



**RUTGERS**

Edward J. Bloustein School  
of Planning and Public Policy

# TRANSPORTATION OPTIONS

Presented by NJTIP @ Rutgers – Travel Training

**NJTIP @ Rutgers**

Expanding Mobility

for People with Disabilities and Seniors

A Program of the Alan. M. Voorhees Transportation Center (VTC)

# VOORHEES TRANSPORTATION CENTER (VTC)

VTC is one of 17 research centers at the Edward J. Bloustein School of Planning & Public Policy

- Safe Routes to School
- Complete Streets
- NJ Bicycle and Pedestrian Resource Center
- NJTIP @ Rutgers



# NJTIP @ RUTGERS

## NJTIP Mission:

NJTIP @ Rutgers increases the independence and self-sufficiency of people with disabilities, older adults and others by empowering them to use the public transit system safely and independently.

*Over 15,000 people have been directly trained by NJTIP, so far! - June 2023*

## What is Travel Instruction?

Travel Instruction teaches people how to travel safely and independently using public transportation such as buses, trains, light rail, community transportation, and ride-share systems. NJTIP training is available online on many platforms and offered onboard many modes of transportation.

NJTIP customers learn how to read bus and train schedules, plan their trips, pay their fares, and take safety precautions when traveling.

After completing their training, our customers can travel on their own to reach work or school, shopping malls, and medical appointments, to visit friends and family, or go to other places they enjoy.

NJTIP Travel Instructors are seasoned professionals with experience in teaching, special education, and assisting individuals with a broad range of disabilities.



## What is NJTIP @ Rutgers?

The mission of the New Jersey Travel Independence Program (NJTIP) is to increase the independence and self-sufficiency of people with disabilities, older adults and others by empowering them to use the public transit system safely and independently.

In 2013 NJTIP merged with the Alan M. Voorhees Transportation Center (VTC), a national leader in transportation research and education at Rutgers University's Edward J. Bloustein School of Planning and Public Policy.

Since 2005, NJTIP has worked with government agencies, community agencies, schools, and other organizations to teach travel skills to more than 15,000 individuals.

© 1/2023 NJTIP @ Rutgers



## NJTIP @ RUTGERS

**TRAVEL INSTRUCTION FOR PEOPLE WITH DISABILITIES AND OLDER ADULTS**

New Jersey Travel Independence Program at the Alan M. Voorhees Transportation Center

RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY

# WHAT DOES NJTIP @ RUTGERS OFFER?

- One to One Instruction
- Small Group Instruction
- Seminars for Professionals (Connect to Transit)





# NJTIP @ RUTGERS



Andrea Lubin



Jeffrey Dennis



Melody Bundy



Jackie Ng

# WHY EXPANDING MOBILITY MATTERS

- Essential link to access needed & desired services
- If you can't get there, it doesn't exist for you
- Mobility connects needs & opportunities
- Connections between transportation access & life satisfaction



# TRAVEL TRAINING BENEFITS

- Improved Quality of Life
- Increased Access
- Empowerment, confidence & Independence
- More Options
- “Chauffeur Retirement”
- Cost Savings

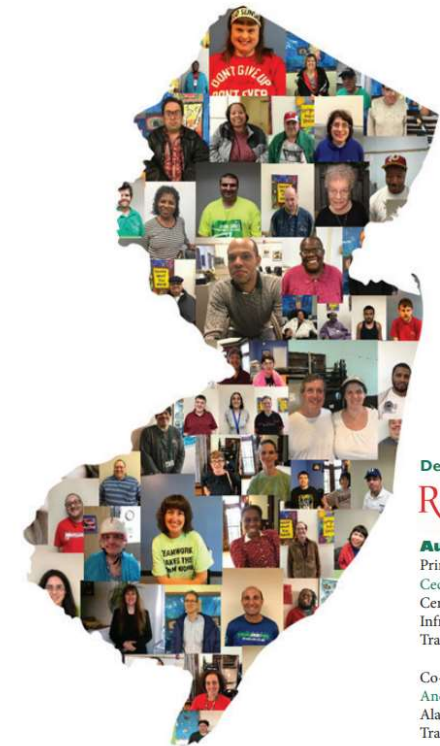


# IN THEIR OWN WORDS STUDY

- 2018 New Jersey study funded by NJCDD
- Over 200 interviews conducted by The Arc & Rutgers
- Mobility barriers included:
  - Limited mobility options near home
  - Uncertain how to identify & use available services
- Few had received travel instruction

## In Their Own Words:

**Recommendations on transportation  
inspired by interviews with  
persons with Developmental Disabilities  
in New Jersey**



December 2018

**RUTGERS**  
THE STATE UNIVERSITY  
OF NEW JERSEY

**Authors:**

Principal Investigator  
Cecilia Feeley, Ph.D.  
Center for Advanced  
Infrastructure and  
Transportation

Co-Principal Investigator  
Andrea Lubin, MS  
Alan M. Voorhees  
Transportation Center

