



Ulster County Human Services Transportation Coordination Plan Project Kickoff Meeting

March 16, 2016

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Sarah Moser
Susan Blickstein

N NELSON
NYGAARD



AGENDA

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INTRODUCTIONS



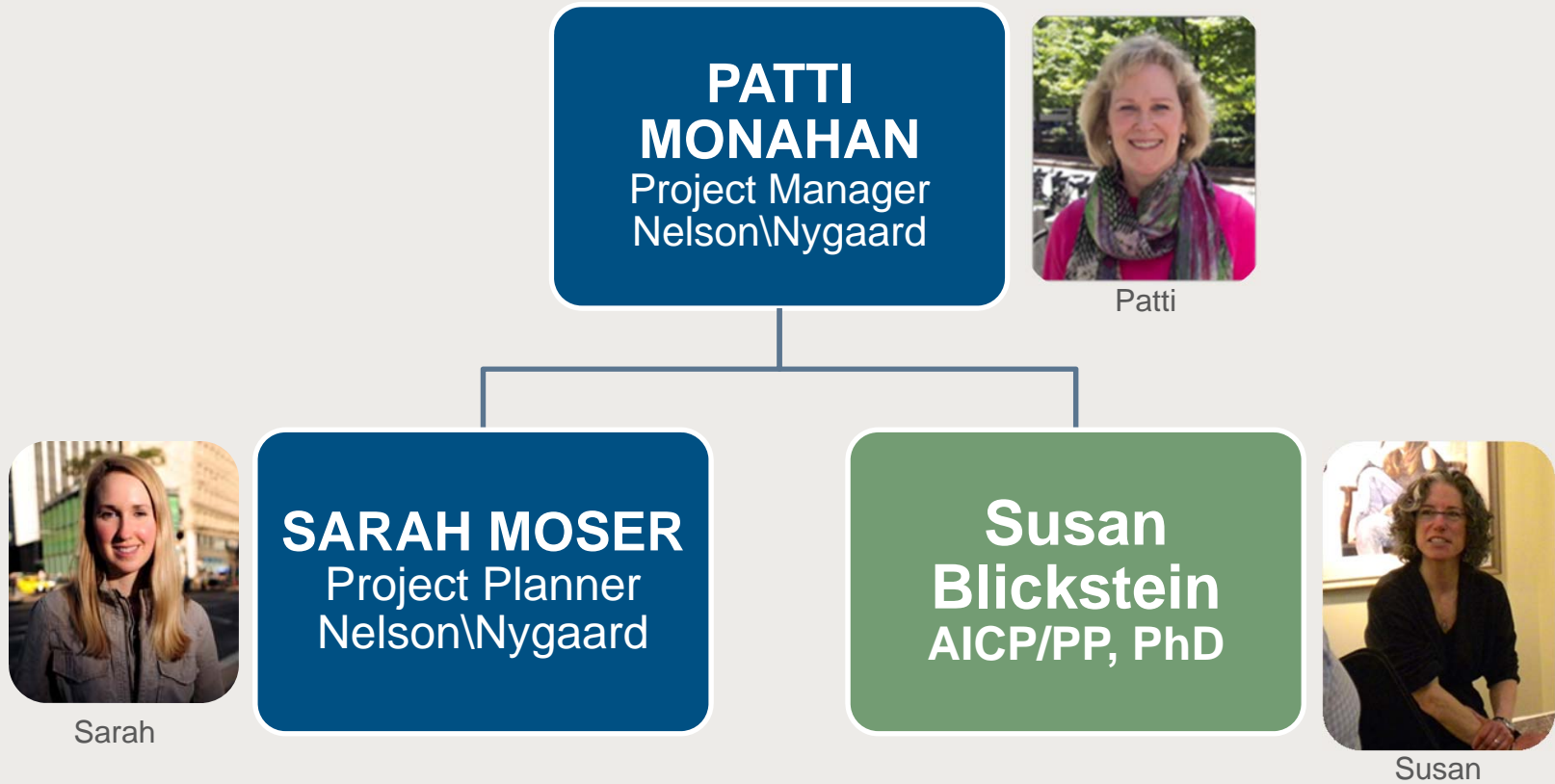
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**PROJECT
TEAM**



PROJECT TEAM



OUR FIRM



- › Paratransit /Mobility Management
- › Taxi and On-Demand Services
- › Transit Systems
- › Walking and Bicycling
- › Parking Management
- › Multimodal Networks
- › Campus Access
- › Traffic Analysis

PATTI MONAHAN | PROJECT MANAGER



Dedicated | *Project Manager*

Experienced | *34 years of transit and paratransit experience*

Leadership | *Designed coordinated services operating in MA, NY, IL*

12+ coordination plans and studies

Managed national research projects on coordination



SARAH MOSER | DEPUTY PROJECT MANAGER



Dedicated | *Deputy Project Manager*

Experienced | *Nearly 5 years of community transportation experience*

Leadership | *Led HSTCP efforts in Vermont*

Worked on coordination plans in Georgia and Virginia

Crafted mobility management strategies for rural Utah and Georgia

SUSAN BLICKSTEIN | Public Outreach Lead



Dedicated | *Public Outreach Lead*

Experienced | *25 years of Planning and Policy*

Leadership | *Led stakeholder outreach processes to support state and regional transportation policy and planning efforts, regional transportation plans, and local circulation plans*

AICP/PP, PhD



PROJECT OBJECTIVES

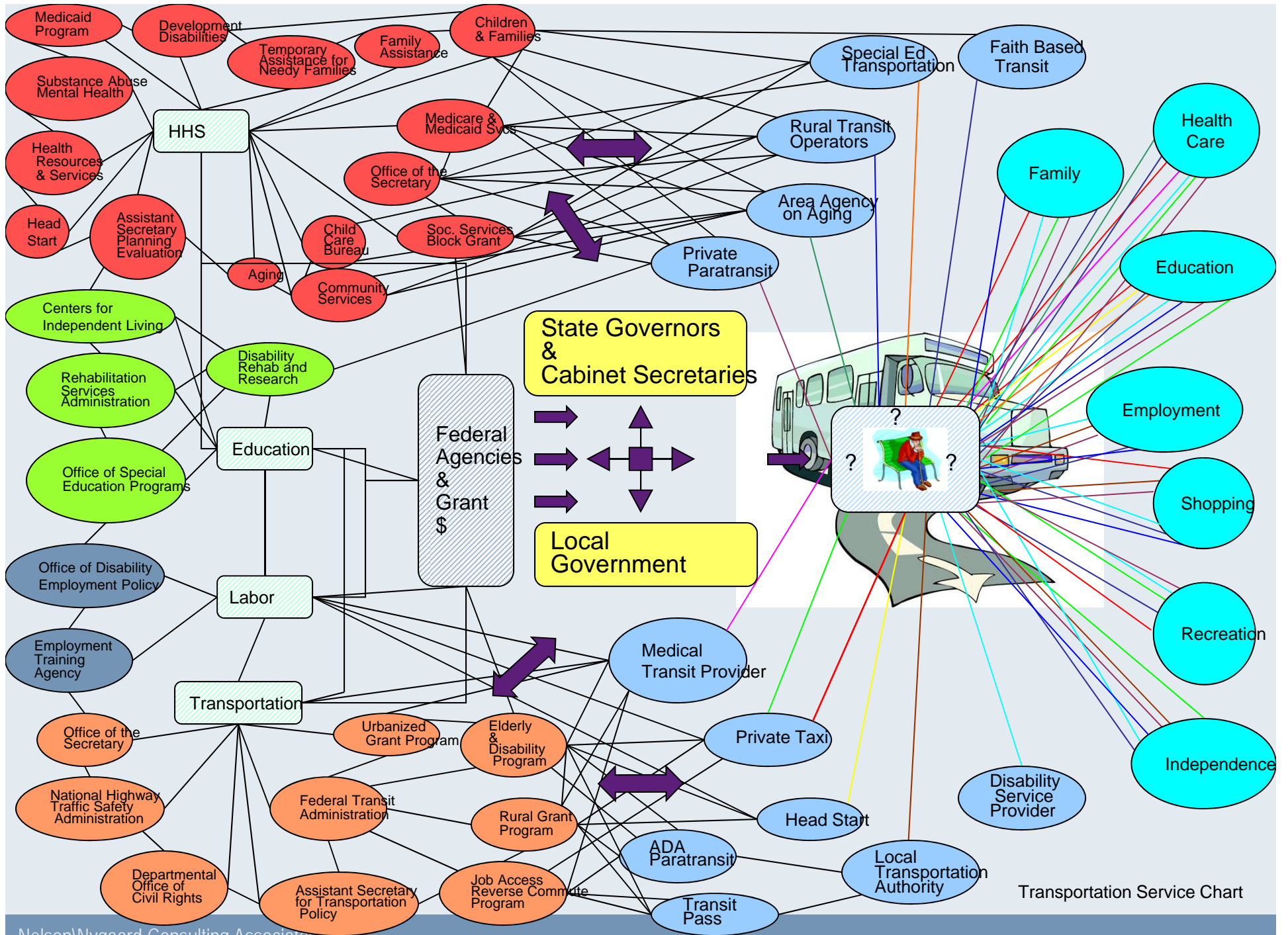


Human Services Transportation Coordination Plan (HSTCP)

- Fixing America's Surface Transportation (FAST) Act
 - Include projects funded by FTA Section 5310 in locally developed coordination plan
- Update the 2010 HSTCP
- Overarching goals:
 - Identify the transportation needs of seniors, people with disabilities, veterans, and individuals with limited income
 - Provide strategies to improve mobility and access to services

