

ULSTER COUNTY TRANSPORTATION COUNCIL

Coordinated Public Transit – Human Services Transportation Plan



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ULSTER COUNTY TRANSPORTATION COUNCIL

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INTRODUCTION

In August 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing Federal funds for transportation improvements and other related programs. As part of the SAFETEA-LU requirements, projects must be part of a “locally-developed, coordinated public transit-human services transportation plan.” A Coordinated Public Transit – Human Services Transportation Plan:

- Identifies the transportation needs of specific populations under Elderly and Disabled Transportation Program (Section 5310), Job Access and Reverse Commute (JARC), and the New Freedom Initiative;
- Provides strategies for meeting those local needs; and
- Prioritizes transportation services for funding and implementation strategies.

In April 2008, UCTC staff initiated efforts to develop the Ulster County Coordinated Public Transit – Human Services Transportation Plan as required by SAFETEA-LU. Ultimately, the Plan will improve coordination in planning and operations among Ulster County’s public transit and human services transportation providers.

Stakeholder Committee

A Stakeholder Committee was assembled to help guide the Plan’s development. Participating stakeholders include the following:

- Terry Breitenstein, UC Veteran’s Agency
- Anne Cardinale, UC Office for the Aging
- Jim Donahue, Ulster-Greene ARC
- Maryann Donaldson, Resource Center for Accessible Living
- Dennis Doyle, UC Planning Department/UC Transportation Council
- Debra Glassey, Always There Home Care
- Patricia Jelacic, UC Department of Social Services

- Susan McDonough, UC Department of Social Services
- Kerin O'Brien, Gateway Community Industries
- Toni Roser, Kingston Citibus
- Robert DiBella, UC Area Transit
- Bill Tobin, UC Transportation Council

FUNDING SOURCES

Section 5310: Elderly Persons and Persons with Disabilities (49 U.S.C. 5310)

This program is a formula-based funding source, administered by States to private, non-profit groups that strive to accommodate the transportation needs of the elderly and persons with disabilities when transportation service(s) offered within the designated area is unavailable, insufficient, or unsuitable. Successful applicants are responsible for 100% of the non-federal share. To encourage coordination among federal agencies that provide transportation services, the "non-federal" match may be provided from different sources, including amounts available to a department or agency of the federal government, other than the Department of Transportation. Section 5310 funds require a 20% local matching share and may only be used for capital purchases.

Section 5316: Job Access Reverse Commute (49 U.S.C. 5316)

Job Access and Reverse Commute (JARC) is a formula-based funding program that addresses the unique, work-related, commuting challenges faced by to low-income individuals and welfare recipients. To encourage coordination among federal agencies that provide transportation services, the "non-federal" match may be provided from different sources, including amounts available to a department or agency of the federal government, other than the Department of Transportation. Section 5316 funds may be used for capital purchases or operations. Capital purchases require a 20% local match while a 50% local match is required for operations.

Section 5317 – New Freedom Initiative (49 U.S.C. 5317)

The New Freedom Initiative, introduced in SAFETEA-LU, supports new public transportation services and public transportation alternatives beyond what is required by the Americans with Disabilities Act (ADA) of 1990. To encourage

coordination among federal agencies that provide transportation services, the “non-federal” match may be provided from different sources, including amounts available to a department or agency of the federal government, other than the Department of Transportation. Section 5317 funds may be used for capital purchases or operations. Capital purchases require a 20% local match while a 50% local match is required for operations.

Funding Allocations

Elderly Persons and Persons with Disabilities Funds (Section 5310)

Federal	Fiscal	Year	
2008	2009	2010	Total
\$8,659,089	\$9,306,946	\$8,518,934	\$26,484,969

Note: Statewide totals

Job Access Reverse Commute Funds* (Section 5316)

Federal	Fiscal	Year	
2008	2009	2010	Total
\$51,491	\$60,437	Not Yet Available	\$111,928

*Excludes Mid Hudson Valley TMA Share

New Freedom Funds* (Section 5317)

Federal	Fiscal	Year	
2008	2009	2010	Total
\$34,117	\$39,326	Not Yet Available	\$73,443

*Excludes Mid Hudson Valley TMA Share

Benefits of Coordinated Transportation

The Transit Cooperative Research Program (TCRP) Report No. 101 defines coordination as “*the sharing of the transportation resources, responsibilities, and activities of various agencies with each other for the overall benefit of their community.*” The TCRP Report No. 91 identifies three key benefits resulting from coordinating transportation services to be 1) benefits accruing from additional funding; 2) benefits from the more efficient and effective use of transportation resources; and 3) benefits related to increased mobility.

DEMOGRAPHIC ANALYSIS

General Population

According to the U.S. Census 2000, Ulster County’s population increased approximately 7.5 percent between 1990 and 2000 to 177,749. Seven years later, the county’s population increased an estimated 2.2 percent.

Ride-Dependent Population

The three funding programs stipulated in SAFETEA-LU primarily focus on addressing the transportation needs of elderly persons, persons with disabilities, and persons of lower-income.

Elderly Persons

The 2006 American Community Survey found persons age 65 and older comprised approximately 13 percent of the county's residents. An analysis revealed significant concentrations of seniors residing within the urbanized areas of the county. This, in large part, is due to the availability of key resources such as healthcare clinics and community-support facilities.

Persons with Disabilities

The 2006 American Community Survey found nearly 25,000 persons with disabilities – age 5 years and older – resided within the county, translating to approximately 14 percent of the total population. A higher concentration of persons with disabilities resides primarily in urbanized areas.

Low-Income Population

The 2006 American Community Survey found approximately 10 percent of all residents in Ulster County had an income at or below the federally designated poverty level. Persons with low incomes are dispersed throughout the county with highest concentrations in the Eastern one third and Southern areas of the county. Appendix A provides a more detailed demographic analysis.

INVENTORY OF TRANSPORTATION OPTIONS

Existing Public Transit Services

Kingston Citibus operates three (3) bus routes throughout the year in the City of Kingston. One of these bus routes also serves Port Ewen. Route A connects Hannaford's in the Kingston Plaza shopping center with both the uptown and the Rondout areas of Kingston via Broadway. Route B connects Hannaford's in the Kingston Plaza shopping center with both Hurley Avenue and the Business Resource Center via the uptown and the midtown areas of Kingston. Finally, Route C connects Hannaford's in the Kingston Plaza shopping center with Port Ewen via both the Rondout and Golden Hill areas of Kingston. While the three routes converge on Hannaford's, they do

not operate on a "timed-transfer" basis. Kingston Citibus also operates a fourth bus route from June through October. This seasonal bus route - the Kingston Historic Trolley - connects the Trolley Museum in the Rondout section of Kingston with the Ramada Inn, located west of the New York State Thruway (Interstate 87). The fare on Kingston Citibus is \$0.75, with tokens sold in packs of three for \$2.00. Transfers cost an additional \$0.30.

Kingston Citibus also provides customized paratransit services to senior citizens and those with disabilities. Service is available Monday through Saturday 6:30 am to 7:15 pm and complies with the Americans with Disabilities Act. Users must first apply and be approved to become an eligible user. Upon approval reservations are required at least 24 hours in advance. The fare for Citibus paratransit service is \$1.50 per trip within the City of Kingston and \$3.00 per trip to Port Ewen.

Ulster County Area Transit (UCAT) operates two different types of bus routes: Regular Routes and Rural Routes. UCAT's Regular Route network consists of fifteen (15) fixed bus routes which provide public transportation service throughout Ulster County. Only two of the UCAT Regular Routes – the Newburgh and Poughkeepsie Services - leave Ulster County to serve neighboring Orange and Dutchess Counties. Buses operate between the more densely developed communities of Ulster County along many relatively major roadways. Much of the service area is rural in nature. Because of the length of its routes, UCAT employs a distance-based zone fare system. The fare for UCAT service is \$1.00 to board the bus (which entitles the passenger to ride within one zone) and \$0.25 for each additional zone. The UCAT bus network is essentially focused on the Kingston Plaza shopping center in Kingston; however, both the SUNY Ulster College and the Hudson Valley Mall are very important destinations on the UCAT Regular Route network. UCAT's Regular Routes are "Fixed Routes", meaning the bus stays on a predetermined route. For service off-route within approximately three quarters of a mile of the fixed bus route, a pre-arranged reservation is required. Reservations can be made for next day service by UCAT's complementary demand responsive paratransit system. This arrangement allows UCAT to satisfy the requirements of the Americans with Disabilities Act.

UCAT's Rural Route service is a demand responsive service which essentially supplements the regular fixed routes in communities where experience has shown that additional service is needed on certain days. Reservations for the UCAT Rural Route service must be made a day prior to service. Because of the size of its service area, UCAT employs a distance-based zone fare system. The fare for UCAT service is \$1.00 to board the bus (which entitles the passenger to ride within one zone) and \$0.25 for each additional zone.

Mulligan Bus Lines only operates one bus route. This bus route connects New Paltz with Poughkeepsie, in neighboring Dutchess County.

Laidlaw Transit, similar to Mulligan Bus Lines, also operates only a limited service. This bus route connects Kingston with Saugerties via the New York State Route 32 corridor and Old King's Highway.

Adirondack/Pine Hill Trailways operates several bus routes through Ulster County connecting upstate New York locations with New York City as well as Long Island. Adirondack/Pine Hill Trailways provides the only "one-seat ride" service (i.e., no transfer required) between Kingston and the Port Authority Bus Terminal in New York City on Manhattan's west side. Adirondack/Pine Hill Trailways also provides service north to Albany. Adirondack Trailways does provide wheelchair accessible transportation but requires at least a two day notice.

Coach USA - Short Line provides two basic services. The first is the service along the U.S. Route 209 corridor, which connects Ellenville and Kerhonkson with New York City. The second also utilizes the U.S. Route 209 corridor as well as the New York State Route 52 corridor in Ulster County and connects Kingston and Ellenville with Monticello, located in neighboring Sullivan County. Coach USA does provide wheelchair accessible transportation for approximately 70% of its service. Coach USA plans 100% wheelchair accessibility within the next several years.