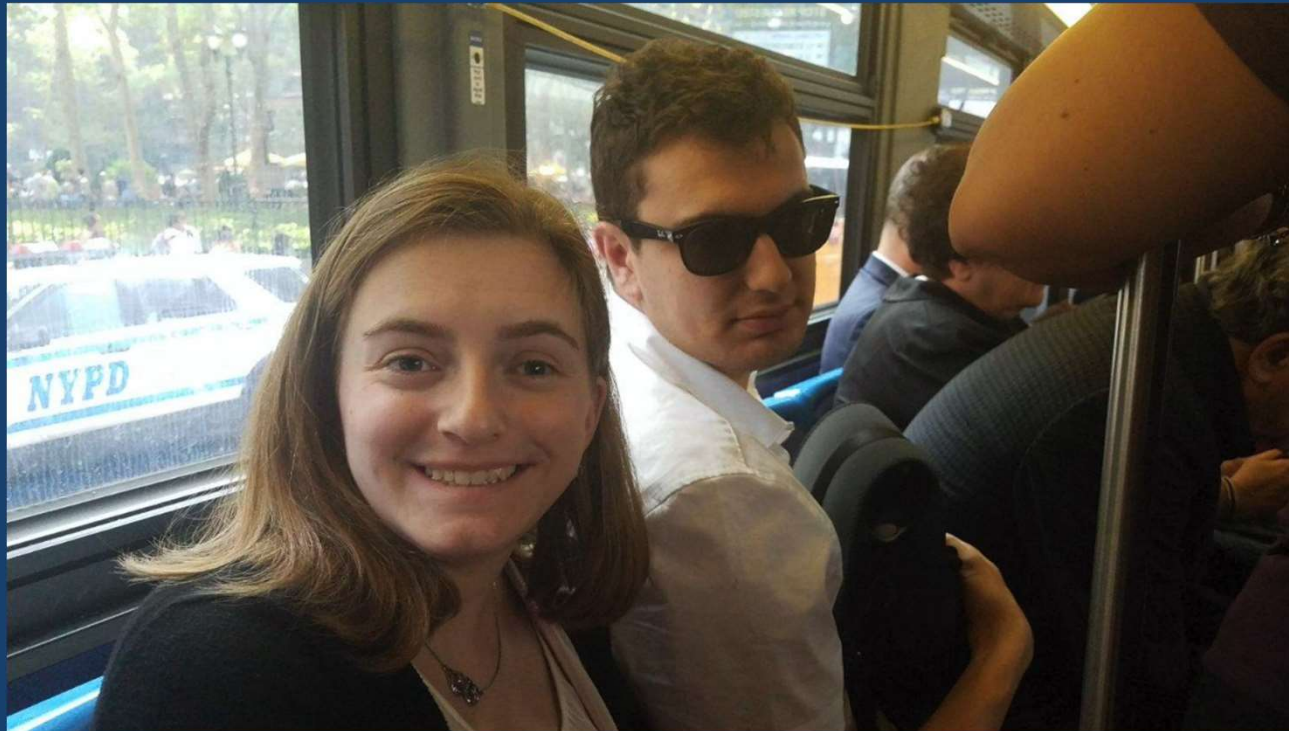


# TODAY'S FOCUS

- **Why Mobility Matters**
- **Overview of Potential Transportation Options**
- **Trip Planning & Tools**
- **Q & A**



# JAKE AND MELISSA GO TO NYC



# ONE ON ONE TRAVEL INSTRUCTION

**Over 500** One on One Graduates through December 2023

Key Steps:

- Introduction
- Intake
- Route Check
- On-Board Training
- Fade & Retrain

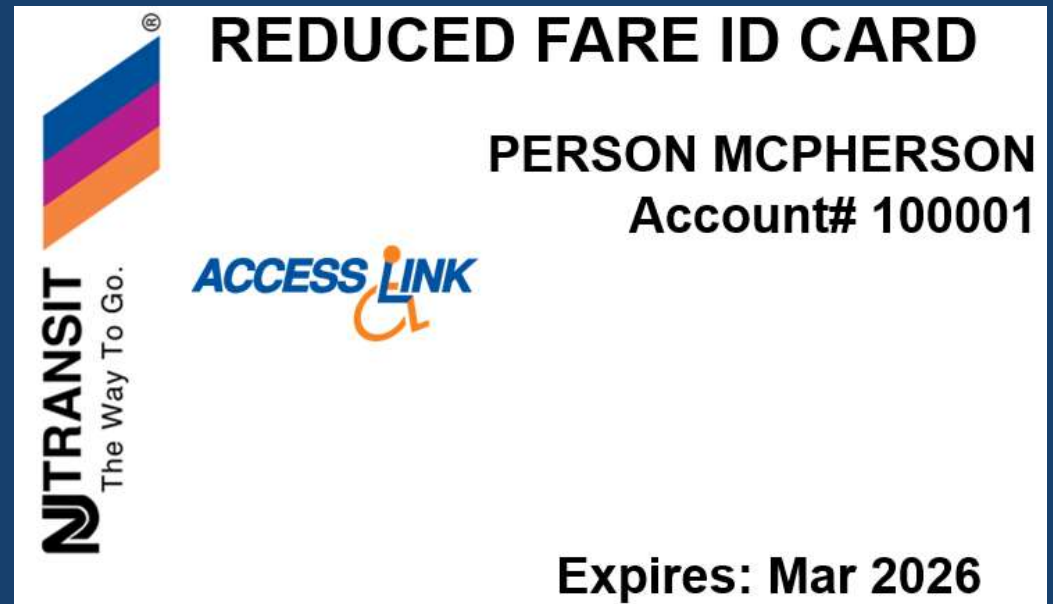


# NJ TRANSIT REDUCED FARE PROGRAM

For information on the Reduced  
Fare Program

Call (973) 491-7112

Email [reducedfare@njtransit.com](mailto:reducedfare@njtransit.com)





# POLL QUESTION

**People with disabilities and adults 62 and older save 50% or more when purchasing tickets for NJ TRANSIT services through the reduced fare program – True or False?**



**RUTGERS**

Edward J. Bloustein School  
of Planning and Public Policy

# THE AMERICANS WITH DISABILITIES ACT (ADA)

## Your Rights Using Public Transportation



**RUTGERS**

Edward J. Bloustein School  
of Planning and Public Policy

# ACCESSIBLE RAIL

# NJ TRANSIT ACCESSIBLE SERVICES - RAIL

Almost half of NJ TRANSIT stations are accessible

Rail Features:

- Elevators or ramps
- Mini high level platforms
- Portable lifts
- Detectable warning edge
- Bridge plates
- Priority seating
- On board stop announcements





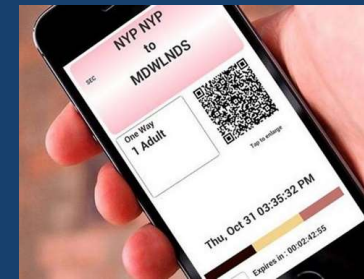
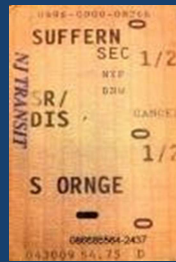
# BRIDGE PLATES FOR BOARDING THE TRAIN



