



EQUITY THROUGH **ACCESS**

GAPS AND BRIDGES

2020 Update to the Region's
Coordinated Human Services Transportation Plan

Steering Committee Workshop
January 7th, 2020



What is Equity Through Access

Federally required Coordinated Human Services Transportation Plan (CHSTP) under FTA Section 5310 that:

“ ...identifies the transportation needs of individuals with disabilities, seniors and people with low incomes, provides strategies for meeting those needs, and prioritizes transportation services for funding and implementation.”

What is Equity Through Access?

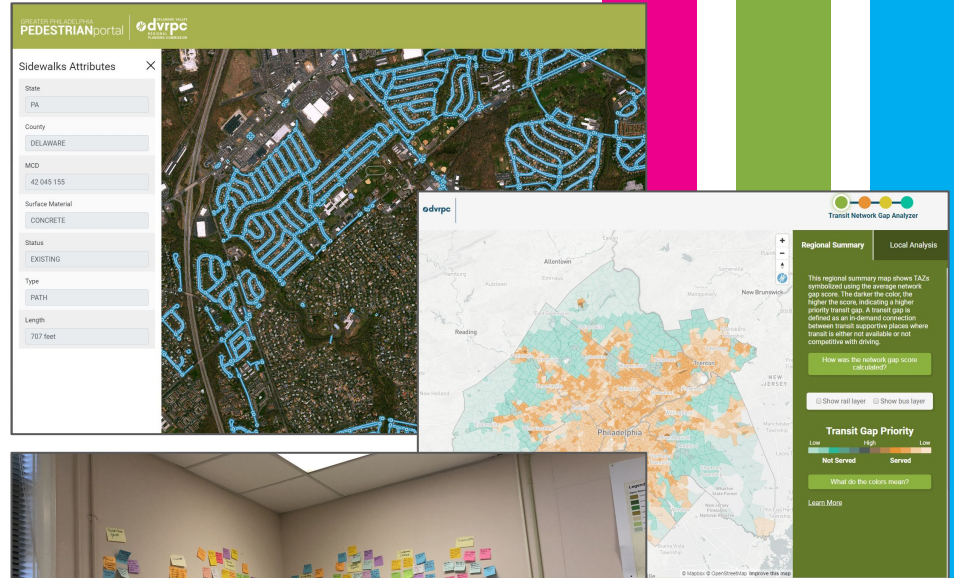
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ACTIONS SINCE LAST PLAN UPDATE (2016)

Data and tools

- Regional sidewalk inventory and pedestrian portal (funding program under early development)
- Regional Transit Screening Platform