Before Coordination

- Multiple transportation providers and funders
- Similar target populations
- Separate delivery systems
- Duplication of services/administration
- Fragmented service and/or gaps
- Inefficient use of resources
- Poor service quality
- Unmet transportation needs



Transportation Service Chart

Coordination Strategies

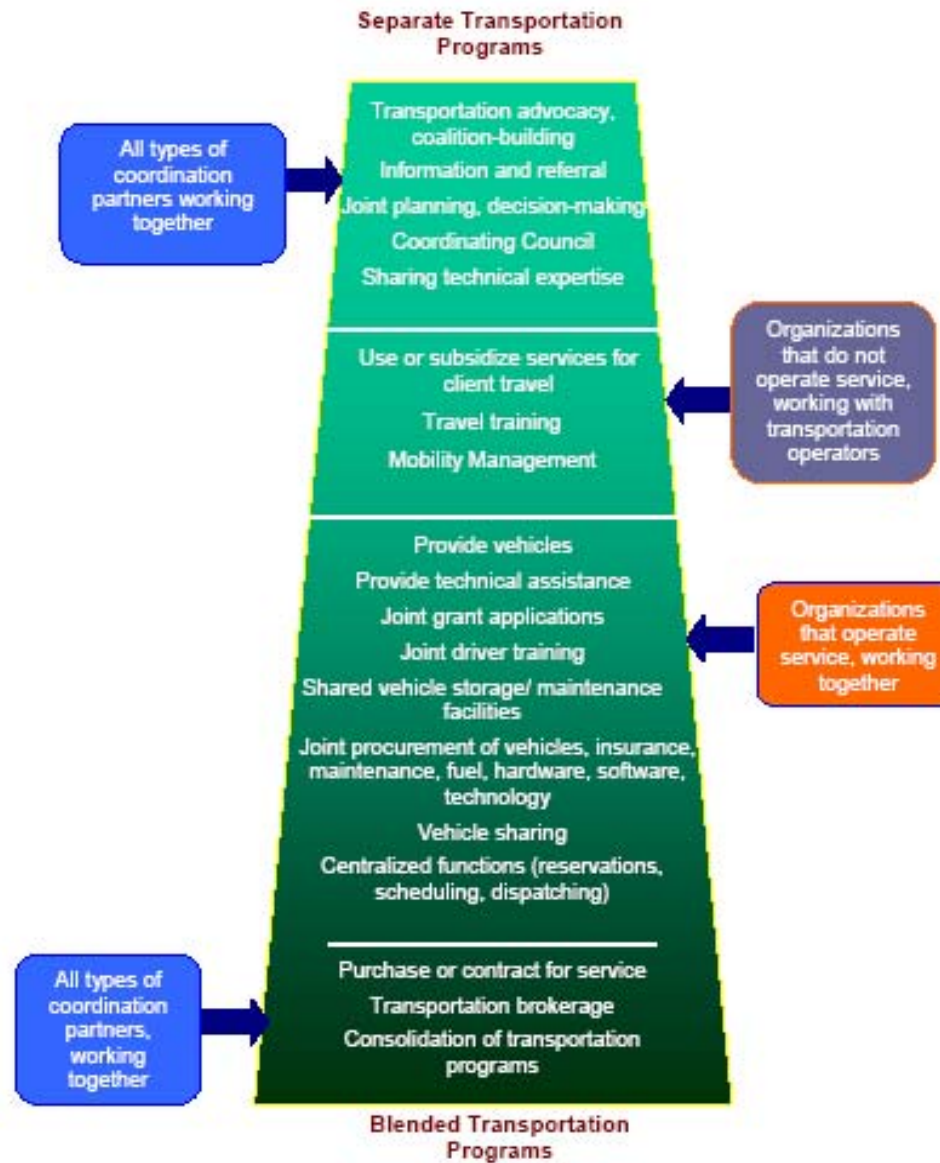
➤ Partners

- Transportation providers
- Human service agencies
- Community- or faith-based organizations

➤ Range of activities

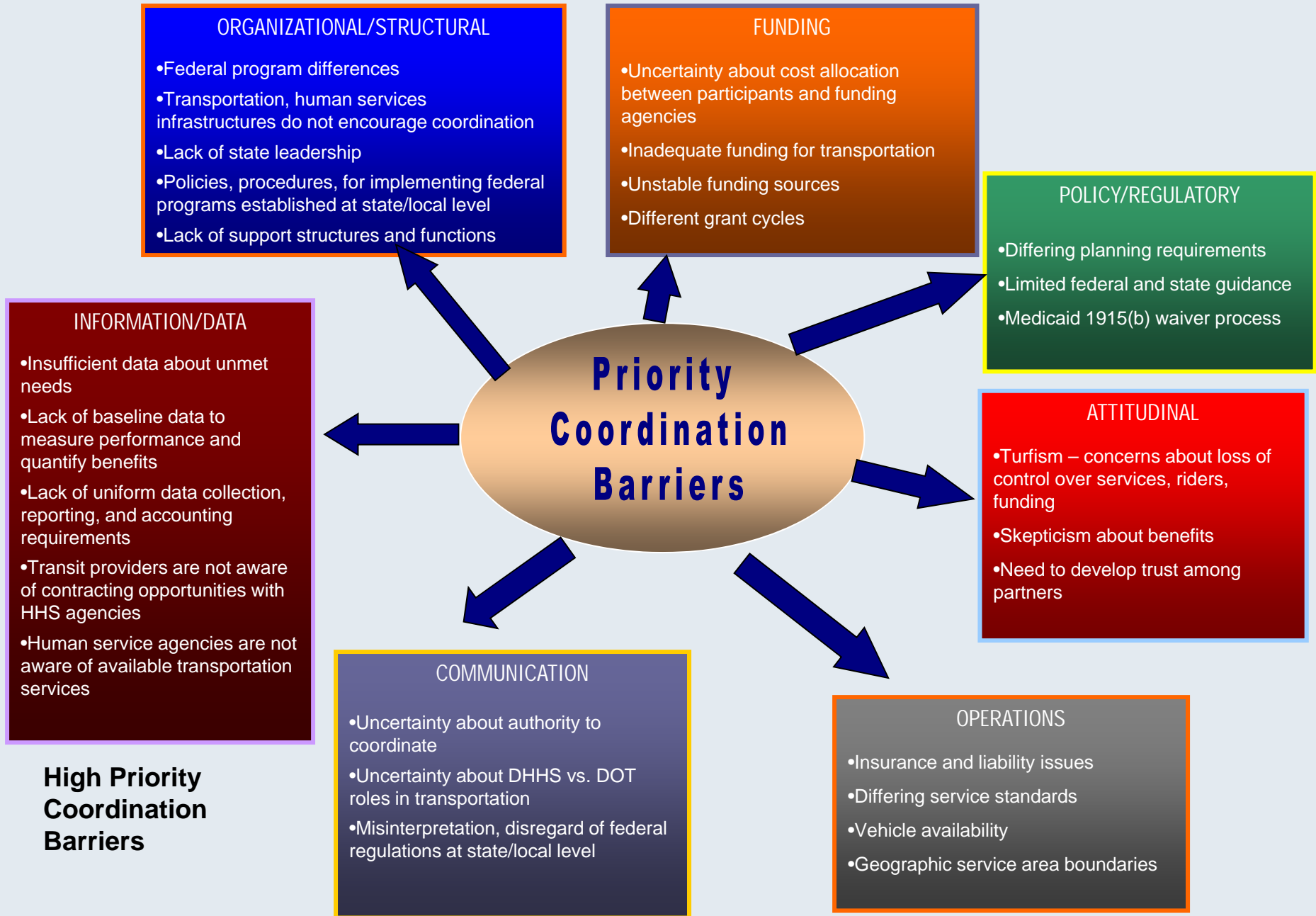
- Improved communication and cooperation
- Joint purchases, contracts, other functions
- Consolidation of transportation programs
 - Mobility Manager / Broker

Coordination Participants and Actions



Potential Benefits

- Better use of transportation resources
 - Fewer empty seats on vehicles
 - Improved service monitoring and accountability
 - Reduced duplication of services and/or administration
 - Service for more customers or additional trip types
- Cost savings
 - Some agencies may see savings
 - More often, funds saved through increased efficiency are used to meet more needs
- Improved service quality
 - Consistent standards for safety, training, vehicle maintenance
 - Expanded days/hours of service or service areas
 - Centralized sources of information about transportation options



High Priority Coordination Barriers

Ulster County HSTCP Objectives

- Understand best practices
 - Local and regional HSTCP plans
- Update demographic profile and employment data
- Inventory service providers
- Conduct public outreach
 - Varied and inclusive
- Assess needs
 - Gaps and potential for coordination
- Identification of emerging trends and costs
- Analyze federal, state and local funding resources
- Identify and prioritize coordination strategies



Identify and Prioritize Coordination Strategies

- Make everyone's resources go farther
 - Use lowest cost, most appropriate option for a trip
 - Combine trips or share vehicles
 - Reduce or eliminate duplication
 - Consolidate functions or services

- Expand transportation options
 - Develop family of services
 - Fill gaps
 - Invest savings or new funding in more trips or higher service quality





OUR APPROACH



Document and Assess Existing Conditions

- Demographic and economic profile
- Assess current transportation services
 - **Transportation provider survey**
- Literature review and best practices
- Analyze available funding sources
- Assess needs and document service gaps and overlap

2016 UCTC Human Service Transportation Coordinated Plan

2016 UCTC Human Service Transportation Coordinated Plan

This survey is intended to inform an update of the Ulster County Transportation Council (UCTC) Human Service Transportation Coordinated Plan, last updated in 2016.

