

NYC DOT's 3rd Annual

# Mobility Management Conference

May 21st  
**2015**



SUNY Global Center 116 East 55th Street, New York, NY 10022

# Conference Agenda

## MORNING

- 9:00 a.m. **Registration**
- 9:30 a.m. **Welcome Address**  
Denise Ramírez, Director, Metropolitan Planning & Grants Unit,  
NYC DOT
- 9:40 a.m. **Introduction to Special Guest**  
Charles Ukegbu, Assistant Commissioner, Regional & Strategic  
Planning, NYC DOT
- 9:45 a.m. **Special Guest**  
First Deputy Commissioner Lori Ardito, NYC DOT
- 10:00 a.m. **Where Are We Now: 25<sup>th</sup> Anniversary of the ADA**  
Commissioner Victor Calise, MOPD
- 10:15 a.m. **Break**
- 10:30 a.m. **Panel 1: First Mile/Last Mile Strategies**  
Moderated by Carolyn Jeskey, NCMM
- Dwight Mengel, Tompkins County, NY
  - Chris Brunson, NYC DOT
  - Steve Fittante, NJ TRANSIT
  - Aimee Gauthier, ITDP

## NOON

- 12:00 p.m. **Guided Tours**
- Engineering/Research with Diniece Peters, NYC DOT
  - Orientation & Mobility with Annalyn Courtney Barbier, VISIONS
  - Pedestrian Improvements with Terra Ishee, NYC DOT
  - Safety Education with Eric Miu, NYC DOT
  - Select Bus Service with Aaron Sugiura, NYC DOT
  - Travel Training with Steve Garcia, NYC DOE

Alternative: Mobility Management Resource Guide with Staci Haber,  
NYCDOT

# Conference Agenda

## AFTERNOON

- 12:30 p.m. **Lunch**
- 1:30 p.m. **Introduction to Keynote Address**  
Quemuel Arroyo, NYC DOT
- 1:45 p.m. **Keynote Address**  
Thomas A. Panek, CEO, Guiding Eyes for the Blind
- 2:30 p.m. **Break**
- 2:45 p.m. **Panel 2: Inclusive Technology**  
Moderated by Gerry Bogacz, NYMTC
- Cordell Schachter, NYC DOT
  - Susan Bregman, Oak Square Resources, LLC
  - Sarah Kaufman, NYU Rudin Center for Transportation
  - Christopher Widelo, AARP New York
- 4:15 p.m. **Next Steps in Mobility Management**  
Denise Ramírez and Staci Haber, NYC DOT
- 4:45 p.m. **Conference Adjourn**

Twitter: #NYCMM  
Website: [www.DOTmobility.nyc](http://www.DOTmobility.nyc)



### **Internet Access WiFi Information:**

**Username:** SUNYGuest

**Password:** SUNYglobal

# Special Guests

## First Deputy Commissioner Lori Ardito, NYC DOT

Lori Ardito was appointed First Deputy Commissioner in May 2007. As DOT's chief operating officer, she oversees the divisions in the Department that ensure the safe, efficient, and environmentally responsible movement of people, goods, and vehicles throughout the City of New York. This includes the maintenance of approximately 6,300 miles of streets and highways, the management and rehabilitation of more than 700 bridge structures, operation of the Staten Island Ferry, oversight of private ferry service, management of municipal parking facilities, and maintenance of the City's street lights, traffic signals, and traffic signs.

Prior to becoming First Deputy Commissioner (FDC), Ms. Ardito served as Lower Manhattan Borough Commissioner. The Borough Commissioner is the agency's liaison to the community, including elected officials, community boards, business improvement districts, advocacy groups, and individuals. While in Lower Manhattan, FDC Ardito took the additional responsibility of coordinating construction work on streets near the World Trade Center site to ensure that the reconstruction effort was accomplished with the least possible amount of disruption. Previous to that appointment, she served as the Borough Commissioner of Brooklyn from August 2002 to March 2006.

A graduate of Kean College in New Jersey, FDC Ardito joined the Department of Transportation in 1987 as a grants manager with the Bureau of Traffic's Planning Division. Over the next eight years she held various positions in the Divisions of Bridges and Roadways, including as the Administrative Superintendent of Highways for Brooklyn and Arterial Highways, directing both daily street maintenance activities in Brooklyn and the Citywide Arterial Resurfacing program.



