CASE STUDY · CLEAN TRANSIT ACCESS PROGRAM (CTAP)

Electric vans for Medicaid transportation

What six Ford E-Transits at Green Trips show — 30 days.



Dollaride · CTAP, funded by NYSERDA · October 2026

dollaride

YOUR DAY, IN MILES

Most wheelchair trips in New York City are short.

In August 2026, 82 NYC Medicaid transportation providers ran **51,694 wheelchair trip legs**. A trip leg is one rider, one way.

- **70%** of legs were 5 miles or less.
- **89%** were under 10 miles.
- Only **1.3%** were longer than 20 miles.
- The median van ran **3 legs** and **about 11 billed miles** a day.
- Dialysis is the top trip reason for 64 of the 82 providers; **48%** of all legs are standing orders (recurring trips). Much of the day is known before it starts.

Miles per trip leg	% Share of legs	Legs	Providers
0–5	70	36,239	79
5–10	19	9,542	78
10–15	7	3,721	76
15–20	3	1,533	65
20+	1	659	49

Created with Datawrapper

Source: NYS Department of Health Medicaid transportation data, NYC wheelchair trips, August 2026 (via MAS). "Billed miles" are the miles Medicaid paid for, pickup to drop-off; they don't include the drive to the pickup.

dollaride

WHERE AND WHEN THE WORK IS

The work is concentrated in 3 boroughs and during one block of the day.

BOROUGH	SHARE OF PICKUPS
Brooklyn	33%
Queens	26%
Bronx	25%
Manhattan	13%
Staten Island	3%

79% of pickups happen between 8 AM and 1 PM. The morning run to dialysis and appointments, then the midday return. After 3 PM, fewer than 5% of pickups remain.

For an electric van: short runs inside one or two boroughs, and a long evening window at the depot or the charger.

Share of NYC Medicaid wheelchair trip pickups by hour of day, August 2026 (51,694 trip legs, 82 providers).

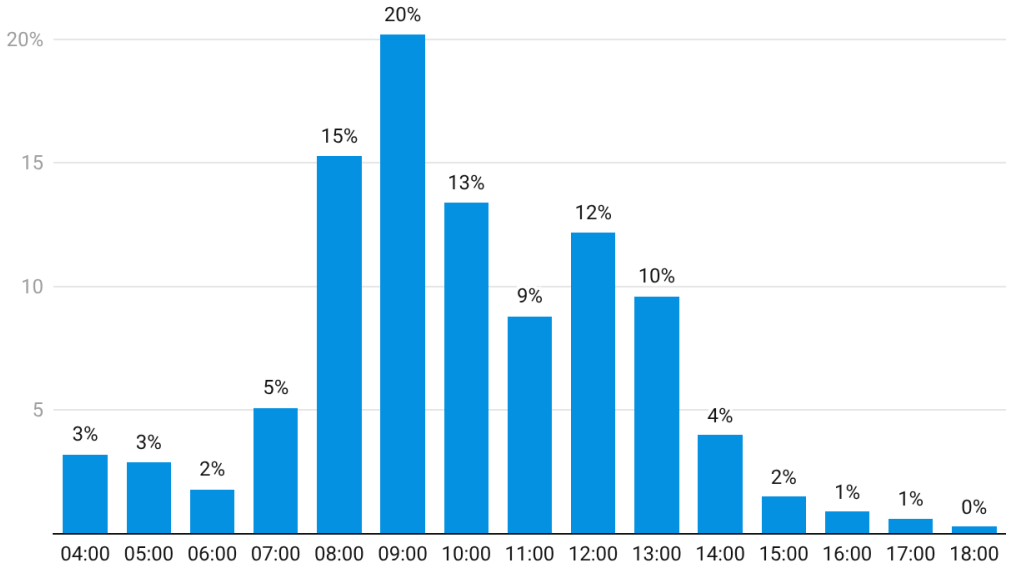


Chart: Dollaride • Source: NYS Department of Health Medicaid transportation data, NYC wheelchair trips, August 2026 (via MAS) • Created with Datawrapper

Source: NYS DOH Medicaid transportation data, NYC wheelchair trips, August 2026 (via MAS). Pickups by borough, all 82 providers.

dollaride

THE RANGE QUESTION

Will an electric van go the distance? Start with how far a van actually drives in a day.