The current Federal Transportation Authorization Act – Fixing America's Surface Transportation (FAST) Act requires that projects that are funded by the Federal Transit Administration's Section 5310 funding program, Enhanced Mobility of Seniors and Individuals with Disabilities, be included in a locally developed coordination plan. The Coordinated Plan seeks to identify the transportation needs of the seniors, people with disabilities, and households with limited incomes and provide strategies to improve mobility and access to services.

This survey is being distributed to human service and transportation providers that operate in Ulster County in an effort to update UCTC's inventory of operators, gain better understanding regarding operators' transportation system capacity, and gauge their existing need with regard to improving service to their clients. This survey is based on a similar one developed by Poughkeepsie-Dutchess Transportation Council for operators in Dutchess County. All answers provided are for information purposes only and will not be shared with any other agency, except as part of aggregate and anonymous data reports and analyses.

If you have any questions about the survey or how to complete it, please contact Brian Slack, Senior Transportation Planner for UCTC, at 845.334.5590 or bsl@co.ulster.ny.us. Completed surveys are due by [TBD].

More information can be found online by visiting <http://ulstercountry.ny.gov/planning/transportation>.

2016 UCTC Human Service Transportation Coordinated Plan

General Information

1. Please provide your organization's name, address, and telephone number.

Organization Name

Address

Telephone Number

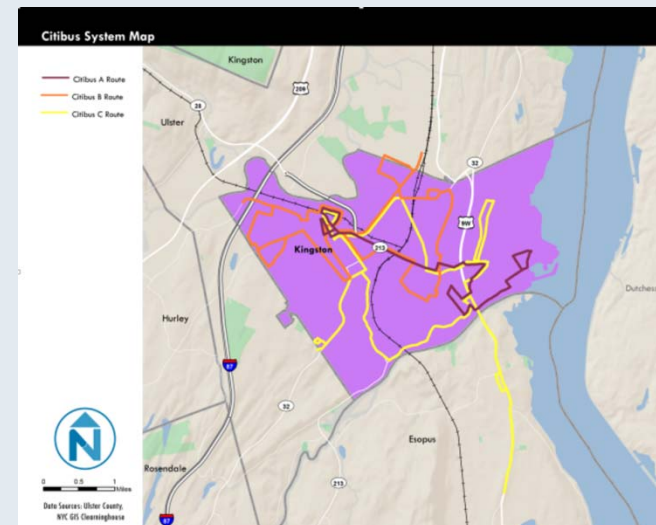
2. Please provide the name, email address and telephone number of someone to contact for future follow-up.

Contact Person

Title

Email Address

Telephone Number



Prepare Human Service Transportation Coordination Plan

- Findings presented in tech memos
- Identify, evaluate, and prioritize possible coordination strategies
- Prepare draft and final HSTCP
- UCTC Technical Advisory Committee review



Deliverables

Reports

- Technical Memo #1: Existing Conditions
- Technical Memo #2: Needs Analysis
- Technical Memo: #3: Coordination Strategies
- Draft HSTCP
- Final HSTCP





**MEETINGS / PUBLIC
OUTREACH**



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Conduct a Varied and Inclusive Public Process

- Stakeholder Advisory Group (SAG)
- Focus groups (three)
- Stakeholder interviews (five)
- Public meeting
- Assess needs and document service gaps and overlaps



Meetings and Workshops

- Kickoff Meeting (TAC Meeting #1)
 - SAG Kickoff Meeting
- TAC Meeting #2 (review TM #1 in an online meeting)
- Stakeholder interviews
- Focus group meetings: users/potential users discuss service gaps/needs and potential strategies
- TAC Meeting #3 (review TM #2)
 - SAG Meeting
- Focus group meeting: transportation providers discuss options; check back later for feedback on strategies
- Stakeholder interviews
- TAC Meeting #4 (prioritize strategies)
 - SAG Meeting
- Public Meeting on Coordination Strategies (TAC Meeting #5; SAG invited)
- TAC Meeting #6 (review HSTCP in an online meeting)