Sharmash Bus - Monroe Bus Corporation operates the "Catskill Express" bus route operated by Sharmash Bus connects Ellenville, Ulster Heights and Naponoch in Ulster County with various locations in New York City.

Existing Private/Non-Profit Transit Services

Always There Home Care provides private, non-profit ambulatory and wheelchair transport for elderly and disabled consumers age 60 and older for their Adult Day program. Always There Home Care (ATHC) operates its own fleet of 3 vehicles providing "door-to-door" transportation services throughout Ulster County. Service hours of operation are 6:30 am to 10:00 am and 3:00 pm to 6:00 pm seven days per week. Transportation costs are paid by the consumers. Trips are scheduled as part of the Adult Day program.

Gateway Industries provides private, non-profit busing and van transport for elderly and disabled consumers age 19 and older. Gateway Industries (GI) operates its own fleet of 24 vehicles providing transportation services throughout Ulster and Dutchess Counties. Service hours of operation are

approximately 6:45 am to 4:30 pm seven days per week. Transportation costs are paid by the consumers or through Medicaid billing. Consumers must schedule trips at least 48 hours in advance. To date, GI has purchased one (1) wheelchair van using Section 5310 funding. GI expressed an interest in coordinating bulk fuel purchases with other transportation providers.

Resource Center for Accessible Living provides private, non-profit assistance for elderly and disabled consumers of all ages. Resource Center for Accessible Living (RCAL) does not routinely operate vehicles. Instead, RCAL pays local taxi service providers for transportation services on an as needed basis. Unfortunately, taxi service in the Kingston area is reported to be unreliable. Therefore, RCAL staff will periodically drive consumers to their destination if no other service is available. Transportation costs are paid using State funds provided by the Office of Vocational and Educational Services for Individuals with Disabilities (VESID).

Ulster – Greene ARC provides private, non-profit ambulatory and wheelchair transport for elderly and developmentally disabled consumers age 21 and older throughout Ulster and Green Counties. Ulster – Greene ARC (ARC) operates its own fleet of 140 vehicles with up to 500 drivers. ARC operates 12 fixed routes in Ulster County. Service hours of operation are approximately 6:00 am to 5:30 pm seven days per week. Transportation costs are paid using donations, local government contributions, State (Office of Mental Retardation and Developmental Disabilities) funds, and Federal funds (Medicaid, SSI). Consumers must schedule trips at least one day in advance. To date, ARC has purchased two wheelchair and four ambulatory buses using Section 5310 funding. ARC purchases bulk fuel contracts with local gasoline stations to help reduce the costs of transportation operations. ARC indicated its plans to submit a Section 5310 application for the purchase of a vehicle to be used in Greene County.

SUNY Ulster – RSVP Neighbor-to-Neighbor Program was developed to provide support services to seniors who are chronically ill, frail, elderly or disabled. Volunteers use their own vehicles to provide transportation for their clients to medical and medically related appointments, grocery shopping, respite, friendly visiting and telephone reassurance, and help with everyday activities. Individuals or agencies who call the RSVP Neighbor-to-Neighbor (RSVP) program are assisted by volunteer leaders who match those in need with volunteers who are available to provide help. The volunteer leaders help determine the clients' transportation options (i.e. City or County Bus, etc.) and provide contact information whenever possible. Referrals are received from Office for the Aging, RCAL, Jewish Family Services, 211, and several different Home Care Agencies. In 2007, RSVP

provided transportation support to 200 individuals. Volunteers are reimbursed at \$0.20/mile and report they can no longer afford to transport clients due to increased energy prices.

Ulster County Office for the Aging provides public ambulatory and wheelchair transport for elderly and disabled consumers age 60 and older throughout Ulster County. Ulster County Office for the Aging (OFA) operates its own fleet of 2 vehicles using Ulster County Area Transit drivers. Service hours of operation are daylight hours Monday through Friday. Service area is Ulster County only. Service is available for an unlimited number of medical appointments and one shopping trip per week. Transportation costs are paid for by donations, local government, and Federal funds (Title III B, III E). Consumers must schedule trips one day in advance. OFA is not eligible to receive Section 5310 funding.

Ulster County Department of Social Services provides public ambulatory transport for consumers of any age and disability throughout Ulster County, neighboring Counties and neighboring States. Ulster County Department of Social Services (DSS) operates its own fleet of 33 vehicles using DSS professional staff serving as drivers. Medicaid-related transportation services are coordinated with UCAT. Court-ordered transportation services are provided for children. Service hours of operation are Monday through Friday from 5:00 am to 9:00 pm. Transportation costs are paid by local government, State and Federal funds (Medicaid, TANF). DSS staff schedules all transportation for its consumers. DSS is not eligible to receive Section 5310 funding.

Ulster County Mental Health Department provides outpatient clinic treatment services to youth and adults with psychiatric and chemical dependency problems. Clinics are located in Kingston, Highland, and Ellenville. The Ulster County Mental Health Department (MHD) operates a small fleet of vehicles, which are used by clinical staff to provide field-based services, including in-home treatment and case management. The geography of the County and location of existing clinics presents significant access issues for community members who are located great distances from these activity centers and are financially challenged due to their disabilities. This dramatically affects the ability of many consumers to obtain services on a timely and effective basis. There are few, if any, funding sources within these disability areas to directly subsidize transportation for these populations. The MHD is not eligible to receive Section 5310 funding.

Ulster County Veteran's Agency provides public transportation for Ulster County veterans to and from the Albany and Castle Point VA Hospitals daily. The Ulster County Veteran's Agency (VA) also provides round-trip

transportation from Ellenville to Kingston to catch the Albany van on Monday, Wednesday and Friday. Ambulette services are also available to wheelchair veterans traveling to the Albany or Castle Point VA Hospitals and the Kingston VA Outpatient Clinic. UCAT provides some assistance to the VA when wheelchair transport is needed. The VA operates 3 vans, 1 car and 1 bus, and periodically coordinates transportation services with other County agencies. Reservations are required at least one day in advance. The VA hours of operation are from approximately 7:30 am to 5:00 pm Monday through Friday. VA transportation service is 100% county funded. The VA is not eligible to receive Section 5310 funding.

Existing Coordination of Public Transit and Human Services Agencies

Informal service coordination exists among various public and private transportation providers in Ulster County. On occasion, public and private transportation operators share information and resources to help out another operator in need. UCAT coordinates Medicare billing services with Citibus and other county transportation providers. UCAT also assists callers by answering their questions about how to make connections between public and private transit providers throughout Ulster County and adjoining counties.

OUTREACH ANALYSIS

Outreach involved the identification of public, private and non-profit human services transportation providers, who have a vested interest in adequate transportation for the Plan's targeted population. In addition to a stakeholder committee meeting, UCTC staff interviewed and surveyed stakeholders, and reviewed recently completed public transit studies and reports. Literature reviewed included the recently completed *Ulster County Fixed Route Public Transportation Coordination and Intermodal Opportunities Analysis*, the UCTC's *Year 2030 Long Range Transportation Plan*, *City of Kingston Intermodal Facility Site Location and Conceptual Design Analysis*, *Ulster County Public Transportation Integration Analysis Final Report*, and various other Transportation Research Board and Transit Cooperative Research Program reports.

Stakeholder Outreach

More than 15 potential stakeholders were identified as having a vested interest in the development of a coordinated public transit – human services transportation plan for Ulster County. Stakeholder contact information was assembled and an initial stakeholder committee meeting was scheduled. Prior to the first stakeholder meeting, stakeholders were provided a meeting

agenda, a list of previously documented issues concerning public transit - human services transportation in Ulster County, a planning process scope of work, a list of stakeholders, and a stakeholder survey.

Stakeholder Meeting

On April 30, 2008, stakeholders were invited to take part in a discussion at the Ulster County Office Building's Legislature Chambers. UCTC staff facilitated a discussion with 12 participants comprised of representatives of public, private and non-profit social service providers, and one public transit agency. Participants discussed both the strengths and weaknesses of transportation operations in Ulster County and confirmed previously documented issues and needs.

Community Involvement

UCTC staff facilitated a thirty (30) day public comment period, hosted a project web page, advertised the public comment period in *Ulster Publishing Newspapers*, and publicly presented the draft Final Plan to the UCTC for comments and input. Comments were collected and incorporated into the Final Plan, where feasible. Written public comments with UCTC responses are included as an Appendix to the Final Plan.

Survey Methodology

A survey instrument was developed and distributed to fifteen (15) human services agencies and public transit providers in Ulster County. A total of seven (7) surveys were completed and returned to UCTC staff. Survey data collected was used to help assess transportation needs and formulate recommendations.

Survey Analysis

The survey targeted public transit – human services stakeholders to identify existing operations, service barriers, funding sources, and unmet needs. Survey respondents represented public and private, non-profit transportation agencies providing transit services throughout Ulster County. Nearly all those surveyed indicated the size of Ulster County presented challenges to serving the needs of the transportation disadvantaged. Most frequently noted were difficulties accessing rural areas of the county and the distance between passenger origins and destinations. Other challenges noted were UCAT's limited hours of operation, the need for more frequent service, the need for public transit service connecting Northern Dutchess and Ulster Counties, insufficient public awareness of transportation options, liability

concerns, regulatory restrictions, and the need for expanded “door-to-door” service.

PRIORITIZED COORDINATION PLAN

Top Priority: Programming Capital and Operating Funds

Of all participating stakeholders, only Ulster-Greene ARC indicated they had plans to apply for Section 5310 funds to be used in Greene County, which is outside the limits of this Plan’s study area. UCAT indicated that it could use 5316 funds to help support the position of a “Mobility Coordinator” to help improve coordination among public and private transportation providers. UCAT also indicated that it could use 5317 funds for bus purchases to address additional wheelchair capacity needs. RSVP indicated a need for funding to help supplement mileage reimbursement to volunteers who provide transportation services using their own privately owned vehicles.

Because eligible stakeholders did not indicate a need for Section 5310 funding in Ulster County, top priority for Section 5310 funds, therefore, is reserved for any eligible applicant in need on a “first come, first served” basis.

