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SENIOR TRANSPORTATION SERVICES IN DUTCHESS COUNTY CHALLENGES AND OPPORTUNITIES

Prepared for:
Dutchess County Office for the Aging

Charles Zettek Jr.
Project Director

One South Washington Street
Suite 400
Rochester, NY 14614
Phone: (585) 325-6360
Fax: (585) 325-2612

100 State Street
Suite 330
Albany, NY 12207
Phone: (518) 432-9428
Fax: (518) 432-9489

www.cgr.org

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SENIOR TRANSPORTATION SERVICES IN DUTCHESS COUNTY

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SUMMARY

The Center for Governmental Research (CGR) was engaged by the Dutchess County Office for the Aging to conduct a study of senior transportation within the county. The objectives of the study were to assess the current demand for transportation and currently available transportation services, estimate future projected demand for services and identify options for addressing that demand. CGR analyzed census data, conducted interviews of key stakeholders, and reviewed best practices in senior transportation. Our major findings are:

- ❖ In 2000, the population age 60 and over accounted for 16% of the County's population; 5% were age 75 and over and 1.6% were age 85 and over.
- ❖ The population age 60 and over is projected to increase to 27% of the population by 2030; the population age 75 and over will reach nearly 10% of the population; and the population age 85 and over will reach 2.6% of the total County population.
- ❖ Currently, senior transportation services are provided, in some form, by three different systems: fixed route service, five not-for-profit organizations, and two county departments.
- ❖ While the current systems provide valuable services to the senior population, services are seen as inadequate for several reasons:
 - ◆ Low levels of fixed route services to communities located away from major roads and

areas, which is where these services are concentrated.

- ◆ Limited services to other counties.
- ◆ The need for greater assistance for seniors with physical impairments.
- ◆ The need for expanded service hours and for purposes beyond medical appointments and grocery shopping.
- ◆ Confusion and lack of awareness of available services.

In response to these findings, CGR offers several recommendations, which are summarized below:

Short Term Recommendations

- ❖ Increase understanding of senior transportation needs through a comprehensive survey that will explore issues not revealed by census data analysis.
- ❖ Promote coordination among senior transportation providers in order to leverage resources, increase capacity in the system, and increase ease of access to information and service for consumers.
- ❖ Enhance fixed route and demand-response (call-for-service) systems to better serve seniors. This includes exploring feeder services and route deviation options, using available data on the need for services to promote Dial-A-Ride, exploring restructuring of Dial-A-Ride and improving call center operations, and recruiting volunteers to provide senior assistance on Dial-A-Ride vehicles.
- ❖ Continue to try to identify one or more organizations within the county who might be interested in becoming a local affiliate of a national program to improve delivery of transportation services to seniors (ITN), in order to

potentially take advantage of funding opportunities that will become available.

Long Term Recommendations

- ❖ Promote utilization of services through education and awareness. This includes educating seniors about the use of current fixed-route, non-profit services and county services, promoting more senior services to towns, and informing organizations that work with seniors of available services. Through these groups, more seniors may be referred to existing services.
- ❖ Explore innovative partnerships to enhance funding and other resources, including sponsorships for transportation to and from major commercial destinations.
- ❖ Explore partnerships with neighboring counties, in order to better serve residents for whom services in Ulster and Putnam counties and in Connecticut are most convenient.
- ❖ Expand volunteer recruitment in order to increase capacity among non-profit transportation service providers

It is likely that the County will need to identify additional resources in order to initiate the recommendations above. One objective of coordination efforts will be to identify and leverage ongoing sources of funding and resources on an ongoing basis. In the short-term, depending on the County's desire to move forward on these recommendations, associated costs could include \$20,000 - \$30,000 to conduct a survey of senior transportation needs, and the cost of a .5 -.75 FTE staff person to initiate and manage coordination efforts over the next six months to a year. Additionally, franchise and annual fees associated with becoming an ITN affiliate are outlined in this report; funding for a portion of this cost may become available as the State Office for the Aging has expressed plans to initiate related demonstration projects throughout the state.

In conclusion, our findings suggest that while the current system is providing important services to some of the senior population, there are currently unmet needs within the greater Dutchess community. Given that the senior population is projected to grow significantly over the next 25 years, it is important that human service agencies within the county take steps now in order to meet both current and future needs for transportation services for these vitally important members of the Dutchess community.

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Staff Team

This project was directed by Charles Zettek Jr., Director of Government Management Services. The report was researched and written by Maria Ayoob, Research Associate. Kate McCloskey, David Cohen, Hung Dang and David Landry assisted with additional research and preparation of the maps and tables included in this report.

BACKGROUND

Purpose of Study

The Dutchess County Office for the Aging commissioned CGR to undertake a study of senior transportation in the County in order to assess the current demand for transportation and currently available transportation services, estimate future projected demand for services and identify options for addressing that demand. In common with what is happening in similar communities across the county, the aging population in Dutchess has increased and will continue to increase. Since the number of services providing senior transportation has decreased in the last few years, closing the gap between supply and demand is increasingly difficult. Seniors are more likely to have ceased driving and to have intensive medical needs than younger populations. They may lack access to public transportation or be too frail to use it. While aging-in-place is being increasingly emphasized¹, and is preferable to many seniors, in rural communities with low density populations many seniors who no longer drive can become isolated and lack access to needed services. Transportation is critical to meet both their basic needs, such as medical appointments and grocery shopping, as well as needs that relate to quality of life, including the ability to socialize and take advantage of recreational opportunities.

Methodology

CGR used a variety of methods to produce this report.

- ❖ Stakeholder interviews. With assistance from the Dutchess County Office for the Aging and the Department of Planning and Development CGR identified key stakeholders to interview. Stakeholders were interviewed either separately or in groups. Stakeholder groups interviewed included:

¹ Aging in place means staying in a home environment as long as possible rather than moving to a long term care facility.

- ◆ County staff
 - ◆ Representatives of organizations providing senior transportation
 - ◆ Consumers of senior transportation services
 - ◆ Municipal leaders
- ❖ Review of census data. In order to gain an understanding of the Dutchess County population, CGR conducted analysis of data from the U.S. Census Bureau and other sources.
 - ❖ Review of best practices. CGR reviewed literature on and contacted representatives of organizations that are considered successful models for senior transportation.

SECTION 1: SENIOR POPULATION OF DUTCHESS COUNTY

Context

The senior population of New York State, and the country as a whole, is growing. Growth in New York State has been somewhat slower than in the rest of the nation. Between 1990 and 2000, the US population age 65 and over grew by 12%, compared to a 13% increase in the total population. Within that age group, the total U.S. population age 75 and over increased by 26% and the population age 85 and over increased by 37%. In New York the increase in the 65 and over population was only 3.6% but the population age 75 and over grew by 15% (from 5.6% of the total population to 6.2% of the total population) and the population age 85 and over grew by 25% (from 1.4% of the population to 1.6% of the population.² In Dutchess County the total population grew

² U.S. Census Bureau, 1990 and 2000

by 8% between 1990 and 2000. The 65 and over population grew by nearly 17%, from 11% to 12% of the population; the 75 and over population grew by 22%, from 4.8% to 5.5% of the population, and the 85 and over population grew by more than 34%, from 1.17% to 1.46% of the total population. See Table 1 in Appendix A for growth in these age groups in each municipality.

Dutchess County Population

Municipalities

Dutchess County consists of two cities, 20 towns, and eight villages. As of the 2000 Census, the county had a total population of 280,150. Total municipality populations range from less than 1,000 in the village of Millerton to nearly 42,000 in the Town of Poughkeepsie, with a median population of only 4,622. Roughly half of the county's population is concentrated in the five largest municipalities (Table 2 in Appendix A.)

Urban/Rural Distinctions

Transportation needs can vary widely between urban and rural areas. Urban areas are more likely to be better served by public transportation than rural communities. In our conversations with Dutchess County residents, this distinction was made often in reference not only to the availability of services, but also to the preferences of seniors. Focus group participants and staff at the County noted that while the population in the southern, more urban areas of the county is more accustomed to using public transportation, seniors in the rural areas of the county may be much less familiar with these options and prefer to travel by car. Also, fewer services are now located in outlying areas of the county, and are instead concentrated along major roads and in more urbanized areas (Map 1 in Appendix B; also see Map 3). This is an important point to take into consideration when planning for transportation to rural areas.

More than two-thirds of the total county population is concentrated in urban areas, with the remainder in rural areas.³ 12 municipalities are primarily urban (defined as >75% urban), 14 are primarily rural (defined as >75% rural), and four have a mix of urban and rural populations. In three instances (Villages of Pawling, Red Hook and Rhinebeck), a village located within a town is primarily urban while the town outside of the village is primarily rural. Table 3 in Appendix A shows the proportion of urban and rural population in each municipality.