Ford estimates **116 miles** on a charge for the medium-roof E-Transit with the standard battery (108 miles for the high-roof model). Range changes with weather, upfits and battery age, so we plan on having less range:

- **About 100 miles in mild weather** — room for the wheelchair lift, the A/C and an aging battery.
- **About 70 miles on a hard winter day.**

Across **17,671 van-days** in August 2026, billable miles per van per day were:

11
median miles

33
95th percentile

99.9%
of van-days under 70 billed miles

99.9% of van-days stay under 70 billed miles

Billed Medicaid miles per van per day, 17,671 van-days, August 2026. Billed miles exclude the drive to each pickup, so odometer miles run higher. Planning ranges: about 100 miles mild weather, about 70 on a hard winter day.

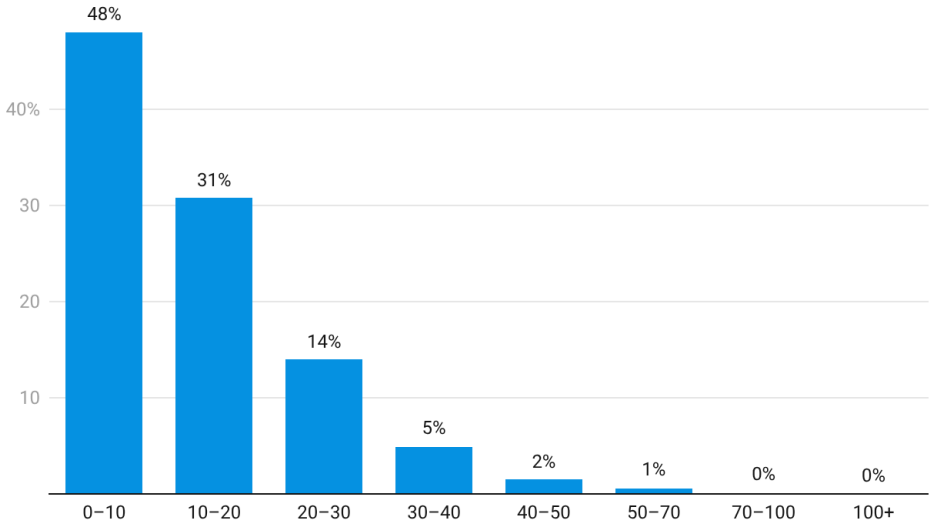


Chart: Dollaride • Source: NYS Department of Health Medicaid transportation data, NYC wheelchair trips, August 2026 (via MAS) • Created with Datawrapper

Sources: Ford E-Transit targeted range (automotive-fleet.com); NYS DOH Medicaid transportation data, August 2026. Billed miles leave out the drive to each pickup, so real odometer miles run higher — the next slides show a real fleet's odometer.

dollaride

MEET GREEN TRIPS

A Queens ambulette company that has run Medicaid wheelchair trips since 2016.

- Based in Whitestone, Queens. Dispatched through Medical Answering Services (MAS), the state's Medicaid transportation broker for NYC.
- Serves Queens and Brooklyn, with Nassau County; dialysis patients are the core of the business.
- About **20 vans** on Medicaid work in August 2026.
- **Six Ford E-Transits in service through CTAP, 10 under contract**, and a stated goal of 50 electric vehicles.
- August Medicaid pickups: **Queens 701 / Brooklyn 181**. Median leg: **2.8 miles**.



Sources: Green Trips; NYS DOH Medicaid transportation data, August 2026.

dollaride

LIVE ON THE MAP

Six E-Transits, tracked in real time.

Thursday, Nov 5, 2026, 11:52 AM. Green Trips' six vans on the ZetiOS fleet map: spread from Flushing to the Nassau line, one back at the Whitestone depot on a full charge.

- **Every mile on the slides that follow comes from this feed.** Each van reports its position, odometer and state of charge to ZetiOS, the telematics and asset management platform behind CTAP.
- **What ZetiOS tracks:** trip history by van, charging sessions by site, and emissions savings over time.
- **Online, all six.** Status, location and charge level at a glance; the depot van read 100% at midday.



Source: ZetiOS fleet map, Green Trips E-Transits, Nov 5, 2026, 11:52 AM. Screenshot cropped; vehicle identifier removed.

30 DAYS, SIX VANS, EVERY MILE TRACKED

Sep 5 – Oct 4, 2026. Six E-Transits. 150 van-days. Telematics from the vans themselves.

11,204
miles driven

75
avg miles per van-day (per van: 56–87)

38%
battery left on arrival at the charger

- Longest day on record: **128 miles**. 24 van-days ran past 100 miles; 7 ran past the 116-mile standard-range figure. Every one finished the route — those days included a mid-day top-up.
- The 100-mile line is the planning range we quote for a mild-weather day. Most days sit well under it; the days above it show what a quick mid-day charge buys.