Because UCAT and RSVP indicated an interest in acquiring funds to satisfy needs, top priority for Section 5316 and 5317 funds are reserved for UCAT and RSVP. All other eligible applicants should consult with the Stakeholder Committee, the UCTC, and the *Coordinated Public Transit – Human Services Transportation Plan* prior to submitting requests for funding.

High Priority: Coordination and Consolidation Opportunities

Integrate UCAT and Citibus Operations. The County and City of Kingston should implement any one of the integration alternatives (except the “Do Nothing” alternative) identified in the *Public Transportation Integration Analysis Final Report* completed by Abrams-Cherwony and Associates in March 2006. Implementing one or more of the integration alternatives will help maximize public transit efficiency and effectiveness enabling human services agencies to focus their resources on consumers with greater needs.

Implement Public Transit Service Proposals. The County and City of Kingston should implement the priority service proposals found within the *Ulster County Fixed Route Public Transportation Coordination and Intermodal Opportunities Analysis Final Report* completed by Abrams-Cherwony and Associates in September 2006. Implementing the priority service proposals

will help maximize public transit efficiency and effectiveness enabling human services agencies to focus their resources on consumers with greater needs.

Improve the City of Kingston Intermodal Facility. The County and City of Kingston should implement the recommendations emerging from the *City of Kingston Intermodal Facility Site Location and Conceptual Design Analysis Final Report* completed by Wendel Duchscherer and Associates in 2008. Implementing the Kingston Intermodal Study's recommendations will help maximize public transit efficiency and effectiveness enabling human services agencies to focus their resources on consumers with greater needs.

Priority: Mobility Training

Generally, demand response trips cost more than fixed-route trips. Mobility training efforts would shift those more able-bodied riders from demand response services to fixed-route services. This strategy would reduce operating costs on the more costly demand response services, increase ridership on fixed-route services, and ultimately increase the farebox recovery ratio for public transit providers.

Priority: Mobility Coordination

Stakeholders agreed that the spirit of cooperation between transportation providers within the county – both public and private – is one of their strong points. They also agreed the line of communication must be improved to increase efficiency between all transportation services through coordination efforts. Ulster County public and private transportation providers are encouraged to keep lines of communication open and share information and ideas about how to better coordinate services.

Priority: Dedicated Mobility Coordinator

Public transit and human services agencies in Ulster County, to a certain extent, already coordinate their services with UCAT. UCAT should extend its role as Mobility Coordinator and dedicate a part- or full-time staff position for this purpose. The Mobility Coordinator, in addition to helping individuals understand how to meet their transportation needs, should work with transportation providers to coordinate services, organize marketing activities, and submit an annual service coordination report to the UCTC.

APPLICATION PROCESS

Participating stakeholders of the Ulster County Transportation Council's

Coordinated Public Transit – Human Services Transportation Plan interested in obtaining Section 5310, 5316 and 5317 funds need to send completed copies of all application materials to the following:

- 1) NYSDOT Transit Bureau, POD 54, 50 Wolf Road, Albany, NY 12232, contact number: (518) 457-8343; and
- 2) UCTC Staff, c/o Ulster County Planning Department, 3rd Floor, P.O. Box 1800, 244 Fair Street, Kingston, NY 12402-1800, contact number (845) 340-3340;

Section 5310, 5316, and 5317 applications are available at the following NYSDOT web sites:

<https://www.nysdot.gov/portal/page/portal/divisions/policy-and-strategy/transit-bureau/public-transportation/federal-transit-funding/section-5310>

<https://www.nysdot.gov/portal/page/portal/divisions/policy-and-strategy/transit-bureau/public-transportation/federal-transit-funding/ajrc-program>

Application due dates vary depending on the application type. Please check with NYSDOT or UCTC staff to verify application due dates.

The UCTC will initially screen and evaluate applications received and make recommendations to NYSDOT as to which applicants should be awarded funds. Funding will be awarded based on how well applicants address transportation needs and recommendations identified within the *Coordinated Public Transit – Human Services Transportation Plan*.

APPENDIX A

DEMOGRAPHIC DATA

Source: U.S. Census Bureau, Year 2000

Prepared by Abrams-Cherwony and Associates

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Figure 1
2000 Population

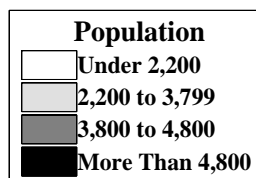
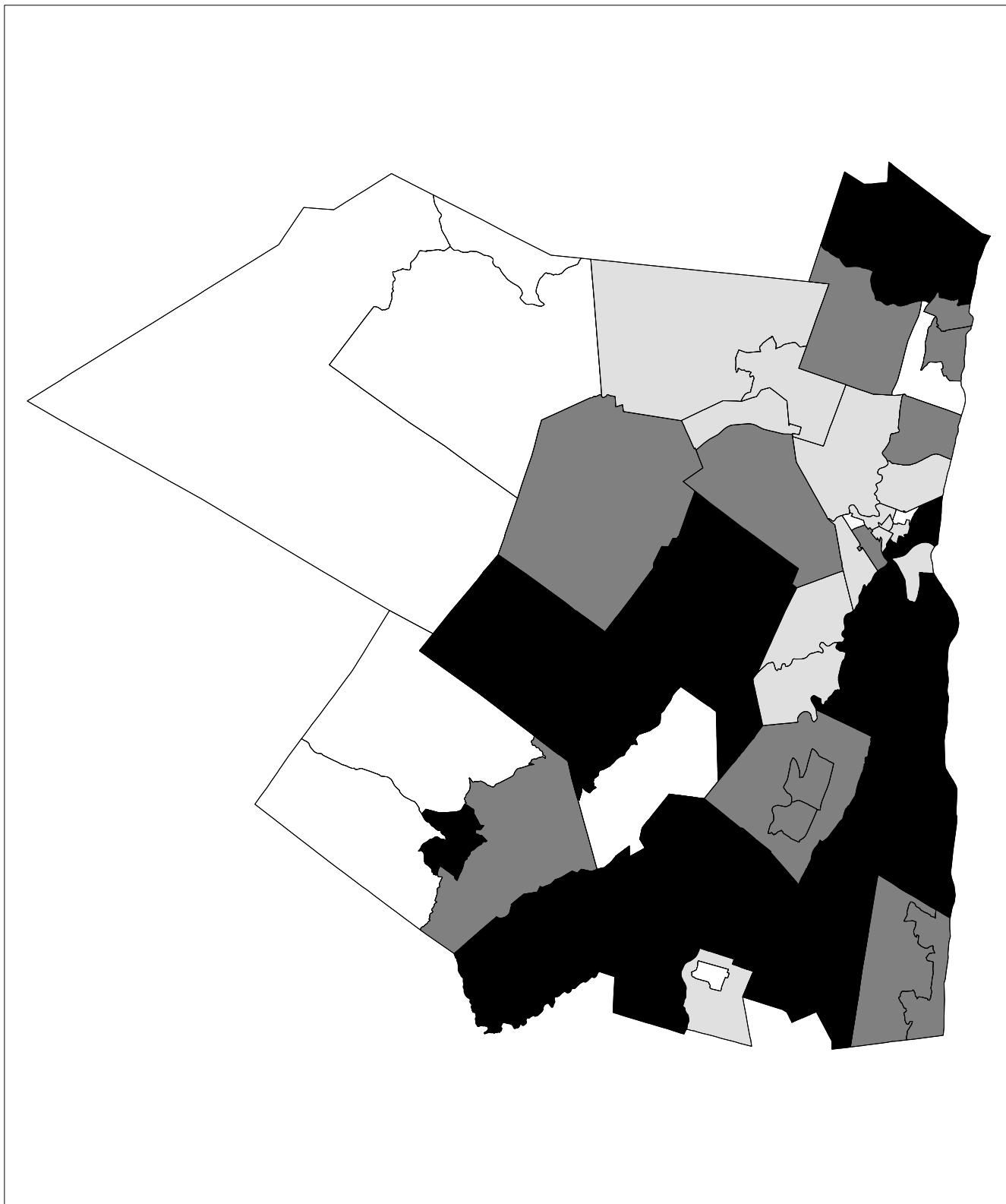


Figure 3
Senior Citizen Population (65+)