## Commissioner Victor Calise, NYC MOPD

While riding a mountain bike in Forest Park in 1994, Victor sustained a spinal cord injury that left him in a wheelchair and without the use of his legs.

Victor embraced this challenge. He got involved with disabled sports through United Spinal Association, and took up the sport of sled hockey. His dedication to the sport would take him to Japan in 1998 where he represented the United States on the sled hockey team in the Paralympics.

In 1997, he began working with United Spinal Association as Recreation Coordinator. He was promoted up the ranks until he reached the title of Director of Sports Marketing. In October of 2006, Victor took on a new challenge, joining the NYC Department of Parks & Recreation as ADA Coordinator.

The New York City parks system is a historic collection of properties, most of which were designed and built prior to accessibility requirements of the Americans with Disabilities Act (ADA). While at Parks, Victor coordinated an effort, worked on by staff at all levels, to improve compliance with the ADA agency-wide. Additionally, Victor was tasked with preparing a transition plan to increase accessibility in the city's parks, beaches, recreation centers and other facilities.

On February 17, 2015 Mayor Bill de Blasio reappointed longtime disability advocate Victor Calise as Commissioner of the Mayor's Office for People with Disabilities (MOPD). Victor was originally appointed Commissioner of MOPD by Mayor Michael Bloomberg in June 2012. While acting as the disability policy advisor to city agencies and the Administration, Victor's other responsibilities include: working to spearhead projects, partnerships and initiatives that better the lives of people with disabilities; advocate for the passage of legislation that will help the disabled community; and acting as the Chair of the Accessibility portion of the 2008 NYC Building Code revision process.

Victor currently lives on the Upper West Side of Manhattan with his wife and two children.



# Keynote Speaker

## Thomas A. Panek, President and CEO, Guiding Eyes for the Blind

Thomas A. Panek joined Guiding Eyes for the Blind as President and CEO in February 2014. Two months later, he graduated from the non-profit with his first Guiding Eyes guide dog, a yellow Lab named “Gus.” Located on two campuses in Westchester County, New York, Guiding Eyes is one of the world’s premier guide dog schools, offering superbly trained dogs to individuals who are blind or visually impaired – free of charge.

Since joining Guiding Eyes, Panek has placed emphasis on expanding the impact of the organization’s work with careful consideration towards long-term sustainability. He has focused on strengthening the internationally acclaimed breeding and genetics programs while increasing the school’s fundraising portfolio. Panek’s open door policy encourages openness and transparency among staff, fostering a collaborative and mission-driven environment.

An avid runner, Panek has competed in a number of races to benefit Guiding Eyes, including this year’s Boston Marathon and New York City Marathon.



Prior to joining Guiding Eyes, Panek was the vice president of relationship management at National Industries for the Blind in Virginia. He was responsible for providing leadership, management and direction to the organization while diversifying and expanding employment opportunities for people who are blind. Panek also previously served as president and COO of the World Trade Center in Chicago and as Senior International Trade Specialist for the United States Foreign Commercial Service.

Panek has been involved with a variety of nonprofit organizations and business-focused boards including the Chicagoland Chamber of Commerce, Executives’ Club of Chicago and the World Institute on Disability.

He earned a Bachelor of Arts degree in International Studies and Master of Arts degree in International Affairs from the School of International Service at the American University in Washington, D.C. Panek lives in South Salem, New York with his wife Melissa and their four children.



# Presenters' Bios

(in alphabetical order)

## Quemuel Arroyo, Policy Analyst for Accessibility, NYC DOT Speaker

Quemuel Arroyo is the first Policy Analyst for Accessibility and ADA Coordinator for the New York City Department of Transportation. He joined DOT in 2014 from Investment Management Human Resource at Morgan Stanley. Quemuel graduated from NYU in 2012 with a Bachelors of Arts in Urban Design and History of Architecture. Quemuel advises the DOT Commissioner, Polly Trottenberg on all matters of accessibility. He works closely with division heads throughout the agency to ensure that their programs operations follow current policies for accessibility and that they are made accessible to all New Yorkers. Quemuel lives in Hells Kitchen and is an avid scuba diver and rock climber.



