gov.



NO
TURNS

ELECTRIC, CORP.

• COMMERCIAL • INDUSTRIAL
• VOLTAGE • SERVICE CALLS
• ELECTRICAL VIOLATIONS
• DATA & NETWORKING

70-3187

708-6337

ANY LICENSES

ASBESTOS

WWW.NYCEC.COM

TD Bank

CP ADVANCED
IMAGING

Intel

Launch Date:
2008

**This program
has addressed
senior
pedestrian
safety issues
in 41 Senior
Pedestrian
Focus Areas in
all five boroughs**

NYC DOT: Safe Streets for Seniors

The Safe Streets for Seniors (SSFS) program is a pedestrian safety initiative for older New Yorkers. The program studies crash data to develop measures that improve the safety of senior pedestrians. When put in place, these measures end up benefitting all road users.

The program has addressed senior pedestrian safety issues in 41 Senior Pedestrian Focus Areas (SPFAs) in all five boroughs. NYC 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;
- Adding Leading Pedestrian Intervals (LPIs) to give pedestrians a head start when crossing;
- Adding Left Turn Traffic Calming features to encourage slower safer vehicular turns;
- Constructing pedestrian safety islands or widening medians. This shortens crossing distances and provides refuge for pedestrians walking at slower speeds;
- Widening curbs to shorten crossing distances walking at slower speeds;
- Narrowing roadways to encourage slower vehicular speeds and shorten crossing distances;
- Constructing Raised Crosswalks to slow vehicular speeds and provide a level accessible crossing for pedestrians and;
- Installing new stop controls and signals to provide more crossing opportunities.

Eligibility is determined by the density of senior pedestrian crashes and the presence of facilities that seniors visit. Examples include senior centers and senior housing locations.

Current Outreach Strategies

After identifying which neighborhoods have senior safety issues, SSFS works closely with senior centers in that neighborhood to develop improvements. SSFS often works alongside NYC DOT's Safety Education & Outreach initiatives.

Best Way to Contact and Find More Information

To find more information on this program, please visit us online at the **Safe Streets for Seniors' website**: (www1.nyc.gov/html/dot/html/pedestrians/safeseniors.shtml).

Launch Date:
1989

All programs strive to be inclusive, accessible, and sensitive to the needs of all individuals and groups

NYC DOT: Safety Education and Outreach

Safety Education Outreach (SEO) conducts safety education and outreach programs to the public and to populations at risk for traffic collisions. All programs strive to be inclusive, accessible, and sensitive to the needs of all individuals and groups. SEO updates the outreach programs every year for accuracy and relevance and trains all NYC DOT Safety Educators.

Senior Center Presentations

Senior Center presentations take place at over 125 senior centers each year in English, Chinese, and Spanish. The presentations feature the 60-minute Streetwise lesson. Streetwise includes best pedestrian practices to defend against careless driving, a survey of neighborhood traffic safety and mobility concerns, and an overview of nearby NYC DOT street redesigns to improve traffic conditions. Outreach to centers located along high-risk traffic corridors are the highest priority.

Safety Outreach conducts interactive, improvisational theater programs at 25 senior centers each year. The theater sparks discussions about hazards on local streets and concerns of older pedestrians. Participants speak many languages including English, Spanish, Chinese, and Russian.

School-based Programs



School-based programs provide lessons to Grade K – 12 classes, including special needs classes, at 600 schools per year. These audio-visual, high tech traffic safety lessons include discussions about the specific challenges and conditions of the streets in their community. Programs include Alive at 25, a 4-session course that prepares older high school students to be safe drivers. Upon completion students receive a certification. The program reaches 8,000 high schools students annually and is available in all five boroughs. Finally, to reach schools not able to dedicate class-time to safety educators, SEO sponsors an annual Walk to School Day contest. Each year in early October SEO invites teachers to register online, incorporate SEO traffic safety lessons in unit plans, and guide their students in creating a video or photo display about walking safely around their school community. Winning videos can be accessed on YouTube, by searching DOT We're Walking Here.

**Alive at 25
program
reaches 8,000
high schools
students
annually and is
available in all
five boroughs**



Bronx Safety City (837 Brush Avenue, Bronx) offers school groups a full day of hands-on learning in a classroom and on an outdoor streetscape. At Safety City students practice pedestrian and bicycle safety behaviors. The program accommodates 3rd grade general education classes, and students with disabilities during the school year. It serves camp groups of various ages in the summer months. Safety City prioritizes outreach to schools along high risk corridors and serves at least 60 schools per year.

Commercial Bicycle Safety

Delivery Cyclist Forums present the latest information about NYC's Commercial Bicycle Law to cyclists and business owners. The forums are run in partnership with City Council Members. SEO invites delivery cyclists to attend any of our many free helmet fittings between April and November each year. At each event cyclists receive a free NYC DOT bicycle helmet and up-to-date information about city rules and regulations.

Current Outreach Strategies

Safety Education & Outreach works closely with other NYC DOT units, NYPD, NYC Department for the Aging (DFTA) and the NYC Department of Education (DOE). Together they identify organizations and audiences throughout the five boroughs which could benefit from SEO traffic safety presentations. Catalogues and printed materials are available upon request.

Best Way to Contact and Find More Information

To request more information and to schedule contact Safety Education and Outreach by phone at **212-839-4750** or contact Cheryl Johnson, Director of Education Programs at cjohnson2@dot.nyc.gov.

High Risk Corridor sites receive priority, but all organizations can request a safety outreach presentation. All our programs are free of charge.



Launch Date:
2000

School Safety works with schools, community boards, elected officials, other internal units and sister agencies to identify and install safety projects near K-12 schools

NYC DOT: School Safety Unit

The School Safety Unit develops street improvement projects near K-12 schools citywide as part of Vision Zero. School Safety develops treatments for over 2,000 schools. The unit focuses on high-impact street redesigns, such as road diets, the expansion of pedestrian space, and bicycle lanes.

School Safety runs two important signage-based programs related to schools. The School Slow Zone program, which reduces speed limits near schools. The School Loading Zone program, which puts in parking regulations at schools to allow buses and private vehicles to pull up to the curb.

School Safety also sponsors a large portfolio of capital projects to improve safety and accessibility. NYC DOT plans, funds, and initiates capital projects, and the Department of Design and Construction (DDC) builds them.

School Safety works with schools, community boards, elected officials, other internal units and sister agencies to identify and install safety projects. By working together, the teams can coordinate the placement of concrete, markings, signals and signage-based safety treatments.



Current Outreach Strategies

The unit works with public, private, and charter K-12 schools accredited by the State of New York, with at least 250 students.

School Safety works closely with school staff, community boards, elected officials, and other stakeholders. The unit periodically involves students in project planning and implementation. School Safety coordinates with the New York City Department of Education's Educational Vision Services and Office of Travel Training to improve street safety and accessibility for students with disabilities.

Best Way to Contact and Find More Information

For more information on this program or to request safety enhancements near a school, please contact your local NYC DOT Borough Commissioner's Office or dial **311**.

Launch Date:
2017

We work with community-based organizations to identify streets where there is significant pedestrian demand. Once we identify potential streets, we determine if a Seasonal Street would create a safer experience for all road users

NYC DOT: Seasonal Streets

Seasonal Streets transform streets into temporary pedestrian spaces. They feature movable furniture, public art, and car-free space. NYC DOT works with community groups to plan for and manage the street. We balance multiple uses from programming and events for pedestrians, to access and deliveries for businesses.

Seasonal Streets create safe environments. NYC DOT schedules them at times when pedestrian volumes are at their highest. Our community partners seek to include people with disabilities in their planning and add accommodations so that these events are accessible. Community Partners also conduct outreach in multiple languages to include as much community as possible.



Current Outreach Strategies

We work with community-based organizations to identify streets where there is significant pedestrian demand. Once we identify potential streets, we determine if a Seasonal Street would create a safer experience for all road users.



Best Way to Contact and Find More Information

For more information about the program, please visit us online at the [Seasonal Streets website](https://nyc.gov/seasonalstreets): (nyc.gov/seasonalstreets).

Launch Date:
1992

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

NYC DOT: Sidewalk Program

The Sidewalk Program's mission is to ensure pedestrian safety by helping to prevent injuries to pedestrians caused by defective sidewalk. The Sidewalk Program notifies property owners of their responsibility for maintaining the sidewalk next 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 contractors perform sidewalk repairs in all five boroughs. They focus on 1-3 family homes and City-owned properties. The Sidewalk Program repairs roughly one million square feet of sidewalk per year. In any given year, the contractors are only able to address approximately one percent of the City's total sidewalk area.

The Sidewalk Program sends inspectors to locations with complaints of a defective sidewalk or curb. Using specific criteria, the inspector identifies defective conditions, and also inspects all adjacent streets to ensure that all eligible repairs are noted. If a sidewalk is defective, NYC DOT may issue a sidewalk violation to the appropriate property owner(s). Once NYC DOT gives a violation, the property owner has 75 days from receiving notification to start repairs. After the 75 days, the City may perform the work and bill the property owner(s) for the cost.



Current Outreach Strategies

The Sidewalk Program has a Community Outreach unit that works with Community Boards, elected official offices, Borough Commissioners, and property owners to address public safety concerns.

Best Way to Contact and Find More Information

For more information on this program, please visit us online at the **Sidewalk Program's webpage:** (nyc.gov/sidewalks). The Sidewalk Program is a complaint driven unit. Common defects include broken sidewalks, trip hazards, etc. Please refer to the Sidewalk Program's website for a full list of defect types that may result in a violation. If you find a sidewalk defect, call **311** and an inspector will verify if there is a violation.

The City no longer issues sidewalk violations nor places liens on one to three family properties that have sidewalk damage caused by City trees alone.



Launch Date:
1905

Both Staten Island Ferry terminals are equipped with escalators and elevators and operate within ADA guidelines

NYC DOT: Staten Island Ferry

The Staten Island Ferry provides service between Whitehall Terminal in Lower Manhattan and the St. George Terminal in Staten Island. In 2018, the Staten Island Ferry transported 24,775,827 passengers. The ferries typically depart every half hour, and every 15-minute during peak hours. The public can access the ferry service free of charge. Both terminals are equipped with escalators and elevators and operate within ADA guidelines.

Passengers who use wheelchairs or other mobility devices can board at both levels 24/7 without the need for prior documentation. For passengers not using wheelchairs or other mobility devices, authorization to board on the lower level during hours when lower-level boarding is closed to the public will only be issued with proper supporting documentation. If you are 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.