Population density is related to urban/rural classification; however, a closer look at population density within the county reveals further variations that will presumably affect the level of isolation and access to services for seniors. In communities with low population density it may be more difficult to find cost-effective means of transportation – both for the general population and for seniors⁴. The population per square mile in Dutchess County municipalities ranges from 49 persons per square mile in the Town of North East to 5,811 per square mile in the City of Poughkeepsie (Table 4 in Appendix A.)

Within municipalities classified as primarily urban (see Table 3) the range is between 455 and 5,811 persons per square mile; in the rural municipalities it ranges from 49 to 1,468 persons per square mile; and in the ‘mixed’ areas the range is between 220 and 564 persons per square mile.

The Senior Population

The Dutchess County Office for the Aging defines its target population as individuals over the age of 60. Wherever possible, we have used this age group in our analyses, however, some data from the Census Bureau uses age categories which do not allow

³ See the US Census Bureau for more information on urban/rural classifications.

http://www.census.gov/geo/www/ua/ua_2k.html

⁴ Transportation Innovations for Seniors. The Beverly Foundation and the Community Transportation Association of America. 2006.

for analysis of this age group. In these cases we have used the age group “65 and over” instead.

Age 60 and Over. In 2000, 16% of Dutchess County’s population (44,660 residents), was age 60 or over. By municipality, the number of residents age 60 and over ranged from 156 in the Village of Tivoli, to 7,040 in the Town of Poughkeepsie (see Table 5 in Appendix A; high and low values in each category are highlighted).

As a proportion of the total municipal population, residents age 60 and over range from just over 9% in the Town of Milan to 34% in the Village of Fishkill (See Table 5). In addition to the Village of Fishkill, particularly high proportions of seniors reside in the Town of Rhinebeck (23% of the total population) and in the Villages of Rhinebeck (33%), Millerton (26%), and Pawling (26%).

Of particular interest in planning for transportation needs are “older” seniors – age 75 and over, who are more likely to have stopped driving, have a greater need to access medical services, and have more difficulty using public transportation. In Dutchess County, 5% (15,363 residents) of the population in 2000 was age 75 and over, and roughly 1.5% (4,083 residents) was age 85 and over.

By municipality, the number of seniors age 75 and over ranged from as few as 57 in the Village of Tivoli (5% of the municipal population) to as many as 2,363 (6% of the municipal population) in the Town of Poughkeepsie. As a proportion of municipality populations, seniors age 75 and over ranged from a low of 2.2% of the population of Milan (100 residents) to a high of 19.5% (338) of the population of the Village of Fishkill.

Consistent with the data above, the Village of Tivoli had the smallest number of residents age 85 and over in 2000, with a total of 13, or just over 1% of the total population. The largest number of seniors age 85 and over (605) reside in the City of Poughkeepsie. The proportion of seniors age 85 and over ranged

from .4% in the Town of Milan (20 residents) to 7.2% (222 residents) in the Village of Rhinebeck.

One issue that needs to be considered when interpreting the above data is the senior population residing in nursing homes and other group quarters.

Table 6 in Appendix A provides data on the population age 65 and over residing in group quarters by municipality (data not available for villages). Of particular note is the change in the proportion of seniors in the Town of Rhinebeck. When the group quarters population is excluded, the proportion of residents age 65 and over drops from nearly 23% of the population to less than 16%.

Senior Housing developments represent clusters of seniors who may need transportation. Table 7 in Appendix A lists senior housing developments in Dutchess County.

Projected Changes in the Senior Population

Between 2000 and 2030 the total U.S. population is expected to increase by 29%, with the elderly population more than doubling. The population age 65 and over will increase from 12% of the population to nearly 20% of the population; the population 75 and over will increase from less than 6% of the total population to more than 9%, and the population 85 and over will increase from 1.5% of the population to 2.6% of the population.

Clearly, future demand for senior transportation services in Dutchess is going to be driven by both the numbers and location of seniors. To estimate these factors CGR reviewed population projections for Dutchess County from three different sources (Table 8 in Appendix A.)

Population projections vary significantly, especially in the later years, and should be interpreted as indicative of trends, but not absolute numbers. In addition to projections of the change in the total county population, projections for the change in municipal populations are also available; as presented in Table 9 in Appendix

A. Finally, projections by age group for the total County population are available (Table 10 in Appendix A).

No single source has created projections for age groups within municipalities. As illustrated by variations in growth rates within the elderly population in Dutchess County municipalities from 1990 to 2000 (See Table 4 in Appendix A), growth rates will not likely be uniform across municipalities in the future. Thus, using projected growth rates for the entire county to estimate changes in the senior population would presumably be inaccurate, as would using projected population changes in entire municipalities to estimate growth in different age groups.

In order to develop what we believe are more appropriate estimates of the future senior population by municipality in Dutchess County, CGR applied growth rates based on the projections by age group presented in Table 10 (prepared for NYSDOT by Global Insight in 2005) to U.S. Census data for municipal populations in 2000. CGR's estimates are provided in Table 11 in Appendix A.

Determining Transportation Needs

The data described above provide an overview of the entire universe of potential users of senior transportation services. However, as noted above, there are limitations to this data. Just as important, several other variables that determine transportation needs must be considered. These include: whether individuals drive and have access to cars; availability of informal transportation options, such as family, neighbors and friends; eligibility for Medicaid-funded transportation; proximity of services including medical and dental providers, social service agencies, shopping areas etc.; and ability to access available transportation services. While data do not exist for most of these variables, some proxy measures can be used to estimate others.

Availability of vehicles

Data are available on the percentage of households where the householder is age 65 and over and age 75 and over, with no vehicles available. In Dutchess County, 16% of households where the householder is age 65 and over have no vehicles available. The

lowest proportion of such households is in the Towns of Clinton, Stanford, Beekman, Milan, and La Grange, with the highest proportion in the Towns of Rhinebeck, Fishkill, and Pawling and the Cities of Beacon and Poughkeepsie. Where the householder is age 75 and over, 24% of households in Dutchess County have no vehicle available, with the lowest proportions of such households in the Towns of Clinton, Stanford, Beekman, La Grange and East Fishkill, and the highest proportions in the Towns of Pine Plains, Wappinger, Fishkill, Pawling, and the City of Poughkeepsie. (Table 12 in Appendix A.)

Availability of informal transportation options

This variable is difficult to measure. One proxy variable is whether or not an individual lives alone. Those living alone may be less able to access informal transportation options, especially transportation provided by a spouse or other caregiver.

In Dutchess County, 27% of the population age 65 and over live alone, with the lowest proportions of seniors living alone in the towns of Beekman, East Fishkill, Pine Plains, Stanford, and Union Vale, and the highest proportions of such seniors residing in the Towns of Amenia, Milan, and North East, and the two cities. The greatest number of seniors who live alone reside in the Towns of Fishkill, Hyde Park, Poughkeepsie, Wappinger and the City of Poughkeepsie. (Table 13 in Appendix A.)

Eligibility for Medicaid Transportation

Medicaid enrolled seniors (age 65 and over) can access transportation for non-emergency medical needs that Medicaid will pay for. This represents a portion of the senior population that can access some transportation, although transportation for other purposes will still need to be accessed through other means.

In Dutchess County, 2,652 seniors are currently eligible for Medicaid. This represents less than 8% of the 65 and over population that can access demand-response, Medicaid funded transportation for non-emergency medical purposes.

Table 14 in Appendix A contains the major variables described above in a table format to enable comparisons across categories.

SECTION 2: THE CURRENT STATE OF SENIOR TRANSPORTATION SERVICES

Currently, senior transportation services are provided by three different systems: two fixed route services, five not-for-profit organizations, and two county departments (Office for the Aging; D.S.S provides Medicaid-funded medical transportation for eligible individuals in all age groups).

Fixed Route Service

Two fixed route bus systems are in place in Dutchess County: the LOOP system, serving the county as a whole, and the City of Poughkeepsie Transit System.

The LOOP Bus System serves every town and city in Dutchess County, but service to rural areas off of main roads is limited (See Map 2: Major Roads and Bus Routes, in Appendix B. Also see Map 3)

A list of LOOP's routes is presented in Table 15 in Appendix A.

Maps and schedules of each route are available at:

<http://www.co.dutchess.ny.us/CountyGov/Departments/Planning/10392.htm>.

The City of Poughkeepsie Transit System has six routes serving major shopping centers, schools and apartment complexes. Routes are described in Table 16 in Appendix A.

Both bus systems offer reduced fares for seniors (\$.50).

The Department of Planning and Development is currently undertaking a study of both fixed route systems, including a survey of passengers. Information gathered through this study should

help the county better understand the needs of riders, including seniors. Data are not currently available about senior ridership on the two fixed route bus systems, but data on seniors captured in the passenger survey will be available once data analysis is completed.

Demand Response Service: Dial-A-Ride

Dial-A-Ride (DAR), a service provided by LOOP, is a “curb-to-curb transportation service, designed to serve senior citizens and individuals who have a physical or mental disability which prevents them from using the regular LOOP buses.”⁵ DAR defines senior citizens as individuals age 60 and over. DAR is operated by the Dutchess County Division of Mass Transit, which is part of the Department of Planning and Development.