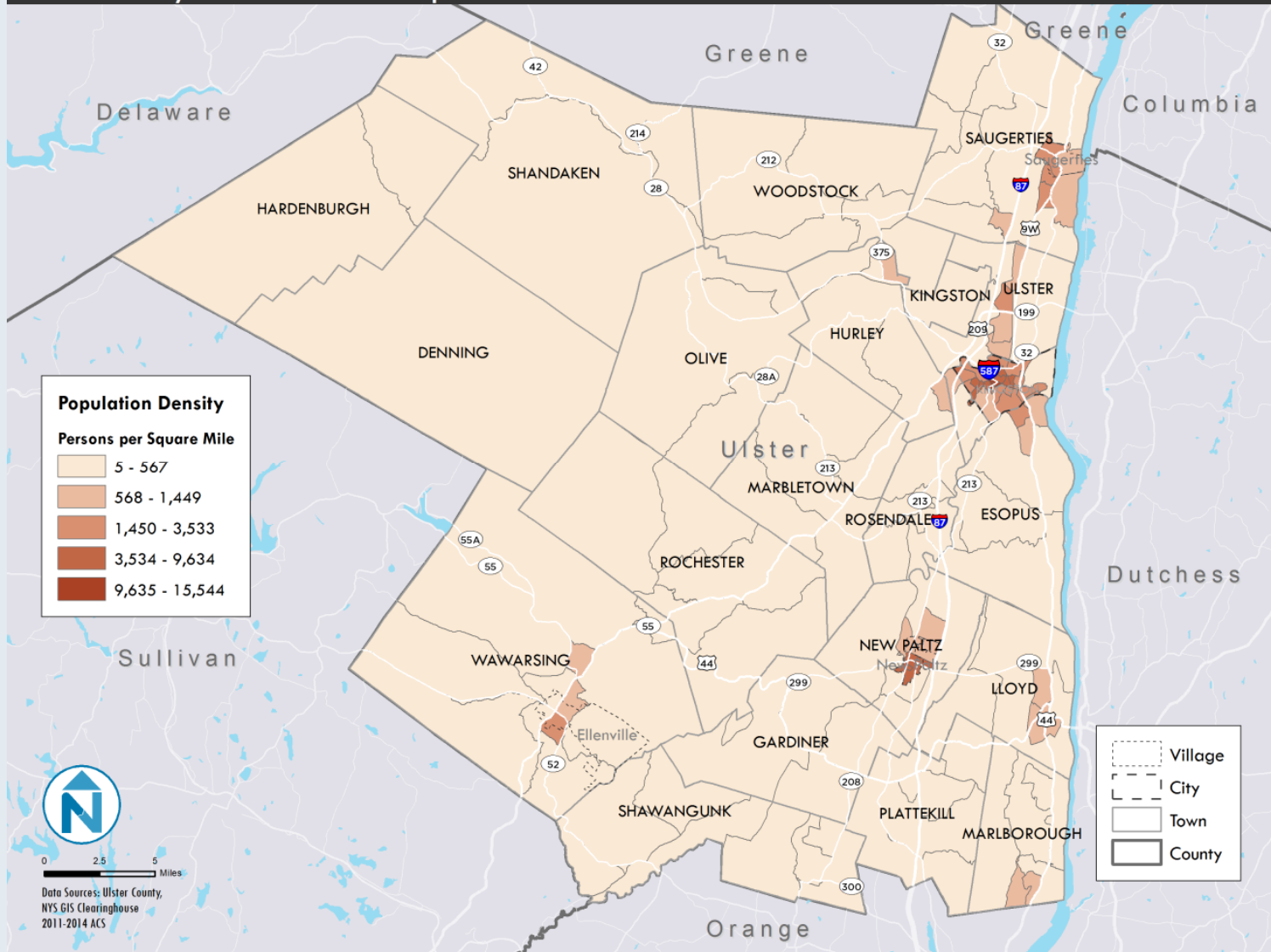


Preliminary Findings

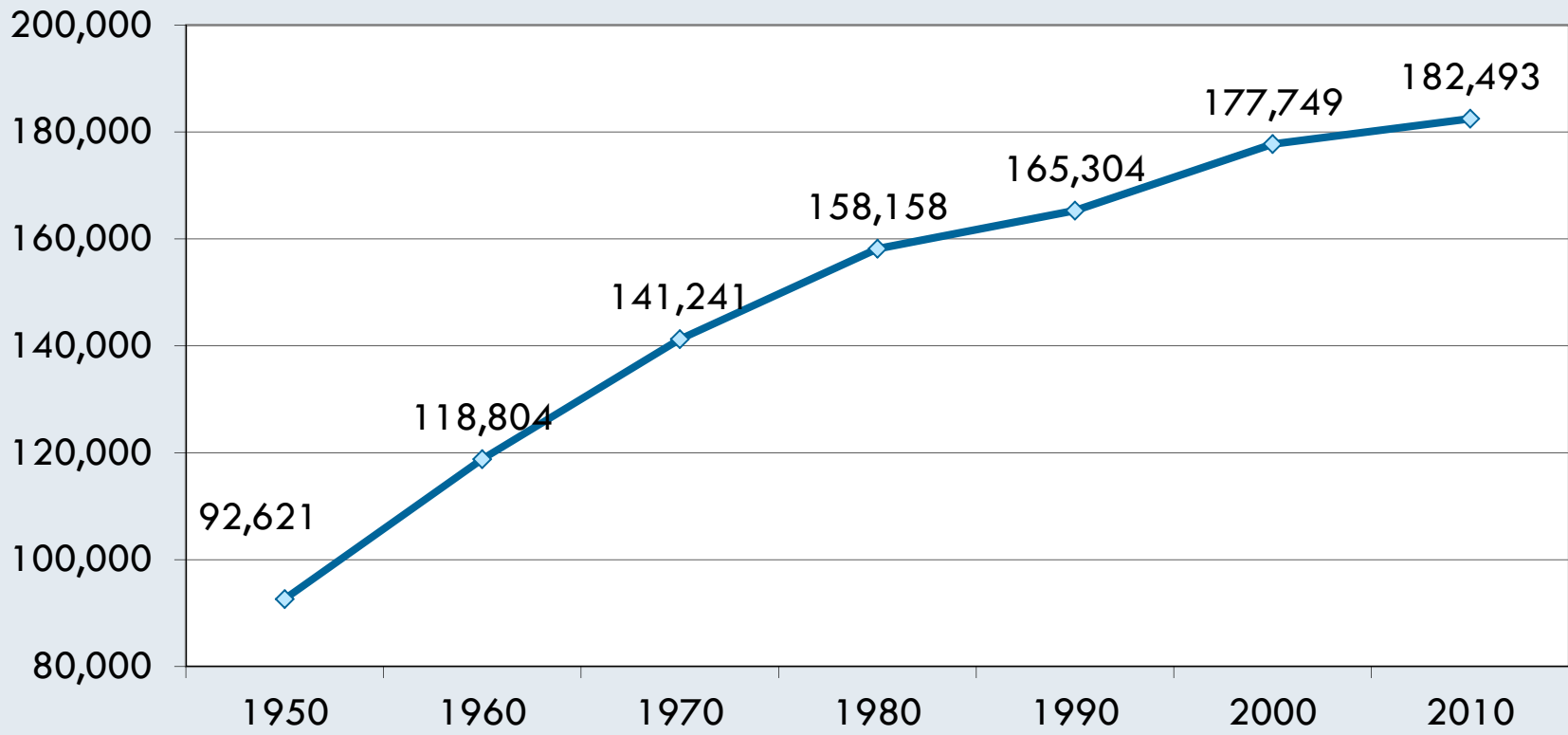


Population and Population Density

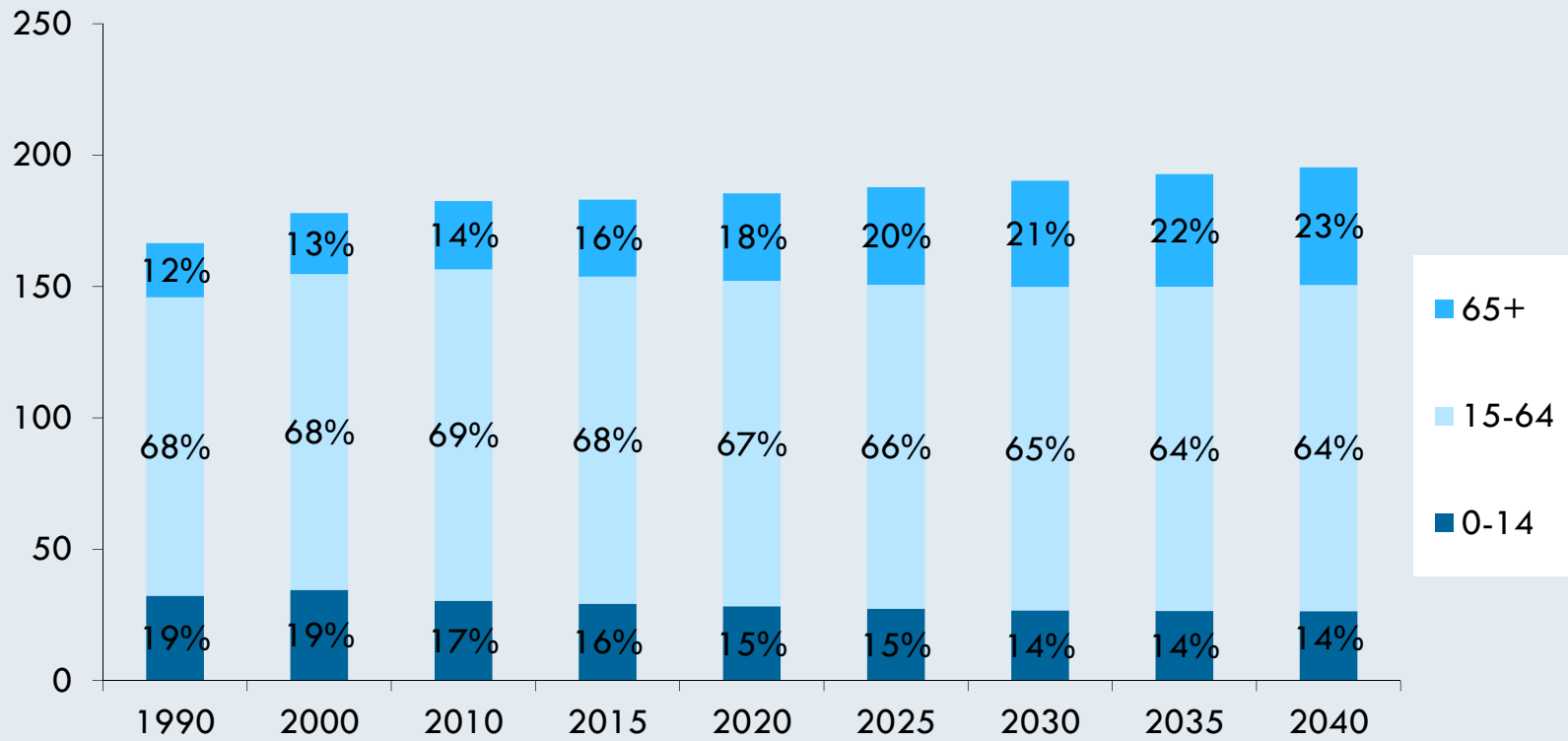
Ulster County Human Services Transportation Coordination Plan