150 van-days, every mile tracked: most sit well under the 100-mile planning range

Odometer miles per van per day, 6 E-Transits,Days above 100 miles included a mid-day top-up; every one finished the route.

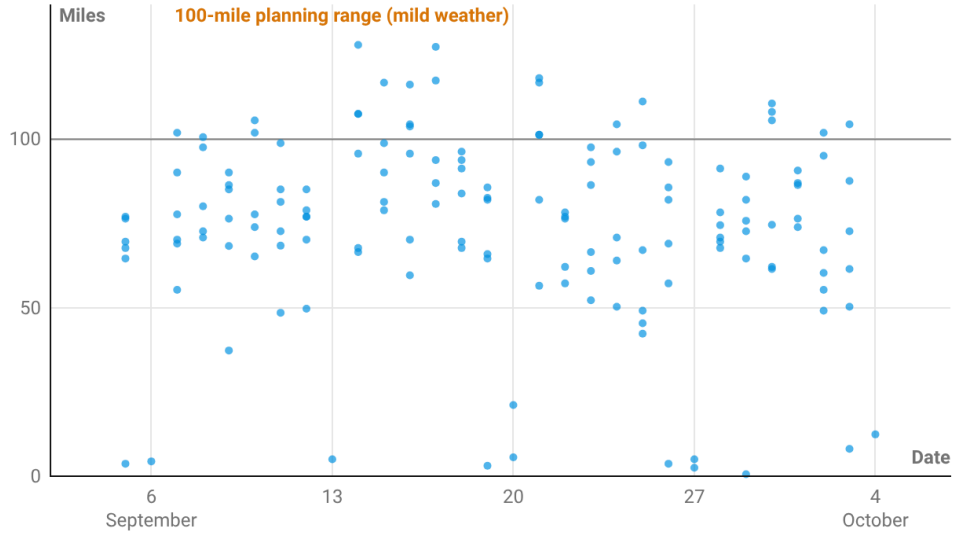


Chart: Dollaride • Source: ZetiOS, six Green Trips Ford E-Transits, Sep 5 – Oct 4, 2026 • Created with Datawrapper

Source: ZetiOS trip history, six Green Trips E-Transits, Sep 5 – Oct 4, 2026. Odometer miles for every trip, not billed Medicaid miles (see slide 4).

dollaride

CHARGING FITS THE SCHEDULE

148 charging sessions in 30 days. Most of them after the last drop-off.

96% DC fast charging at three sites inside the service area — Whitestone (72 sessions), Glen Oaks (43), Elmont (27); a typical session ran about an hour and ended near 96%. Charging and parking are part of the CTAP package, so the operator isn't hunting for a plug.

64 of 148 charging sessions started between 7 and 10 PM

Charging sessions by start hour, 6 E-Transits, Sep 5 – Oct 4, 2026. A second, smaller cluster runs 3–8 AM before the first pickup.

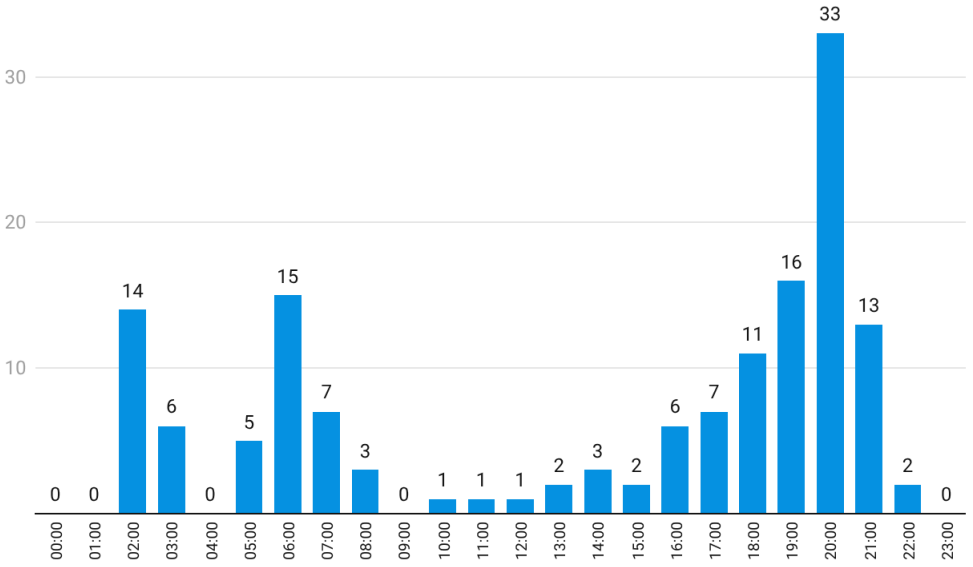


Chart: Dollaride • Source: ZetiOS, six Green Trips Ford E-Transits, Sep 5 – Oct 4, 2026 • Created with Datawrapper

Vans arrived with 38% charge on average; only 15 of 148 sessions started under 20%

State of charge when each charging session began, Sep 5 – Oct 4, 2026.