DAR is funded in part through fares, in part by funding from towns, and also by State funds via the Office for the Aging and the Department of Planning and Development, and Federal funds through the Office for the Aging. (Table 17 in Appendix A provides a breakdown of 2006 revenue.) Each municipality is charged \$428.26 per month for each day of service. For example, a town with one day of service per week will have a monthly bill of \$428.26, whereas a town with service each weekday will have a monthly bill of \$2,141.30.

DAR is a demand – response service that provides transportation to medical appointments and major shopping destinations, including malls, Wal-Mart and Kmart. Vehicles leave the LOOP garage (located in the Town of LaGrange) at 8 am and return by 4 pm. Reservations can be made up to thirty days in advance, and must be made no later than 3 days before the requested service. Drivers can assist passengers on and off the bus, but cannot leave the bus unattended, so service does not extend beyond the curb. All individuals age 60 and over are eligible for the service, but must complete an application before beginning to use the service.

⁵ www.co.dutchess.ny.us/CountyGov/departments/Aging/PLdialaride.htm

DAR does not require a fare, but a suggested fare schedule is posted. (Table 18 in Appendix A.)

DAR contracts with individual municipalities, and the municipality determines the service parameters, including the number of days and the destinations it will serve. Twelve municipalities are currently served by DAR (service is also provided for Castle Point VA), with seven of them contracting for service 1 or 2 days per week and the rest with contracts for 3 or more days per week. (See Table 19 in Appendix A for detail on about DAR service.)

DAR currently has just over 3,600 registered users, including both elderly and disabled users. This number represents the total number of users who have registered for service and does not necessarily represents the number of current users. DAR is not currently tracking the type of user but will begin doing so in the near future. In 2005, DAR had a total ridership of 23,450, a decrease of 34% from 1996, although capacity had increased by 22% (measured in days of service). (see Table 20 in Appendix for details on ridership and service capacity between 1996 and 2007). In the first two quarters of 2007, 11,908 trips had been provided by DAR.

County Planning staff contend that while ridership decreased for several years, now that DAR call center staffing has been improved, more requests are being met. However, ridership statistics do not bear this out. Abandoned call rates are still high, ranging from 15% to 41% in the first 7 months of 2007. This indicates that there is even more demand for existing DAR service than DAR ridership statistics measure.

Non-Profit Agencies

There are five primary non-profit organizations currently providing transportation to seniors. Each of these was represented in group interviews conducted by CGR, and additional data was collected as needed from the agencies. With the exception of the Martin Luther King Cultural Center in the city of Beacon, all of these agencies rely on volunteer drivers and three of them serve many of the rural areas where public transportation is difficult to

access. At least two additional organizations provided transportation until recently, and according to focus group participants, their loss has been felt throughout the county, even though services these agencies were providing has been providing for the Office for the Aging have been replaced with other providers. Demand has increased for remaining service providers, and there is a sense that transportation needs are not being met adequately.

A description of the services provided by each of these organizations is provided below, and is summarized in Table 21 in Appendix A.

North East Community Center (NECC)

Located in the village of Millerton, NECC provides transportation primarily to seniors in the northeast portions of the county. Current clients come from hamlets and villages in the towns of North East, Amenia, Dover and Washington. The agency reports that they have recently accepted a client from Clinton Corners, farther away than the usual population they serve, due to the decrease in available services.

NECC has two vehicles, one a four-door sedan and the other a 7-passenger van. Volunteer drivers use both vehicles to transport seniors, and may use their own cars if they prefer or if the center's vehicles are unavailable. Between 5 and 7 volunteers provide approximately 275 rides a year⁶ to about 12 individuals per month, or 4-5 individuals per week. Between January 1st and the first week of August, 2007, the center served 23 different individuals. Medical and social service appointments are the priority, although occasional trips are also provided for errands such as grocery shopping or banking and for social events. Due to their location in the eastern part of the county, many trips are made to destinations in Connecticut, mostly in the Town of Sharon, where a hospital and other medical providers are located. Volunteers are able to

⁶ Figure obtained by applying data provided from January to August 8 of this year to a twelve month period.

provide through-the-door service (i.e. assistance that extends beyond the vehicle to include assistance with getting into and out of the home, assistance with packages, etc.). There is no fee for service, although the center accepts donations; the suggested donation for a local trip is \$5.00.

NECC is funded partly by the county Office for the Aging⁷ and partly by a grant from the Foundation for Community Health. In the past the center received funding from the American Red Cross, which was funded in part by the County government.

Friends of Seniors

Friends of Seniors (FOS) has no actual physical location, but uses an answering machine to receive requests for rides and matches these requests to volunteer availability. No particular limitations exist on the area served; currently the organizations has clients in the Cities of Beacon and Poughkeepsie, and the Towns of Beekman, Clinton, East Fishkill, Fishkill, Hyde Park, La Grange, Washington, Poughkeepsie, Pleasant Valley and Stanford.

The organization has 22 volunteers and serves about 120 seniors each month. Volunteers use their own cars to transport clients. Assistance is provided through the door, into and out of the vehicle and drivers will also carry packages and groceries. The majority of rides provided are for medical appointments and grocery shopping. There is no fee for services, but donations are accepted from riders.

FOS is funded primarily by the county Office for the Aging as well as by grant funds from the Community Foundation, rider contributions and fundraising.

Northern Dutchess Caregivers Coalition

Like Friends of Seniors, the Northern Dutchess Caregivers Coalition (NDCC) has no physical location, but is run through a

⁷ The Dutchess County Office for the Aging issued an RFP for provision of medical transportation for seniors (age 60 and for the second half of 2007. Along with other requirements, the RFP specified that a) transportation be provided for trips for which Dial-A-Ride is not available, and b) assistance should be available to and from the vehicle.

network of volunteers with affiliations to various churches in Northern Dutchess County. Volunteers take turn completing two week shifts as coordinators. During that two week period, the coordinator is responsible for retrieving phone requests for service and matching a rider to a volunteer driver. Whenever possible, riders are matched to a driver in the same congregation; this offers a sense of familiarity for riders as well as drivers. Riders and drivers not affiliated with a particular congregation also participate.

NDCC serves the north-western portion of the county, from the Village of Tivoli to the Town of Hyde Park. Most trips are for medical and dental appointments, and major destinations include Kingston (in Ulster County) and Poughkeepsie. Representatives from the organization also mentioned an eye care center in Columbia County as a destination for clients, and reported that volunteers sometimes travel as far north as Albany.

There is no fee to use the service, but 48 hours notice is required. Funding comes from local churches and donations. The organization does not receive any funding from the County or from other funders. In 2006, approximately 700 trips were provided. One of the strengths of the model is that riders feel comfortable using the service because they are often linked to the volunteer driver through a common church affiliation.

*Pawling Community
Resource and Services
Center*

The Pawling Community Service and Resources Center, (CSRC), is located in the Town of Pawling and primarily serves residents of the town (occasionally a client is served who does not reside in Pawling but has some kind of affiliation to the town, e.g. through work or church). It transports riders both within the county as well as to Putnam County and Connecticut. The center has one van and volunteers provide trips in this vehicle or in their own cars, and provide assistance to the door. Most trips are for medical appointments, although at least one consumer has a weekly shopping trip. The Center also makes trips on Saturdays to Hannaford Supermarket. 25 to 20 volunteers provided 604 weekday trips in 2006. CSRC has been funded by the Community Foundation in the past; for the second half of 2007 funding will

come from the county Office for the Aging. There is no fee for service although donations are accepted. Drivers can be reimbursed for mileage.

Martin Luther King Cultural Center

Located in the City of Beacon, the Martin Luther King Cultural Center (MLKCC) has been providing transportation to seniors since 1969. The center has two vehicles, one of which is handicap-accessible, and has one paid driver (and a substitute as a backup). Approximately 180 consumers (seniors and disabled individuals are eligible) are served a year, and approximately 1800-2000 trips are made. Trips are made for any service, although dialysis is a particular priority. Most consumers are residents of Beacon, Fishkill, and Wappinger, although others are served as well. The center will transport riders as far north as Poughkeepsie, west to Newburgh (Orange County) and south to Cold Spring (Putnam County).

MLKCC is funded in part by the County Office for the Aging, Episcopal Charities, donations and fundraising. Consumers pay a fee for service (\$8.00 from Beacon to Poughkeepsie), although the center will not turn a consumer away because of an inability to pay. Trip requests must be received at least 24 hours in advance.

Discontinued Services

American Red Cross

The American Red Cross served all of Dutchess County, providing transportation to medical appointments for approximately 150-200 clients per year. It was funded in part by the Office for the Aging, the United Way and the Berkshire Taconic Community Foundation. Rides were free, although donations were accepted, and were provided by volunteers using agency vehicles.