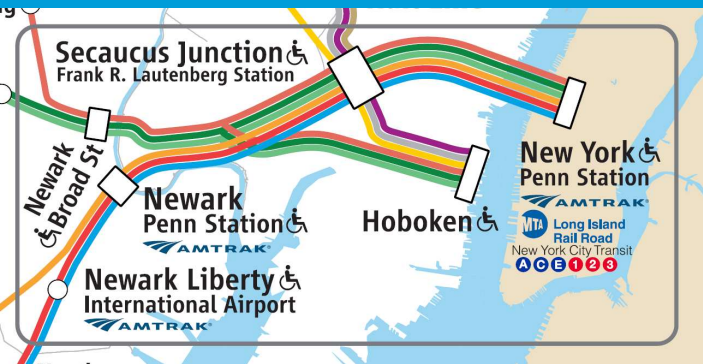
# ACCESSIBLE RAIL – PRIORITY SEATING




# MANY METHODS OF PAYING YOUR FARE



# RAIL MAP NORTH



**njtransit.com**

## Rail System Map

 NJ TRANSIT Commuter Rail

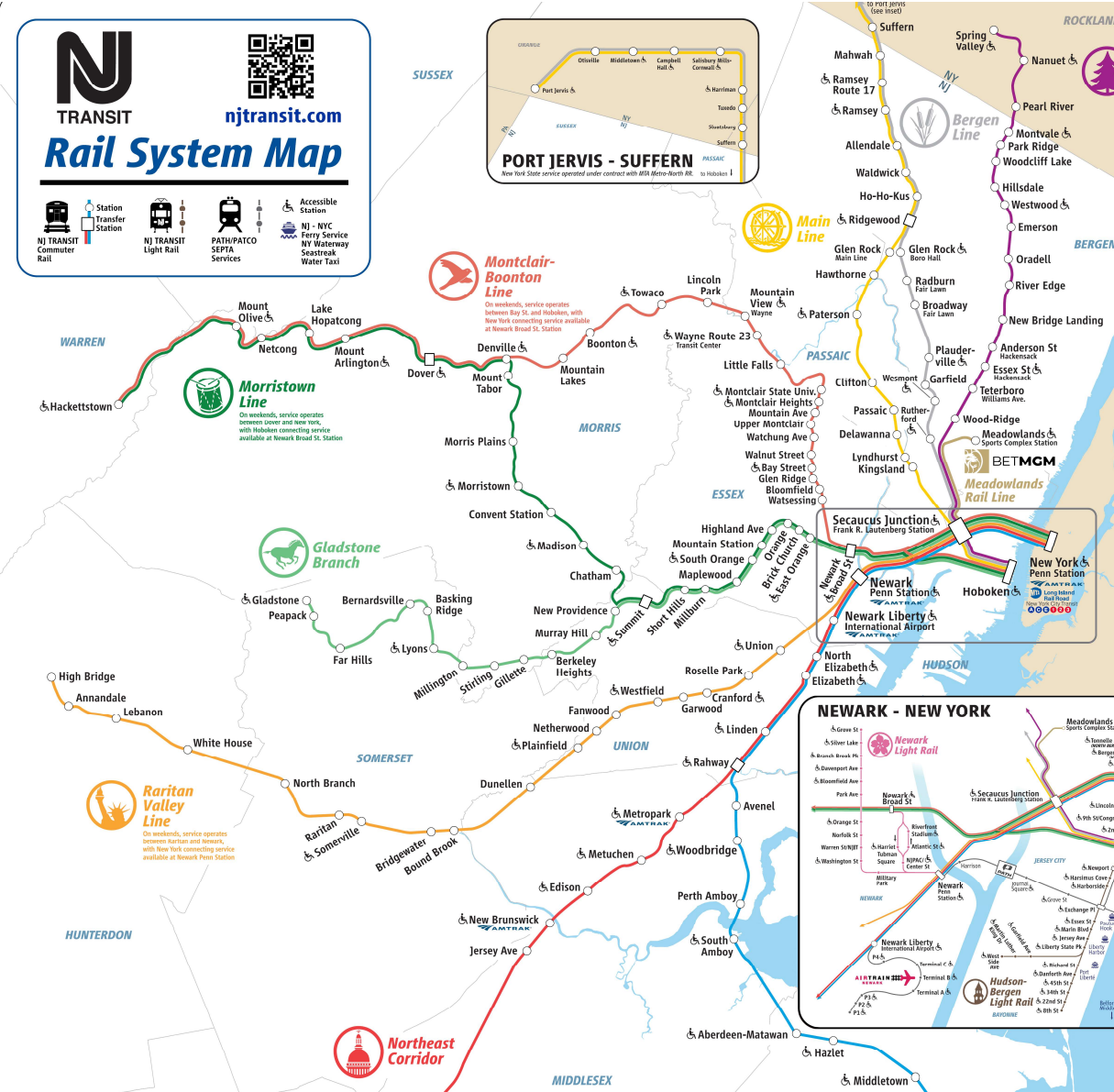
 NJ TRANSIT Light Rail

 PATH/PATCO SEPTA Services

 Accessible Station

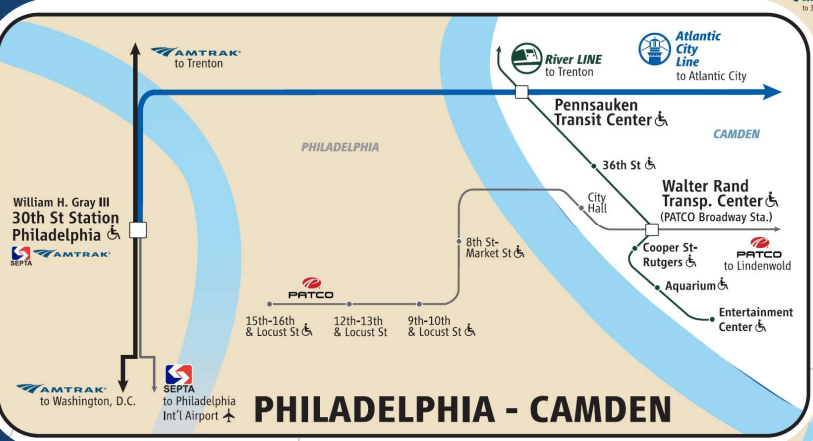
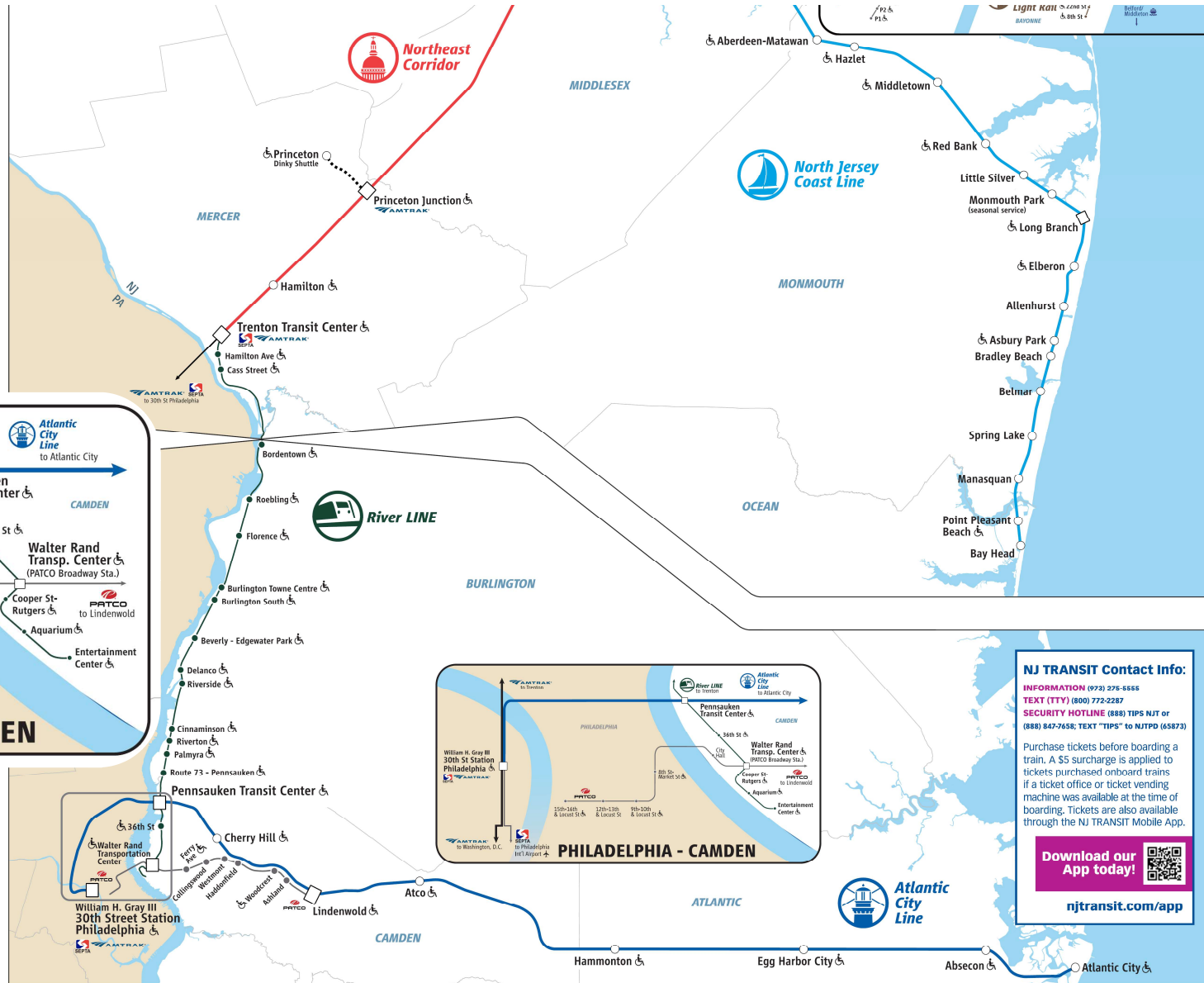
 NJ-NYC Ferry Service

 Water Taxi





# RAIL MAP SOUTH



**NJ TRANSIT Contact Info:**

**INFORMATION** (973) 276-5656  
**TEXT (TTY)** (800) 772-2287  
**SECURITY HOTLINE** (888) TIPS NJT or (888) 847-7458; TEXT "TIPS" to NJTPD (65873)

Purchase tickets before boarding a train. A \$5 surcharge is applied to tickets purchased onboard trains if a ticket office or ticket vending machine was available at the time of boarding. Tickets are also available through the NJ TRANSIT Mobile App.