A Language Line 1 Solution Phone is available in the Passenger Service Office in St. George Terminal. It is a dual handset phone that connects the users to an interpreter, which can provide translation from English into more than 200 languages. Paper copies of the ferry schedule are available in the Passenger Service Office and on the NYC DOT website in the following languages: English, Arabic, Bengali Chinese, Haitian-Creole, Italian, Korean, Polish, Russian, and Spanish. The Ferry schedule and other information are also available in braille upon request. The Staten Island Ferry Safety Advisory is posted on the boats and on the NYC DOT website in Spanish, Russian, Chinese, and Korean.

Current Outreach Strategies

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

Best Way to Contact and Find More Information

For more information on the Staten Island Ferry, please visit the [Staten Island Ferry website](https://www.nyc.gov/siferry): ([nyc.gov/siferry](https://www.nyc.gov/siferry)). To request lower-level boarding, please email: ferryaccessrequest@dot.nyc.gov.



Launch Date:
2015

Ambassadors seek out and hear from underrepresented groups by going to them and speaking in the language most comfortable to them.

NYC DOT: Street Ambassador Program

NYC DOT launched the Street Ambassador Program to communicate with New Yorkers on their own terms. The members of our team are multi-lingual public engagement specialists. Our in-house languages have included: Spanish, Cantonese, Mandarin, Haitian Creole, Portuguese, Italian, Hebrew, Bengali, Urdu, Hindi, Tagalog, and French. Our role is to develop outreach plans and provide support for NYC DOT projects.

The Street Ambassador Program targets high-volume community locations. This allows us to share information about street improvement projects and receive feedback from as many people as possible. Ambassadors go where New Yorkers go: streets, schools, churches, libraries, senior centers, supermarkets, parks, and more. By being where the people are, NYC DOT builds trust and transparency during the planning and implementation process.

The program is intentional about hearing from everyone. Using the “we come to you” model, we make sure we have direct conversations with people affected by projects. This includes people who may have been left out of a traditional planning process.



Ambassadors seek out and hear from underrepresented groups by going to them and speaking in the language most comfortable to them. If a language is not spoken by the team, we bring on an interpreter from NYC DOT’s Language Access group. We translate our surveys, boards, and any associated literature. Ambassadors work on weekends, during morning rush, or at evening events to meet people at a convenient time.

Current Outreach Strategies

We are an internal consulting team. We deliver quality public engagement services to support NYC DOT project development. As such, we fulfill requests from project managers and Borough Commissioners. Where we go depends on the specifics of each project.

Best Way to Contact and Find More Information

For more information about the Street Ambassador program please reach out to Inbar Kishoni, Director of Public Engagement & Program Development: ikishoni@dot.nyc.gov.

NYC DOT: Transit Amenities

NYC DOT offers many amenities for traveler's convenience, comfort, and accessibility. The Coordinated Street Furniture Franchise team manages the bus shelters, while our Public Space team manages the CityBenches, CityRacks and BikeCorrals. Each amenity has been designed to improve the quality of life for pedestrians and transit riders citywide.

Bus Shelters

Each amenity has been designed to improve the quality of life for pedestrians and transit riders citywide.



Under a franchise agreement with JCDecaux (which purchased the former franchisee, Cemusa, in 2015), NYC DOT has replaced nearly every bus shelter in the City and has installed over 200 additional shelters at new sites. This brings the total number of bus shelter installations to 3,500. For the first time, all bus shelters offer seating.

CityBenches

NYC DOT manages and maintains 2,100+ CityBenches citywide, and the program is growing every year.



NYC DOT manages and maintains 2,100+ CityBenches citywide, and the program is growing every year. CityBenches provide public seating to make NYC's streets more comfortable for all New Yorkers, especially pedestrians and transit riders. The benches are for the general public and are not restricted to tenants of a particular building or patrons of a particular business. NYC DOT prioritizes installations at bus stops without bus shelters, public spaces such as plazas and other sidewalk locations such as commercial corridors, reducing dependence on paratransit for short

NYC DOT manages and maintains 28,000+ CityRacks citywide and more are added every year. CityRacks provide free and public bicycle parking on New York City sidewalks.



trips. Benches also allow seniors and people with disabilities to walk longer distances to and from public transit, by providing rest stops along the way.

CityRacks and BikeCorrals

NYC DOT manages and maintains 28,000+ CityRacks citywide and more are added every year. CityRacks provide free and public bicycle parking on New York City sidewalks. CityRacks are designed for short-term bike parking to keep New York City moving and to help discourage bike parking on mailboxes, parking meters, trees, and other sidewalk structures. BikeCorrals are bike racks installed in the curbside lane of the street instead of on the sidewalk. This design is a great solution for places where demand for bicycle parking exceeds the available sidewalk space.

Current Outreach Strategies/ Eligibility

Throughout the planning process, the Street Furniture unit worked with local community leaders and groups to identify the most suitable locations for bus shelters. NYC DOT also coordinated with MTA's New York City Transit to identify how many people on average use each bus stop. Through this extensive outreach, along with input from the community, NYC DOT identified locations for the 3,500 bus shelters throughout the City.

NYC DOT invites the public to suggest new CityBench and CityRack locations on public sidewalks (not private property), as we continue to expand our network. Anyone can request a BikeCorral, but every corral needs a maintenance partner to keep the BikeCorral clear of snow and debris. NYC DOT prioritizes neighborhoods and key corridors to achieve high quality, coordinated street furniture layouts to better track and maintain all the assets on our streets.

In coordination with the NYC Department for the Aging, NYC DOT'S Safe Streets for Seniors, and the Mobility Management Program, the CityBench program is currently giving presentations and outreach materials to senior centers and adult day care centers.

Best Way to Contact and Find More Information

For more information on bus shelters please visit us online at **Street Furniture's website**: (nyc.gov/dot/streetfurniture) or e-mail **streetfurniture@dot.nyc.gov**. If a bus shelter is broken, call **311** immediately.

NYC DOT maintains, repairs, and replaces damaged benches. To increase response time, NYC DOT encourages reporting of damaged benches from the public. If any of our street amenities are broken or damaged, or if an abandoned bike is attached to a CityRack please report it by using **311**.

For more information on CityBenches, CityRacks or BikeCorrals or to suggest a location please visit the **CityBench website**: (nyc.gov/citybench) and/ or **Bike Parking website**: (www1.nyc.gov/html/dot/html/bicyclists/bicycleparking.shtml). You may also contact the team via e-mail at **sgold@dot.nyc.gov** or by calling **212-839-6569**.

Launch Date:
2012

The Truck's Eye View program has trained well over 10,000 participants to date

NYC DOT: Truck's Eye View

Truck's Eye View is an education program designed to reduce the number of crashes involving trucks. The program allows the public to experience the blind spots around large trucks. At events citywide, participants can sit in the driver's seat of a truck and learn from a professional truck driver where they cannot see others on the road. The program helps pedestrians and cyclists learn how to safely share the road with trucks and buses. The Truck's Eye View program has trained well over 10,000 participants to date. Each participant receives a cool prize after sitting through the training experience as well. 77% of Truck's Eye View participants acknowledge they would be more aware of large vehicles when crossing the street and 67% said they will bike safer.

Each Truck's Eye View event offers in-person translation to limited English proficient (LEP) populations. Research and information about each community determines what languages are needed. The program also includes on-the-ground display graphics and other visual aids that show the blind spots. This allows people who cannot access the truck's cabin with the staircase to take part in the experience. It also reinforces the safety lesson.



NYC DOT is currently looking into a virtual reality (VR) model for the program. This is a way we could bring the in-cab experience to older adults and participants who have a mobility disability. We are also adapting program material to enable those with vision disabilities to participate in the experience.

Current Outreach Strategies

The Truck's Eye View program takes a data driven approach to conducting outreach. The program uses data to identify communities with high crash locations that could benefit from the program. Working in partnership with NYC DOT's Public Space, Safety Education and Outreach, and other safety initiatives, the program is brought to community events city wide. You can also request an event near you.

Best Way to Contact and Find More Information

For more information about the program please visit us online at the [NYC DOT Truck's webpage](https://nyc.gov/trucks): (nyc.gov/trucks). For any questions or to request an event please e-mail us at FreightMobility@dot.nyc.gov

Launch Date:
2013

Wayfinding maps include street names, popular destinations, subway stations, bike share stations and Select Bus Service (SBS) bus stops.

NYC DOT: WalkNYC Wayfinding Program

The WalkNYC Wayfinding Program installs easy-to-understand maps and signs that give directions on the street. The maps include street names, popular destinations, subway stations, and Select Bus Service (SBS) bus stops. Most of the program maps are “heads-up” facing – meaning that the map shows the user exactly what they see in front of them. For these reasons, WalkNYC is New York City’s standard for pedestrian wayfinding.

NYC DOT installs WalkNYC wayfinding signs throughout New York City. Maps, fingerposts, and signs with real time information are installed at subways, Select Bus Service (SBS) bus stops, popular destinations, confusing intersections, at bike share kiosks, and more. WalkNYC has also worked with New York City Transit to install WalkNYC maps inside subway stations.



Program staff work with communities to find appropriate locations for WalkNYC wayfinding products.

General rules followed for the placement of WalkNYC wayfinding products are:

- Install signs in line with other objects, such as benches or trees, in the “furnishing zones”;
- Maintain distance from other street furniture, trees, buildings and entrances;
- Maintain a clear path on the sidewalk for circulation around the signs.

Best Way to Contact and Find More Information

For more information about the program please visit us online at the [WalkNYC website](http://nyc.gov/walknyc): (nyc.gov/walknyc) or e-mail walknyc@dot.nyc.gov.



Launch Date:
2008

Weekend Walks are multi-block, multi-day events in commercial areas that promote the use of streets as public space, that create safe environments for New Yorkers of all abilities to enjoy.

NYC DOT: Weekend Walks

Weekend Walks are multi-block, multi-day events in commercial areas that promote the use of streets as public space. Community organizations apply to close commercial streets to vehicles and provide programming. Selected applicants create programming that highlights local businesses and New York City's unique neighborhoods. Weekend Walks create wonderful opportunities for New Yorkers to gather and explore their neighborhoods. All events are free and open to the public. They feature car-free, family-friendly activities and active lifestyle programming to connect communities.



Weekend Walks create safe environments for New Yorkers of all abilities to enjoy. Our community partners seek to include people with disabilities in their planning. They include accommodations to ensure the events are accessible. Community Partners also conduct outreach in many languages to include as much of the community as possible.



Best Way to Contact and Find More Information

Weekend Walks is an application-based program. Community organizations can find more information or apply to host a Weekend Walks event by visiting the [Weekend Walks website](https://nyc.gov/weekendwalks): (nyc.gov/weekendwalks).