Transportation Network

The Transportation Network was funded by United Way, Community Foundation and Dyson Foundation in 2003. Under the grant, vehicles owned by the Association for Senior Citizens

were to be used to provide services in areas not served by Dial-A-Ride. However, services provided did overlap with DAR service.⁸

Office for the Aging

The Office for the Aging transports seniors daily to Senior Friendship Centers. Table 22 in Appendix A provides a list of Friendship Centers and their locations. Friendship Centers offer meals, recreational activities and the opportunity to socialize. Eight of the ten Friendship Centers have a county-owned vehicle and a county-employed driver who transports seniors to and from the centers. Of the other two, one contracts with MLKCC for transportation, while the other uses the Site Manager as a driver in addition to other Site Manager duties. Drivers also take clients shopping weekly and deliver home-delivered meals. Drivers start picking clients up at 8am, and start the return trips from the center between 1:30 and 2 pm. In between drivers complete the deliver of meals and the weekly shopping trips. More than 30,000 trips are provided each year.

Service Issues

Gaps in Service

Stakeholders generally agree that transportation needs are not being met for all seniors. Some of the general issues raised include:

- ❖ Limited hours and days of service, especially the lack of service during evenings and weekends.
- ❖ Limited availability of to-the-door and through-the-door assistance. Many seniors need this extra assistance for every trip.
- ❖ Limited availability of transportation for both medical and other purposes. With limited resources available, service providers have to prioritize the most urgent needs; providers indicate that they are overburdened by demand for just these services. Seniors also need transportation for

⁸ http://www.dysonfoundation.org/usr_doc/Seniors_Initiative_Grants_Awarded_October_03.pdf

other purposes, in order to maintain their quality of life and participate fully in their communities.

- ❖ Confusion and lack of awareness about available services.
- ❖ Service providers discontinuing services due to high cost
- ❖ Difficulty in recruiting volunteer drivers and in managing volunteers.

Barriers to using public transportation

“Driving Culture”

Study participants described a ‘car culture’ that is more prevalent in northern and eastern Dutchess County. The county has historically been underserved by public transportation and in these areas residents are highly reliant on private cars. By contrast, in southern Dutchess, residents (especially those who have migrated from Westchester and New York City,) are more accustomed to public transportation. Seniors who have never used public transportation may be unfamiliar with many aspects of the system, including reading schedules, using a fare box, and signaling for a stop. For seniors who have never used public transportation, starting to do so can be difficult, and the lack of familiarity may inhibit seniors from using public transportation more frequently. However, evidence shows that travel in private cars is the dominant means of transportation for seniors in both rural and urban areas,⁹ and this is an important point to take into consideration in transportation planning.

Frail Elders

Many seniors cannot use public transportation due to physical impairments. This problem is exacerbated in rural and suburban areas where bus stops cannot be reached easily and there may not be sidewalks or bus shelters available. In rural, suburban and urban communities, public transportation is not an option for seniors

⁹ Glasgow, N. The Transportation Mobility of New York State’s Aging Baby Boomers. NYSOFA, Project 2015.

who need assistance boarding a vehicle, help getting in and out of their homes, and assistance with packages.

Bus Routes

A low level of services by the fixed route transportation system in rural and suburban areas also makes this a poor option for many seniors.

Barriers to Dial-A-Ride Utilization

Study participants noted several factors that keep seniors from using Dial-A-Ride or that contribute to the perception that Dial-A-Ride is inadequate in serving the needs of seniors. These are:

- ❖ Service issues. Participants noted several issues that add to a negative perception of DAR, including the need to request service 3 days ahead of time, difficulties in accessing the call center (e.g. in one recent month 40% of callers hung up before call was completed, presumably due to long waiting times), and limited hours of service availability (8-4 Monday to Friday) as well as call center availability (7-4 Monday to Friday).
- ❖ Lack of assistance to the door and through-the door. DAR drivers are not permitted to leave the vehicle, meaning that seniors who have difficulty with carrying packages or getting to the bus from their home cannot use the service.
- ❖ Need for awareness and education. Participants noted that many seniors may simply be unaware of the service or that there is confusion about what is offered, schedules and how to request service. Others reported that although seniors are automatically eligible for the service, the need to complete an application process may be a barrier.
- ❖ Perception of underutilization. There is a general perception that the service is underutilized. This becomes an issue when municipalities are evaluating DAR – some DAR proponents noted that increased ridership is important in order to ensure that the service continues. Participants noted that in some communities the DAR vehicle “looks empty” contributing to a perception that the service is not cost-effective. CGR notes that at least in

some cases perception matches reality. For example, in one community DAR runs two days a week and serves a total of five consumers.

- ❖ Vehicle size. Dial-A-Ride is using larger vehicles than were used previously; the larger vehicles cannot access certain roads or driveways leaving some residents unable to use the service.
- ❖ Despite the issues noted with DAR, study participants seemed to value the service and feel that it should be expanded to be available in all municipalities.

Geographic distinctions

Study participants noted several distinctions that need to be made when considering the needs of Dutchess County residents. Some of these are described above in regard to the ‘car culture’ in rural communities within the county. In addition, some study participants noted the importance of making an east-west distinction in order to emphasize the needs of those along the ‘Route 22 corridor’, towns east of the Taconic with low density populations. Fewer services are located in this part of the county (see Maps 1 and 3 in Appendix B) and many residents access services either in Putnam County, or in Connecticut. In the Northern part of the county, to the west of the Taconic, residents often wish to access services in Ulster County. While the non-profit service providers currently cross both county and state lines, Dial-A-Ride and the fixed route systems do not.

As noted above, a distinction is also made between southern Dutchess, below Route 44 and the rest of the County. This area is more urban, better served by public transportation, and many services are concentrated here.

SECTION 3: BEST PRACTICES IN SENIOR TRANSPORTATION

In order to develop some recommendations for improving senior transportation services in Dutchess county, CGR reviewed best practices in literature, and offers the following examples that we believe could be applicable to Dutchess.

Independent Transportation Network

Overview

The Independent Transportation Network (ITN) is a “sustainable local solution” to senior transportation needs. Essentially a franchise, ITN was formed in Portland, ME and has operated there for more than 11 years. Following success in Portland, ITNAmerica was created to roll out the model to communities across the country. Some of the key features of the ITN model include:

- ❖ Membership model: Riders become dues-paying members of the organization.
- ❖ The program is supported by fares paid by riders and by community support. Riders set up debit accounts so that no cash transactions need to be handled.
- ❖ Reliance on software that coordinates functions that include community outreach, finance, volunteer management, membership and dispatching.
- ❖ Partnerships with businesses through programs such as Healthy Miles, Ride & Shop and Ride Services.
 - ◆ Healthy Miles allows health care providers to help pay for rides
 - ◆ Ride & Shop allows merchants and other professionals to help pay for rides

- ◆ Ride Services allows organizations such as assisted living facilities to contract with ITN for transportation
- ❖ Use of other innovative solutions including:
 - ◆ Mileage credits: Volunteers receive credits for miles driven to pick up passengers or to return home after a ride. These credits can be saved for their own future use or can be donated to a member
 - ◆ Credits for adult children: Adult children of ITN members can receive credits that can be used by their parent at any ITN affiliate.
- ❖ Service features:
 - ◆ Available to individuals age 65 and over (or visually impaired)
 - ◆ Rides are provided for any purpose
 - ◆ Service is available 24 hours a day, seven days a week
 - ◆ All rides are provided in private cars
 - ◆ Service is door-through-door, with assistance for packages etc.
 - ◆ Rides are provided by volunteers or paid drivers

Becoming an ITN affiliate

ITNAmerica accepts applications on a rolling basis. Applicants can be either a nonprofit, 501c3 organization, or a government agency such as an Area Agency on Aging, a municipality, or a county or State department. New ITN programs are part of a Learning Cluster with other start-up communities who go through a process of developing their programs over a period of four years, at the end of which the community has a fully sustainable model in place. The Learning Cluster provides for ongoing support and sharing of best practices. ITNAmerica provides support in the form of:

- ❖ ITNRides software
- ❖ A customized business plan and implementation timeline
- ❖ Strategic planning and support
- ❖ Marketing and promotional materials
- ❖ Site visits
- ❖ Tools for staff development and fundraising
- ❖ Ongoing training
- ❖ Access to VISTA staff

Funds required to become an affiliate are as follows:

- ❖ \$125,000 in committed funds in the first year, which includes a \$35,000 franchise fee that covers support, technology and training and \$90,000 to help the community develop a foundation for providing rides by the end of the first year.
- ❖ Annual fees, which decline progressively from the first year. By the fifth year the fee is \$5,000 per year plus a dollar per member and a penny per ride.