**Download our App today!**

[njtransit.com/app](http://njtransit.com/app)



**RUTGERS**

Edward J. Bloustein School  
of Planning and Public Policy

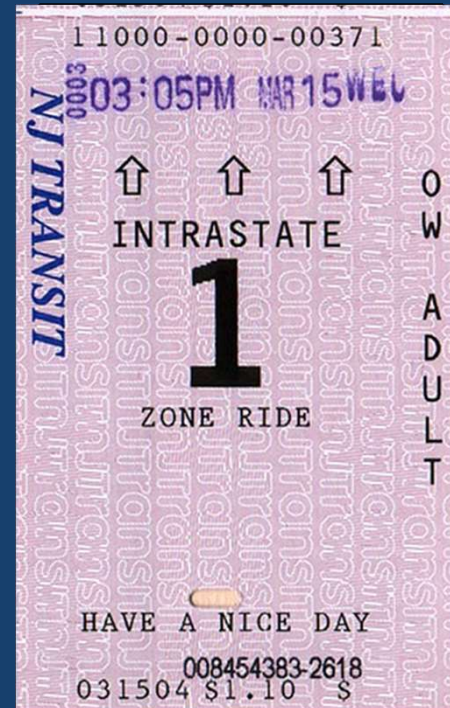
# ACCESSIBLE LIGHT RAIL

# NJ TRANSIT LIGHT RAIL

- **NJ TRANSIT operates 3 Light Rail Systems** (most of the stations are accessible)
  - **Hudson-Bergen Light Rail** (100% accessible)
  - **Newark Light Rail** (most of the stations are accessible)
  - **The River Line** (100% accessible)



# VALIDATE YOUR TICKET



# SHOW TICKET TO FARE ENFORCEMENT OFFICER



- Possible summons or fine of up to \$100
- Fare enforcement officers periodically check tickets of Light Rail riders



# NJ TRANSIT ACCESSIBLE SERVICES - BUS

## Bus Features

- 100% of NJT buses have lifts or ramps
- Kneeling Feature
- Priority Seating
- Announcements - internal and external
- Securements and seatbelts for people in wheelchairs



# NJ TRANSIT BUS



# NJ TRANSIT BUS LIFT



# WHAT DO YOU DO?

When you are standing  
at a bus stop and your  
bus is approaching?

# HAILING THE BUS

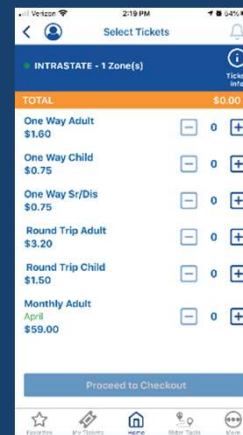
You must wave or hail the bus when it is approaching to let the bus operator know that you want the bus to stop





# PLAN HOW TO PAY THE FARE

- Exact change
- Tickets and passes
- NJ TRANSIT App



# PAYING WITH THE NJ TRANSIT APP



# ACCESS LINK

## ADA COMPLEMENTARY PARATRANSIT

For Access Link Information

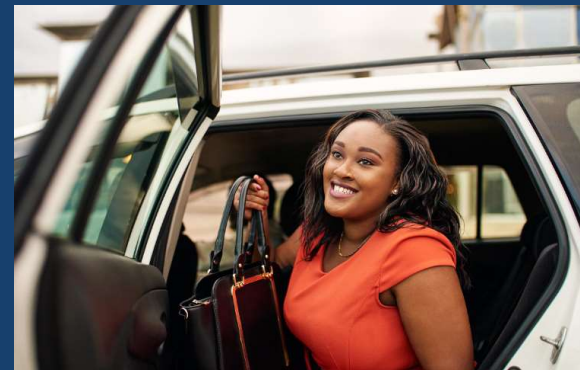
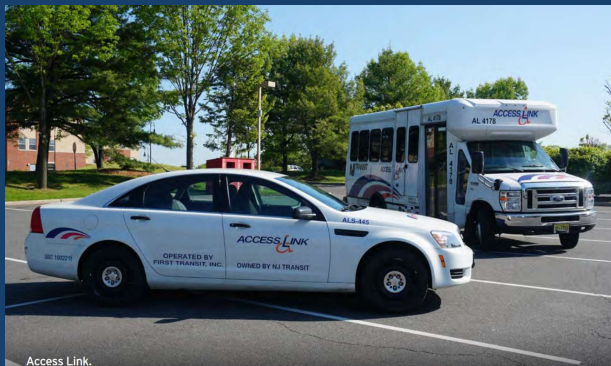
Call: 973-491-4224

Email: [adaservices@njtransit.com](mailto:adaservices@njtransit.com)



# ACCESS LINK RIDERS' CHOICE PROGRAM PILOT

- Optional pilot program
  - Access Link can send one of their minibuses/sedans OR
  - Access Link can also schedule a ride for you with Uber or Lyft
  - Planning a trip will not change, riders can express a preference