Westchester Square
Westchester Square
Westchester Av &
Jackson Av

Bx4
Bx4A

4770

Bx4 WESTCHSTR SQ

New York City Bus
4770

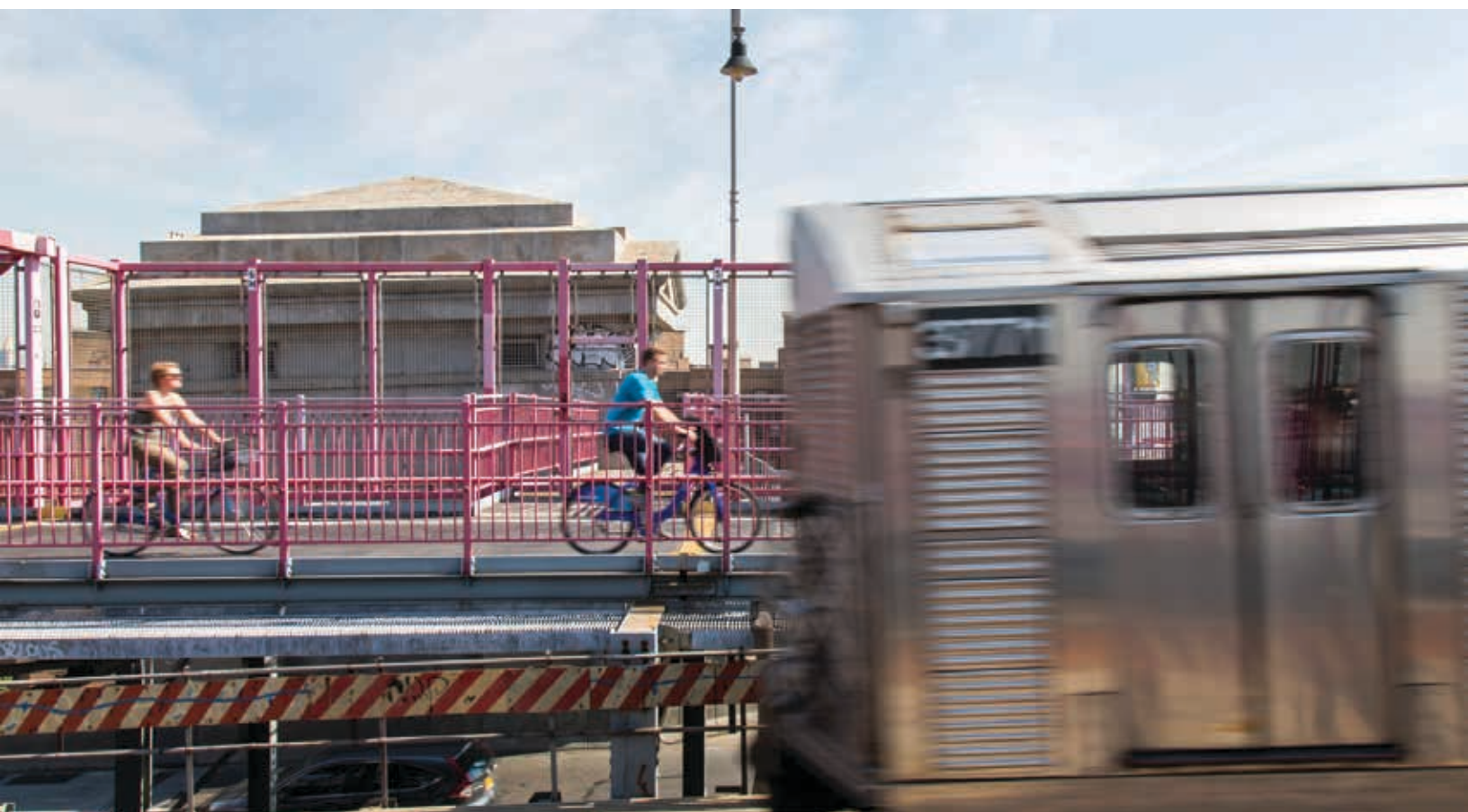
Each of these services provides another link to the City's transportation network, increasing access to medical, employment, social, leisure, and educational opportunities

Other Agencies Transportation Services

In the prior section, we highlight programs offered by NYC DOT. In this section we focus on transportation programs and services offered by other public agencies within New York City. These includes public transit services (buses, subways, commuter rail, and ferry services) as well as more tailored programs that serve people with disabilities and older adults. 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. The following services are presented in this section:

- Metropolitan Transportation Authority, Long Island Rail Road
- Metropolitan Transportation Authority, Metro-North
- Metropolitan Transportation Authority, New York City Transit
- Metropolitan Transportation Authority, New York City Transit Access-A-Ride
- Nassau Inter-County Express
- NYC Department for the Aging Transportation Programs
- NYC Department of Education: Pupil Transportation & Travel Education
- NYC Economic Development Corporation, NYC Ferry
- NYC Taxi and Limousine Commission
- Port Authority of New York and New Jersey
- Westchester County Bee Line Bus System



MTA Commuter Railroads, Long Island Rail Road and Metro-North Railroad

The LIRR is comprised of over 700 miles of track on 11 different branches It stretches from Montauk to New York City

MTA Long Island Rail Road (LIRR)

MTA Long Island Rail Road (LIRR) is the busiest commuter railroad in North America, carrying an average of over 300,000 customers each weekday on 735 daily trains. Chartered on April 24, 1834, it is also the oldest railroad still operating under its original name. The LIRR system is comprised of over 700 miles of track on 11 different branches It stretches from Montauk to three western New York City Terminals (Penn Station in Midtown Manhattan, Atlantic Terminal in Brooklyn and Hunterspoint Avenue in Queens) via a major hub in Jamaica, Queens. LIRR serves 124 stations in Nassau, Suffolk, Queens, Brooklyn, and Manhattan.

MTA Metro-North Railroad (MNR)

Metro-North Railroad (MNR) was founded in 1983 when the MTA assumed control of Conrail commuter operations in the states of New York and Connecticut. Metro-North's roots can be traced back to the New York and Harlem Railroad, which began in 1832 as a horse-car line in lower Manhattan. Today, with 384 route miles and 775 miles of track, Metro-North serves 124 stations in seven counties in New York State (Dutchess, Putnam, Westchester, Bronx, New York (Manhattan), Rockland, and Orange) and two counties in Connecticut (New Haven and Fairfield).

Three main lines east of the Hudson River (the Hudson, the Harlem, and the New Haven lines) operate out of Grand Central Terminal in New York City. Two lines west of the Hudson River (the Port Jervis and the Pascack Valley) operate out of New Jersey Transit's terminal in Hoboken, N.J., and connect with service out of Penn Station, NY via the Secaucus Transfer.



Accessibility Features/Programs

The MTA continues to expand accessibility features to serve the needs of customers with disabilities. To plan your trip, check the [accessible station](#)

The LIRR Care Program is available for customers with mobility limitations or any customer requesting assistance to board and/or exit Long Island Rail Road trains.

[list](http://web.mta.info/accessibility/stations.htm) on the MTA's website: (web.mta.info/accessibility/stations.htm) Before you start your trip, check the latest [status of elevators and escalators](http://new.mta.info/elevator-escalator-status) at your origin and destination station. (new.mta.info/elevator-escalator-status)

LIRR Care Program

The LIRR Care Program is available for customers with mobility limitations or any customer requesting assistance to board and/or exit Long Island Rail Road trains.

Advance assistance is available by calling **718-LIRR-CARE (718-547-7227)** at least two hours prior to the scheduled departure time of your train. Call service is available 24 hours a day, seven days a week, including weekends and holidays. Please be prepared to provide the LIRR Care Representative with your departing station, the time you plan to travel, and your destination. We will notify the appropriate train crews of your itinerary so they can prepare to provide assistance, such as placing a bridge plate between the train and platform.

Real-time assistance is available as well, from 6:00 AM through 10:00 PM, daily, for customers beginning their travel from Penn Station, Atlantic Terminal, or Jamaica Station. At Penn Station, visit the Customer Service Office. At Jamaica Station and Atlantic Terminal, visit the Ticket Office. Customer Service Ambassadors are also available at all three locations. For real-time assistance, please provide at least 15 minutes advance notice of your train's scheduled departure time.



Metro-North's Call-Ahead Program

As a courtesy to customers who need assistance, [Metro-North Call-Ahead program](http://new.mta.info/accessibility/travel/MTA-railroads/call-ahead) can notify train crews in advance of boarding if additional assistance is required. (new.mta.info/accessibility/travel/MTA-railroads/call-ahead) If you have advance knowledge of your travel plans and would like to request assistance, please contact us at **511**, or at **212-532-4900** and say "Accessibility Assistance", between 6 AM – 10PM at least 15 minutes prior to your trip to speak with a Customer Service Representative so that they can notify the train crew. In addition, customers can get information on

Many MTA commuter rail cars have designated seating for senior citizens and customers with disabilities. Wheelchairs can be accommodated in areas where the seats fold up to provide adequate floor space.

Accessible Stations and the best place to wait for the train on the platform. MNR will also ensure the train crew has advance notice of the customer's boarding if specific train information is provided.

Priority Seating

Many MTA commuter rail cars have designated seating for senior citizens and customers with disabilities. Wheelchairs can be accommodated in areas where the seats fold up to provide adequate floor space. Wheels should be locked while traveling in commuter rail cars.

Customers Traveling with Wheeled Mobility Devices

Customers traveling with wheelchairs, scooters, or other wheeled mobility devices should remain at least five feet (if possible) from the platform's edge.

Mobility devices should be positioned with brakes locked and wheels parallel to the track. Try to wait in the middle of the platform because cars at either end of the train may not open or may not line up with platforms at certain stations.

When boarding or leaving a train in a wheelchair, back on and off so that the larger rear wheels lead. This makes it less likely that the small front wheels will get caught in the gap between the platform edge and the train.

If the gap or difference in height between the train and the platform is too large, ask the train crew to set a bridge plate to span the gap.



Traveling with an Attendant or Companion

Personal Care Attendants (PCA) may also ride for free on the Long Island Rail Road and Metro-North Railroad. However, PCAs may be required to carry identification that shows they are employed by a PCA agency.

Service Animals

Customers with disabilities may bring service animals into all MTA transit facilities. The animals must be securely leashed for the safety of all customers.

The Long Island Rail Road and Metro-North Railroad offer reduced fare benefits for people who are 65 and older and customers with qualifying disabilities.