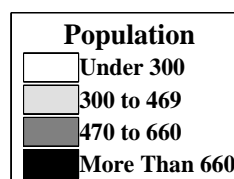
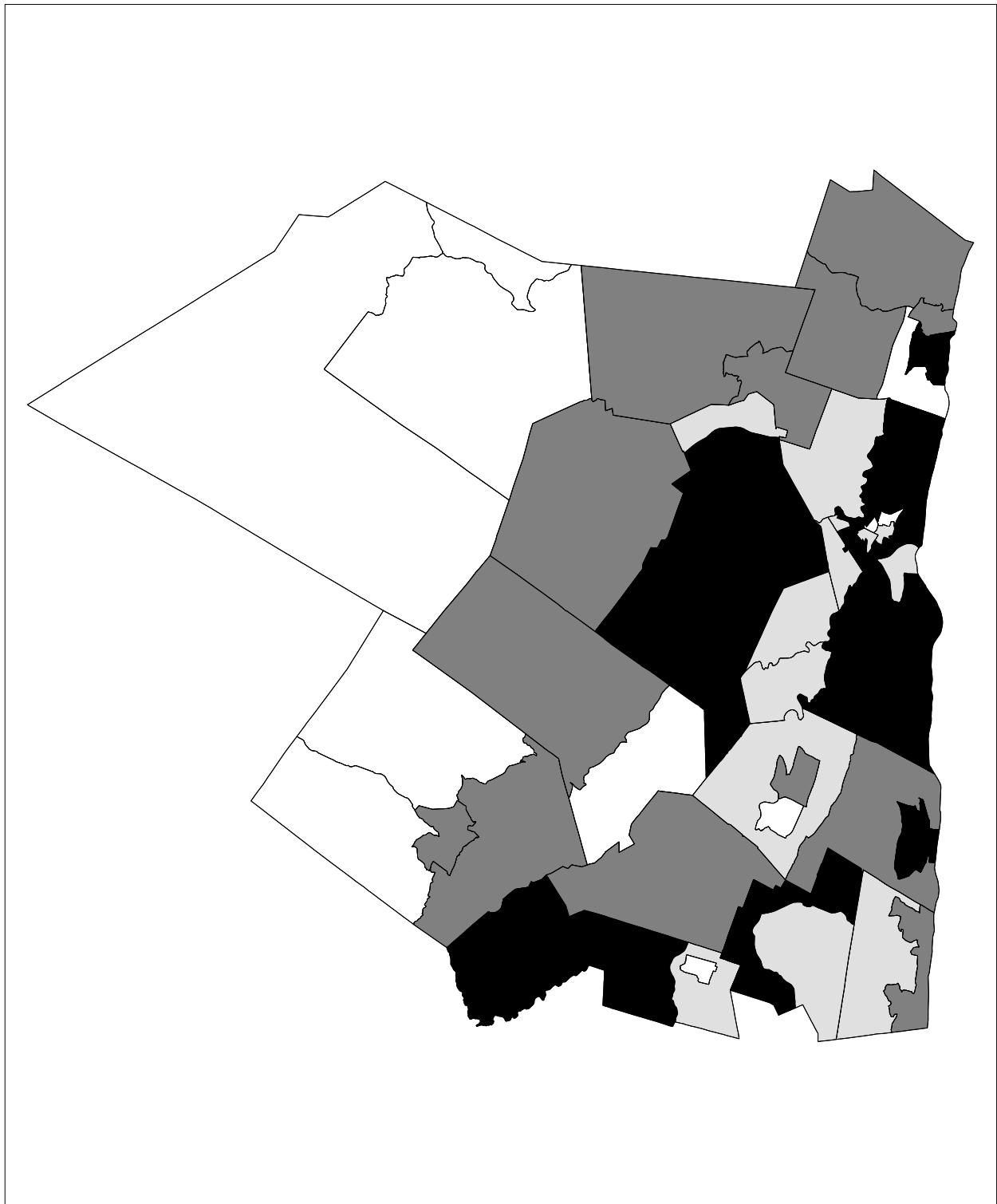


Figure 4
Senior Citizen Population (+65), Percent of Total Population

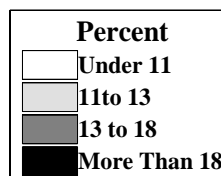
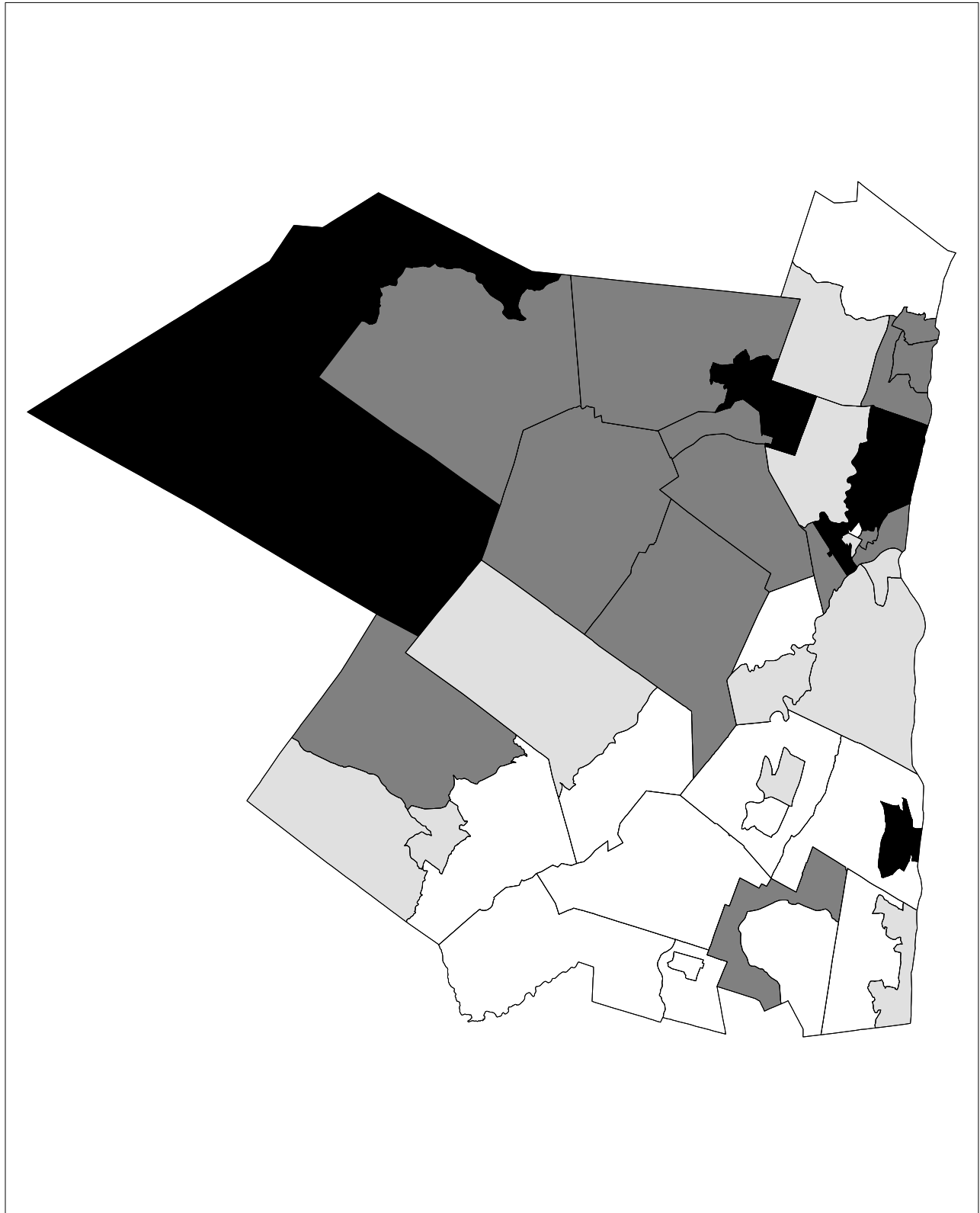


Figure 6
Senior Citizen Population (75+)

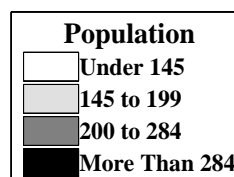


Figure 7
Senior Citizen Population (75+), Percent of Total Population

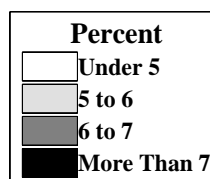
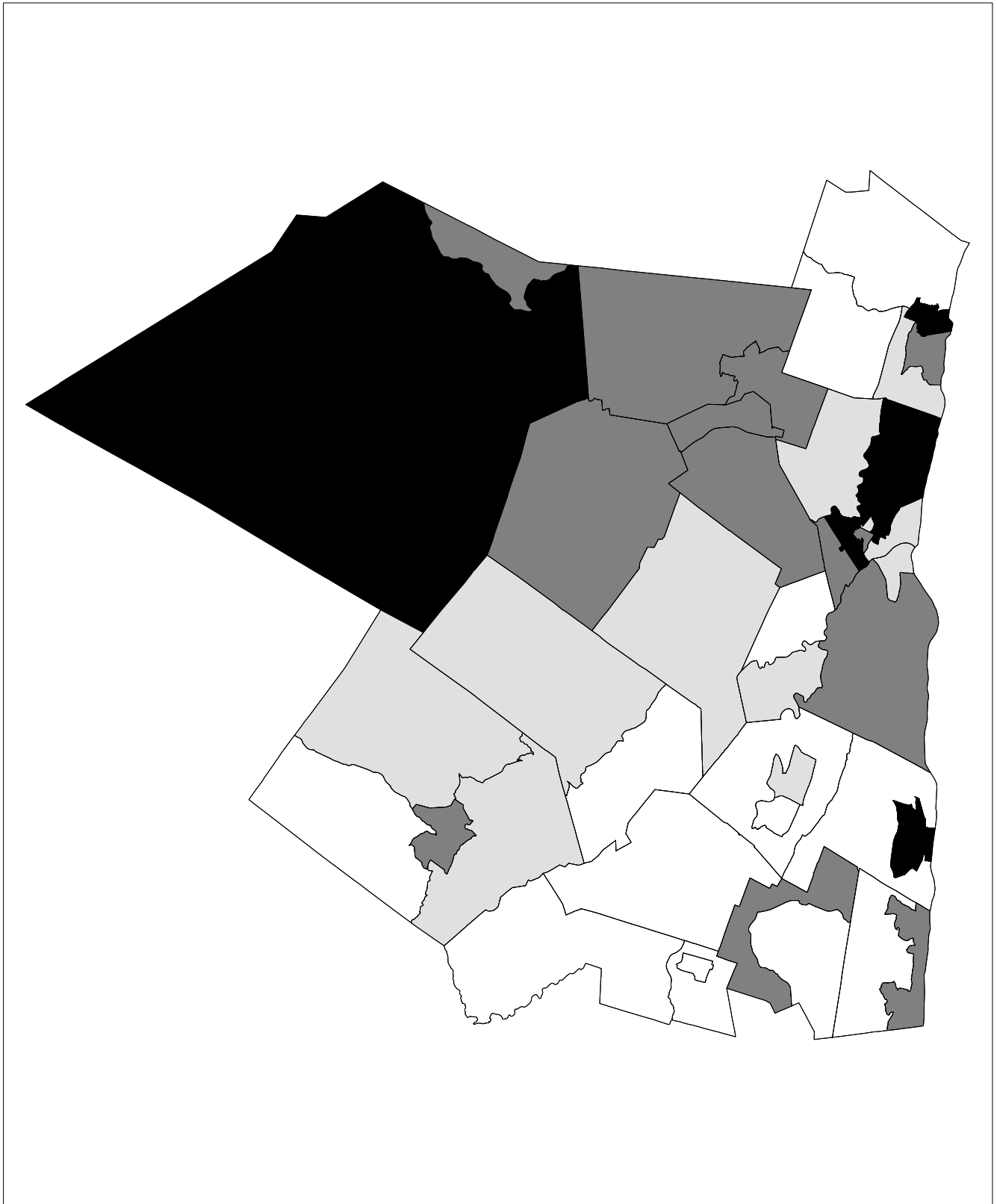