# COMMUNITY TRANSPORTATION “COUNTY PARATRANSIT”



Photo: NJ TRANSIT

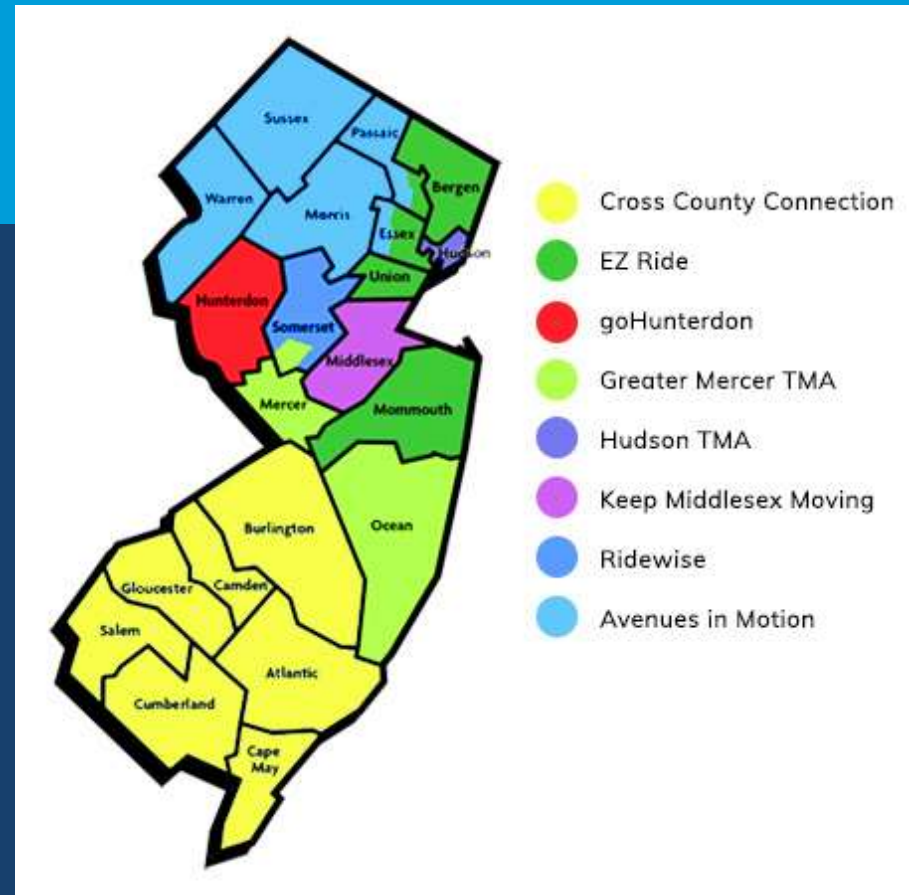


# MEDICAID TRANSPORTATION/ MODIVCARE (FORMERLY LOGISTICARE)

- Medicaid HMO enrollees can have free, non-emergency medical transportation; currently provided through **ModivCare (Formerly LogistiCare)**
- Call ModivCare for transport of a Medicaid beneficiary to health care appointments - medical, dental & behavioral health
- When calling, you will need to provide enrollee's Medicaid ID#, date of birth, date & time of the trip, or trip confirmation number
- Phone numbers:
  - **1-866-527-9933** - to reserve **ModivCare (Formerly LogistiCare)** transportation
  - **1-866-527-9934** - If the driver is late or does not arrive
  - **1-866-333-1735** – to file a complaint
- See this website, and download a flyer in English or Spanish

<http://www.state.nj.us/humanservices/dmahs/home/logisticare.html>

**NJ Transportation Management Associations  
by  
Service Area**



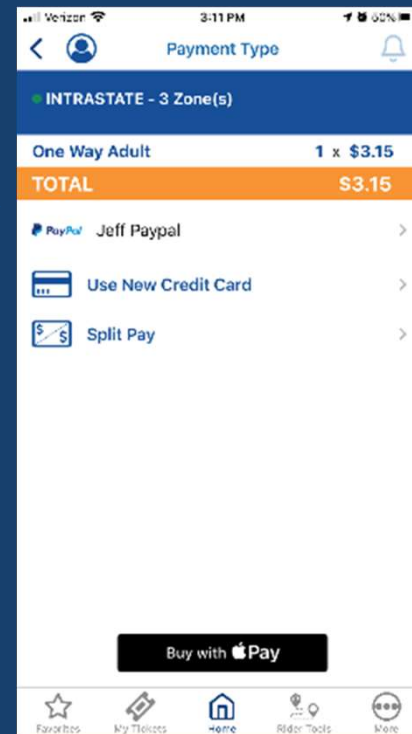
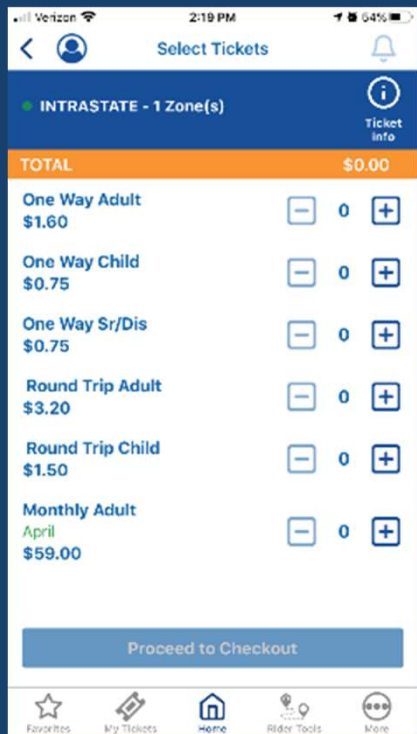
# NJ TRANSIT MYBUS



# NJ TRANSIT APP



# NJ TRANSIT APP- MY TIX





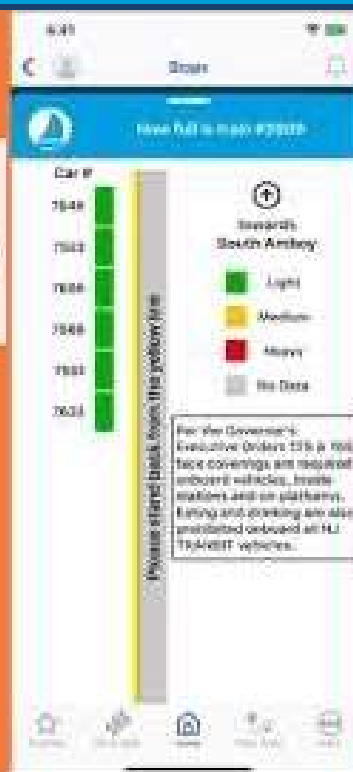
# HOW FULL IS MY RIDE: BUS



# HOW FULL IS MY RIDE: RAIL

## DepartureVision

- Select Station
- Select Train
- Select 'How Full is Train'
- Check Seating



# HOW TO COMMUNICATE WITH TRANSIT STAFF



BE POLITE:

"PLEASE KNEEL THE BUS."



BE SPECIFIC:

"PLEASE LOWER THE LIFT."



BE FIRM:

"PLEASE GET THE BRIDGE  
PLATE SO THAT I CAN  
BOARD THIS TRAIN."