Reduced-Fare Program

The Long Island Rail Road and Metro-North Railroad offer reduced fare benefits for people who are 65 and older and customers with qualifying disabilities. The reduced fare is half of the one-way peak fare and can always be used for single-ticket purchases except certain morning peak periods.

When You Can Use Reduced-Fare Tickets

- Reduced-fare tickets may not be used on Long Island Rail Road morning peak trains arriving weekdays at Penn Station, Atlantic Terminal, Hunterspoint Avenue, or Long Island City between 6am and 10am. They may be used during evening peak hours.
- Reduced-fare tickets may not be used on Metro-North Railroad morning peak trains arriving weekdays in Grand Central Terminal between 5am and 10am and those departing Grand Central Terminal weekday evening between 5:30pm and 9pm.
- Because reduced-fare tickets reflect a significant discount, there is no reduced-fare option for multiple-trip rail tickets.

Many stations with ticket offices have wheelchair-accessible counters. All Ticket Vending Machines are accessible.

Best Way to Contact and Find More Information

For more information on MTA's various programs please use the following websites.

For the [LIRR Care Program](http://new.mta.info/accessibility/travel/MTA-railroads/lirr-care-program):
(new.mta.info/accessibility/travel/MTA-railroads/lirr-care-program)

For a list of all subway, LIRR, and MNR accessible stations please visit:

[MTA Accessibility page](http://new.mta.info/accessibility): (new.mta.info/accessibility)

For the current status of MTA elevator's please visit the [MTA Elevator Status page](http://new.mta.info/elevator-escalator-status): (new.mta.info/elevator-escalator-status).

Parking facilities at commuter rail stations are operated by Long Island Rail Road, Metro-North Railroad, or local municipalities. For information about accessible parking:

- At Long Island Rail Road stations, call **718-217-5477** or visit [LIRR Station Information page](http://lirr42.mta.info/stations.php): (lirr42.mta.info/stations.php)
- At Metro-North Railroad stations, call **511** to speak with a Customer Service Representative or visit [MNR Station Information page](http://as0.mta.info/mnr/stations/stations.cfm): (as0.mta.info/mnr/stations/stations.cfm)

For more details on Reduced-Fare Tickets, please visit:

- The [MTA Commuter Rail Accessible Travel page](http://new.mta.info/accessibility/travel/MTA-railroads): (new.mta.info/accessibility/travel/MTA-railroads)
- [LIRR and Metro-North Senior Guide](http://web.mta.info/lirr/Travel/SeniorGuide) for those 65 and older: (web.mta.info/lirr/Travel/SeniorGuide)



USB

5517

BUS

Assaulting

Fare \$2.75
Please pay BEFORE
boarding at bus stop

CAUTION
Opening Door

MKT-8-002-04

MTA New York City Transit

NYCT is currently completing work on its Key Station Plan and launching work on a new round of stations to be made accessible beyond that plan. Currently, there are 87 completed accessible Key Stations.

The MTA New York City Transit (NYCT) is responsible for operating the subway system and buses throughout the five boroughs. NYCT's Offices of ADA Compliance and Systemwide Accessibility are responsible for:

- ensuring that accessibility is considered throughout the planning, design, and construction phases of capital projects;
- testing and bringing new accessibility features onto buses and subways;
- training NYCT employees on accessibility and disability etiquette;
- ensuring existing accessible features operate as needed for customers;
- addressing requests for reasonable accommodation from employees and applicants; and
- providing a liaison function with advocates for the community of people with disabilities.

Subways: Station Accessibility

NYCT is currently completing work on its Key Station Plan and launching work on a new round of stations to be made accessible beyond that plan. Starting in the 1990s, 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, transfers between lines and different modes of travel, proximity to major activity centers and location at the end of a line (terminal stations). 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 wheelchair accessible bus system and provide access to important destinations throughout the City. Currently, there are 87 completed accessible Key Stations.



In addition to the Key Stations, there are 37 other stations that are accessible to people with disabilities, which brings the total to 124 accessible subway stations as of February 2020. These stations have

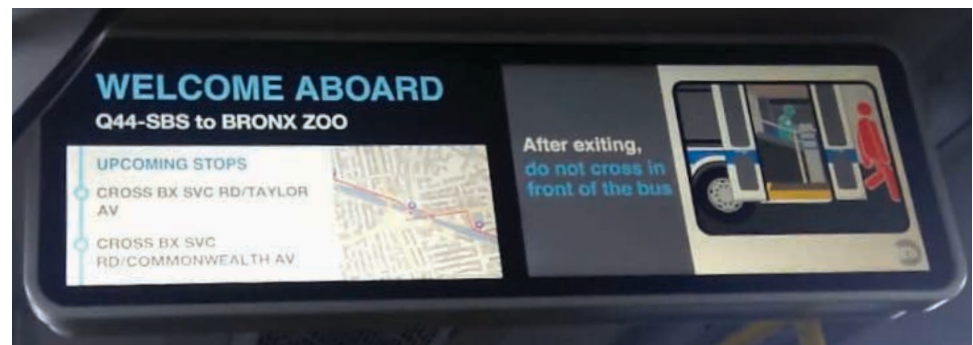
The MTA has committed more than \$5B in its 2020-2024 Capital Plan to make an additional 70 NYCT subway and Staten Island Railroad stations ADA accessible.

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 (AutoGates)
- platform edge warning strips
- platform modifications to reduce the gap between trains and platforms
- telephones at an accessible height with volume control, and text telephones (TTYs)

The MTA has committed more than \$5B in its 2020-2024 Capital Plan to make an additional 70 NYCT subway and Staten Island Railroad stations ADA accessible. These stations were chosen to ensure that customers are never more than two stations away from an accessible station anywhere in the system. In addition, the chosen stations fill geographic gaps including in the outer boroughs, and increase access to key transfer points, terminals, and high-ridership stations. Stations were also prioritized to serve high-growth neighborhoods and busy transit corridors. The station selection process was driven by extensive community input, including public engagement events, outreach to advocates and community groups, as well as feedback from elected officials, advocates, and customers with disabilities.

Most accessible stations are accessible by elevators, though some are accessible by ramps. In addition, many stations have escalators to provide an additional mobility option. As of February 2020, there are over 300 elevators and over 270 escalators across the MTA NYCT system. The real-time status of all elevators and escalators is available on the MTA website. E-alerts for elevator or escalator outages are also available and can be sent to an individual's email or phone.



Buses: Accessibility Features

The bus fleet has close to 6,000 buses (including MTA Bus Company) that are 100 percent wheelchair accessible with lifts or ramps, securement devices, kneeling mechanisms and signs designating priority seating for customers with disabilities. All local and Select Bus Service (SBS) buses are accessible by ramp, while inter-borough express buses are accessible by lift. All new buses are delivered with a Digital Information Screens (DIS) system which provides automated stop announcements in both text and audio. As of the end of 2019, MTA installed DIS on nearly 1,000 new buses and 1,750 retrofitted buses. For buses not equipped with DIS, a “speakeasy” microphone allows the bus operator to make hands-free bus

Subway Track Education Program (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.

stop announcements. Bus operators are required to announce all ADA stops if not automatically announced by the DIS system. In the coming years, the MTA is planning to pilot buses with more flexible seating configurations to accommodate walkers, strollers, and other mobility and wheeled devices, as well as hearing loops on buses.

Accessibility Features/Programs

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. The Transit Museum hosts additional accessibility training and programming, including programs focused on children and adults with developmental and/or learning disabilities.



Advisory Committee on Transit Accessibility (ACTA)

To work more closely with the disability community and understand their needs and concerns first-hand, in 2019 New York City Transit created the Advisory Committee on Transit Accessibility (ACTA). ACTA is an all-volunteer group of community members, representing all types of disabilities and transit riders, who are committed to working with New York City Transit on a range of accessibility issues. ACTA members meet several times a year at NYCT offices and in the field. The first ACTA Meeting was held on June 19, 2019.

Additionally, we send annual reports 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 Offices of ADA Compliance and Systemwide Accessibility also provide outreach throughout the New York City area. This includes workshops, seminars, bus and subway ride-alongs and station visits, and information fairs. At these functions, MTA communicates information regarding programs and features of NYCT to people with disabilities and senior citizens.

Accessible Station Lab

In 2019, the Systemwide Accessibility team held a three-month Accessible Station Lab pilot at the Jay Street – MetroTech station in downtown Brooklyn. This pilot tested over a dozen new accessibility features that go above the ADA mandate to make travel easier for everyone.

MTA New York City Transit offers a reduced fare for seniors age 65 and over and for individuals with a qualifying disability to use on NYCT's subways and buses.

Fare Payment and Purchasing Options

Reduced-Fare Program

MTA New York City Transit offers a reduced fare for seniors age 65 and over and for individuals with a qualifying disability to use on NYCT's subways and buses. The MTA issues a personalized Reduced-Fare MetroCard (RFM) with the name and photograph of the customer after approving an RFM application. Reduced fare is half the base fare with Reduced-Fare MetroCard discounts which are applied when purchasing an unlimited ride MetroCard. In addition to MetroCard, the MTA will offer equivalent reduced-fare programs with its new fare payment system, OMNY. These reduced-fare programs will launch in 2021, giving customers time to transition from MetroCard to OMNY before the retirement of MetroCard in 2023.

Mobile Sales Program

There are also MetroCard Buses and Vans that travel throughout the five boroughs and 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 cannot access or do not live near a subway station and provide general customer service and outreach.

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.

Best Way to Contact and Find More Information

For more information on MTA NYCT accessibility services, please call **511** or visit [MTA's Accessibility website](https://new.mta.info/accessibility): (new.mta.info/accessibility).

For specific information use the following links:

- To request copies of large-print or Braille materials, please visit The Customer Service Center at 3 Stone Street, New York, NY, or call **511** and follow prompts.
- For [real time information on all escalators and elevators at MTA's subway stations](#) please visit the MTA's webpage: (new.mta.info/elevator-escalator-status).
- For more information about MTA STEP program please visit the [Transit Museum](https://nytransitmuseum.org/learn/access-programs) website: (nytransitmuseum.org/learn/access-programs).
- Senior citizens and persons with disabilities can obtain a [reduced fare MetroCard application](#) via the MTA website: (new.mta.info/fares-and-tolls/subway-bus-and-staten-island-railway/reduced-fare-metrocard) or by contacting MTA NYCT by telephone.
- To learn more about OMNY visit the OMNY website: omny.info or call **511**.
- The regular outreach schedule for the Bus and Van as part of the Mobile Sales Program is on the [MTA MetroCard Bus and Van website](#): (new.mta.info/fares-and-tolls/subway-bus-and-staten-island-railway/where-to-buy-metrocard/metrocard-bus-vans).