More information is available at:

<http://www.itninc.org/Family.aspx>

<http://www.itnamerica.org/default.asp>

Greater Mercer Ride Provide

Greater Mercer Ride Provide (GMRP) is a community based organization in Mercer County, New Jersey, providing transportation to seniors age 65 and over and to the visually impaired. Rides are provided for any purpose, including medical appointments, shopping, trips to the hairdresser, and volunteer activities. About 37% of rides are for medical purposes. Many

rides are recurring. Between October 2006 and the summer of 2007, GMRP provided over 3,000 rides. The program is funded in equal parts by three sources: rider fares, state and local government contracts, and private grants and corporate contributions.

GMRP was formerly an ITN affiliate, and maintains many of the same features as ITN. These include:

- ❖ A membership model. An annual individual membership is \$35; a family membership is \$50.
- ❖ Riders pay a fee for service. At GMRP, fees are based on zones, which roughly correspond to municipalities within the county. Fees for one-way rides are as follows:
 - ◆ Within a zone: \$6.00
 - ◆ Travel to a neighboring zone: \$10.00
 - ◆ Travel beyond a neighboring zone: \$15.00
 - ◆ Extra fee for travel before 8 am or after 8 pm: \$5.00
 - ◆ Discounts for shared rides.
 - ◆ Most rides are provided by volunteers, in private cars
 - ◆ There are no restrictions on the purpose of the ride.
 - ◆ Donations of vehicles are accepted; members who donate a car receive transportation credits in the value of the car
- ❖ Other features include:
- ❖ Ride requests must be made at least two days in advance

- ❖ Volunteers accumulate points that can be redeemed for gas cards, be donated back to GMRP, or donated to a member account.

GMRP is run by the Greater Mercer Transportation Management Association (GMTMA). GMTMA is a partnership of public and private organizations, including employers, local governments, and state agencies. The organization was founded in order to find innovative solutions to increasing transportation demands. Its focus is improving mobility and reducing traffic congestion in Mercer County.

More information is available at:

www.gmtma.org.

www.rideprovide.org

Coordination Models

Communities throughout the country are using partnerships and innovative solutions to close the gap between existing services and the transportation needs of seniors. Many of these use some form of coordination, which is receiving attention nation-wide as a solution not only to senior transportation but to community-wide transportation and transportation provided by social service agencies.

Coordination Overview

Coordination of transportation services can take many forms in a community – including partnerships between a few agencies to share vehicles or other resources, consolidating access to information about available services, a single organization providing brokerage services to allow centralized access, scheduling and dispatch, and comprehensive partnerships among all the senior transportation providers in a community. One way of describing these types of partnerships (which are often together referred to as different forms of ‘coordination’):

*Cooperation: Working together in some loose association, in which all agencies retain their separate identities and authorities, including control over the vehicles they own; * Coordination: Joint

decisions and actions of a group of agencies with formal arrangements to provide for the management of the resources of a distinct system; *Consolidation: vesting all operational authority in one agency that then provides services according to purchase of service agreements or other contractual relationships¹⁰.

Coordination can address several problems that may exist within a system of community transportation, including duplication of expenditures and service efforts; unmet transportation needs; underutilized vehicles; variations in service quality and availability; lack of reliable information on the various services available; and the absence of data that can be used to quantify needs.

Examples of Transportation Coordination

Jewish Council for the Aging
(JCA) Connect-A-Ride, MD

JCA has consolidated information about transportation services in Montgomery County, MD, and Fairfax and Arlington Counties, VA. Information includes eligibility, cost and availability and can be accessed through calling a single phone number.

Seniors' Resource Center,
Jefferson County, CO

The Seniors' Resource Center was created in 1978 to bring together senior service providers in order to provide a continuum of services. The Center was originally a direct transportation provider, and in 1988 became a transportation broker. As a broker, the Center currently provides centralized access to the services of ten transportation vendors. Seniors use a single phone number to access the brokerage. Intake staff screen callers for funding source, mobility needs, and use scheduling software to determine service availability. Intake staff then determines the least expensive transportation option for the rider. Vendors that contract with the Center include public transportation providers,

¹⁰ Transit Cooperative Research Program. Toolkit for Rural Community Coordinated Transportation Services. 2004. http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_101.pdf

volunteer transportation providers, taxi companies and social service agencies.

COAST, Colfax, WA

COAST is the transportation program of the Council on Aging and Human Services located in Colfax, WA. The council is a nonprofit social service agency that provides a range of programs. COAST uses a number of forms of coordination to serve a 9 county area that covers parts of Washington and parts of Idaho. Early coordination began when two local service providers applied for capital assistance for vehicles. The state Department of Transportation asked that a lead agency oversee all vehicle purchasing in the area, and COAST became the lead agency. As a result, a coalition of service providers, schools, government agencies and other organizations was formed. From then on, COAST has used the following aspects of coordination to expand transportation services:

- ❖ Joint funding applications: coalition members' budgets' were pooled in order to leverage Section 5311 funds (federal funds to support public transportation in non-urbanized areas).
- ❖ Information sharing: Service providers hosted tours of their facilities and described their services in detail so that the entire coalition could gain a thorough understanding of issues and needs and identify opportunities for eliminating duplication and filling service gaps.
- ❖ Brokerage, centralized information, and dispatch: In addition to being a direct service provider, COAST is a broker for transportation services (including Medicaid funded transportation). This service includes taking requests, securing funding sources, assigning trips to contracted services and securing reimbursement.
- ❖ Vehicle sharing: COAST has a loan and lease program that allows churches and denominational nursing homes to rent vehicles for special trips such as Sunday trips to church. Vehicles are also used by community volunteers in two rural communities. COAST is also a lead agency in

acquiring vehicles through section 5310 grants. When COAST receives the new vehicle, it turns a used, well-maintained vehicle over to the requesting agency; when COAST receives the vehicle title after 100,000 miles, that vehicle is then turned over to the agency.

- ❖ Insurance pool: COAST holds a master policy that covers 32 vehicles in six agencies. The resulting cost to agencies is about ½ to 1/3 lower than it would be for the agencies to purchase coverage by themselves.

SECTION 4: NEW YORK STATE OFFICE FOR THE AGING TRANSPORTATION INITIATIVES

The New York State Office for the Aging (NYSOFA) is currently focusing on two areas related to senior transportation: safety practices for older drivers and promoting the ITN model in New York.

The Older Driver Family Assistance Network is a partnership of agencies and organizations including the Department of Health, the Department of Motor Vehicles, AARP, AAA, and several County Departments on Aging. The Network has completed a survey of families and caregivers concerned with older drivers (<http://www.aging.state.ny.us/explore/drivers1.htm>) and in 2001 developed a publication entitled “When You are Concerned - A Handbook for Families, Friends and Caregivers Worried About the Safety of an Aging Driver.” This publication has been distributed for several years by the Dutchess County Office for the Aging and Traffic Safety Board.

NYSOFA will be issuing an RFP in the next few months that will partly fund four ITN start-up demonstration projects throughout the state. Funding will provide some seed money for organizations to become ITN affiliates; like all affiliates, the grant recipients will have to become self-sustainable at the end of the four-year “Learning Cluster” program described earlier. NYSOFA has

specified that grant recipients will have to be non-profit organizations.

SECTION 5: CONCLUSIONS AND RECOMMENDATIONS

The following represents the summary conclusions reached by CGR as a result of our research for this study and related recommendations that we believe would address the issues identified in this report.

Conclusions

- ❖ Stakeholders in Dutchess County, including providers, consumers, and county staff, recognize that current transportation services are inadequate to meet their needs. They desire flexible, accessible options that will allow them to participate fully in their communities.
- ❖ Volunteer organizations serve a critical role in senior transportation in Dutchess County.
- ❖ Although there are unmet needs, the current service providers are unlikely to be able to expand their capacity to meet it without some level of additional funding and greater coordination in order to leverage resources and create innovative solutions.
- ❖ Rural communities in Dutchess County are underserved by public transportation. While enhancements could help rural residents access the fixed route system more easily, many seniors will still be unable or unwilling to use public transit to meet all their transportation needs.
- ❖ Geographic distinctions are important to keep in mind in transportation planning for Dutchess County. Access to public transportation, location of services and differences in transportation preferences will affect utilization patterns.

Recommendations

CGR has developed several recommendations that we feel will enhance and improve transportation services for seniors in Dutchess County. While some of these are related to efforts that

have been previously undertaken by the County, our discussions with stakeholders and review of best practices indicate that such efforts need to be continued, enhanced, or in some cases revisited in order to make the necessary improvements to the current system of services. Though many of these recommendations deal with issues that will need to be addressed in the long-term, we have designated the recommendations as short-term or long-term. For the most part, the shorter-term recommendations should create a foundation for the longer-term recommendations. Any efforts to improve senior transportation will require the County and other providers to identify resources to accomplish the tasks involved. This may include finding new ways to use existing resources or exploring possible funding sources.