RUTGERS

Edward J. Bloustein School  
of Planning and Public Policy

# PLANNING A TRIP













# Your Ride to Summer Vibes

 **System Status**

 **Plan Your Trip**

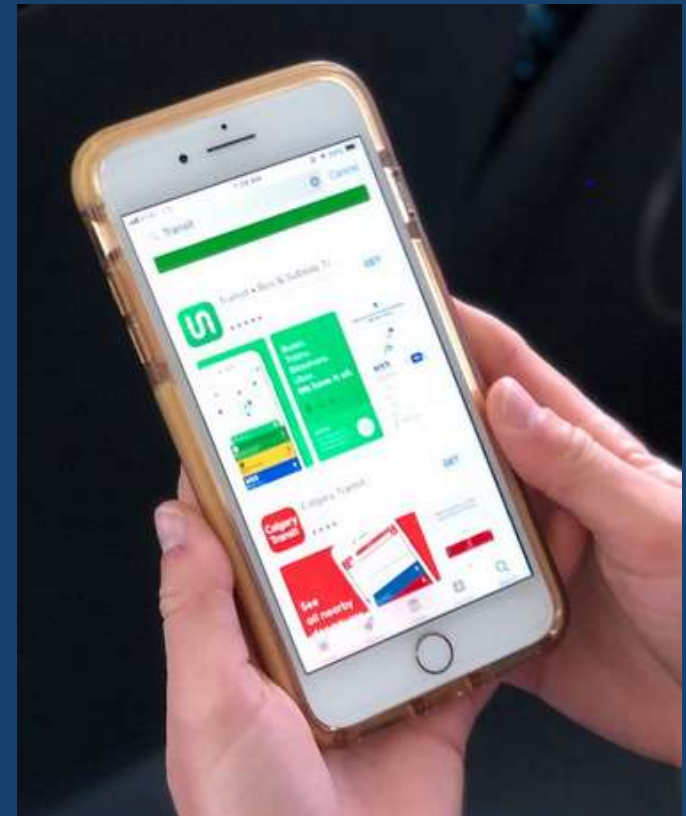
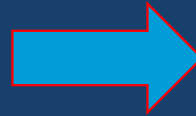
 **DepartureVision**

 **MyBus**

 Atlantic City	On Time	 Hudson-Bergen Light Rail	On Time
 Main-Bergen County	On Time	 Newark Light Rail	On Time
 Montclair-Boonton	On Time	 River Line	On Time
 Morris & Essex	On Time	 Bus	<a href="#">Check All</a>
 Northeast Corridor	On Time	<a href="#">41</a>	<a href="#">73</a>
 North Jersey Coast	On Time	<a href="#">126</a>	<a href="#">165</a>
 Pascack Valley	On Time	<a href="#">166</a>	<a href="#">168</a>
 Raritan Valley	On Time	<a href="#">502</a>	

# DOWNLOADING THE TRANSIT APP

Go to the Apple APP Store  
or Google Play store

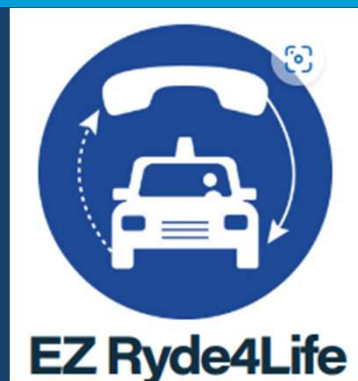






# TRANSPORTATION NETWORK COMPANIES "RIDESHARING"

# ALTERNATE WAY TO USE UBER AND LYFT



# NJ 211

- Call, text or chat



# SELF ADVOCACY

- Ask for what you need
- You are never required to release information about disability in public
- Paraphrase what you understand and ask if that is correct
- Taking risks is a way to grow and try new things
- Use firm, specific & polite language



**RUTGERS**

Edward J. Bloustein School  
of Planning and Public Policy

**NJTIP @ RUTGERS  
PROVIDES TRAVEL INSTRUCTION**

# POLL QUESTION

What is one benefit of travel instruction that you learned about today?



# IN-FIELD TRAVEL TRAINING

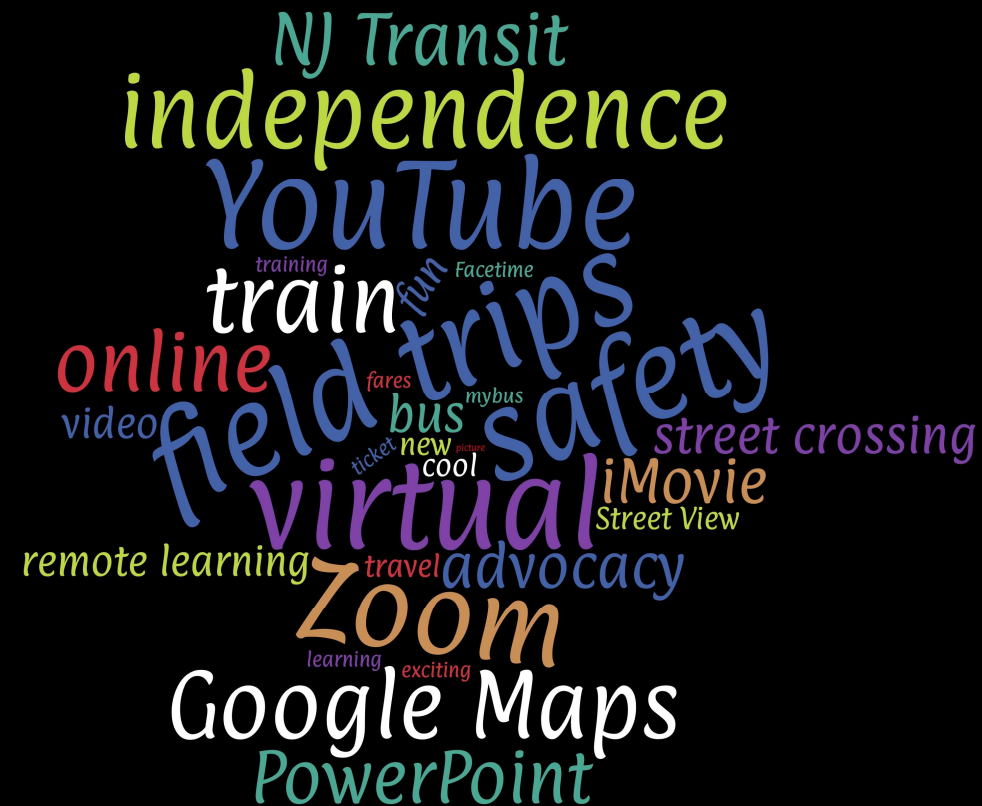


For example:

- Related to a recurring significant life activity, e.g. medical trip, job, school, etc.
- Trip is needed soon – school is starting, new job with a start date, new training program, etc.