Launch Date:

1993

The MTA's New York City Transit Access-A-Ride (AAR) Paratransit Service provides public transportation for eligible customers with disabilities that prevent them from using MTA NYCT buses and subways.

MTA New York City Transit, Access-A-Ride

The MTA's New York City Transit Access-A-Ride (AAR) Paratransit Service provides public transportation for eligible customers with disabilities that prevent them from using MTA NYCT buses and subways.

AAR Paratransit Service operates:

- Within the five boroughs of New York City and within a three-quarter-of-a-mile corridor beyond fixed-route service across the NYC borderline to nearby areas of Nassau and Westchester counties.
- A shared-ride program (you may be riding with other customers).
- Origin-to-destination service or feeder service for eligible customers.
- Non-priority trips with maximum ride times based on trip distance.
- 24 hours a day, seven days a week, 365 days a year.
- In compliance with federal Americans with Disabilities Act (ADA) regulations.

Whether you need temporary eligibility while recovering from surgery, require more long-term access, would like to reapply, or are seeking reciprocal Paratransit Service during your visit to NYC, please contact AAR or visit the link in the 'Best Way To Contact' section to begin the eligibility process.

Accessibility Features/Programs

Travel Training Program

Paratransit offers a free travel training program. With some training, AAR customers who have mobility or cognitive disabilities 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 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. Personal Care Assistants (PCA)s ride free of charge when accompanying customers with PCA certification indicated on their AAR MetroCard.

Designated AAR Pickup Locations

There are over 115 designated AAR pickup spots at busy locations. In the past, these were locations where customers and vehicle operators have had difficulty locating 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 are available for community groups to orient individuals on how to ride fixed route NYCT buses.

Accessible Bus Demonstrations

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

Best Way to Contact and Get More Information

To find more information about AAR, please visit mta.info and press the "Paratransit" link at the top of the page or visit [MTA Paratransit page: \(new.mta.info/accessibility/paratransit\)](http://new.mta.info/accessibility/paratransit).

You may also call AAR at **877-337-2017** toll-free from area codes in the NY Metro Area and adjacent counties. From other area codes, call **718-393-4999**. Customers who are deaf/hard of hearing can use their preferred relay service or the free **711** relay service. AAR provides free interpretation and document translation service for individuals whose preferred language is not English. Interpretation and document translation services are available during the application, eligibility and scheduling processes.

For more specific information please visit the following websites:

- [Travel Training website: \(new.mta.info/accessibility/paratransit/newsletter-and-announcements/travel-training-program\)](http://new.mta.info/accessibility/paratransit/newsletter-and-announcements/travel-training-program)
- To start the application/eligibility process visit [MTA NYCT Paratransit Application website: \(new.mta.info/accessibility/paratransit/how-to-apply-or-recertify-for-access-a-ride\)](http://new.mta.info/accessibility/paratransit/how-to-apply-or-recertify-for-access-a-ride)
- A [list of all 115 designated AAR pickup locations: \(new.mta.info/accessibility/paratransit/newsletter-and-announcements/designated-aar-pickup-locations\)](http://new.mta.info/accessibility/paratransit/newsletter-and-announcements/designated-aar-pickup-locations)

Launch Date:
2012

The Nassau Inter-County Express (NICE) operates the fixed route and paratransit services in Nassau County on Long Island.

NICE's Able-Ride is the paratransit service in Nassau County for passengers with disabilities who are unable to use fixed route transit

Nassau Inter-County Express

The Nassau Inter-County Express (NICE) operates the fixed route and paratransit services in Nassau County on Long Island. NICE began operating transit service 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. Metro Cards are also accepted.

Accessibility Features/Programs

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. NICE contracts with Super Shuttle for some paratransit trips made by passengers who do not have an ambulatory disability.

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 them 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 they must be within a three-quarter-of-a-mile corridor beyond MTA's fixed-route service across NYC borderline. 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.

NICE's GoMobile application allows passengers to pay bus fares using their smartphones, reducing the need to purchase a MetroCard at select locations.



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.

Current Outreach Strategies

NICE's Transportation Accessibility Advisory Committee (TAAC) is made up of passengers and community representatives. TAAC was established to provide information on new projects as well as garner feedback on these new changes. For example, NICE staff learned about the various technology platforms that are compatible with a screen reader for people with vision disabilities that can be integrated in future projects as a result of these discussions. 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.

Best Way to Contact and Get More Information

For more information on this service, please visit the [NICE Bus website: \(nicebus.com\)](http://nicebus.com). To reach NICE's Travel Information Center, please call **516-336-6600**. For Able-Ride's Reservation, please call **516-228-4680**.

The Able-Ride's Riders Guide includes more details on the service and is available for download at [Able Ride's website: \(nicebus.com/Able-Ride/How-to-Ride\)](http://nicebus.com/Able-Ride/How-to-Ride). To request a NICE presentation, please contact Latoya Pippin at **515-296-4157**. NICE materials are available in large format, braille, and other languages upon request.

For more information on reduced rates for the GoMobile app, please email NICEticketing@transdev.com.



Photograph taken by Richard Henry

Launch Date:
1968

NYC's Department for the Aging works to end ageism and help older adults maintain their dignity and quality-of-life through service, advocacy, and education.

NYC Department for the Aging, Transportation Programs

The New York City Department for the Aging's (DFTA) supports New York City's diverse group of older adults and their caregivers. DFTA works to end ageism and help older adults maintain their dignity and quality-of-life through service, advocacy, and education.

Accessibility Features/Programs

School 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, October through June.

Stand Alone Transportation Programs

DFTA has eight stand-alone transportation programs. They provide the following services to adults 60 and older throughout the five boroughs:

Individual Transportation

Individual transportation service provides rides to older adults who have mobility limitations or are unable to drive or use public transportation. The program enables older adults to:

- Take part in community programs, such as senior centers, access medical care (unless the client has Medicaid),
- Complete errands necessary for daily living (e.g. access grocery stores, pharmacies, banks, food pantries), and
- Maintain family and other ties to the community when they would not otherwise be able to do so.

Individual transportation is provided through car or taxi service, or bus/van pick-up. It can be door-to-door, curb-to-curb, or pick-up along a fixed or semi-fixed route. An "individual transportation" vehicle may pick up more than one passenger if the vehicle permits. For example, the vehicle may pick up each passenger from his or her home for a trip to a senior center. The individual transportation services require information about the client's transportation needs in DFTA's client data system.

Group Transportation

Group transportation service provides trips for groups of older adults from the same pick-up point to the same destination. Older adults can use this for getting to and from recreational, cultural, educational, and social events; community gyms; theaters; farmers markets; shopping centers; and other locations. Group transportation promotes socialization and community involvement. Participation is not restricted to those with mobility limitations. The group service does not require information about the individual's transportation needs, but the client must register in DFTA's client data system.

Transportation services are provided directly with a program's vehicle(s), through sub-contract, or arrangement with one or more qualified entity (for example car or taxi service; private bus company).

Best Way to Contact and Find More Information

For more information about DFTA's transportation services or to request a presentation, please call Aging Connect at **212-AGING-NYC (212-244-6469)**.

NYC Department of Education, Pupil Transportation & Travel Education

The New York City Department of Education (NYC DOE) is the largest public school system in the United States. NYC DOE serves about 1.1 million students in over 1,800 schools and 1,850 preschool programs.

Most students with disabilities in New York City attend the same school they would attend if they did not receive special education services. Students with disabilities can be served in at public, charter, private, and parochial schools, or approved home-schooling programs. Some students with disabilities receive services in specialized schools operated by NYC DOE's District 75. District 75 provides more intensive and/or specialized types of support to students who need them. District 75 programs are located throughout New York City.

Accessibility Features/Programs

Office of Pupil Transportation (OPT)

The Office of Pupil Transportation (OPT) is the largest school transportation department in the country. Over 600,000 New York City students attend public, charter, 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 use the same mode of transportation as their peers without disabilities. OPT provides specialized transportation accommodations based on a student's Individualized Education Program (IEP). The IEP will state the type of transportation a student needs between home and school. This includes offering a centralized pick-up location or door-to-door service. OPT also provides MetroCards 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.

Educational Vision Services: Orientation and Mobility Services

Educational Vision Services provides orientation and mobility instruction for students with vision disabilities who are 3-21 years old. Students learn specific skills and techniques to travel independently in their school community.

Students receive one-to-one instruction by teachers with additional specialized training in orientation and mobility. Instruction takes place in the school building, school neighborhood, and on public transportation. Orientation and mobility instruction may include work with specialized devices such as a white canes or low vision tools. Lesson goals depend on each student's Individualized Education Program (IEP). An orientation and mobility specialist conducts an evaluation to determine eligibility.

Office of Travel Training (OTT)

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 those with vision disabilities, ages 14-21, may be eligible for travel training. NYC DOE encourages parents, teachers, and principals to refer students to this program. Since its inception, the Office of Travel Training (OTT) has served thousands of students.

The Office of Pupil Transportation provides specialized transportation accommodations based on a student's Individualized Education Program

Students receive travel training through one-to-one instruction by specially trained personnel and lasts an average of three weeks. Instructors teach students the safest and most direct route to and from their school or worksite.



Students receive travel training through one-to-one instruction by specially trained personnel and lasts an average of three weeks. Instructors teach students the safest and most direct route to and from their school or worksite. Students learn pedestrian skills, appropriate and safe behaviors, problem solving skills, and use of alternative routes. Upon successful completion of the program, students are expected to travel independently.

The student, family, and community all benefit from travel training. The student increases in self-confidence and independence; the family gains freedom from dependency; and the community benefits from active and productive citizens.

After they have successfully completed the travel training program, students are surveyed to see if they continue to use public transportation. About 86 percent of respondents report that they still use public transportation on a regular basis.

Best Way to Contact and Find More Information

To learn more about the Office of Pupil Transportation's travel options and eligibility, contact your school. You can also learn more by visiting the [NYC DOE Office of Pupil Transportation's website](https://schools.nyc.gov/school-life/transportation/transportation-overview): (schools.nyc.gov/school-life/transportation/transportation-overview). You may also call **718-392-8855** or e-mail PupilTransportationTeam@schools.nyc.gov.

For further information about the Educational Vision Services program and the procedure to receive these services visit [NYC DOE Educational Vision Services' website](https://edvisionservices.org): (edvisionservices.org) or call the offices at **917-256-4259**.

To find more information on the Office of Travel Training, you can visit NYC [DOE's Office of Travel Training website](https://schools.nyc.gov/learning/special-education/supports-and-services/other-special-education-services): (schools.nyc.gov/learning/special-education/supports-and-services/other-special-education-services). You may also call **212-673-1242** or e-mail d75traveltraining@schools.nyc.gov.