Population Change

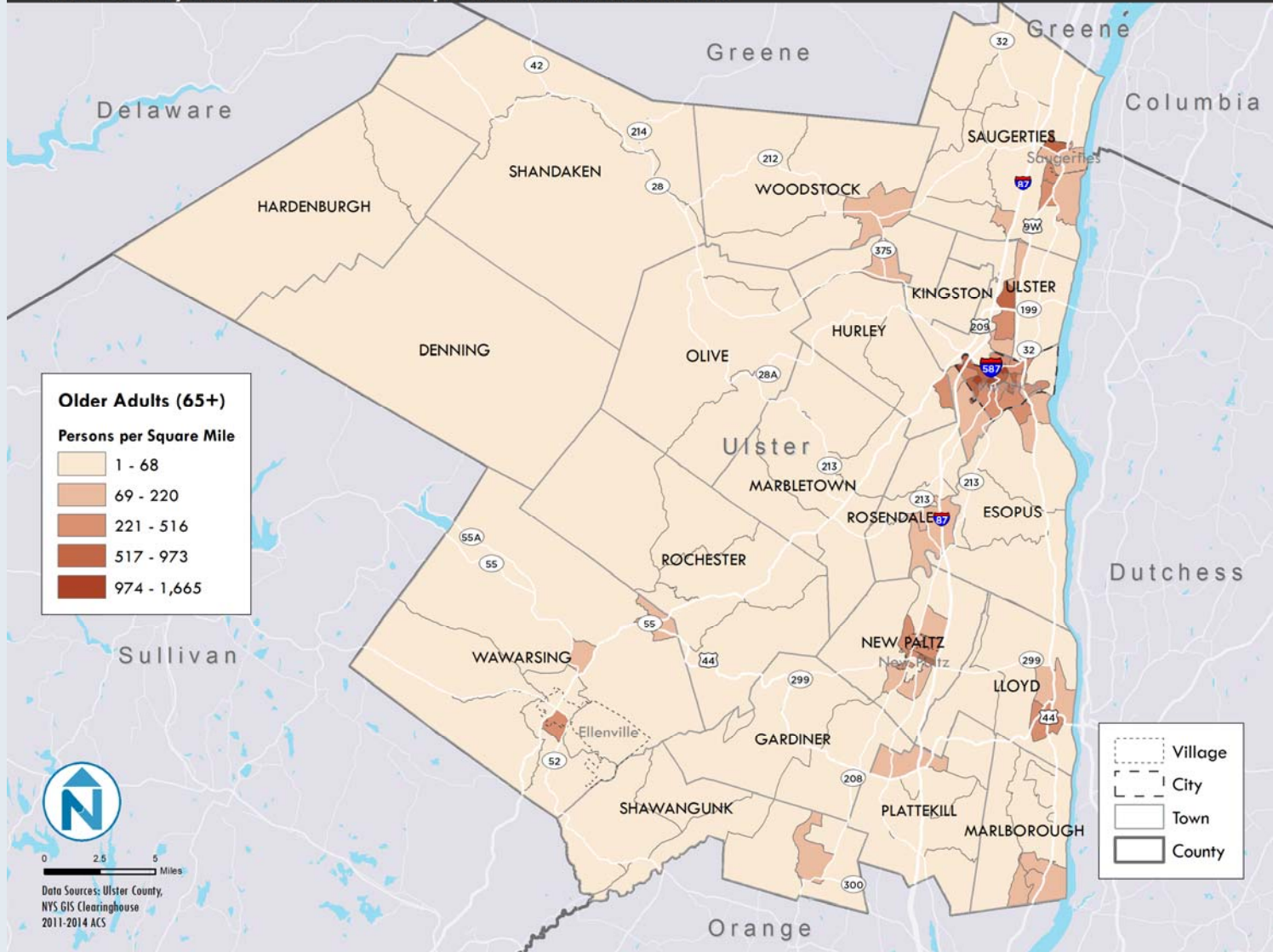


Population Projections



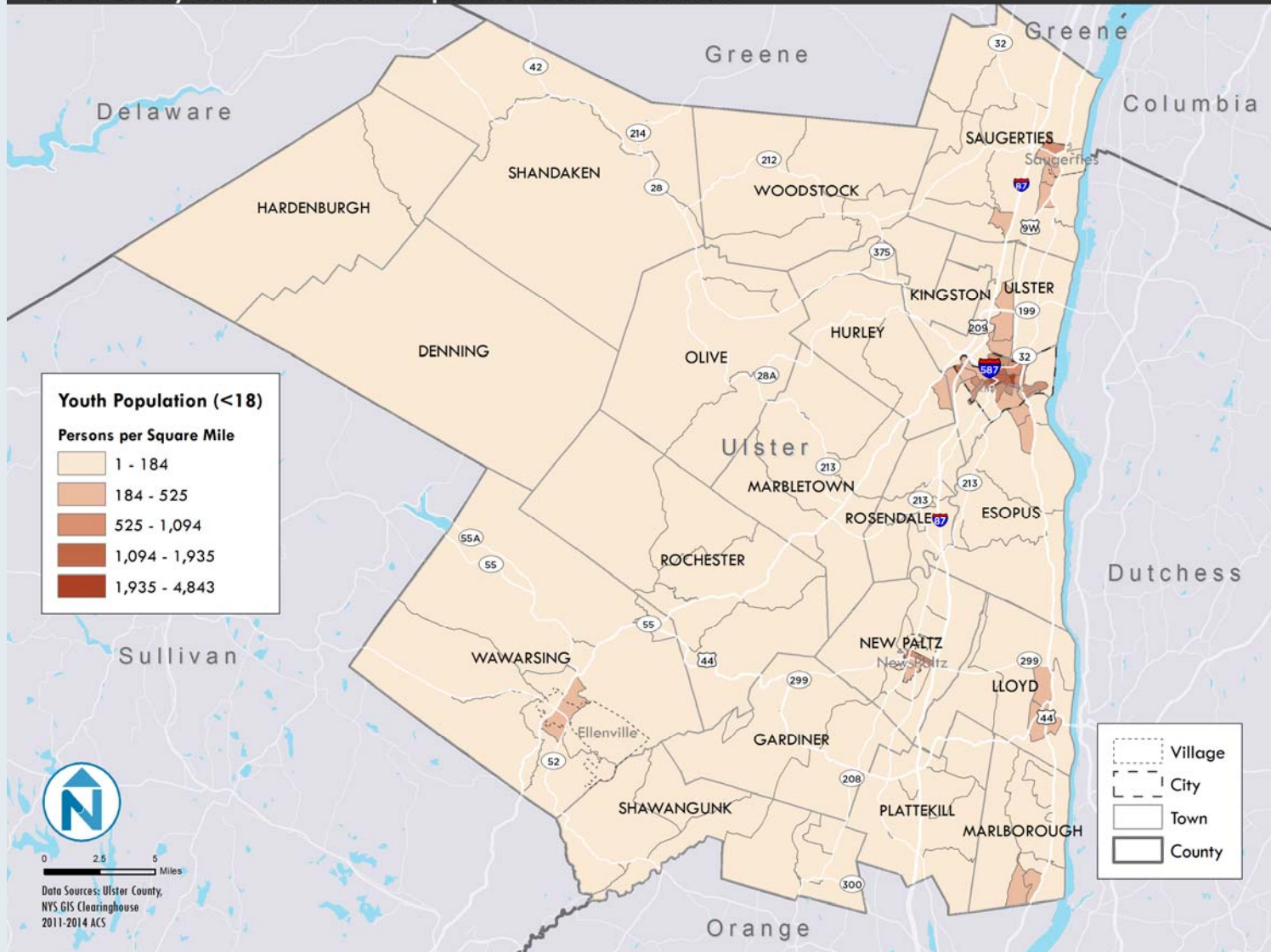
Older Adults

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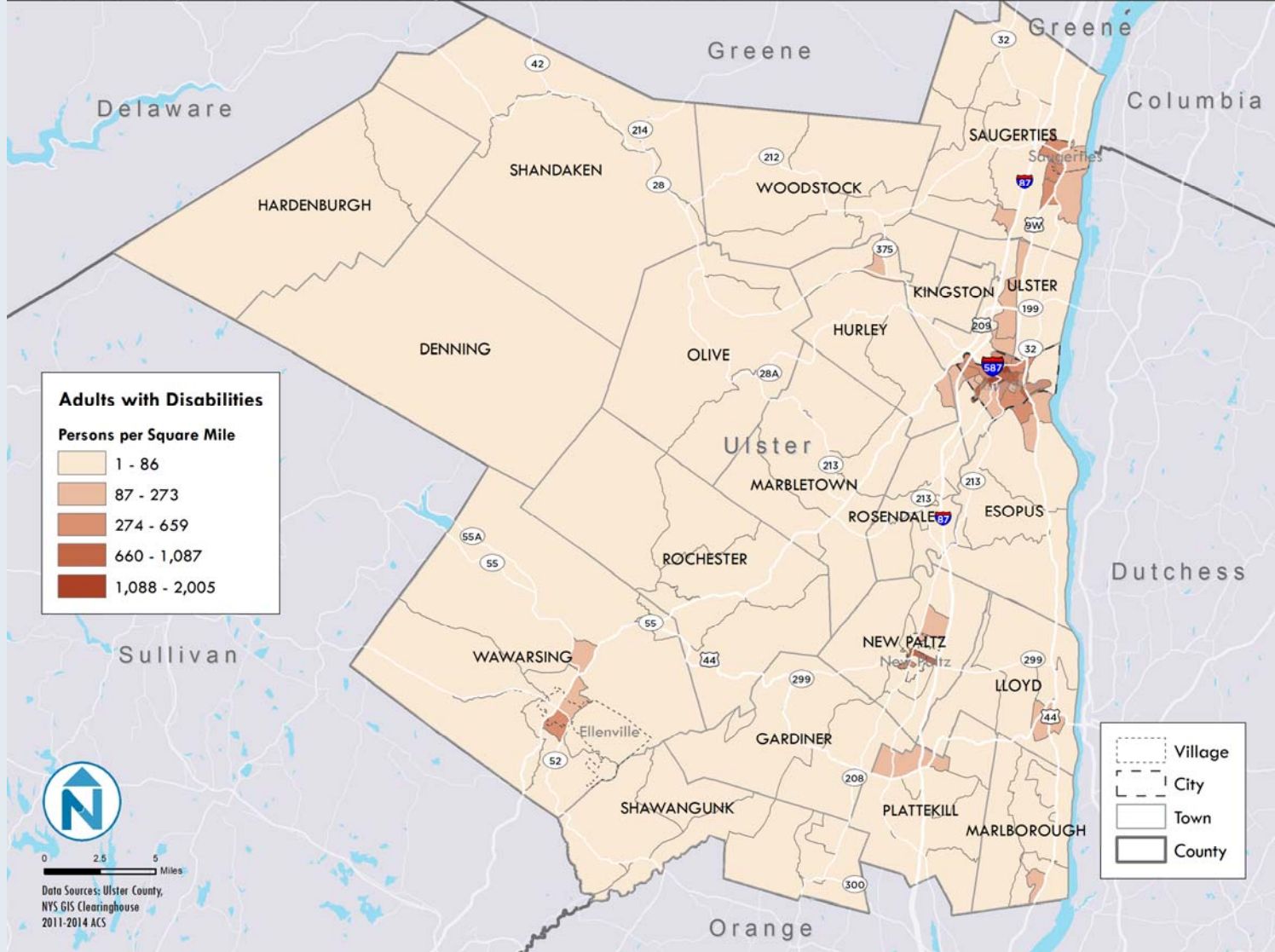
Youth