Short Term Recommendations

1. Increase understanding of senior transportation needs

Census data is limited in what it can tell us about the senior population. While we can estimate the number of seniors with potential transportation needs and can extrapolate senior needs based on our understanding of the population and on existing utilization patterns, some questions are difficult to answer. These include which informal solutions seniors are using to meet their transportation needs (carpooling, informal volunteers such as friends, family and neighbors), how many seniors continue to drive, how they prefer to travel, the days and times they need transportation and where they need to, or would like to, travel. CGR recommends that the county conduct a survey of seniors to assess their transportation needs. In 2006, the San Antonio-Bexar County Metropolitan Planning Organization conducted a survey of senior transportation needs. The full report of the survey results is available at:

http://www.sametroplan.org/pages/Studies_Projects/Completed/senior_report/San%20Antonio%20Senior%20Survey_FINAL%20REPORT_Oct%202015_web.pdf .

Questions included in the survey dealt with destinations, driving behavior, and attitudes towards existing and potential services.

Participation in the survey could be solicited through partnerships with current transportation providers, senior housing representatives, health care organizations, and other providers of services to seniors. One stakeholder suggested that Home Delivered Meals could be a useful way to solicit survey participation from homebound seniors.

Associated Cost: In order to carry out this survey, the County will presumably need to engage a professional organization. Based on initial internal conversation and the scope of such a survey, CGR estimates that this will cost in the range of \$20,000 to \$30,000.

2. Promote coordination among senior transportation providers

As described earlier, coordination among transportation providers is a critical step in increasing available services effectively and efficiently. The fixed route bus systems, Dial-A-Ride, and other services described in this report are equally important and complementary components of the senior transportation system. Better coordination among these components can help the system as a whole increase capacity to serve a larger portion of the senior population and prepare to meet future demand. Coordination can take many forms ranging from a centralized information source to a consolidation of services under a single authority. Components of coordination that have been used in other communities and that may benefit Dutchess County include: leveraging funding from federal, state, and private sources; opportunities to lower cost, such as insurance costs or the cost of staff; centralized access to information; and increased ability to track utilization and plan for future services.

The best form of coordination for Dutchess County will emerge as stakeholders work together and will depend on the willingness and ability of different entities to collaborate and share control over resources and services. Leadership will be an important component of a successful effort to increase coordination. While it

makes sense for the County to initiate coordination efforts and convene stakeholders, as described below, individuals and organizations with the desire, energy and resources to do so may prove to be valuable leaders for ongoing efforts. Positive outcomes of coordination that should be prioritized include: services that meet the needs of seniors, including the necessary level of assistance, days and times of service, and desired destinations; easy access to information for consumers; and the ability to identify duplication in service and opportunities for service enhancement and increased efficiency.

In order to move towards greater coordination; CGR recommends that the County:

- ❖ Convene its Senior Transportation Workgroup. This first step is necessary in ensuring a shared understanding of available services and the target population. While it may not be practical to bring all of the following together at the same time, input and participation should be enlisted from:
 - ◆ Non-profit organizations currently providing services, including the Northern Dutchess Caregivers Coalition, North East Community Center, MLK Cultural Center, Friends of Seniors, and The Pawling Community Resource and Services Center.
 - ◆ Organizations that have provided transportation services, or funded transportation service in the past, including the American Red Cross, and the Association for Senior Citizens.
 - ◆ Public transportation providers, including LOOP and the City of Poughkeepsie Transit System.
 - ◆ Organizations that have funded transportation projects in the past, including the United Way, the Berkshire Taconic Community Foundation, Community Foundation of Dutchess County, the

Dyson Foundation, and the Foundation for Community Health.

- ◆ The Poughkeepsie-Dutchess County Transportation Council
- ◆ County departments that work with seniors and/or provide transportation. In addition to the Office for the Aging and the Department of Planning and Development, this may also include the Departments of Health, Mental Hygiene and Social Services.

CGR recommends that this workgroup consider the following actions as high priorities:

- ❖ Continuing to identify areas of duplication and service gaps. This report, along with the Office for the Aging directory of services, provides a foundation for a comprehensive inventory of services. Additional input from the entities above will enhance the understanding of all the services that are accessible to, and accessed by, seniors.
- ❖ Identifying potential available resources on an ongoing basis. Along with an inventory of services, the workgroup should also explore their shared inventory of resources. This may include vehicles that are underutilized at certain times of day or days of the week, office space, volunteers or staff, technology such as scheduling software or dispatching systems, or knowledge of, or access, to a particular segment of the population.
- ❖ Expanding a shared understanding of coordination models. Coordination can take many forms, and will likely be most successful if it is tailored to the specific needs of a community. However, an understanding among workgroup members of the range of possibilities for coordination will help promote innovation and new ways of looking at the issues.

The above steps will lay the groundwork for identifying opportunities for coordination. The next step will be to determine the level of coordination that is desired and feasible. Based on our understanding of current services in the county, CGR recommends that the workgroup consider the following action steps:

- ❖ Coordinate or consolidate the transportation services of four of the current service providers: Northern Dutchess Caregivers Coalition, Friends of Seniors, North East Community Center and Pawling Community Services and Resource Center. These organizations have two important similarities: they serve underserved areas and rides are largely provided by volunteers. Pooling their resources may enable them to better serve their target populations by allowing them to more easily leverage funding, purchase and maintain vehicles, simplify scheduling, and raise awareness of their services. We suggest this as an early step because of the similarities among these organizations and the scarce resources they each have; coordination among a greater number of providers should be pursued if workgroup members see it as a feasible option.
- ❖ Explore whether there are vehicles available that could be shared by multiple agencies or organizations. Some communities have found that vehicles used for transportation of non-senior populations are being underutilized at certain times of day. For example, in some communities Head Start provides transportation in the morning and afternoon but vehicles are unused during the day.
- ❖ Identify possible transportation brokers. Transportation brokerage allows for easy access for consumers, greater coverage in terms of days and times, and the opportunity to centralize data about requests and utilization. Based on CGR's understanding of current services, LOOP may be a potential candidate to become a broker for senior transportation as they have infrastructure in place including a scheduling and dispatch system and transportation

expertise. However, another organization willing to take on this function could also be an appropriate candidate.

Associated cost: In order to carry out the tasks described above, and move the effort at coordination forward, the County will presumably need to free up existing staff time, hire a new staff person, or contract with another organization for the work described above. CGR estimates that the work can be accomplished with the equivalent of staff time in the range of .5 to .75 FTE over the next six months, which should result in a cost in the range of \$12,000 to \$20,000. Depending on the County's desire to move forward on the long-term recommendations below, which are related to coordination and to enhancement of services, the County may wish to extend this to a longer time period or dedicate a larger portion of 1 FTE in the short-term to these efforts. In addition, as the Transportation Workgroup initiates coordination efforts, additional funding needs may be identified such as increased funding for non-profit service providers to offset costs associated with expanding capacity (e.g. staff, vehicles, insurance or software). The Workgroup may be able to identify available funding streams to help cover these costs as well as the cost of staff time as described above.

3. Enhance fixed route and demand-response systems to better serve seniors

Fixed Route Enhancements

The study currently being undertaken of the two fixed route bus systems in the county is likely to result in recommendations that can benefit the senior population. Many solutions that enhance fixed route system benefit entire communities, not just seniors. This will be especially true if the county seeks ways to better serve the rural communities of Dutchess County using the fixed route systems. However, the Office for the Aging should work closely with the Department of Planning and Development to ensure that the needs of the senior population are taken into account in transportation planning projects. Enhancements that could improve service in underserved communities include:

- ❖ Feeder services: This type of service enhances access to fixed route systems by picking up passengers from locations off the main bus routes and transporting them to bus stops. This may help residents in the rural communities of Dutchess County access the existing fixed route systems.
- ❖ Fixed route deviation. This type of service combines the principles of demand-response and fixed route transportation by allowing drivers to deviate from the fixed route. LOOP currently operates one deviated route that will go $\frac{3}{4}$ of a mile off the fixed route to pick up a customer with an advanced reservation.

Demand-Response Enhancement

Several issues were raised by stakeholders as barriers to greater utilization of Dial-A-Ride. These include:

- ❖ The need to make reservations three days in advance
- ❖ Lack of universal availability
- ❖ Limited days and times of service
- ❖ Long waiting times for pickup
- ❖ Difficulty accessing call-takers
- ❖ Lack of assistance to-the-door and through-the-door
- ❖ Vehicles used cannot reach certain residences due to their size and restrictions on backing up

Stakeholders suggested that ridership would increase if these barriers could be addressed. CGR recommends the following:

- ❖ Continue to evaluate procedures and practices used by LOOP to operate Dial-A-Ride related to staffing, request-taking and scheduling. The Office for the Aging has recognized and called attention to service issues related to Dial-A-Ride that may affect utilization; the LOOP oversight agency should work to evaluate these issues and to improve service, in consultation with the Office for the Aging.