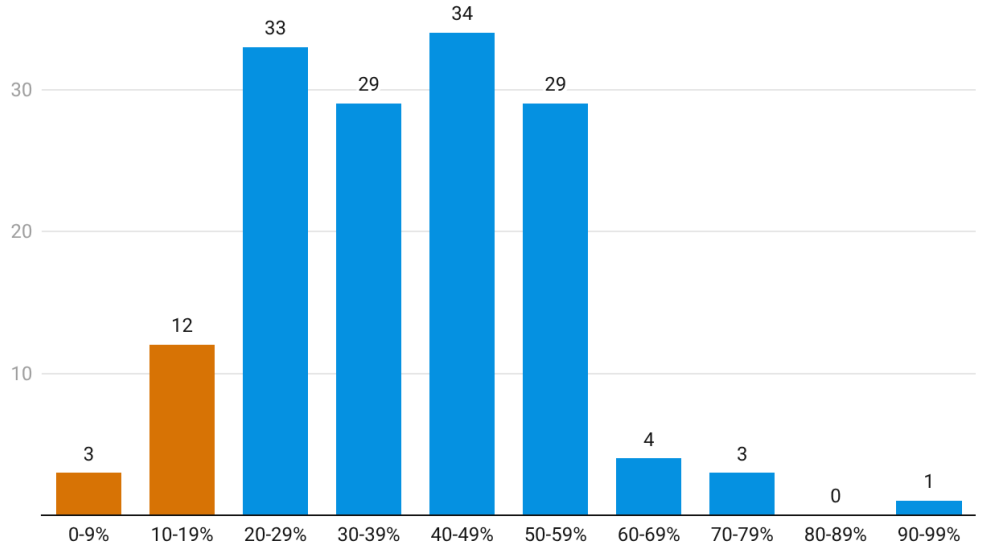


Chart: Dollaride • Source: ZetiOS, 6 Ford E-Transits, Sep 5 – Oct 4, 2026 • Created with Datawrapper

Source: ZetiOS charge insights, Green Trips, Sep 5 – Oct 4, 2026.

WINTER, AND THE HEADROOM THAT'S LEFT

These are mild-weather numbers. Winter will take a bite. The math still works.

Cold cuts electric range; in AAA's 2019 test, running the heater at 20°F cut passenger-car range by 41%. Treat it as a rough guide for a van.

- Green Trips' average day: **73 miles**.
- Hard-winter planning range: **about 70 miles** — with a lift, heat and an aging battery already in the plan.
- Busiest van: **91 miles a day**. On a hard winter day it plugs in once at midday, or charges full every night.
- The wheelchair lift, the climate control and the stop-and-go are already inside the 2.07 mi/kWh.

Even the busiest van's day fits a mild-weather charge; on a hard winter day it plugs in once at midday

Average daily miles, six E-Transits, Sep 5 – Oct 4, 2026, against Dollaride's planning ranges. Cold cuts electric range (AAA's 2019 test: −41% at 20°F with the heater on), so the winter range already allows for a lift, heat and an aging battery.



Chart: Dollaride • Source: ZetiOS, six Ford E-Transits, Sep 5 – Oct 4, 2026; AAA, Cold weather reduces electric vehicle range (Feb 2019) • Created with Datawrapper

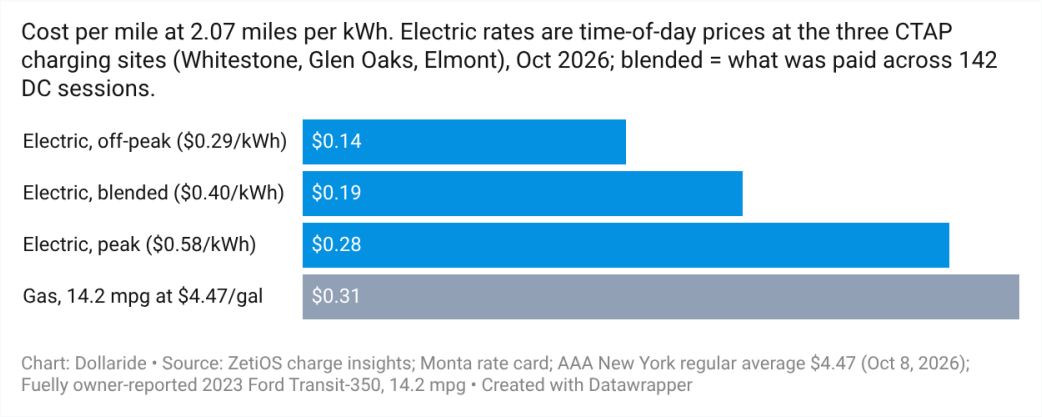
Sources: AAA, "Cold weather reduces electric vehicle range" (Feb 2019); ZetiOS, Green Trips, Sep 5 – Oct 4, 2026.