Ulster County Human Services Transportation Coordination Plan



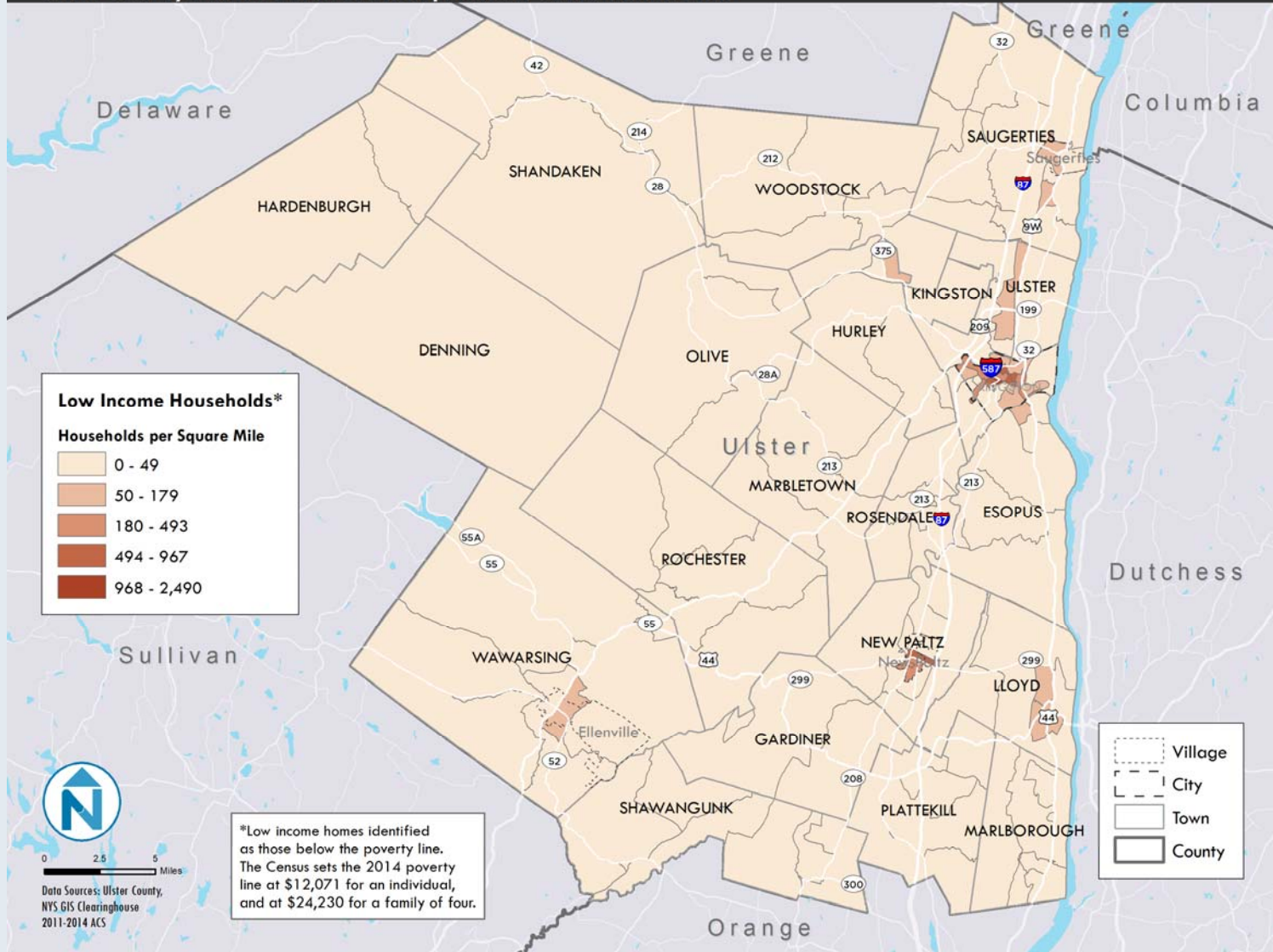
Adults with Disabilities

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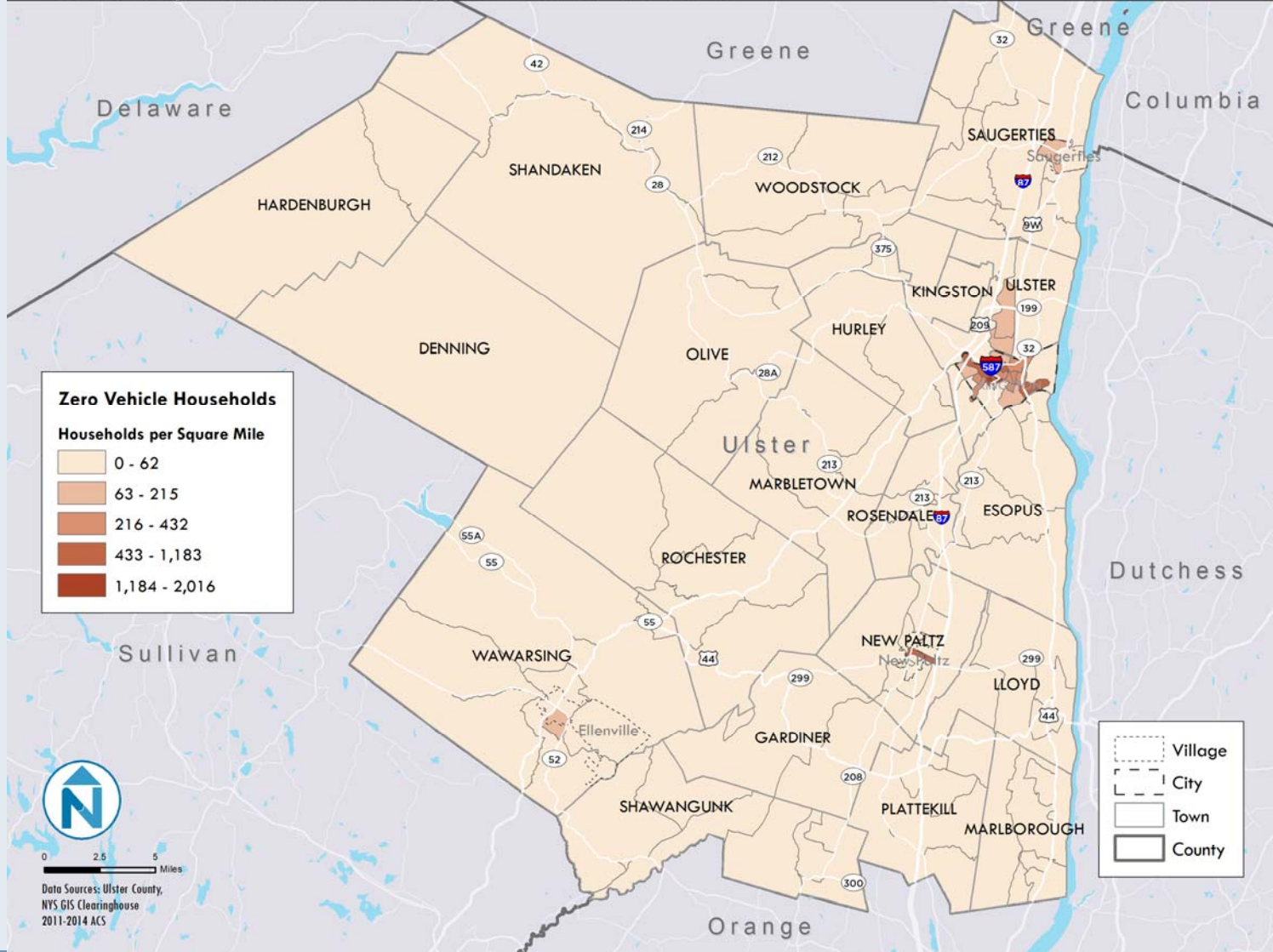
Low Income Households

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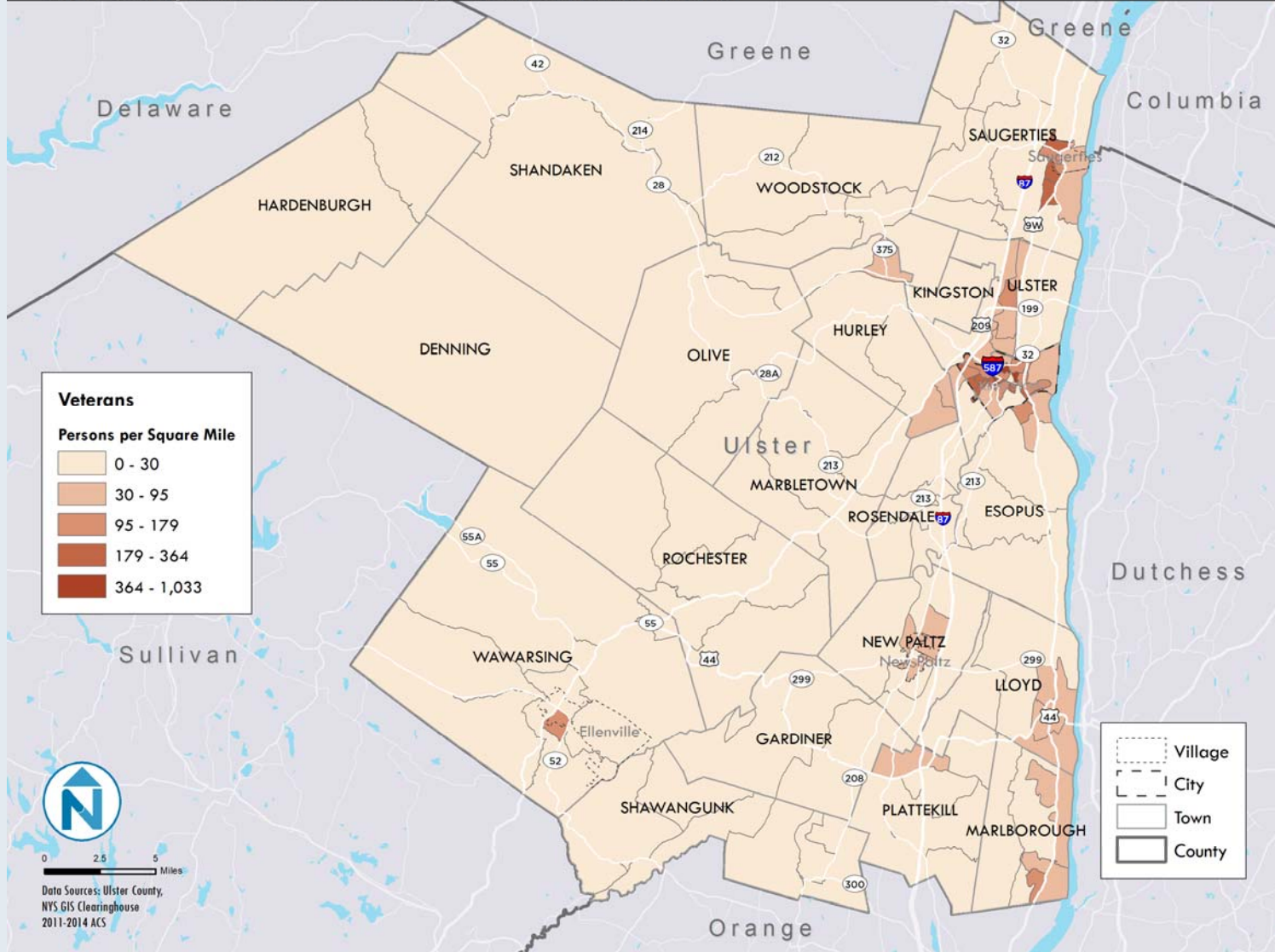
Zero Vehicle Households