Figure 9
Youth Population

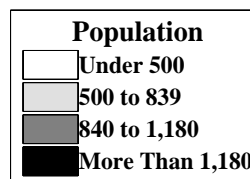
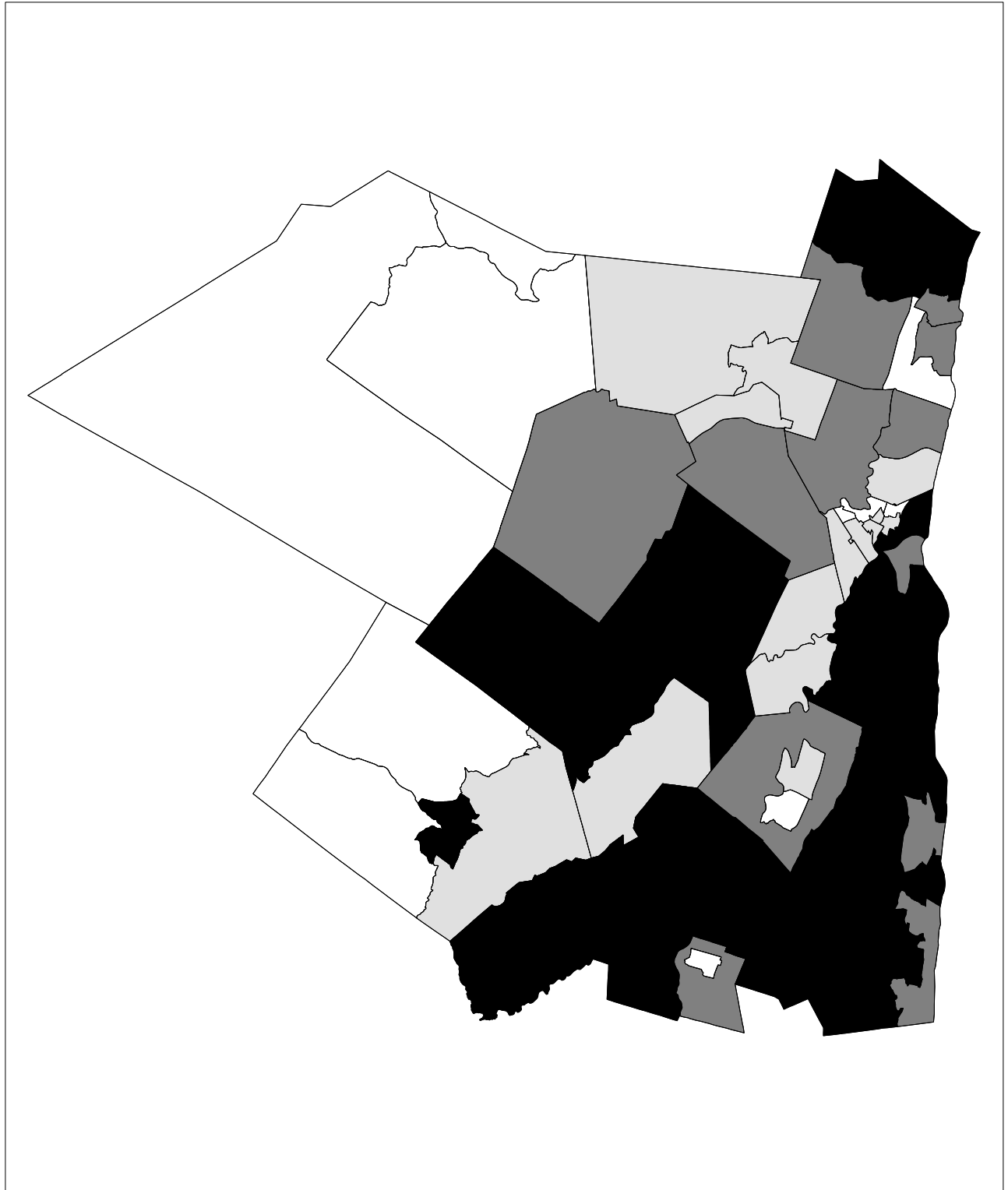


Figure 10
Youth Population, Percent of Total Population

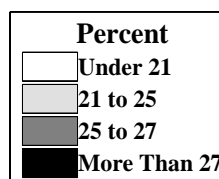


Figure 12
Zero Car Households

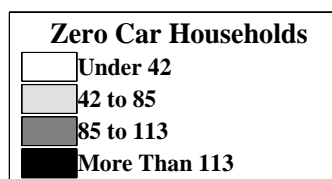
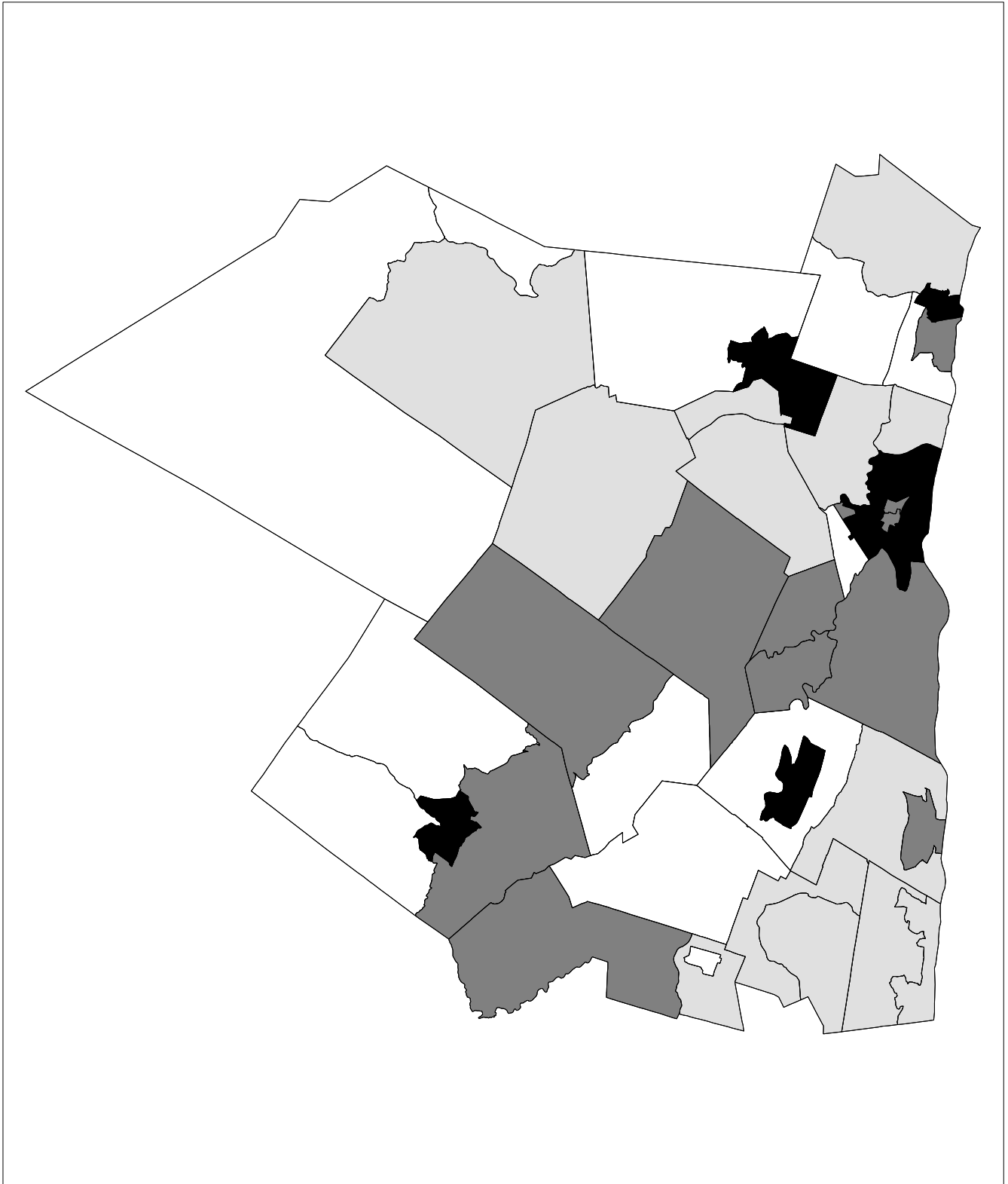