- ❖ Explore restructuring to allow for regional service. Dial-A-Ride users in communities to the east of the Taconic State Parkway noted that their pickup times start later, and service time are limited due to a delay caused by drivers traveling from the LOOP facility. One stakeholder suggested that if LOOP vehicles were housed closer to the communities being served, service could be expanded. A related restructuring possibility would be to consolidate services to neighboring municipalities with low ridership. However, the feasibility of this approach would need to be explored further as service to these areas is already difficult due to the low population density.
- ❖ Use the data in this report and the results of a survey, such as the one recommended below, to evaluate the need for expanded Dial-A-Ride service in specific municipalities. This is consistent with the awareness issue raised earlier; municipal leaders may be more likely to participate in Dial-A-Ride if there is evidence that the service is needed and desired by residents.
- ❖ Explore replacing larger vehicles with smaller ones that can access more residences.
- ❖ Recruit volunteers to provide passenger assistance. The availability of assistance with packages, and with getting on and off the DAR vehicle will broaden the pool of seniors who can use the service.

Associated cost: CGR is unable to estimate a cost associated with these efforts. As enhancements to the public transit system will need to be undertaken in conjunction with other County departments, and will also depend on the result of the current transportation study being conducted on behalf of the Department of Planning and Development, the costs of such enhancements will need to be determined at a later date.

4. Identify entities interested in becoming ITN affiliates.

The New York State Office for the Aging will be awarding grants to four communities to help them become ITN affiliates. Many aspects of the ITN model are appropriate for Dutchess County. The model would build on existing service features, including

volunteer-provided rides and transportation in private cars, while providing tools and resources for the County to expand and enhance its services. However, the county is aware of a number of factors of the model that may inhibit its success. One is the fact that all rides have a fare associated with them. With the exception of MLKCC (which has a fee schedule but will also served riders who cannot afford to pay), none of the current senior service providers charge a fee for services (fixed route bus systems charge a small, discounted fare for seniors), meaning that seniors currently using these services are not accustomed to paying for rides (although many make donations to the service providers). On the other hand, in the ITN model, rides are available for any purpose, at any time. Since service needs are currently not being met adequately, we can presume that some seniors would be willing to pay for some rides, and that some seniors are currently using expensive taxi services for some purposes. However, this is an issue that needs to be explored further. Other challenges associated with ITN include the ability to provide rides at any time of day and night, and being able to handle the donation of cars and possible sales of vehicles that cannot be used by the organization. Also, the County needs to consider whether it is willing to use available resources to pay for annual fees and whether a model that is economically sustainable, without any taxpayer support, is feasible for Dutchess County.

While ITNAmerica allows a number of different types of agencies, including government agencies, to become ITN affiliates, there is a possibility that the NYSOFA RFP will specify that the grant recipient will need to be a private non-profit organization. While there is some support for the model among stakeholders, it is not clear that there is currently an organization willing to become an affiliate. Meetings held to date have not resulted in an organization deciding to pursue becoming an ITN affiliate. The county or another entity may wish to revisit this possibility at a later date, and this should continue to be discussed when the Senior Transportation Workgroup is convened.

Associated cost: ITNAmerica requires \$125,000 in committed funds in the first year, which includes a \$35,000 franchise fee that covers support, technology and training and \$90,000 to help the community develop a foundation for providing rides by the end of the first year. For the first five years annual fees are charged, which decline progressively from the first year. By the fifth year the fee is \$5,000 per year plus a dollar per member and a penny per ride. While grant funding will be made available by NYSOFA for ITN demonstration projects, these funds will cover only a portion of these costs.

Long Term Recommendations

1. Promote utilization of services through awareness and education

Stakeholders noted that there are several gaps in awareness of current transportation services and barriers to greater utilization that could be addressed by educating potential users. Efforts to increase utilization, however, need to be approached in conjunction with the recommendations above related to enhancing service, to ensure that transportation providers can handle any resulting increase in demand. In order to address issues related to awareness and education, the County and transportation providers should:

- ❖ Educate seniors about the fixed route system. For seniors who are unfamiliar with public transportation, riding a bus can be intimidating and unpleasant. Such aspects of public transit as understanding schedules and routes, using the fare box and signaling stops may be completely unfamiliar to seniors who have relied on private cars their entire lives. CGR recommends that the County, in partnership with fixed-route service providers:
 - ◆ Use existing venues such as senior housing locations, senior friendship centers, and other locations where groups of seniors can be convened to hold information sessions. ‘Travel training’ has

been used by some communities to familiarize seniors with public transportation.¹¹ This often includes both ‘classroom time’ and group or volunteer-assisted trips on the transit system.

- ◆ Create large-print, user friendly schedules, and distribute schedules to senior housing locations, friendship centers, and health care organizations.

- ❖ Educate seniors about Dial-A-Ride. Stakeholders noted that many seniors are unaware of Dial-A-Ride service, and that there is confusion regarding the application process, fares, and schedules. In order to increase utilization of Dial-A-Ride, CGR recommends that in conjunction with service improvements, the County, Towns that utilize the service, and LOOP:
 - ◆ Convene groups of seniors to educate them about Dial-A-Ride. At these sessions, volunteers could assist seniors with completing the DAR application, and seniors can be educated about all aspects of using DAR. Locations where seniors gather (e.g. Friendship Centers) may be appropriate locations to hold such sessions. County staff may also be able to assist seniors by taking application information over the phone and submitting it to LOOP.

 - ◆ It will be important that the service issues noted above are being addressed at least concurrently with this recommendation, as Dial-A-Ride may not currently be able to meet increased demands.

- ❖ Continue to educate municipalities about Dial-A-Ride. One desired outcome of this study noted by those interviewed was that more municipalities would contract for Dial-A-Ride Service. However, there may be a lack of awareness at the municipality level about the need for the service and

¹¹ Improving public transportation options for older persons. Transit Cooperative Research Program. www.tcrponline.org.

what the service involves. In addition, municipal leaders may perceive Dial-A-Ride as not being cost-efficient, due to low current ridership and the perception of “empty buses.” In conjunction with service enhancements and other efforts to increase ridership as recommended above, CGR recommends that the county and LOOP reach out to municipalities not currently using Dial-A-Ride in order to increase awareness. Municipalities currently utilizing Dial-A-Ride should be reached out to in order to evaluate whether service can be expanded or enhanced to better serve residents. Also, one stakeholder noted that municipalities that heavily promote Dial-A-Ride service have higher ridership rates. Through the Dial-A-Ride Advisory Board, municipalities may have opportunities to share best practices so that other municipalities can find innovative ways to promote utilization. In addition,

- ❖ Promote awareness of existing non-profit service providers.
 - ◆ Awareness of the non-profit providers described earlier in this report also needs to be promoted. The Office for the Aging currently maintains a directory of service providers. The OFA should explore additional ways to distribute this directory and ensure that information is up to date and as detailed as possible. One risk involved in increasing awareness of these services is that many of the providers will not be able to absorb increased demand, as they are already struggling to meet current demands. This issue will need to be addressed in comprehensive ways in long-term senior transportation planning (see below).
 - ◆ Promote awareness of existing services through community partners and senior service providers (in conjunction with working to expand capacity). The County, in partnership with service providers, should reach out to health care organizations, shopping centers, senior housing locations and social service agencies that work with or serve

seniors. Through these groups, more seniors may be referred to existing services.

2. Explore innovative partnerships to enhance funding and other resources

Transportation providers with scarce resources may be able to enhance their services through partnerships with local businesses. For example, Wegmans Food Markets in Rochester, NY sponsors a senior shuttle to their stores. The shuttle is run by Medical Motor Services a non-profit transportation provider. In Dutchess County, potential partners may include Wal-Mart, Kmart, Price Chopper and Stop and Shop, all of which are already major destinations for seniors.

3. Explore partnerships with neighboring counties

Some communities across the country have community transportation programs that serve several counties. This provides even greater opportunities for pooling resources and certainly creates opportunities for innovative solutions to the need for inter-county transportation. In Dutchess County there is a need for transportation to Putnam and Ulster counties as well as destinations in Connecticut. Also cited by service providers in Northern Dutchess County are destinations for medical services in Columbia and Albany counties. Current funding sources or regulations may prevent mass transit from crossing county lines. These regulations should be investigated further; as should potential funding sources for inter-county transportation.

4. Expand ability to recruit and manage volunteers

Several study participants noted that volunteer recruitment is difficult and that it would be difficult to expand their current pool of volunteers. In addition, managing volunteers with diverse schedules, availability and preferences is time-consuming and resource-intensive. One community has used consumers to recruit volunteers; seniors may know individuals through their social networks who are willing and able to volunteer, and who may already be providing transportation on an informal basis. One benefit of greater coordination, as discussed above, may be expanded opportunities for volunteer recruitment as organizations become better able to access resources for outreach and marketing, as well as additional resources for managing volunteers.

In conclusion, CGR believes that there are a number of opportunities for Dutchess County to enhance and expand its current senior transportation system in order to more fully meet the needs of a growing senior population with limited access to services.