Ulster County Human Services Transportation Coordination Plan



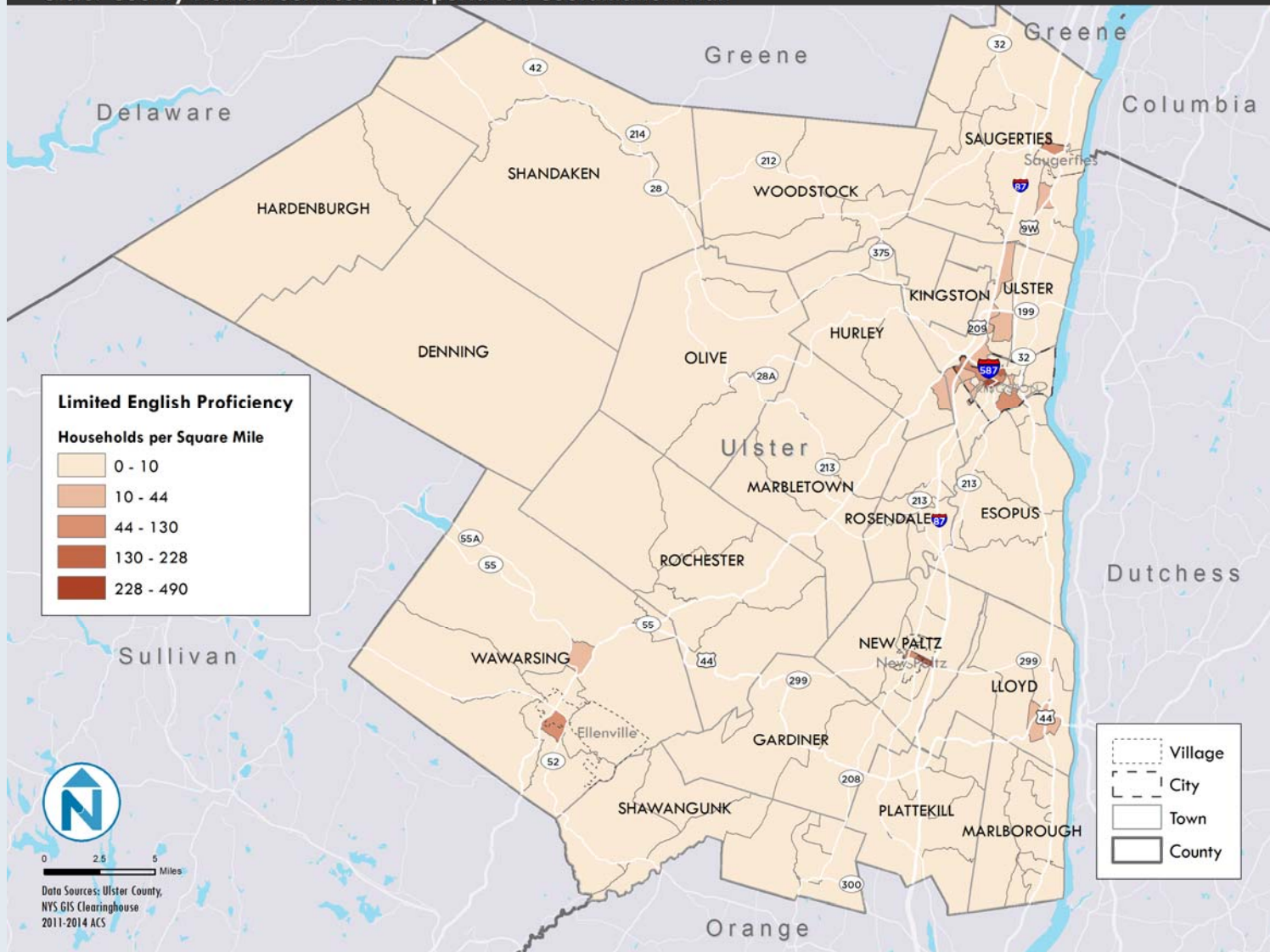
Veteran Status

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Limited English Proficiency

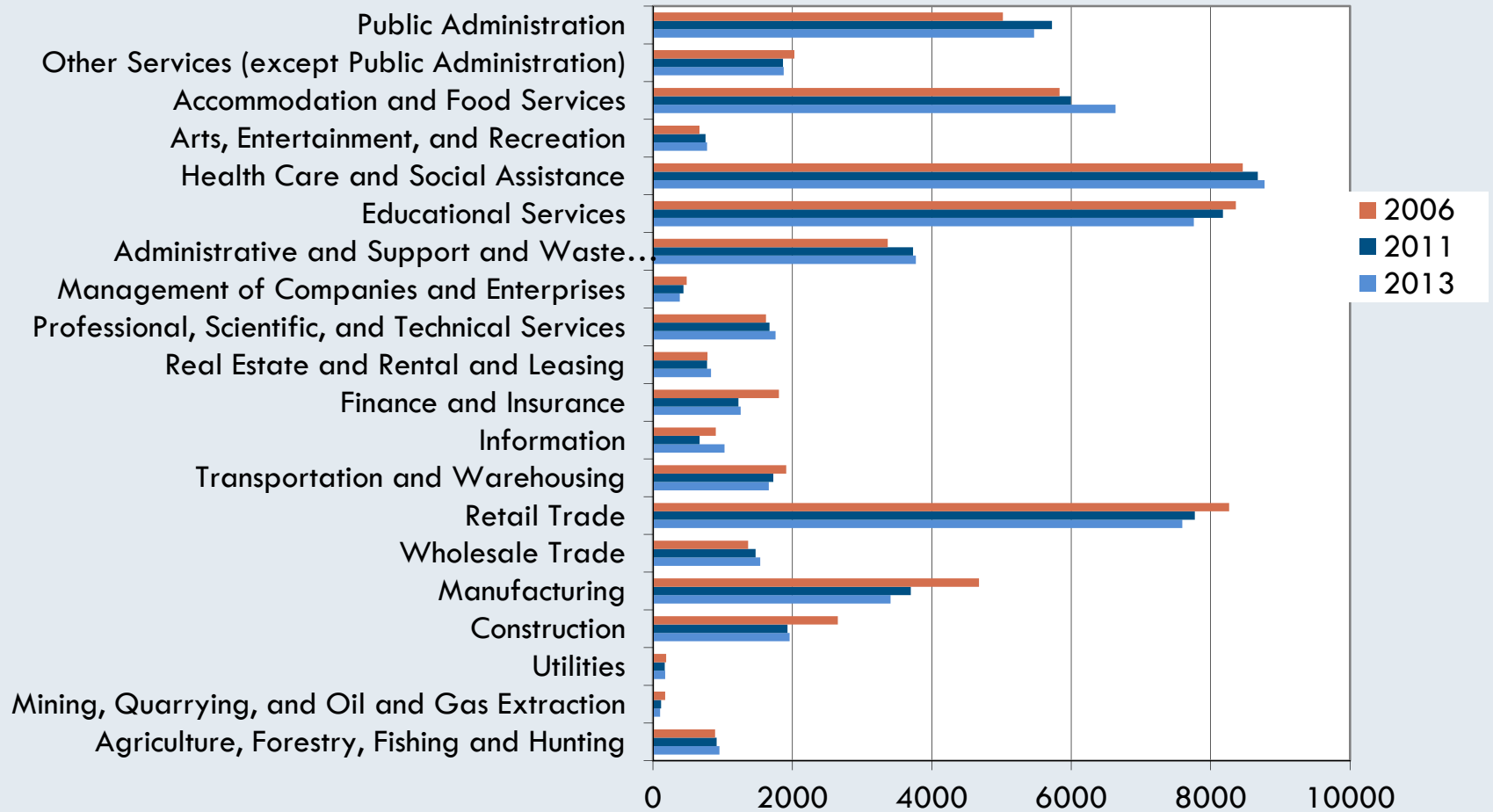
Ulster County Human Services Transportation Coordination Plan