Figure 13

Zero Car Households, Percent of Total Households

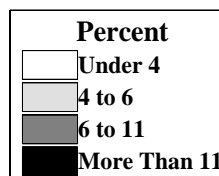
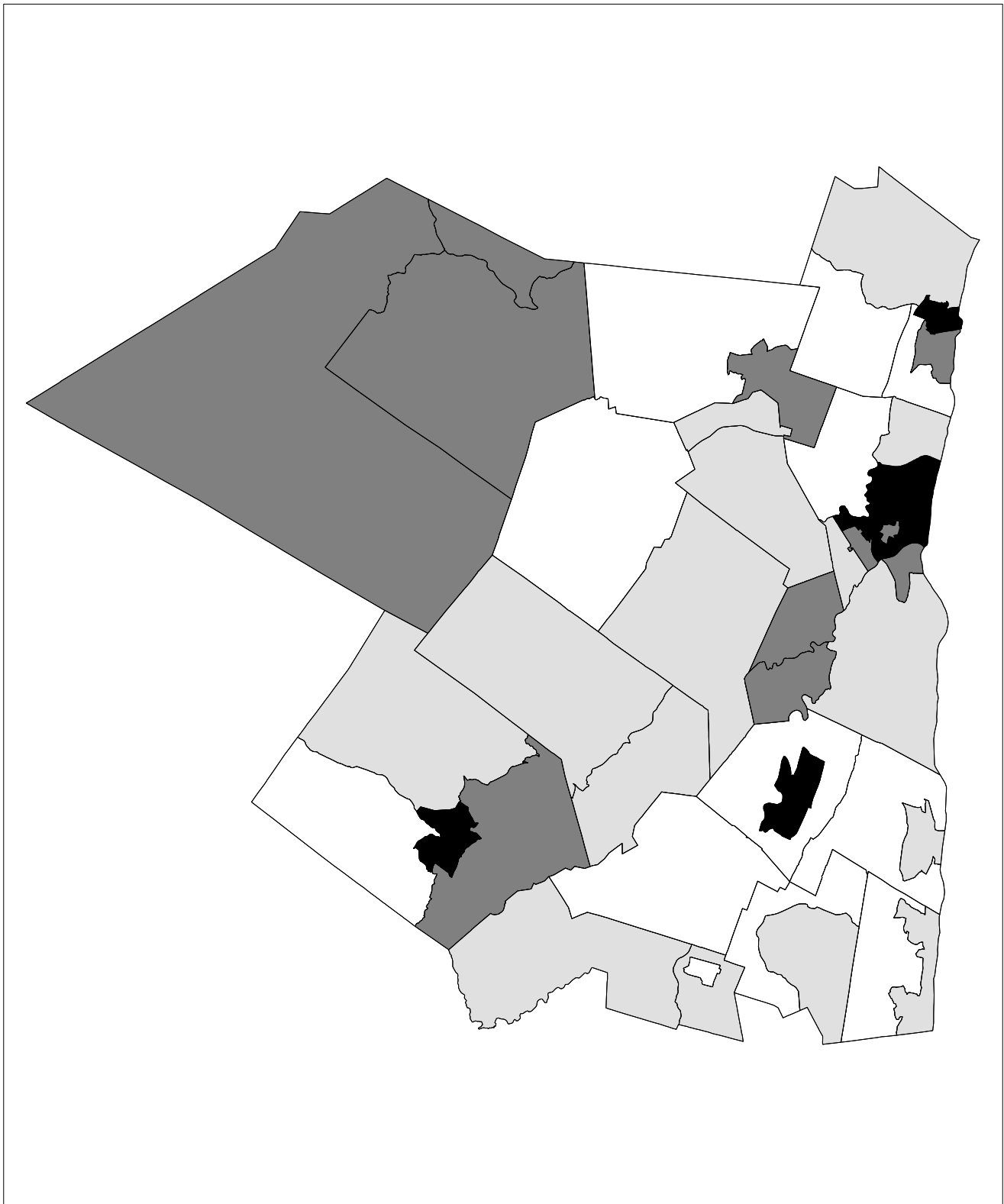
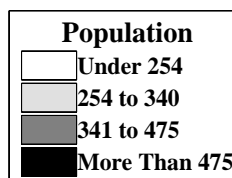
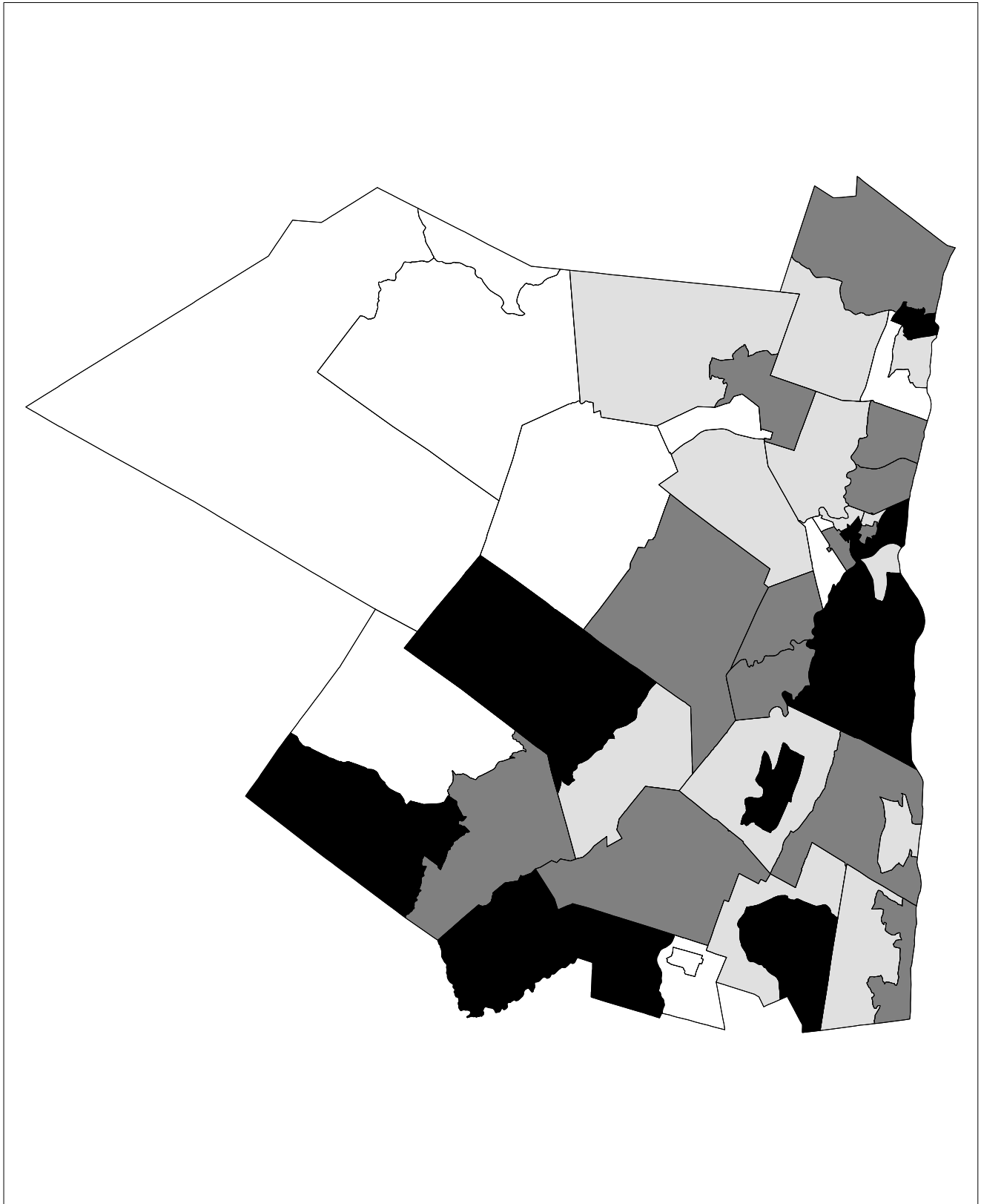


Figure 15
Poverty Population



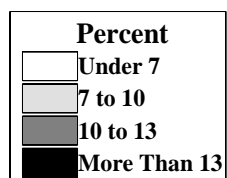


Figure 18
Number of Commuters Using Public Transit

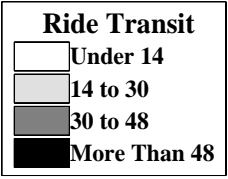
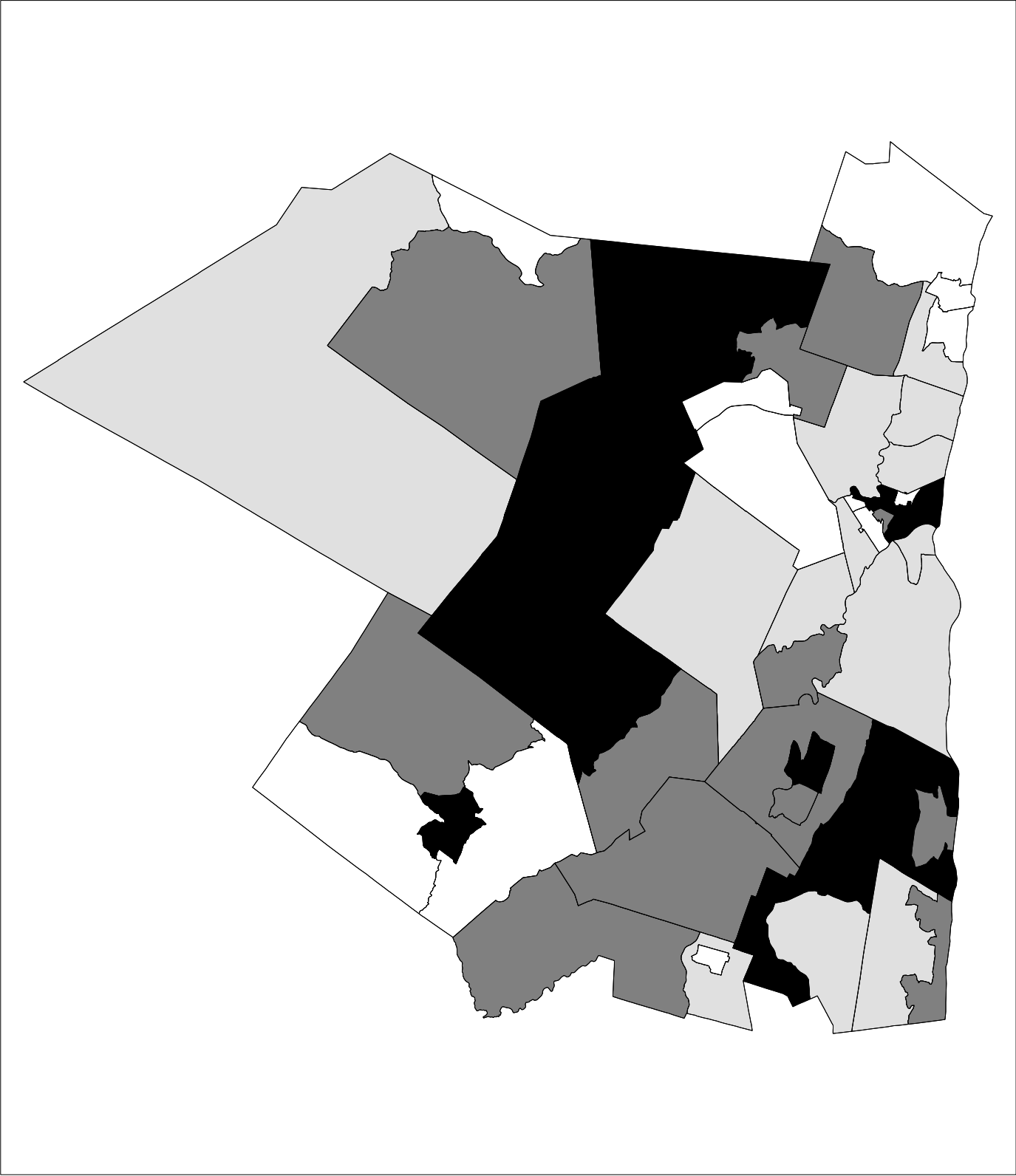