For questions about your child's IEP, including accommodations already listed on the IEP or accommodations you would like to list on your IEP, contact your school or your [Committee on Special Education](https://schools.nyc.gov/learning/special-education/help/committees-on-special-education): (schools.nyc.gov/learning/special-education/help/committees-on-special-education).



Launch Date:
2017

There were over 6.3 million NYC Ferry trips in 2019, 38% higher than initial projections, and the service is expected to see approximately 11 million rides per year by 2023

NYC Economic Development Corporation, NYC Ferry

The NYC Ferry system connects commuters, job hubs, public spaces, small businesses, and more along the Brooklyn, Queens, Manhattan, and Bronx waterfronts. Overall, NYC Ferry has shortened commute times for some riders up to 30 minutes and proves to be a highly flexible system that can grow and adapt to ridership demands. There were over 6.3 million NYC Ferry trips in 2019, 38% higher than initial projections, and the service is expected to see approximately 11 million rides per year by 2023.

All NYC Ferry boats were named by second graders as part of a competition with the NYC Department of Education. Second graders who go to NYC public schools within one mile of each future or existing landing at the time of the competition were eligible to participate, giving us vessel names like Ocean Queen Rockstar, Friendship Express, and Lunchbox.

Accessibility Features/Programs

NYC Ferry (including shuttle buses in Midtown and Rockaway) is fully ADA compliant, including boarding areas, ticket vending machines, and onboard amenities like seating areas (including wheelchair tie-downs), onboard headphone jack, and accessible bathrooms.

NYC Ferry offers discounted tickets for people with disabilities and seniors (65 years of age or older) on the 30-day pass via the NYC Ferry app or for purchase at the Wall Street/Pier 11 ticket office. Riders can apply for discounted passes by dropping off an application in person or by mail. Applications may be found on the NYC Ferry website.

Onboard safety signs are available in Spanish and English, as are the ticket vending machines at each landing.



Current Outreach Strategies

In early 2015, Mayor de Blasio announced the establishment of a six-route NYC Ferry system that was built from the original one-route East River Ferry program. NYC Ferry as we know it today and as it is planned in the future was informed by the NYC Economic Development Corporation (EDC)'s 2013 Citywide Ferry Study and the 2018/2019 NYC Ferry

Expansion Feasibility Study. The goals of these studies were to identify new ferry service opportunities. EDC assessed more than 80 sites in both studies by identifying physical/navigational constraints, developing ferry ridership estimates, assessing operational and travel time calculations, and evaluating development and neighborhood growth. The studies also evaluated operating costs, potential revenue at different fare levels and the likely routes that could be formed from the combination of individual landings.

NYC EDC had an open-door briefing policy with public officials, Community Boards and local and civic organizations throughout the development of the final plan, the environmental review process, and the construction/implementation of the system. In total, there were more than 300 meetings and briefings held before the launch of NYC Ferry and have continued in the years after its launch.

NYC Ferry offers discounted tickets for people with disabilities and seniors (65 years of age or older) on the 30-day pass via the NYC Ferry app or for purchase at the Wall Street/Pier 11 ticket office.



Best Way to Contact and Find More Information

The best way for people to find out more about NYC Ferry is to visit the website or download the app. There, you can find out where you can explore, how much time you may be able to save in your daily commute, and how to purchase tickets To obtain a reduce fare application, you can visit [NYC Ferry Reduced Fare Application link: \(ferry.nyc/ticketing-info\)](https://ferry.nyc/ticketing-info). If you have questions or comments about the service, please reach out to help@ferry.nyc or leave a message at (844) 469-3377 and you will get a call back.

For more information on outreach that helped inform the planning of the NYC Ferry:

- [EDC's 2013 Citywide Ferry Study:](https://edc.nyc/sites/default/files/filemanager/Resources/Studies/2013_Citywide_Ferry_Study/Citywide_Ferry_Study_-_Final_Report.pdf)
([edc.nyc/sites/default/files/filemanager/Resources/Studies/2013_Citywide Ferry Study/Citywide Ferry Study - Final Report.pdf](https://edc.nyc/sites/default/files/filemanager/Resources/Studies/2013_Citywide_Ferry_Study/Citywide_Ferry_Study_-_Final_Report.pdf))
- [EDC's 2018/2019 NYC Ferry Expansion Feasibility Study:](https://edc.nyc/sites/default/files/filemanager/Resources/Studies/Ferry_Feasibility_Study_2018_2019.pdf)
([edc.nyc/sites/default/files/filemanager/Resources/Studies/Ferry_Feasibility Study 2018 2019.pdf](https://edc.nyc/sites/default/files/filemanager/Resources/Studies/Ferry_Feasibility_Study_2018_2019.pdf))





STAFF



Service  Safety  Access

Launch Date:

1971

TLC's Office of Inclusion (OOI) is focused on preventing service refusals and other discriminatory behavior in the taxi and for-hire vehicle sector

NYC Taxi and Limousine Commission

The New York City Taxi and Limousine Commission (TLC) is the agency responsible for licensing and regulating New York City's Medallion (Yellow) taxi cabs, for-hire vehicles (community-based liveries, black cars, and luxury limousines), commuter vans, and paratransit vehicles. In 2019, our agency has remained committed to advancing and carrying out policies that foster greater accessibility and better working conditions for drivers.

TLC's Office of Inclusion (OOI)

TLC's Office of Inclusion (OOI) was created on March 18, 2019 by City Council and signed into law by the Mayor. The office is focused on preventing service refusals and other discriminatory behavior in the taxi and for-hire vehicle sector. It also helps drivers who experience discrimination on or off the road, by connecting them with resources from the Commission on Human Rights (CCHR), which investigates and acts against such abuse.

Our service refusal campaign works on ensuring that the riding public receive equal and courteous service from yellow taxis, green taxis, Uber, Lyft, Via and other for hire vehicle services. Our mission is to reduce service refusals and to ensure that no one is discriminated against by a TLC-licensed driver. A driver should not decline to pick up a passenger or complete a trip due to the passenger's drop-off destination, race, disability, sexual orientation, gender, gender identity, age, immigration status, national origin, religion/creed, color, marital and partnership status and/or pregnancy.

Accessibility Features/Programs

TLC's For-Hire Vehicle Accessibility (FHVA) Rules

TLC's For-Hire Vehicle Accessibility (FHVA) rules went into effect in January 2019, and hundreds of wheelchair accessible vehicles (WAVs) were added to the for-hire-vehicle (FHV) fleet, implementing equivalent service to all New Yorkers and visitors with disabilities.

The rules require every car service company in New York City (known as TLC-licensed bases) to provide WAVs when requested for a trip. These trips are mandated under TLC rules to come at no extra cost to the passenger, meaning that a trip in a WAV is required to cost the same amount as the same trip in a non-wheelchair accessible vehicle. It is mandatory that all local car services and all car service apps available in NYC, such as Uber or Lyft, provide WAVs when requested. In order to comply, car service bases have two options - one option is to dispatch an increasing share of trips to WAVs (the "trip mandate") until 25 percent of all trips are fulfilled by a WAV. By requiring that WAVs be put into regular circulation serving all passengers including those who use wheelchairs, WAVs will become integrated into the fabric of the FHV fleet and thus will be available when specifically requested by a passenger who needs them. The second option allows FHV bases to work with an approved dispatcher who fulfills requests for wheelchair accessible service (the "dispatch exception"). Passengers must be able to request WAV service in the same way they would request non-WAV service, and the FHV base is responsible for working with the dispatcher to provide a WAV.

TLC's Accessible Dispatch is a program that provides pick-ups in yellow or green wheelchair accessible taxis anywhere in the five boroughs and drop-offs in any of the five boroughs, Westchester County, Nassau County or the three regional airports.

TLC's Accessible Dispatch

TLC's Accessible Dispatch is a program that provides pick-ups in yellow or green wheelchair accessible taxis anywhere in the five boroughs and drop-offs in any of the five boroughs, Westchester County, Nassau County or the three regional airports. Passengers pay the standard metered fare set by the TLC and there are no additional fees. The program is available 24 hours a day, seven days a week, and requires no advanced reservations, although passengers can request a ride ahead of time. Drivers of accessible taxicabs are trained in customer service etiquette, how to assist passengers with entering and exiting the vehicle and how to secure a mobility device. They also receive a dispatch payment on top of the metered fare to compensate for driving to the pick-up point.

TLC's Language Access

TLC licensees represent the diversity of New York City. Professional drivers, which make up the largest portion of the licensee population, come from over a dozen countries and speak over 100 languages. It is TLC's goal to provide quality customer service to all licensees and members of the public, including those who have limited-English proficiency (LEP), at in-person interactions at our facilities and public events, conversations on the telephone or via e-mail and written correspondence.

The TLC translates essential licensing information, Industry Notices, monthly Commissioner's Corner columns, and email blasts notifying licensees about TLC events and resources into the top 10 City-mandated languages. The TLC also produces multilingual content for its citywide passenger and driver campaigns, including palm cards informing the public about the Accessible Dispatch Program and For-Hire Vehicle Accessibility. Additionally, potential drivers can take the required TLC driver course and exam in Arabic, Bengali, Simplified Chinese, English, Russian, Spanish, and Urdu.



It is TLC's goal to provide quality customer service to all licensees and members of the public, including those who have limited-English proficiency

Current Outreach Strategies

TLC's Office of Inclusion regularly attends and hosts community events in all five boroughs. At these events passengers are informed of the importance of filing a service refusal complaint. The outreach team provides a short overview of the Office of Inclusion's mission, defines a service refusal complaint, and explains the various ways to report service refusals to **311**. Staffers have presented at New York City Housing Authority (NYCHA) events, community board meetings, senior centers, Commission on Human Rights (CCHR), and resource fairs around the City.

Additionally, the Office of Inclusion's public service announcement is running on Taxi TV, which is available in all yellow and green taxis to inform riders how to file a complaint if they experience a service refusal or any act of discrimination by a license TLC driver. Information on how to report a service refusal is also streaming on all Link NYC kiosks citywide.

The Office of Inclusion has recently launched a citywide Public Awareness Campaign on buses, subways, and the Staten Island Ferry to combat service refusals in the taxi and for-hire vehicle industry.