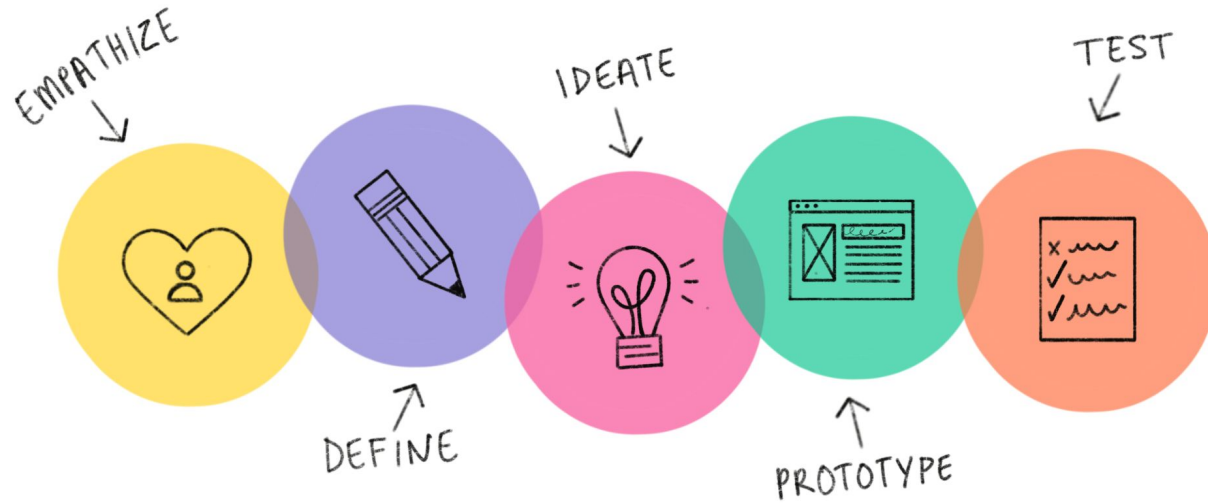


Convening and facilitation

- Road to Health workshop
- Central NJ paratransit coordination workshop

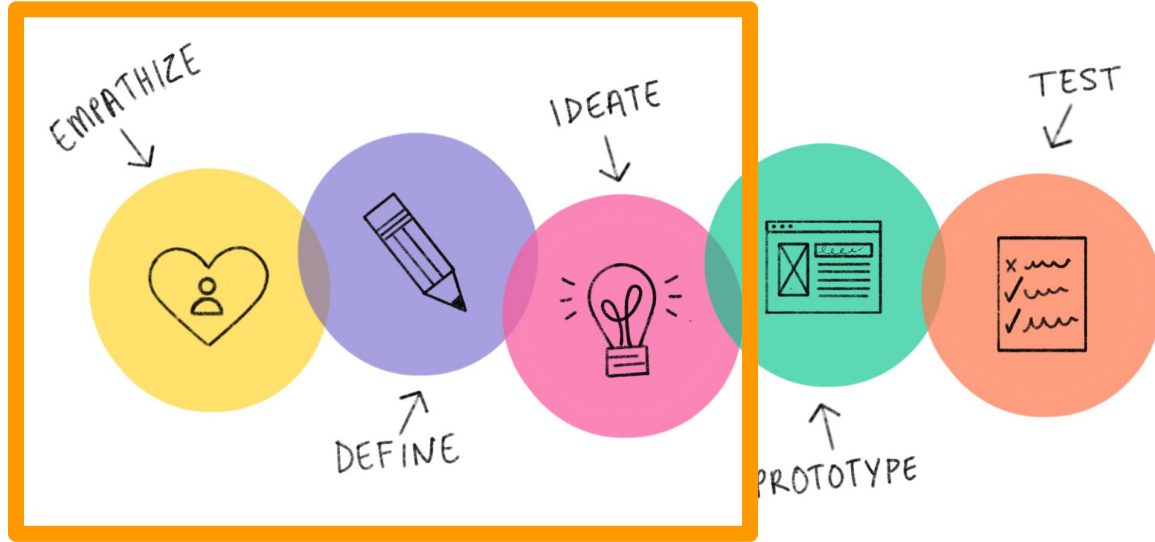


People of ETA



Source: <https://uxdesign.cc/user-experience-is-design-thinking-2428a0a360c2>

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People of ETA



I am from...

Character name and location: _____

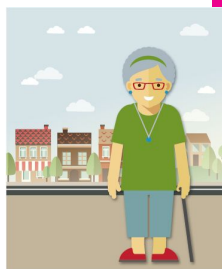
I am from _____ and _____ (list well-known intersection/roads in your community)

From _____ (list an essential service in your neighborhood)

From _____ and _____ (list barriers/constraints present in your community)

From _____ and _____ (list something positive/trans/assets in your community)

I am from...



Character name and location: **Grace, Ambler, PA**

Bethlehem Pike

Landsdale/Doylestown Line

I am from **Montco Senior Adult Activities Center** and **Wissahickon Creek** (list well-known roads/transit in your community)

long waits for paratransit

expensive transit

From **sweet neighbors** and **downtown sidewalks** (list an essential service in your neighborhood)

staying connected

helping out friends

protecting Loch Alsh Reservoir

I am from **SEPTA key with senior fare** and (list barriers/constraints present in your community)

excited to take regional rail to visit my family

From **resourceful** and (list positive traits/assets in your community)