Figure 19
Percent of Population Using Public Transportation

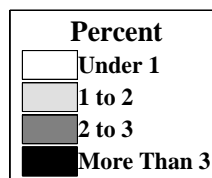
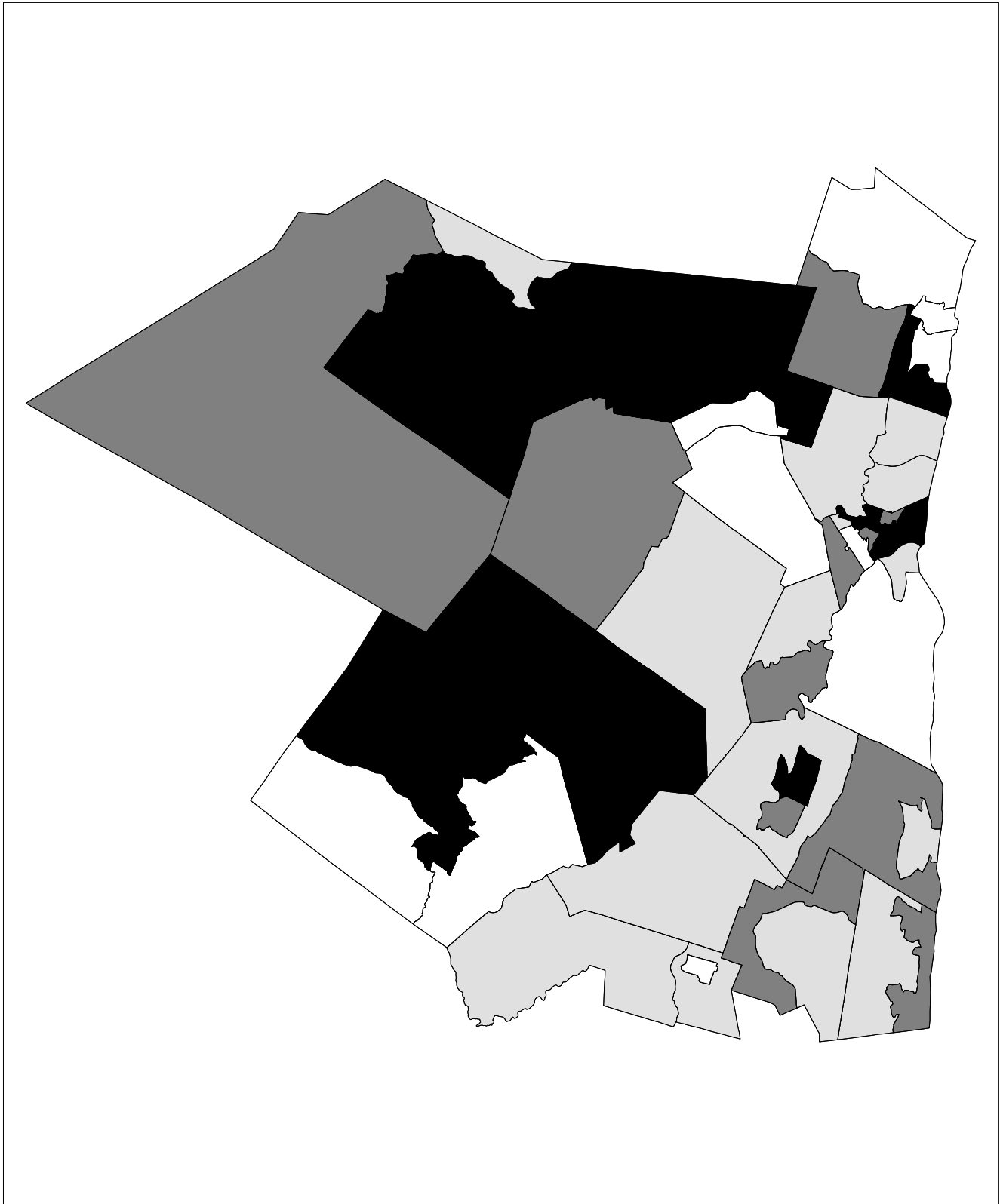


Figure 20

Labor Force

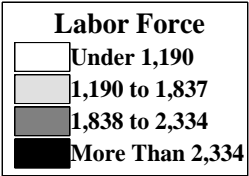
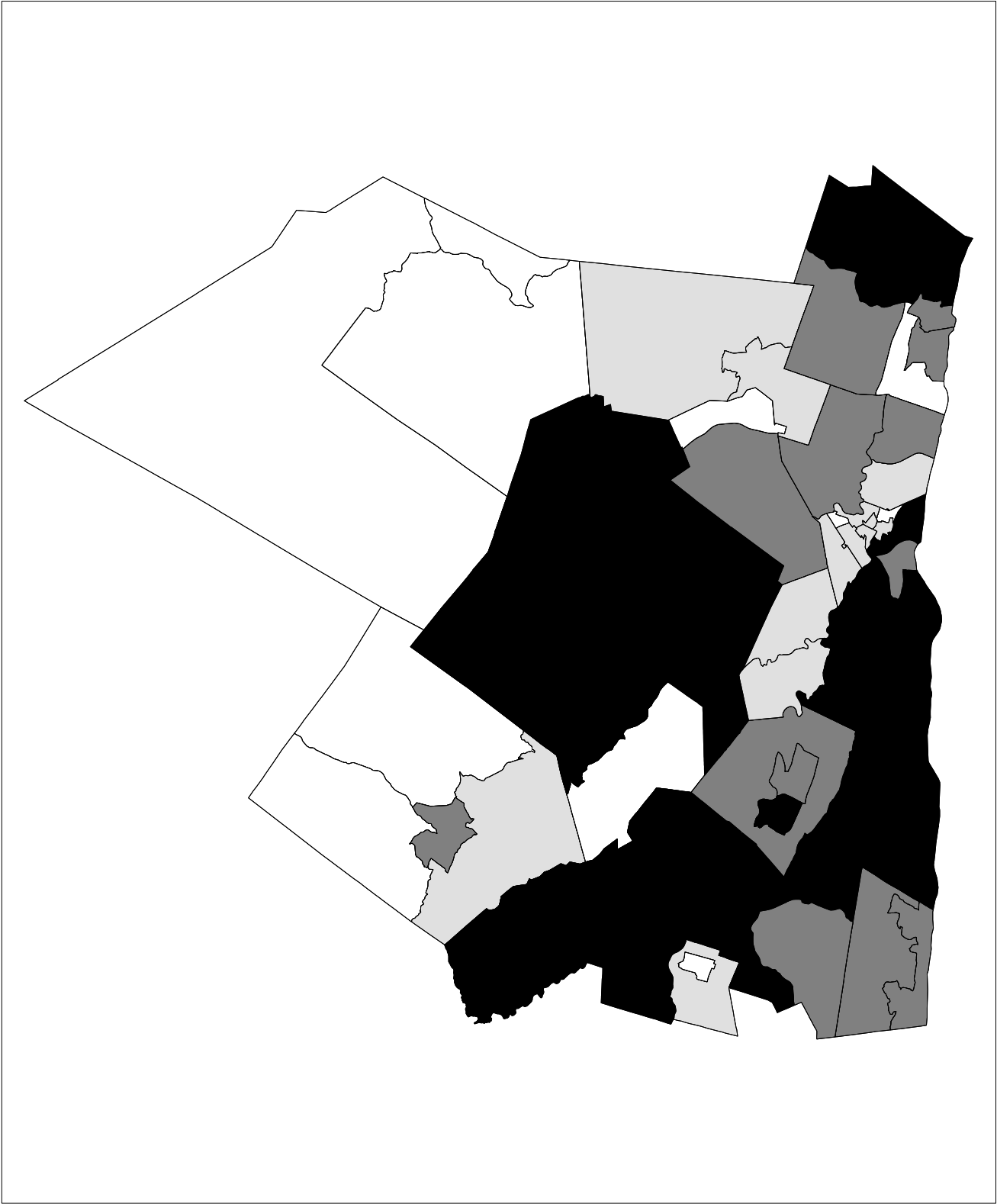