## Annalyn Courtney Barbier, VISIONS Services for the Blind Tour Guide

Annalyn Courtney Barbier is a Certified Orientation and Mobility Specialist at Visions Services for the Blind and a former member of the PASS Coalition. Annalyn has worked with the New York City Department of Transportation (NYC DOT) on a number of initiatives to provide valuable insights on how NYC DOT's projects impact persons with vision impairments.



## Gerry Bogacz, NYMTC Moderator

Gerry Bogacz has been the Planning Director for the New York Metropolitan Transportation Council (NYMTC) since 1997. NYMTC is a regional council of governments which is the metropolitan planning organization for New York City, Long Island and the lower Hudson Valley. NYMTC is responsible for planning for the use of Federal transportation funding in its planning area. Prior to his work at NYMTC, Gerry spent ten years as the Director of Planning for the Westchester County Department of Transportation. He holds a Master's degree in Urban Planning from NYU and a Master's degree in Public Affairs from Fordham University.



## Susan Bregman, Oak Square Resources, LLC Panelist

Susan Bregman is the Principal and Founder of Oak Square Resources, LLC, a Boston-based consulting firm that focuses on transportation research and policy. Since 2008 Susan has also been editor of The Transit Wire, a daily blog about transit technology that covers everything from smart cards to social media. Susan was the principal investigator for a Transportation Research Board study of social media in public transportation and recently was a member of the research team for a TCRP study about using web-based feedback to improve transit services. She is also co-editor of Best Practices for Transportation Agency Use of Social Media, a 2013 book that brought together lessons from practitioners, academic researchers, advocates, and industry experts.



# Presenters' Bios

(in alphabetical order)

## Chris Brunson, NYC DOT

Panelist

Chris Brunson is a Project Manager at the NYC Department of Transportation. He works within the Research, Implementation and Safety (RIS) unit, which identifies, designs and implements safety programs and street design projects on NYC's streets. In addition to his work as a Project Manager for Street Improvement Projects, Chris manages the Community Correspondence program for RIS, co-manages the Neighborhood Slow Zone program, and works in the Safe Streets for Seniors program. Chris received his B.A. in Political Studies from Western Washington University and his Urban Planning masters from Hunter College.



## Steve Fittante, NJ TRANSIT

Panelist

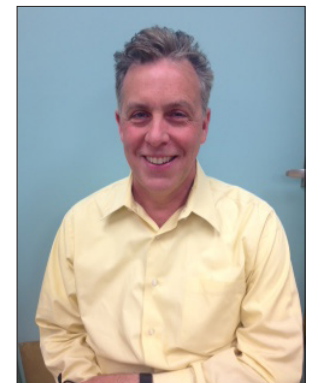
Steve Fittante is the Director of the NJ Transit Office of Local Programs which administers federal and state grants for community transit providers in NJ. Most recently, he was Director of the Middlesex County (NJ) Department of Transportation, which included the 90 vehicle Middlesex County Area Transit program. He has over 35 years of experience in planning and public transit administration in both the public and private sector. Steve is also an adjunct professor at the Rutgers University Bloustein School of Urban Planning and Policy. Steve has published papers with the Transportation Research Board and Transportation Quarterly on transit and community transit issues.



## Steve Garcia, NYC DOE

Tour Guide

Steven Garcia is a Travel Training Teacher/Coordinator with the Office of Travel Training, District 75, NYC Department of Education. Steve is recognized as an expert in teaching students with significant disabilities other than blindness how to travel safely and independently on public transit. He is widely acknowledged as particularly skillful in analyzing intersections and paths of travel that present the least risk for an individual.



## Aimée Gauthier, ITDP

Panelist

Aimée Gauthier is the Chief Program Officer at the Institute for Transportation and Development Policy. She oversees global research, communications, and monitoring and evaluation. Previously, she worked on transport projects in Ghana, Senegal, South Africa, and Tanzania, including bus rapid transit, cycling and walking infrastructure projects, developing private sector small bicycle businesses, and examining the intersection between health care service delivery and transport. Before joining ITDP, Aimée worked at the Moriah Fund as the grants and office manager. Aimée holds a master's degree in urban planning from the University of Michigan at Ann Arbor.