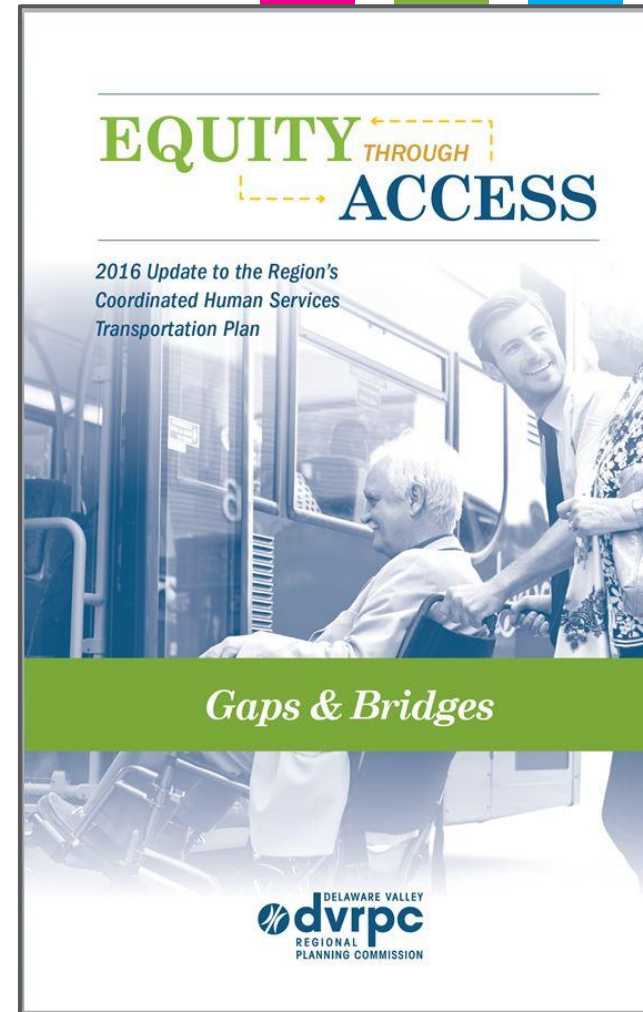
The 2016 Coordinated Plan document “Gaps & Bridges” identified priority issues and strategies that can be cited by those seeking funding for traditional CHSTP programs, and from other sources.

Gaps:

Factors that constrain transportation access to opportunity for vulnerable populations.

Bridges:

Strategies that would improve regional mobility for those most in need.



What is Equity Through Access?

Update to the 2016 Coordinated Plan to reflect new priorities from the region.

Encourage strategies that will provide more dignified access to opportunity and **essential services** for our region's most **vulnerable populations**.

Essential services:

- Places of employment, grocery stores, schools, medical care facilities, recreation/open space, senior centers, and centers for the developmentally disabled.

Vulnerable populations:

- Elderly (65+), HHs in poverty, disabled

GAPS: Infrastructure

- Not all transit service is ADA accessible.
- Vehicle accessibility is hindered by inaccessible access paths.
- Some transportation infrastructure (such as overpasses, rail lines, and wide roadways) can create barriers within neighborhoods.
- Transfers between modes and services are not always accessible, affordable, or intuitive.



GAPS:

Service and Funding

- Existing services are not always coordinated, flexible, or convenient.
- Shared services for riders with different needs are inhibited by rules and licensing that depend on funding sources.
- Difficulty meeting overall service demand within the current funding landscape.
- Paratransit funding is scarce, inflexible, and siloed, making it difficult to find and match funding.



GAPS:

Data and Coordination

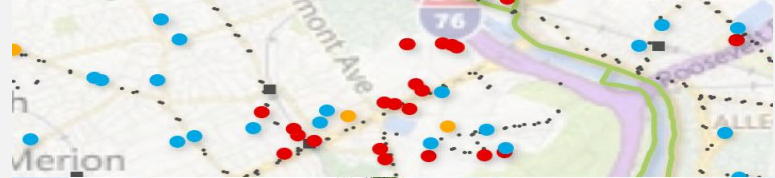
- Human service transportation providers lack detailed data on users' needs and destinations (private data, hard to reach users, HIPAA restrictions, etc.)
- Information about travel options is not always clear or accessible in shared platforms like Google Maps.
- There is a lack of coordination between transit service needs and development projects.



Bridges:

Create Accessible Infrastructure

- Ensure that transit vehicles, stop locations, and connecting pathways are accessible, and prioritize improvements where they are not.
- Prioritize accessibility improvements where they will be most beneficial for connecting vulnerable users with essential services.
- Incentivize the purchase of more accessible taxis and shared vehicles.
- Support connective sidewalk networks, public restrooms, and places to sit or rest in all communities—especially those with concentrations of vulnerable populations.