dollaride

WHAT IT COSTS TO MOVE

Electric: about $0.19 a mile. Gas, same van, same roads: about $0.31.

- **5,851 kWh** bought at the three CTAP charging sites in 30 days — about **$2,300 at posted time-of-day rates, $0.40 per kWh blended**; half of it off-peak at $0.29 – $0.30.
- **$0.19 per mile** blended at 2.07 miles per kWh; **$0.14** off-peak, $0.28 at the peak rate.
- **$0.31 per mile** for a gas Transit at 14.2 mpg and New York's $4.47 regular price.
- Roughly **$2,900 a year per van in fuel alone** on this fleet's 75 miles a day, six days a week — **$4,100 if charging stays off-peak**.
- Fuel is one line of the **$3,000 – $12,000+ per vehicle per year** operators on CTAP see, depending on utilization; NEMT fleets running full days land near the top — **nearly $10,000 a year per vehicle** with insurance, financing, parking and charging counted.



Sources: ZetiOS charge insights, Sep 5 – Oct 4, 2026; Monta rate card, Whitestone / Glen Oaks / Elmont (Oct 2026); AAA New York regular average $4.47 (Oct 8, 2026); Fuelly owner-reported 2023 Ford Transit-350, 14.2 mpg. Cost = session kWh × rate for the session's start-time band; six Level 2 sessions at Green Trips' own lot excluded. Miles per kWh uses energy consumed; on energy charged it is 1.84. Maintenance stays with the operator.

dollaride

EMISSIONS

About 4.6 metric tons of CO_2 avoided in 30 days — a 66% cut against the same miles on gas.

7.0 t
CO_2 if the same 11,204 miles ran on gas

2.4 t
CO_2 from 6,076 kWh on the NYC grid

4.6 t
avoided by six vans in one month



Chart: Dollaride • Source: ZetiOS; EPA GHG Equivalencies Calculator; EPA eGRID2023 Summary Tables, NYCW subregion; Fuelly owner-reported 2023 Ford Transit-350, 14.2 mpg • Created with Datawrapper

- Gas baseline: 11,204 miles at 14.2 mpg = 789 gallons × 8,887 g CO_2 per gallon (EPA).
- Electric: 6,076 kWh charged × EPA eGRID2023 NYC/Westchester rate, 864 lb CO_2 per MWh.
- Tailpipe-free in the neighborhoods the vans serve.

Sources: ZetiOS trip history and charge insights, Sep 5 – Oct 4, 2026; EPA GHG Equivalencies Calculator (gasoline); EPA eGRID2023 Summary Tables, NYCW subregion. Grid emissions counted on kWh charged, including charging losses (on kWh consumed: 4.9 t). Gasoline well-to-pump emissions not included, so the gas baseline is conservative.

dollaride

IN THEIR WORDS

For Green Trips, the vans were never the constraint — people were.

> "If I had more drivers, I would want to have 50 vehicles. That's the difficulty in this job. Drivers. It's not the vehicles… I have good credit, so I can get financing. I had up to 40-something cars, but…drivers, drivers, drivers."
>
> — Peter Kim, President, Green Trips Inc. (December 2025)

The full CTAP package takes the vehicle, charging and parking off the owner's plate. That frees the owner's hours for the real hurdle: finding drivers, getting new ones trained, and treating good drivers well enough to keep them.

THE FULL CTAP PACKAGE

See whether your routes fit an electric van.

- Dollaride runs the **Clean Transit Access Program (CTAP)**, funded by NYSERDA ($10M): battery-electric vehicles for NYC passenger fleet operators on a subsidized lease — vehicle, charging and parking together.
- No upfront capital required; the NYSERDA incentive is built into the monthly rate. Predictable monthly costs.

Book a 30-minute introduction

Phil Hwang · phil@dollaride.com
Head of Business Development
calendly.com/phil_dollaride/ctap-30-minute-introduction



Learn more: dollaride.com/ctap