Best Way to Contact and Find More Information

There are several ways to book an accessible ride:

- Call a dispatcher directly at **646-599-9999, 311**, or NY Relay: **711**
- Download the mobile app (Accessible Dispatch NYC) in the App Store or Google Play Store
- Book online at our [Accessible Dispatch website](https://www.accessibledispatch.com): ([accessibledispatch.com](https://www.accessibledispatch.com))

The best way to find more information or contact us is through the

- [NYC TLC website](https://www1.nyc.gov/site/tlc/index.page): (www1.nyc.gov/site/tlc/index.page) or
- [TLC's Accessible Dispatch website](https://www.accessibledispatch.com): ([accessibledispatch.com](https://www.accessibledispatch.com)).
- Or by e-mail:
 - TLC's External Affairs Outreach Team at tlcexternalaffairs@tlc.nyc.gov
 - TLC's ADA/DSF Coordinator at torresye@tlc.nyc.gov, and
 - TLC's Accessible Dispatch at accessibledispatch@mtm-inc.net

You can learn more about [TLC's Language Access Implementation Plan & Annual Reports](https://www1.nyc.gov/site/tlc/about/language-access.page) through TLC's website: (www1.nyc.gov/site/tlc/about/language-access.page).

Launch Date:
1921

JFK Airport had 10 million passengers in 1961 (when it was known as Idlewild Airport). By 2018, the number of passengers had increased to 60 million. The projected number for 2030 is 75 million.

Port Authority of New York and New Jersey

The Port Authority of New York and New Jersey builds, operates, and maintains many of the most important transportation and trade infrastructure assets in the country. The agency's network of aviation, ground, rail, and seaport facilities is among the busiest in the country, supports more than 550,000 regional jobs, and generates more than \$23 billion in annual wages and \$80 billion in annual economic activity. The Port Authority also owns and manages the 16-acre World Trade Center site, where the 1,776-foot-tall One World Trade Center is now the tallest skyscraper in the Western Hemisphere.



The Port Authority's public transportation facilities include:

- John F. Kennedy International Airport
- LaGuardia Airport
- Newark Liberty International Airport
- New York Stewart International Airport
- Bayonne Bridge
- Goethals Bridge
- George Washington Bridge and Bus Station
- Holland Tunnel
- Lincoln Tunnel
- Outerbridge Crossing
- Port Authority Bus Terminal
- Port Authority Trans-Hudson Rail Transit System (PATH)
- Trans-Hudson Ferry Service

JFK Airport had 10 million passengers in 1961 (when it was known as Idlewild Airport). By 2018, the number of passengers had increased to 60 million. The projected number for 2030 is 75 million.

All AirTrain trains and stations are ADA-compliant and are equipped with elevators and escalators. There are wheelchair accessible connectors at Jamaica and Howard Beach Station to and from the Long Island Railroad and subway platforms.

Accessibility Features/Programs

PATH Train

The elevator-accessible stations are Newark, Harrison, Journal Square, Grove Street, Exchange Place, Hoboken, 33 Street, and World Trade Center. In addition to an elevator, Grove Street also has a vertical platform lift.

Accessible Fare Entry Gates unlock upon payment of the fare and have a release button that unlocks the gate as you exit.

Passenger Assistance Telephones automatically connect a caller to an information agent 24 hours a day. The telephones are lowered to be accessible to a person using a wheelchair.

Train platforms have rubber or ceramic raised tactile edges.

JFK AirTrain

All AirTrain trains and stations are ADA-compliant and are equipped with elevators and escalators. There are two designated wheelchair locations on each vehicle. There are wheelchair accessible connectors at Jamaica and Howard Beach Station to and from the Long Island Railroad and subway platforms.

For people with hearing disabilities, there are visual signs on the train and in the stations. For people who have vision disabilities, there are destination announcements on board the. There are also tactile platform warning surfaces, as well as raised letter and braille signs.

Port Authority Midtown Bus Terminal

Our new paging system operates over the terminal's loudspeakers and on scrolling message screens throughout the facility, making it easier for travelers to locate their companions.

We provide free assistance (including wheelchair escort service) for travelers who may have difficulty navigating their way through the facility. Simply visit our Information Booth or dial "54" on any in house telephone to request assistance.

World Trade Center - Oculus Transportation Hub

Accessible restrooms are located on each level of the Oculus Transportation Hub, and elevators and escalators are available throughout the Oculus.

Current Outreach Strategies

The Port Authority is committed to providing a customer experience that addresses the many different needs of our extraordinarily diverse customer base. Whether engaging with representatives of our commuter community through the Path Riders Council and the Port Authority Bus Terminal Advisory Council or hosting community events through our Redevelopment project community offices, we seek to hear and address concerns.

It is an important goal of the Port Authority to ensure all of its facilities and activities are compliant with the Americans with Disabilities Act (ADA).

Best Way to Contact and Find More Information

For more information about the Port Authority's ADA compliance program, please contact ADA@panynj.gov or (201) 395-3225.

Westchester County, Bee-Line Bus System

Westchester County has a variety of transportation options available to older adults and people with disabilities. This includes 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 (no dollar bills or pennies). Reduced fare is available for seniors and people with disabilities.

All Bee-line 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 priority seating for seniors and people with disabilities

Accessibility Features/Programs

Bee-Line Fixed Route Service

There are several accessibility features on Bee-Line buses for individuals with mobility disabilities. 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 priority seating 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 to promote greater travel independence. Seniors learn about key bus safety and “how to ride” skills, the accessible features available on a Bee-Line bus and how to use the Reduced Fare Program. Seniors, at least 65 year of age, may also sign up for the Senior Reduced Fare MetroCard Program.



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.

The Bee-Line ParaTransit service is available to people with disabilities who have difficulty using fixed-route service within Westchester County.

In addition to the Bee-Line 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 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 shared ride, curb to curb, and origin-to-destination service. It mirrors the existing fixed-route transit service. Advanced certification is required. The County contracts with car service companies to provide the Bee-Line Para Car Service program to provide some paratransit trips for passengers who do not have an ambulatory disability. The fare remains the same and can be paid with cash or a ParaTransit ticket.

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.

Best Way to Contact and Find More Information

For more information on Westchester County's services, visit [Bee-Line Bus: \(transportation.westchestergov.com/bee-line\)](http://transportation.westchestergov.com/bee-line).

Bee-Line bus schedules and information are available in large print upon request. Please e-mail 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 more specific information on programs please visit/contact:

- [Westchester Senior Programs and Services website: \(seniorcitizens.westchestergov.com\)](http://seniorcitizens.westchestergov.com) contains information on services and programs available to Westchester County senior citizens.
- To schedule a Senior B.E.A.T. presentation please contact Mary Ellen Burns, Program Specialist, Department of Public Works and Transportation (WCDPW&T), at **914-995-1621** or e-mail mbb4@westchestergov.com
- 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.
- For transfers between Bee-Line ParaTransit and NYC's Access-A-Ride, please see the MTA NYCT Paratransit Profile. To inquire about the Bee-Line ParaTransit certification process, please call **914-995-2960**.



II. Built Environment





**NYC DOT
installs these
elements based
on the specific
needs of each
community and
the dimensions
of the streets.**

II. Built Environment

In part one, we explained NYC DOT's programs. Now 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.

If you have a problem or question about a pedestrian ramp or associated detectable warning surfaces please visit the [Pedestrian Ramp Programs website](https://nycpedramps.info): (nycpedramps.info). If you have a problem or question about any other feature you can contact NYC DOT through **311**. **311** is available by phone, online, or by mobile app. This will help us track and fix them faster.

The following infrastructure elements have been highlighted:

- Accessible Pedestrian Signals (APS)
- Bicycle Lanes
- Bus Only Lanes
- Bus Shelters
- CityBenches
- Citi Bike Stations
- CityRacks
- Curb Extensions
- Detectable Warning Strips
- Exclusive Pedestrian Phases (EPPs)
- Fingerposts
- Flexible Delineators
- Granite Blocks and Planters
- Leading Pedestrian Intervals (LPIs)
- Leaning Bars
- LinkNYC
- Median Tip Extensions
- Off-set Crossings
- Pedestrian Countdown Signals
- Pedestrian Plazas
- Pedestrian Ramps
- Pedestrian Safety Islands
- Raised Crosswalks
- School Loading Zones
- Street Lighting
- Street Seats
- Turn Bays
- Under the EI
- WalkNYC

Accessible Pedestrian Signals (APS), Pedestrian Countdown Signals, and Raised Crosswalks

Accessible pedestrian signals, pedestrian countdown signals, and raised crosswalks help pedestrians cross the street.



Accessible Pedestrian Signals (APS)

APS are electronic devices on signal poles. They provide auditory or visual cues to alert pedestrians when the “walk” phase is on.

A locating tone helps users find them. Users push the button on the device and it will provide a tone, spoken message, or vibrate when it is time to walk. A button with a raised arrow points in the direction to walk. An ambient noise feature adjusts the speaker volume when it is noisy. Pushing an APS does not affect how soon the walk signal comes on.



Pedestrian Countdown Signals

A pedestrian countdown signal is a type of signal that informs pedestrians how much time they have to cross the street.

The countdown helps users decide if they can cross or if they should wait. This is especially helpful for older adults, people with limited mobility, or those with children.

The “man” and “hand” on them are universally understood symbols.



Raised Crosswalks

Raised crosswalks are ‘speed humps’ with crosswalk markings. They elevate pedestrian crossings to the height of the curb. This treatment reduces vehicle speeds and increases pedestrian visibility to encourage yielding.

The level crossing increases accessibility for seniors and pedestrians with mobility disabilities. Raised crosswalks are located in areas with children and seniors, such as by schools, parks and senior centers.

Bicycling

Bicycling is an affordable, emission free, and fun way to get around New York City. NYC DOT installs more bicycle lanes and bike parking every year to encourage biking. Bike lanes narrow the road which encourages drivers to go more slowly. NYC DOT's Bike parking is free and open to the public. It is not intended for long term bike storage.



Bicycle Lanes

Conventional bike lanes are markings on the street showing a place for bikers to ride. They organize the roadway to show bikers and drivers where to be able to safely pass one another. Protected bike lanes are physically separated from moving vehicles by a lane of parked cars, a jersey barrier, or another design element.

Bike lanes reduce injuries from traffic crashes for people walking, driving, or on bikes..

Citi Bike Stations

Each of the 850 Citi Bike stations hold sturdy bikes available to the public. WalkNYC maps, on the side of the kiosks, show the bicycle network and locations of nearby helmet retailers.

To ride a bike, buy a short-term pass or membership at the kiosk or with the Lyft App. To find more information about the Citi Bike program or learn about discounts view its page in the Program section of the guide.

Bicycle Parking/CityRack

NYC's signature CityRack design is a large, circular hoop bike rack. NYC DOT installs CityRacks on sidewalks or as Bike Corrals in the parking lane. Meter Racks, or small hoop racks make use of old parking meter poles.