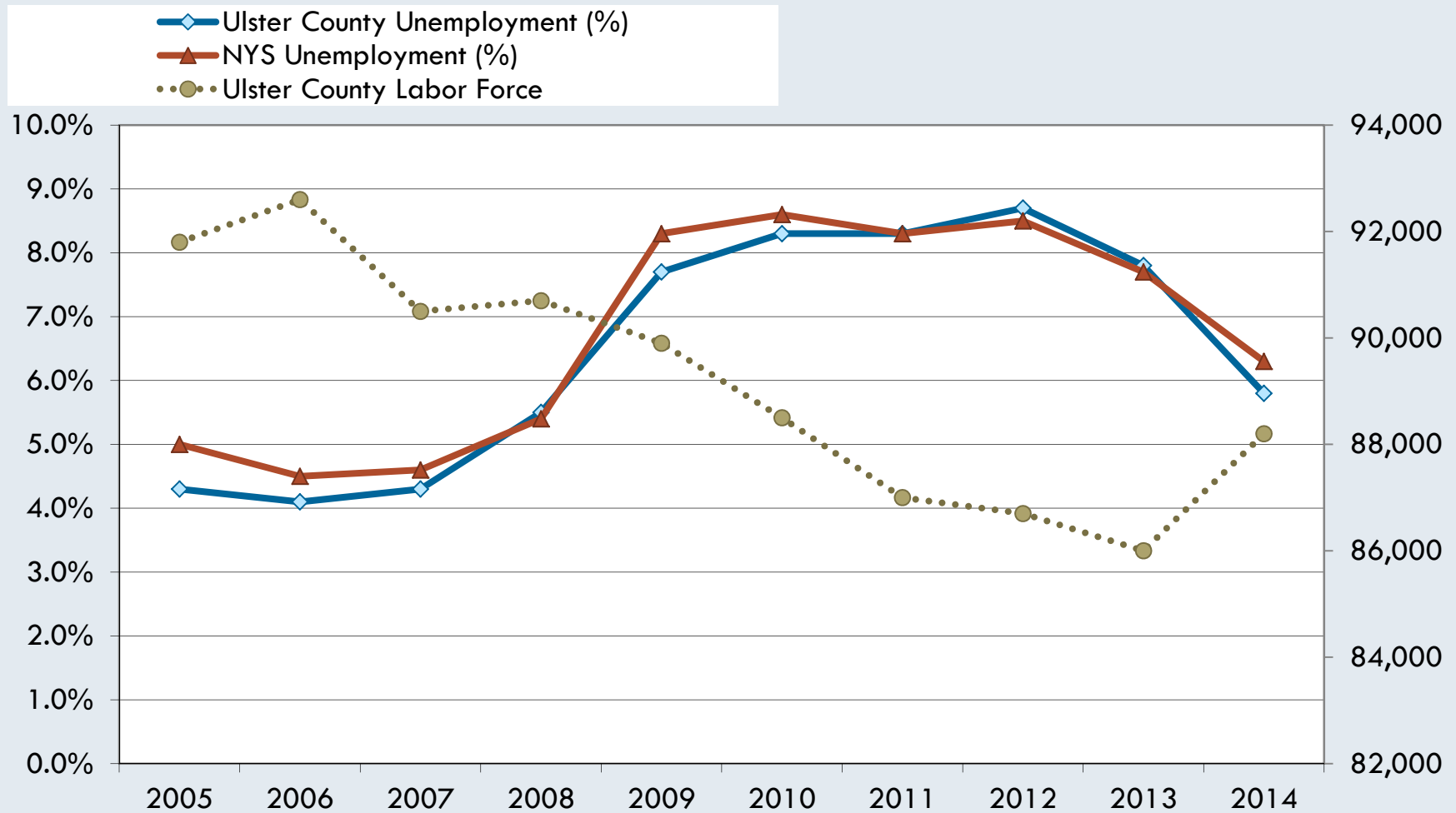
Commuters

Location	Population	Commuters	% of Commuters Using Public Transit
Ulster County	181,598	83,370	2%
Kingston city	23,707	10,626	3%
Ellenville village	4,126	1,445	2%
New Paltz village	6,945	2,764	2%
Saugerties village	3,930	1,918	6%
New York State	19,594,330	8,950,165	27%

Jobs by Sector



Labor and Unemployment



Local and Regional HSTCP Plans – Since 2011

- Allegany
- Adirondack / Glen Falls
- Binghamton
- Cattaraugus
- Capital District
- Chautauqua
- Clinton
- Cortland
- Delaware
- Fulton
- Greater Buffalo Niagara
- Genesee
- Herkimer-Oneida
- NYMTC
- Oswego
- Schuyler
- Steuben
- Tompkins
- Ulster (2010)

Mobility Management Strategies Recommended in the HSTCP Plans

- Regional or county-level call center / central directory system
 - Travel training program
 - Volunteer driver program
 - Web-based rideshare and vanpool to serve employment hubs
 - Partnerships with employers, institutions, and universities
 - Vehicle sharing
- Mobility Managers active in:
 - Alleghany
 - Binghamton
 - Chautauqua
 - Chemung
 - Cortland
 - NYMTC
 - Schuyler
 - Steuben

Funding Sources Used by Other Counties

- State Grants
 - State Operating Assistance (STOA)
 - Office of Mental Health
 - Developmental Disabilities Planning Council
 - Department of Health
- Federal Programs
 - Temporary Assistance for Needy Families (TANF)
 - SNAP Employment and Training
 - Section 5310
- Revenues
 - Fares
 - Bus advertising
 - Contracting
- Other
 - Donations
 - Private foundations / non-profits





**NEXT
STEPS**



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Next Steps

- Transportation Provider Survey
- Stakeholder Advisory Group Formation and Meeting
- Develop Technical Memorandum #1
- Stakeholder Outreach
 - Schedule interviews and focus group meetings



HOW YOU
CAN HELP

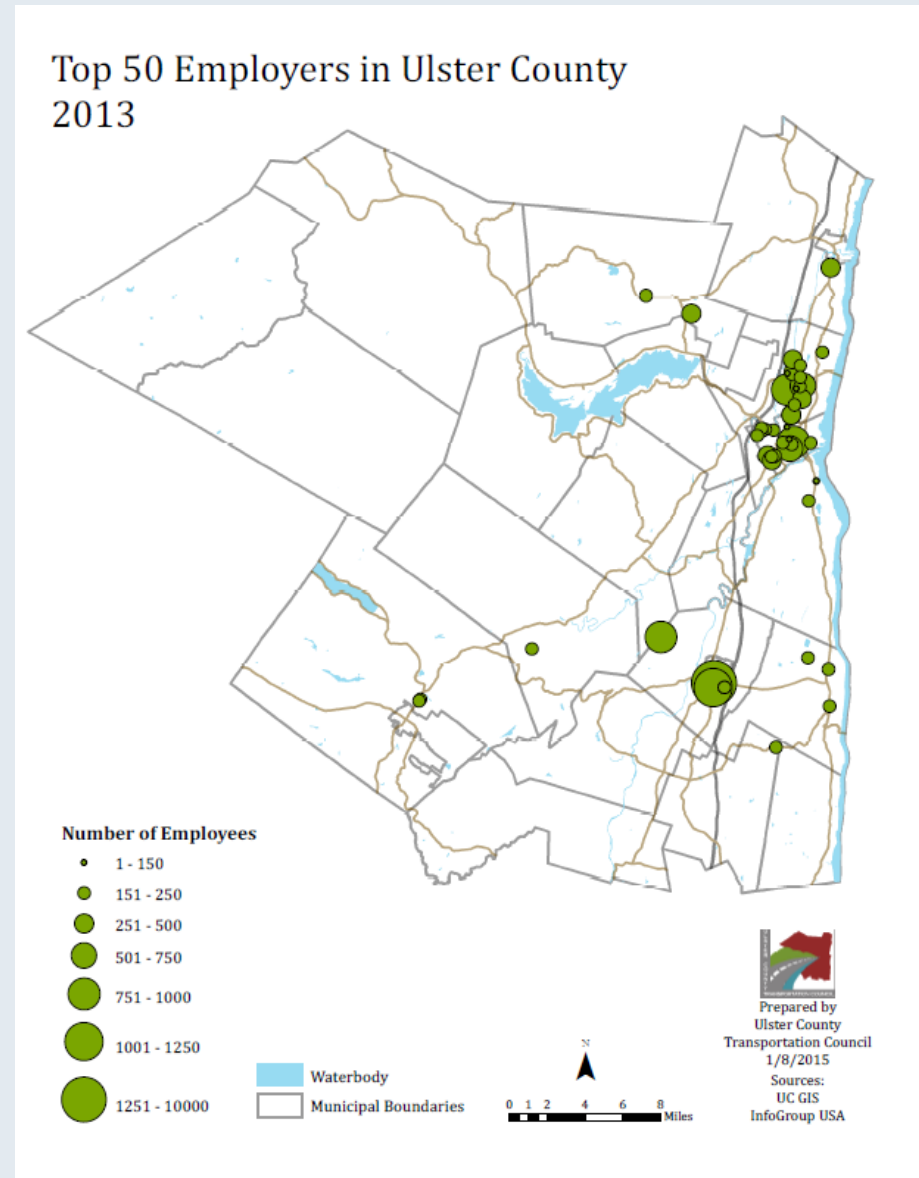
Opportunities for Input

- Tell us about what you do
 - Transportation provider survey
- Share your thoughts on improving mobility in the county
 - Interviews, focus groups, and the public meeting
- Serve on Technical Advisory Committee
 - Review findings and deliverables
 - Provide feedback
- Help us identify major destinations, employers and transportation providers



Major Destinations / Employers and Transportation Providers

- We need your help!
- Please refer to the handouts
- Add destinations, employers & transportation providers that we've left out





QUESTIONS?

Thank You!



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