Figure 22
Employment

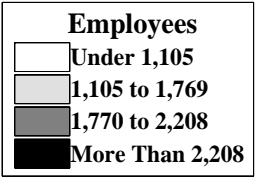
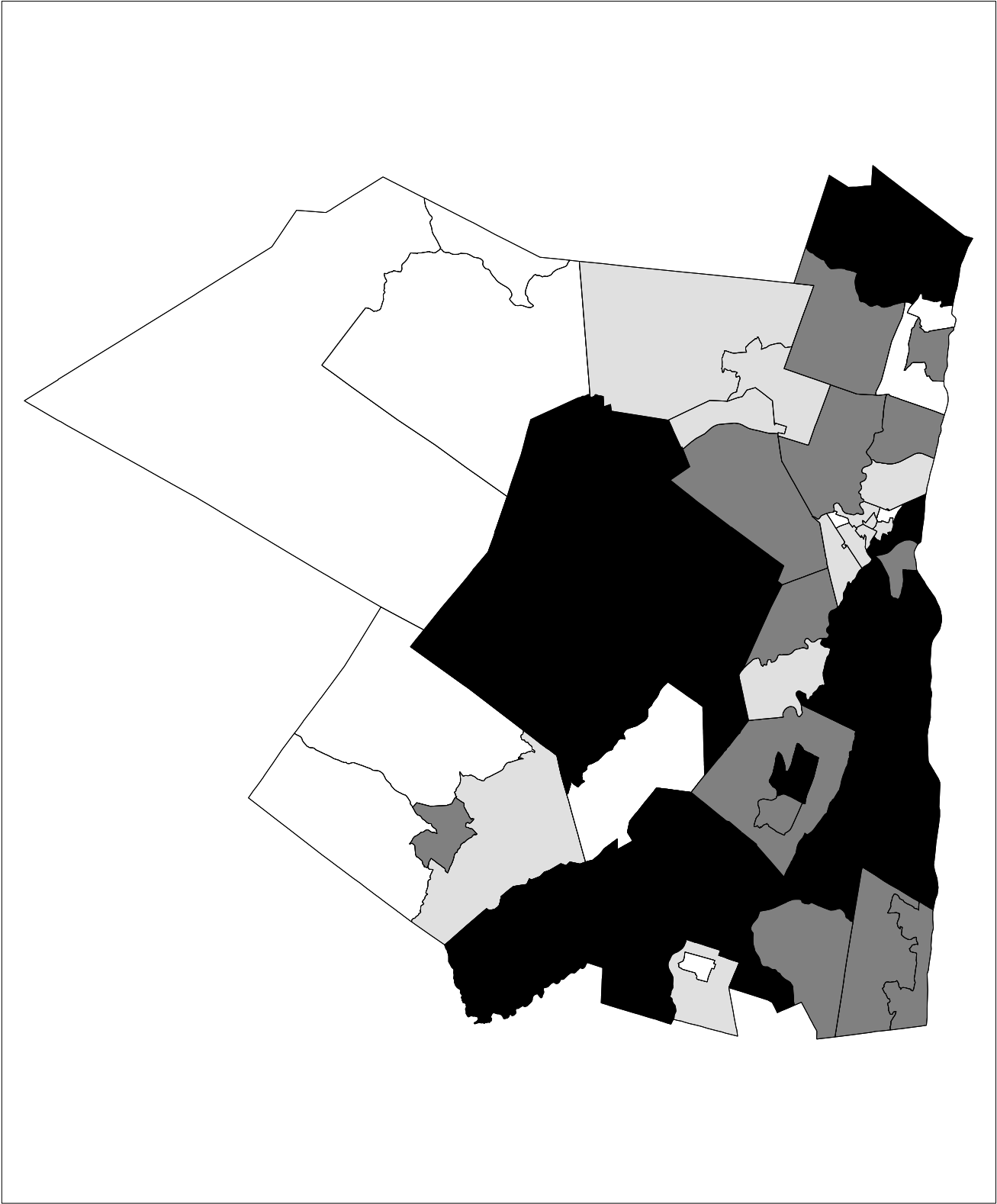
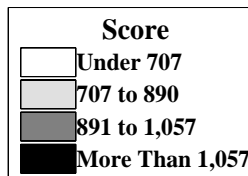
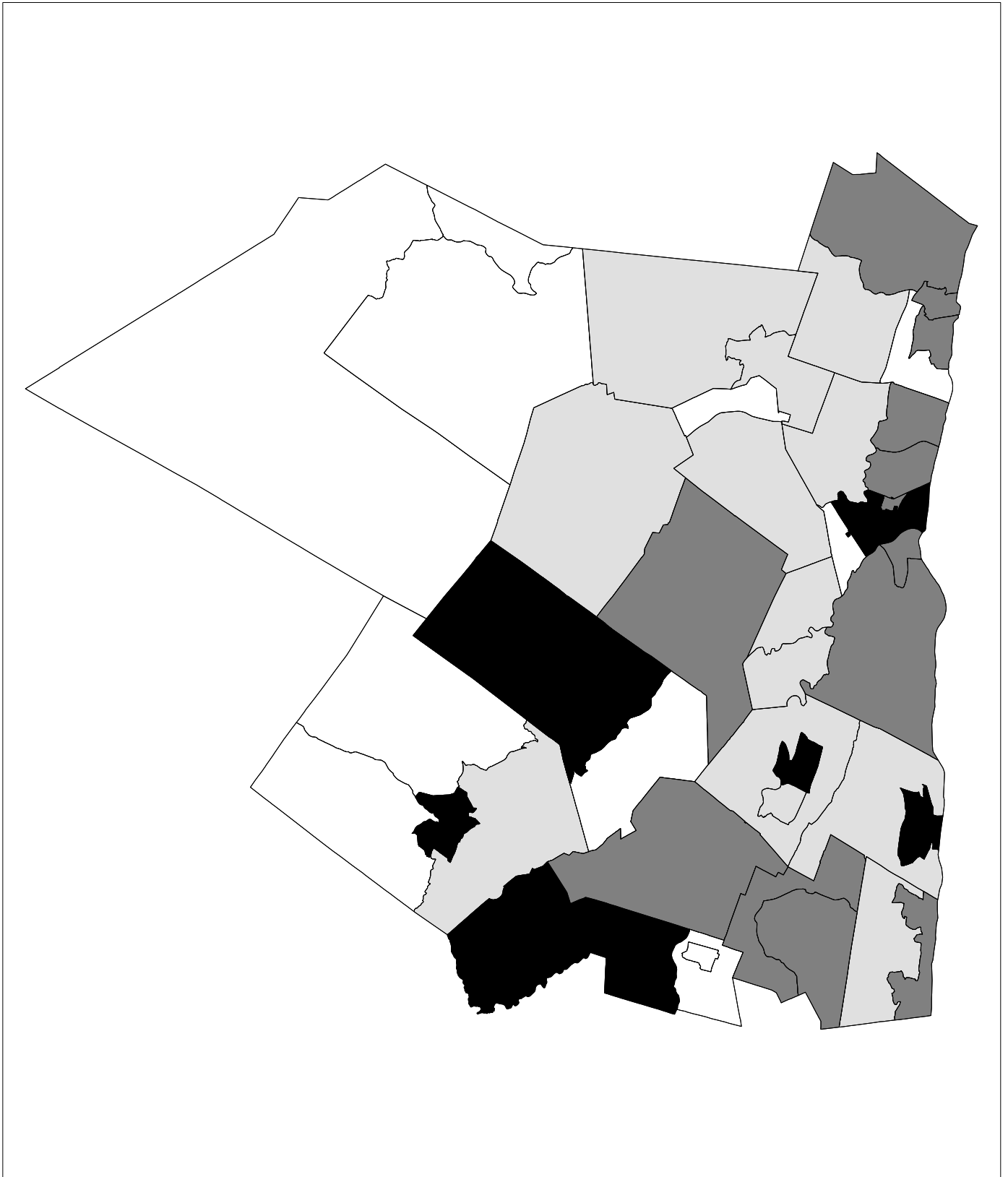


Figure 24
Transit Needs Score



APPENDIX B

STAKEHOLDER SURVEY

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Public Transportation Human Services Provider Survey

The Ulster County Transportation Council (UCTC) is creating a Public Transportation Human Services Plan for Ulster County. As part of the plan, the UCTC is creating a database of all human services transportation services and providers in the Ulster County area. If your agency provides services to persons in need of human services transportation, the UCTC would greatly appreciate your help in completing this survey. Thank you for your assistance!

1. Agency/Organization Information:

Agency or Organization Name: _____
Street Address: _____
Mailing Address: _____
City, State, Zip Code: _____
County: _____
Contact Person (Name & Title): _____
E-mail Address: _____
Phone Number: _____
Fax Number: _____
Website: _____

2. Is your agency/organization:

Public _____ Private for-profit _____
Private non-profit _____ Other _____

3. Estimate the number of persons not accessing your services because of lack of transportation. _____

4. What age group are your services designed for?

Under 9	19 to 59	65 and older
9 to 18	60 to 64	Any age

5. Does your agency/organization serve people with transportation limitations? (Transportation limitations are disabilities or conditions that limit one's ability or cause difficulty in getting to places they need or want to go).

Yes _____ No _____

VEHICLES

6. Does your agency operate its own vehicles to transport passengers?

Yes _____ No _____

7. How many vehicles do you own that transport passengers? _____

-
8. How many of the vehicles noted in #7 are equipped with ADA accessible wheelchair lifts or ramps? _____

COORDINATION

9. What issues, if any have you encountered in coordinating or attempting to coordinate transportation (e.g., billing and payment, insurance, driver qualifications, etc.)? _____

10. In your opinion, what do you see as the greatest obstacle(s) to transit coordination in your service area? _____

11. In your opinion, what enhancements are most needed to improve the coordination of public transit and human service transportation in your service area? _____

12. Why is transportation a barrier in accessing other services in this area?
(Please check all that apply and rank in priority, with 1 being the highest priority).
Priority
_____ No transportation services are available
_____ Existing transportation providers are too costly
_____ Existing transportation services don't operate the same hours as
human service agency clients need transportation
_____ Existing transportation services don't serve where services are
located
_____ Existing transportation providers only want to serve their own
clients

TRANSPORATION SERVICES

13. What type of transportation services does your agency offer? _____

14. Do you assist passengers to and from the vehicle? _____
15. Please provide a written description of your transportation service area, service boundaries and the time periods of operation.

16. How far in advance must a passenger schedule their trip? _____

17. What are the criteria to qualify users for your service? _____

18. Does your agency have paid or volunteer drivers?

Paid Drivers # of Paid Drivers? _____

Volunteer Drivers # of Volunteer Drivers? _____

19. How many passenger trips do you provide per month? _____

20. How many unduplicated passengers do you transport per month? _____

21. Approximately how many hours per month do your employees spend transporting passengers? _____

22. Approximately how many vehicle miles per month do you operate transporting passengers? _____

23. How are transportation services funded at your organization?

_____ Charging clients

_____ Donations, United Way, Fundraising, Volunteer

_____ Local government

_____ State Funds (what category) _____

_____ Federal Funds (what category) _____

_____ Other (please specify) _____

UNMET NEEDS

24. Thinking of your agency, what transportation needs are not being met adequately? _____

25. Outside of your agency, what transportation needs are you aware of in this area that are not met adequately? _____

26. What are the barriers to meeting those needs? Why are these transportation services not being met? _____

APPENDIX C

STAKEHOLDER SIGN IN SHEET

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April 30, 2008

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