# Presenters' Bios

(in alphabetical order)

## Staci Haber, NYC DOT

Speaker

Staci Haber is the Mobility Management Coordinator within Metropolitan Planning & Grants at NYC DOT, coordinating with transportation service providers, project managers, and the community to improve mobility opportunities for people with disabilities, older adults, and low-income individuals. Originally from Florida, Staci has also lived and worked in Australia, India, and Israel. Staci completed her Master's degree in Urban Planning at New York University in 2014.



## Terra Ishee, NYC DOT

Tour Guide

Terra Ishee has thirteen years of experience in pedestrian planning in New York City, where she is currently the Co-Director of the Pedestrian Projects Group at the Department of Transportation. In her work designing and implementing pedestrian projects, she has developed design standards and policies to better accommodate all users on New York City's streets. She has a Master of Planning from the University of Southern California.



## Carolyn Jeskey, NCMM/CTAA

Moderator

Carolyn Jeskey has 20 years of experience partnering with transportation, human services, and workforce development professionals to design and improve transportation services. She currently serves as the director of Community Engagement at the Community Transportation Association of America. In this role, she co-directs the U.S. DOT-funded National Center for Mobility Management, where she trains transportation and mobility management professionals in customer-centered innovation, and provides technical assistance to grow both healthcare and job access transportation services.



## Sarah Kaufman, NYU Rudin Center for Transportation

Panelist

Sarah M. Kaufman is Digital Manager at the NYU Rudin Center for Transportation, where she researches, advocates for and educates about cutting-edge technologies in transportation. She focuses on open data and intelligent planning in urban transportation systems. Ms. Kaufman created the popular Short Talks, Big Ideas event series, an exchange of innovative projects and ideas between transportation thinkers and practitioners.

Ms. Kaufman joined NYU Wagner after nearly five years at the Metropolitan Transportation Authority, where she created the open data program. Ms. Kaufman earned a Master of Urban Planning from NYU's Wagner School and her BA from Washington University in St. Louis.





# Presenters' Bios

(in alphabetical order)

## Dwight Mengel, Tompkins County, NY

Panelist

Dwight has 30 years experience developing community transportation in Ithaca, NY. He's worked in small-urban and rural transit including planning, service start-ups, management, marketing, and federal and state regulation. Dwight organized the Ithaca MPO and helped consolidate the city, county and university bus systems into the largest small-urban transit system in Upstate NY.

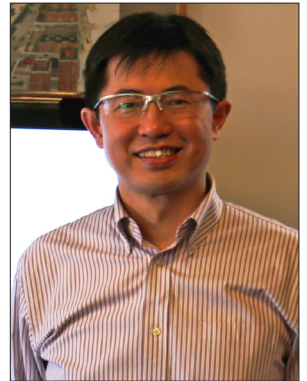
In 2006, Dwight moved to the County Department of Social Services where he is an advocate for regional mobility management, coordinated planning and integrated multimodal services. Dwight is on the board of the New York Public Transit Association and advises national organizations and State agencies on mobility management.



## Eric Miu, NYC DOT

Tour Guide

Eric Miu is a Senior Community Coordinator for NYCDOT's Safety Education and Outreach. He has extensive experience in reaching out and interacting with different communities, especially older adults. He is doing outreach to senior centers, senior communities, libraries, etc. in all five boroughs in NYC. He was a public health inspector with NYC Dept. of Health and Mental Hygiene for 4 years before joining the department in 2009. Eric speaks Cantonese and Mandarin.



## Diniece Peters, NYC DOT

Tour Guide

Diniece Peters is a Project Manager with NYCDOT in the Transportation Planning and Management Division. She works in the Office of Project Analysis where and has been involved in many transportation planning studies, environmental reviews, traffic operations and pedestrian safety improvements projects.



## Denise Ramírez, Director, NYC DOT

Speaker

Denise Ramírez is the Director of Metropolitan Planning & Grants within NYCDOT, which includes the Mobility Management Program. She joined NYCDOT in 2013. Prior to that, she oversaw the Federal Transit Administration Grant Program for Nassau County; which included FTA compliance oversight of Long Island Bus/NICE Bus. Denise began her career as a Mobility Management Program Coordinator in the South Bronx, for Phipps Community Development Corporation. Denise obtained her Masters in City and Regional Planning from Rutgers University, the Bloustein School.