Bridges:

Improve transportation service

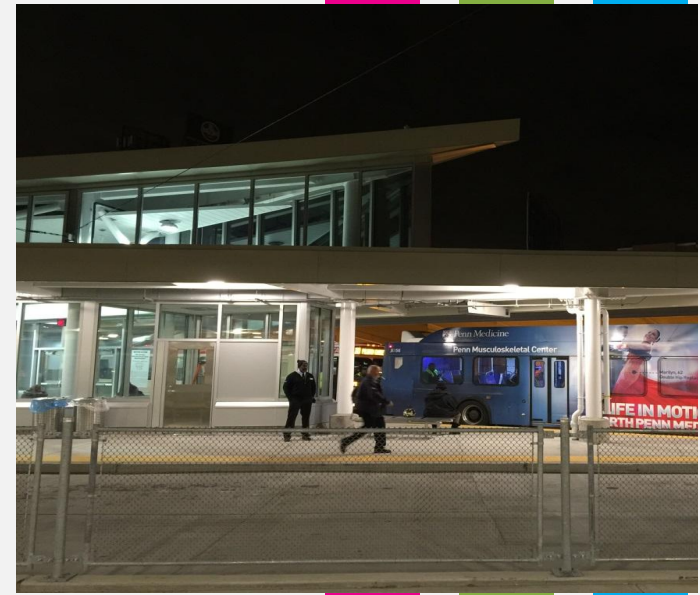
- Support the deployment of new technology to enhance passenger service and information coordination, such as convenient online schedule and real-time information.
- Strengthen partnerships between health care systems and transportation providers, recognizing that different types of health appointments may require flexible or especially reliable transportation and scheduling options.
- Support transit route changes that provide new ways for vulnerable populations to access essential services. For example, Greater Mercer TMA's Z-Line/NJT partnership.



Bridges:

Provide Infrastructure that Feels Safe for Vulnerable Users

- Encourage efforts to improve perceived personal safety, such as lighting, staffed facilities, and others, including Crime Prevention Through Environmental Design (CPTED) strategies.



Improve outreach and communication

- Expand and refine methods for educating people on how to access and use public transit.
- Train case workers and job coaches to provide travel training to clients.

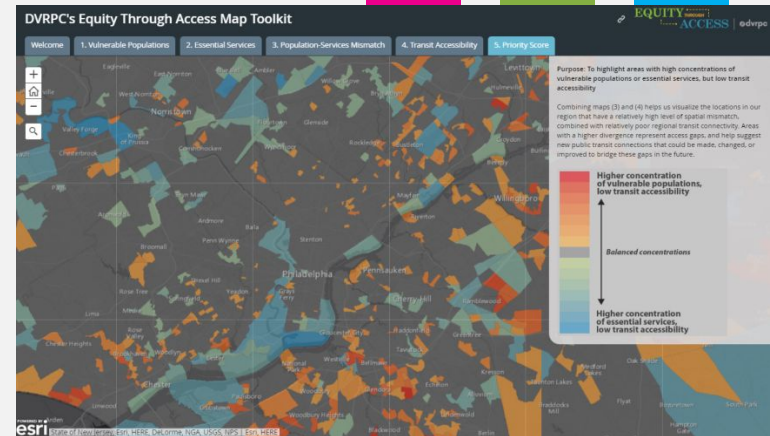
Bridges:

Encourage creative, flexible use of existing funding sources and identify new funding partners

- Encourage creativity in the mixing of funding sources to break down funding silos (such as those separated by trip purpose) and increase transit options for vulnerable populations.

Create data resources

- Develop and share more planning and mapping tools to help with project development, such as the ETA map toolkit.
- Build technical capacity for small transit providers to better share information through trainings and information exchanges, such as the General Transit Feed Specification (GFTS) builder.



Breakout groups to generate ideas!

What project or Work Program ideas would you like to see happen to support the ETA Plan?

Flow of breakout groups

Pick a facilitator, say hi to your DVRPC staff member scribe (1 minute)

Read and fill out Gaps & Bridges worksheet, share with group
(15 minutes)

Brainstorm project and Work Program ideas. (25 minutes)

Open house report back and voting
(10 minutes)

Timekeeping of breakout

The pink text indicates what stage your group should be on.

Introductions (name, county)

Read + fill out Gaps & Bridges worksheet

Share out top ranked Gap

Share out your most impactful Bridge

Brainstorm project or Work Program ideas

Open house report back + voting

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EQUITY THROUGH ACCESS

To follow along or to get involved:

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