Providing parking helps ensure parked bicycles will not obstruct the public right of way (spaces meant for moving).

City Benches, Flexible Delineators, and Granite Blocks and Planters

City Benches, granite blocks and planters help make neighborhoods more beautiful and comfortable. They encourage pedestrians to spend more time in areas, rather than pass through. This has many benefits to health, safety, and the economy. Granite blocks, planters, and flexible delineators also offer added protection from cars.



City Benches

The CityBench program provides public seating to make NYC's streets more comfortable. There are more than 2,100 to date.

All the go, go, go can be exhausting. It's important for locals and visitors to be able to rest and re-group mid travel. NYC DOT installs standard durable benches that come backed or backless. After analyzing feedback, NYC DOT updated the arm rests and seat depth to improve use for older New Yorkers.



Flexible Delineators

Flexible delineators are vertical plastic poles that provide visual cues and help buffer areas. They help separate bike space, pedestrian space, and vehicle space.

Reflective material help cars to see them at night. They are typically found at the edges of pedestrian plazas or curb extensions.



Granite Blocks and Planters

Granite blocks and planters add beauty to a space and enhance the public realm. They also act as a physical barrier to separate pedestrian space from moving vehicles at plazas, sidewalk extensions, or by bike corrals.

The rectangular shape of granite blocks make them good for informal seating.

Curb extension, Off-set Crossings, and Turn Bays

Turn bays, curb extensions, and off-set crossings are solutions NYC DOT has put in to improve safety for pedestrians crossing the street. Turn bays help reduce left turn crashes. Curb extensions and off-set crossings reduce the distance you must cross. Often NYC DOT marks these areas with paint before making a permanent concrete feature.



Curb Extensions

Curb extensions remove part of the road right before an intersection and widen the sidewalk. This reduces the time you are in the street and makes you more visible to drivers. It also reduces sidewalk crowding and slows drivers down.

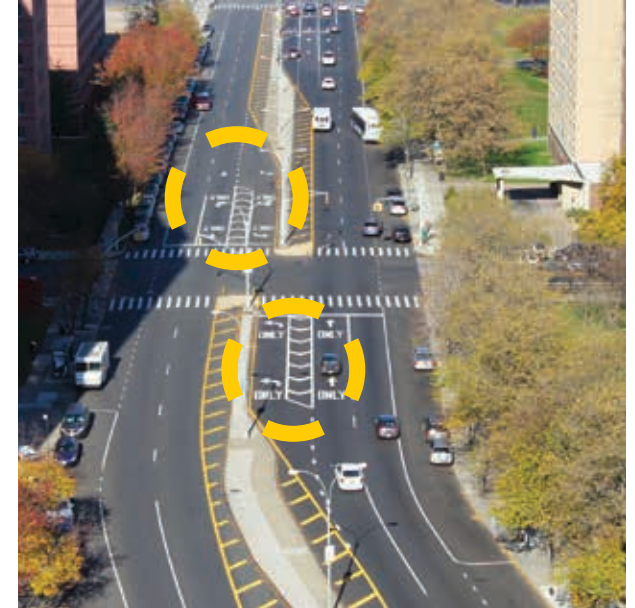
Curb extensions can provide space for street furniture and plantings. This enhances the public realm in areas where public space is in short supply.



Off-set Crossings

An offset crossing or protected intersection is a new design in the NYC DOT toolkit.

Its main features are a corner refuge island and yielding space. This slows vehicle turns and allows drivers to see and stop for cyclists and pedestrians.



Turn Bays

Turn bays are separate marked lanes for vehicles that are turning. This eliminates the guesswork about deciding where a vehicle is going.

Having a separate lane also reduces pressure from impatient drivers going straight. NYC DOT removes parking before an intersection to put in a turn bay. This improves sight lines of drivers, bicyclists, and pedestrians.

Detectable Warning Surfaces and Pedestrian Ramps

Detectable warning surfaces and pedestrian ramps play important roles in safety and mobility. The Americans with Disabilities Act (ADA) requires ramps with detectable warning surfaces at all pedestrian crossings.



Detectable Warning Surfaces

Detectable warning surfaces are strips of small, raised circles known as “truncated domes”.

Pedestrians can feel them with or without a cane. They alert people who are blind or who have low vision if there is a potentially dangerous condition. An example is at a pedestrian crossing.



Pedestrian Ramps

Pedestrian ramps provide a smooth transition on and off streets. They are critical for people with mobility disabilities. They also benefit those with strollers and other devices, such as shopping carts and suitcases.

Exclusive Pedestrian Phases and Leading Pedestrian Intervals (LPIs)

Exclusive pedestrian phases and leading pedestrian intervals were introduced as Vision Zero safety strategies. NYC launched Vision Zero in 2014, as a targeted effort to eliminate traffic fatalities. Since installing LPIs the number of deaths and serious injuries caused by cars turning left has decreased 56%. There are now over 2,000 LPIs in NYC.



Exclusive Pedestrian Phases (EPPs)

Some traffic signals have exclusive pedestrian phases. During this phase, no vehicles can drive or turn. Pedestrians have the right of way.

Leading Pedestrian Intervals (LPIs)

At some intersections, pedestrians and cyclists get a head start to cross the street. With LPIs you get a walk signal before vehicles get a green light. This allows you to start crossing the road before vehicles turn.

Vehicles are more likely to see pedestrians in the crosswalk and proceed with caution.

Walk NYC Products and LinkNYC

WalkNYC maps and fingerposts provide on-the-spot travel information. LinkNYC also provides traveler information. LinkNYC is provided by CityBridge, not by NYC DOT.



WalkNYC

The WalkNYC wayfinding maps help travelers navigate the streets and transit systems. The maps are in a heads-up orientation, meaning they line up to the direction you are facing. Icons mark important nearby places, such as subway entrances or museums.

NYC DOT designed the visual language and graphics to make the maps easy to understand. The format is consistent across the city.



Fingerposts

WalkNYC fingerposts are signs that point out the direction of nearby places. Fingerposts use high contrast writing so they are easy to read. The language used matches nearby WalkNYC maps and other signs; this enables even non-English readers to match the words and find their way.

They also include standard icons like subway numbers and the ADA accessibility symbol. Walk times help people with mobility impairments to plan a logical route.



LinkNYC

A “Link” is a kiosk that has fast, free public Wi-Fi, USB phone chargers, and quick access to 911. You can use “links” to make calls in the U.S. and use the tablet to access **311**, maps, and get directions.

All “Links” are accessible. 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.

Median Tip Extensions & Pedestrian Safety Islands

Median Tip Extensions and Pedestrian Safety Islands enhance pedestrian safety by offering a refuge space when crossing a wide road. This reduces each crossing distance and exposure to vehicles.



Median Tip Extensions

A median tip extension gives pedestrians a safe space to wait in the middle of a street. It allows you to cross the road in stages, which is particularly useful on a wide road.

NYC DOT may paint them beige before constructing them of concrete. When constructed in concrete they have pedestrian ramps or cut-throughs.



Pedestrian Safety Islands

Pedestrian safety islands are also known as pedestrian refuge islands. They provide a similar benefit as a median tip extension, but are not connected to a median. Pedestrian islands can also be used to board buses that have bus only lanes offset from the curb.

They may be installed with roadway markings before being constructed in concrete. Islands constructed in concrete must have a “cut-through” for people with disabilities.



School Loading Zones

School loading zones are installed next to school properties to allow school buses and private vehicles a place to pull up to the curb. With school loading zones students do not need to travel between parked vehicles. This safety improvement is especially important for those with mobility or vision impairments.

School loading zones signs are marked “No Standing School Days” but hours may vary.

Pedestrian Plazas, Shared Streets, and Street Seats

Pedestrian plazas, shared streets and Street Seats are design innovations to enhance the public realm. Typically, these treatments repurpose underused public right of way to increase the livability and vibrancy of the surrounding area.



Pedestrian Plazas

Plazas convert underused road spaces into public space. Here, New Yorkers can sit, rest, socialize and enjoy public life.

NYC DOT fills in portions of the road with gravel or gives it a painted surface treatment. This is paired with moveable furniture, planters, granite blocks and programming provided by local partners.



Shared Streets

Shared streets allow all users to share the road. Motorists are encouraged to drive 5 MPH. Shared Streets are identified through signage, distinctive materials, and other visual cues.

Detectable warning surfaces provide cues along the edge of the street for those who are blind or have low vision.



Street Seats

Street Seats is a citywide program where partners apply to transform underused streets into vibrant, social public spaces between the months of March through December.

All designs must enhance street life, include plantings, and be ADA compliant. Features include areas the public to eat, read, work, meet a friend, or take a rest.

Public Transportation

Public transportation is a critical option for many New Yorkers. While NYC DOT does not run the buses and subways in the City, NYC DOT implements features that help speed up buses and make your commute a more pleasant experience.



Bus Only Lanes

Bus only lanes help passengers get to their destination faster. They allow buses to move with less interruptions and reduce the amount of time they spend in traffic.

These lanes serve buses, but also allow right-turning traffic and emergency vehicles. Some bus lanes operate during rush hour only.

The NYC DOT marks them with overhead signs or with red paint and white "BUS ONLY" markings.



Bus Shelters

Bus shelters offer refuge from rain and other weather conditions. Each shelter comes with seating to rest while waiting for a bus.

At some Select Bus Service (SBS) stops there is Real Time Passenger Information to let passengers know when the next bus will arrive and Wayfinding maps.



Leaning Bars

Leaning bars are used by NYC DOT at SBS bus stop locations.

Exactly as their name implies, they are designed for you to lean on. In a City where everyone is always on the go, it's nice to have a spot to take a break and recharge.

Street Lighting & Under the EI

Through outreach and engagement, we've heard that adequate lighting is a top concern. NYC DOT maintains over 250,000 street lights throughout NYC and is a national leader in using sustainable street lights.



Street Lighting

Street lighting illuminates hazards and can increase the quality of life in urban areas. It also extends the hours in which activity can take place outdoors.

NYC DOT is currently changing all the City's street lights to energy-efficient LEDs. The new LED lamps will save millions of dollars in energy and last longer. NYC DOT uses guidelines that ensure lights are bright enough, good quality, and uniform.



Under the EI (Elevated)

Below the City's elevated bridges, highways, subway, and rail lines are 70 million square feet of public space. These elevated structures have isolated some neighborhoods. Making use of this space has the potential to transform city life.

Pilot projects have begun to bring vibrancy and resiliency to these often-neglected spaces. Under the EI is an illumination project with Design Trust targeting areas under overhead infrastructure.

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