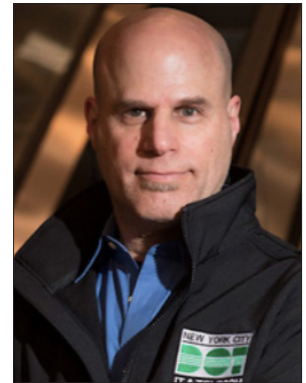
# Presenters' Bios

(in alphabetical order)

## Cordell Schachter, NYC DOT

Panelist

Cordell Schachter was appointed as the Department of Transportation's Chief Technology Officer (CTO) on June 16, 2008. He has responsibility for advancing DOT's practices to achieve its strategic objectives using technology. Under Mr. Schachter's leadership New York City Department of Transportation's IT & Telecom division has received recognition and awards for their innovative work from organizations including ACT-IAC, The Center for Digital Government, InformationWeek Magazine, GCN, and Amazon Web Services. Teams are now engaged in planning and implementing multiple programs prioritizing Vision Zero - to eliminate traffic fatalities and serious injuries. They're also prioritizing accessibility to make DOT's information and systems available to everyone. DOT's technology strategy is "Safer, Faster, Smarter, Cheaper."



## Aaron Sugiura, NYC DOT

Tour Guide

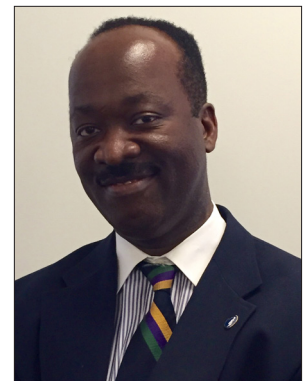
Aaron Sugiura is a Senior Project Manager in the Transit Development Group at the New York City Department of Transportation, focused on the effort to bring better bus service to New York City. For over six years, he has worked to grow the Select Bus Service network in cooperation with MTA New York City Transit, coordinating street design changes, traffic analysis, public outreach and on-street implementation. Prior to his tenure at New York City DOT, he worked as a transit service consultant in New York and obtained a Masters in City and Regional Planning from the Rutgers Bloustein School.



## Charles Ukegbu, Assistant Commissioner, NYC DOT

Speaker

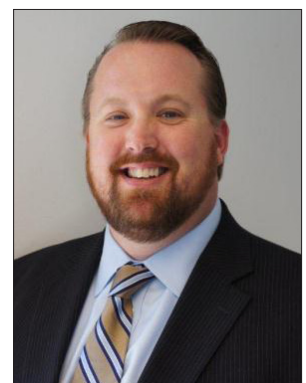
Charles Ukegbu is the Assistant Commissioner for Regional and Strategic Planning at NYCDOT, leading Metropolitan Planning and Grants, Freight Mobility, Alternative Fuels, and Special Projects units. He most recently served for a decade as Deputy Bronx Borough Commissioner, and prior to that was Executive Director for Policy, Technology and Management Analysis which included overseeing the Grants unit and representing the agency at the MPO. Before joining NYCDOT in 1998, Charles was the Mobility Program Manager for NYSDOT's New York City office - coordinating interagency multimodal transportation demand management and system operation enhancement initiatives. Charles has graduate degrees in Geography, Transportation Planning & Engineering, and a Doctorate in Educational Leadership.



## Christopher Widelo, AARP New York

Panelist

Chris Widelo is the Associate State Director for Government Relations and Advocacy in New York City. In his 11th year with AARP, Chris previously served on AARP's outreach and education team and also spent 3 years in AARP's Albany Office as the lead campaign organizer for New York. Before his arrival in NY, Chris spent 4 years in AARP's Massachusetts State Office as part of their advocacy team. Prior to his tenure with AARP, Chris spent 9 years as a legislative aide in the Massachusetts State Legislature.



We would like to thank the NYC DOT staff who made this event possible.  
A special thanks to:

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Department of Transportation  
Polly Trottenberg, Commissioner