# VIRTUAL TRAVEL TRAINING

- Various platforms
- Essential trips
- Prepare to go where you need to go



# RESOURCE SHEET








**RUTGERS**  
Edward J. Bloustein School  
of Planning and Public Policy

NJTIP @ Rutgers  
Alan M. Voorhees Transportation Center  
Edward J. Bloustein School  
of Planning and Public Policy  
Rutgers University–New Brunswick  
33 Livingston Avenue  
New Brunswick, NJ 08901

njtip.rutgers.edu  
p. 848-932-4499  
f. 732-932-3714

## Online and Mobile Transit Resources

Title/icon	Functionality	Platforms
<p><b><u>NJ TRANSIT Information</u></b></p> <p>WEB: <a href="http://njtransit.com">njtransit.com</a></p> <p>PHONE: (973) 275-5555</p> <p><b>Reduced Fare:</b> PHONE: (973) 491-7112</p> <p><b>Access Link:</b> PHONE: (800) 955-2321</p>  	<p>NJ TRANSIT's website gives you access to the most up to date transit information and other services:</p> <ul style="list-style-type: none"> <li>• Trip Planner</li> <li>• Service Near a Location</li> <li>• System, Station &amp; Route Maps</li> <li>• Live Station Boards Using DepartureVision</li> <li>• PDF's of Printed Schedules</li> <li>• How To Ride Videos</li> <li>• Accessible Services</li> <li>• Reduced Fare Applications</li> <li>• County Paratransit Contacts</li> <li>• Private Carrier Bus Information</li> </ul> <p>With the NJ TRANSIT App riders can purchase tickets, plan trips, see schedules, get alerts, view Departure Vision &amp; mybus, contact customer service and NJT Police.</p>	<ul style="list-style-type: none"> <li>• Desktop/Laptop</li> <li>• Mobile</li> <li>• App</li> <li>• Twitter</li> <li>• Facebook</li> </ul>
<p><b>NJ TRANSIT mybus</b></p> 	<p>Find out when the next bus is arriving at bus stops all over New Jersey. Simply call <b>973-275-5555</b> or text the bus stop ID number to <b>mybus (69287)</b> and you'll be sent the next buses to arrive at your stop.</p>	<ul style="list-style-type: none"> <li>• Desktop/Laptop</li> <li>• Mobile</li> <li>• Text Message</li> <li>• Phone</li> </ul>
<p><b><u>NJTIP @ Rutgers</u></b></p> <p>WEB: <a href="http://njtip.rutgers.edu">njtip.rutgers.edu</a></p>	<p><i>"Expanding mobility for people with disabilities and seniors"</i> for over a decade by teaching people how to travel in NJ using public transit. Call 848-932-4499 for information.</p>	<ul style="list-style-type: none"> <li>• Desktop</li> <li>• Twitter</li> </ul>
<p><b>The Transit App</b></p> 	<p>Open this app to find a list of transit available near you and a countdown clock. This app also has route maps and a trip planner with timelines.</p>	<ul style="list-style-type: none"> <li>• App</li> </ul>
<p><a href="http://maps.google.com">maps.google.com</a></p> 	<p>Use the google maps transit trip planner for up-to-date transit information on a variety of platforms. Walking and biking directions, too.</p>	<ul style="list-style-type: none"> <li>• Desktop/Laptop</li> <li>• Mobile</li> <li>• App</li> </ul>



**RUTGERS**

Edward J. Bloustein School  
of Planning and Public Policy

# NJTIP @ RUTGERS REFERRALS WELCOMED!

- Send to
- Referral@njtip.rutgers.edu

**RUTGERS**  
Edward J. Bloustein School  
of Planning and Public Policy

NJTIP@Rutgers  
Alan M. Voorhees Transportation Center  
Rutgers, The State University of New Jersey  
33 Livingston Avenue  
New Brunswick, New Jersey 08901

WEB: njtip.rutgers.edu  
EMAIL: njtip\_info@njtip.rutgers.edu  
PHONE: (908) 932-4499  
FAX: (732) 952-9714

**EXTERNAL REFERRAL FOR TRAVEL INSTRUCTION**

Date: \_\_\_\_\_

Name of Customer: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Destinations: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other Contact Person: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Applied for Access Link? Yes No Approx. date of Assessment Interview \_\_\_\_\_

Comments and Supplemental Information:

-----

Referral Source/Agency: \_\_\_\_\_

Agency Contact: \_\_\_\_\_

Telephone: \_\_\_\_\_



**RUTGERS**

Edward J. Bloustein School  
of Planning and Public Policy

**PLEASE FILL-OUT SURVEY FORMS**

**Thank you for participating!**



**RUTGERS**

Edward J. Bloustein School  
of Planning and Public Policy



**RUTGERS**

Edward J. Bloustein School  
of Planning and Public Policy

**QUESTIONS?**

**NJTIP @ Rutgers**

Expanding Mobility

for People with Disabilities and Seniors

A Program of the Alan. M. Voorhees Transportation Center (VTC)





GIFT OF  
THE CLASS  
OF  
1943

Welcome to

**RUTGERS**

THE STATE UNIVERSITY  
OF NEW JERSEY

Campus Maps Available at Information Booth



Edward J. Bloustein School  
of Planning and Public Policy

**Thank you!**

**NJTIP @ Rutgers**  
**33 Livingston Ave**  
**New Brunswick NJ 08901**  
**Phone: 848-932-4499**  
**Email: [njtip\\_rutgers@njtip.rutgers.edu](mailto:njtip_rutgers@njtip.rutgers.edu)**  
**Web: [njtip.rutgers.edu](http://njtip.rutgers.edu)**