APPENDIX A: TABLES

Table 1: Dutchess County Senior Population, Change from 1990 to 2000, Section 1

Municipality	Total Population			60 and Over				
	1990 Total Population	2000 Total Population	Change from 1990 to 2000	1990 60 and Over	% of Total Municipality Population	2000 60 and Over	% of Total Municipality Population	Change from 1990 to 2000
City of Beacon	13,243	13,808	4.27%	2,197	16.59%	2,218	16.06%	0.96%
City of Poughkeepsie	28,844	29,871	3.56%	5,807	20.13%	5,076	16.99%	-12.59%
Town of Amenia	5,195	4,048	-22.08%	1,231	23.70%	887	21.91%	-27.94%
Town of Beekman	10,447	11,452	9.62%	896	8.58%	1,219	10.64%	36.05%
Town of Clinton	3,760	4,010	6.65%	530	14.10%	633	15.79%	19.43%
Town of Dover	7,778	8,565	10.12%	1,267	16.29%	1,073	12.53%	-15.31%
Town of East Fishkill	22,101	25,589	15.78%	2,095	9.48%	2,942	11.50%	40.43%
Town of Fishkill	15,698	18,523	18.00%	1,999	12.73%	2,960	15.98%	48.07%
Town of Hyde Park	21,230	20,851	-1.79%	3,505	16.51%	3,434	16.47%	-2.03%
Town of LaGrange	13,274	14,928	12.46%	1,655	12.47%	2,240	15.01%	35.35%
Town of Milan	1,895	4,559	140.58%	303	15.99%	431	9.45%	42.24%
Town of North East	2,034	2,077	2.11%	349	17.16%	396	19.07%	13.47%
Town of Pawling	3,973	5,288	33.10%	592	14.90%	902	17.06%	52.36%
Town of Pine Plains	2,287	2,569	12.33%	439	19.20%	498	19.38%	13.44%
Town of Pleasant Valley	8,063	9,066	12.44%	1,159	14.37%	1,364	15.05%	17.69%
Town of Poughkeepsie	39,254	41,800	6.49%	5,200	13.25%	7,040	16.84%	35.38%
Town of Red Hook	6,736	7,440	10.45%	887	13.17%	1,113	14.96%	25.48%
Town of Rhinebeck	4,833	4,685	-3.06%	1,138	23.55%	1,087	23.20%	-4.48%
Town of Stanford	3,495	3,544	1.40%	556	15.91%	630	17.78%	13.31%
Town of Union Vale	3,577	4,546	27.09%	477	13.34%	615	13.53%	28.93%
Town of Wappinger	22,292	22,322	0.13%	2,330	10.45%	3,143	14.08%	34.89%
Town of Washington	3,140	3,313	5.51%	598	19.04%	668	20.16%	11.71%
Village of Fishkill (Town of Fishkill)	1,957	1,735	-11.34%	701	35.82%	591	34.06%	-15.69%
Village of Millbrook (Town of Washington)	1,339	1,429	6.72%	365	27.26%	371	25.96%	1.64%
Village of Millerton (Town of North East)	884	925	4.64%	209	23.64%	192	20.76%	-8.13%
Village of Pawling (Town of Pawling)	1,974	2,233	13.12%	529	26.80%	579	25.93%	9.45%
Village of Red Hook (Town of Red Hook)	1,794	1,805	0.61%	402	22.41%	378	20.94%	-5.97%
Village of Rhinebeck (Town of Rhinebeck)	2,725	3,077	12.92%	855	31.38%	1,027	33.38%	20.12%
Village of Tivoli (Town of Red Hook)	1,035	1,163	12.37%	156	15.07%	156	13.41%	0.00%
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	4,605	4,929	7.04%	892	19.37%	797	16.17%	-10.65%
Total/Average	259,462	280,150	8.0%	39,319	18.09%	44,660	18.1%	13.6%

Source: U.S. Census Bureau, 1990 and 2000

Table 1: Dutchess County Senior Population, Change from 1990 to 2000, Section 2

Municipality	65 and Over				
	1990 65 and Over	% of Total Municipality Population	2000 65 and Over	% of Total Municipality Population	Change from 1990 to 2000
City of Beacon	1,699	12.83%	1,690	12.24%	-0.53%
City of Poughkeepsie	4,570	15.84%	4,056	13.58%	-11.25%
Town of Amenia	958	18.44%	694	17.14%	-27.56%
Town of Beekman	626	5.99%	859	7.50%	37.22%
Town of Clinton	390	10.37%	456	11.37%	16.92%
Town of Dover	891	11.46%	779	9.10%	-12.57%
Town of East Fishkill	1,436	6.50%	2,054	8.03%	43.04%
Town of Fishkill	1,439	9.17%	2,325	12.55%	61.57%
Town of Hyde Park	2,609	12.29%	2,600	12.47%	-0.34%
Town of LaGrange	1,059	7.98%	1,550	10.38%	46.36%
Town of Milan	237	12.51%	301	6.60%	27.00%
Town of North East	259	12.73%	278	13.38%	7.34%
Town of Pawling	431	10.85%	645	12.20%	49.65%
Town of Pine Plains	323	14.12%	384	14.95%	18.89%
Town of Pleasant Valley	823	10.21%	965	10.64%	17.25%
Town of Poughkeepsie	3,425	8.73%	5,363	12.83%	56.58%
Town of Red Hook	600	8.91%	798	10.73%	33.00%
Town of Rhinebeck	937	19.39%	888	18.95%	-5.23%
Town of Stanford	397	11.36%	436	12.30%	9.82%
Town of Union Vale	361	10.09%	450	9.90%	24.65%
Town of Wappinger	1,611	7.23%	2,217	9.93%	37.62%
Town of Washington	447	14.24%	481	14.52%	7.61%
Village of Fishkill (Town of Fishkill)	601	30.71%	530	30.55%	-11.81%
Village of Millbrook (Town of Washington)	295	22.03%	301	21.06%	2.03%
Village of Millerton (Town of North East)	165	18.67%	143	15.46%	-13.33%
Village of Pawling (Town of Pawling)	415	21.02%	495	22.17%	19.28%
Village of Red Hook (Town of Red Hook)	308	17.17%	304	16.84%	-1.30%
Village of Rhinebeck (Town of Rhinebeck)	693	25.43%	884	28.73%	27.56%
Village of Tivoli (Town of Red Hook)	117	11.30%	119	10.23%	1.71%
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	703	15.27%	645	13.09%	-8.25%
Total/Average	28,825	13.8%	33,690	14.0%	16.9%

Source: U.S. Census Bureau, 1990 and 2000

Table 1: Dutchess County Senior Population, Change from 1990 to 2000, Section 3

Municipality	75 and Over				
	1990 75 and Over	% of Total Municipality Population	2000 75 and Over	% of Total Municipality Population	Change from 1990 to 2000
City of Beacon	696	5.26%	821	5.95%	17.96%
City of Poughkeepsie	2,220	7.70%	2,092	7.00%	-5.77%
Town of Amenia	418	8.05%	315	7.78%	-24.64%
Town of Beekman	227	2.17%	365	3.19%	60.79%
Town of Clinton	139	3.70%	200	4.99%	43.88%
Town of Dover	370	4.76%	317	3.70%	-14.32%
Town of East Fishkill	589	2.67%	756	2.95%	28.35%
Town of Fishkill	570	3.63%	1,150	6.21%	101.75%
Town of Hyde Park	1,139	5.37%	1,150	5.52%	0.97%
Town of LaGrange	386	2.91%	585	3.92%	51.55%
Town of Milan	89	4.70%	100	2.19%	12.36%
Town of North East	102	5.01%	130	6.26%	27.45%
Town of Pawling	187	4.71%	272	5.14%	45.45%
Town of Pine Plains	151	6.60%	171	6.66%	13.25%
Town of Pleasant Valley	320	3.97%	418	4.61%	30.63%
Town of Poughkeepsie	1,226	3.12%	2,363	5.65%	92.74%
Town of Red Hook	256	3.80%	313	4.21%	22.27%
Town of Rhinebeck	578	11.96%	518	11.06%	-10.38%
Town of Stanford	161	4.61%	198	5.59%	22.98%
Town of Union Vale	187	5.23%	186	4.09%	-0.53%
Town of Wappinger	618	2.77%	798	3.57%	29.13%
Town of Washington	223	7.10%	206	6.22%	-7.62%
Village of Fishkill (Town of Fishkill)	337	17.22%	338	19.48%	0.30%
Village of Millbrook (Town of Washington)	135	10.08%	163	11.41%	20.74%
Village of Millerton (Town of North East)	97	10.97%	70	7.57%	-27.84%
Village of Pawling (Town of Pawling)	244	12.36%	267	11.96%	9.43%
Village of Red Hook (Town of Red Hook)	157	8.75%	144	7.98%	-8.28%
Village of Rhinebeck (Town of Rhinebeck)	357	13.10%	569	18.49%	59.38%
Village of Tivoli (Town of Red Hook)	50	4.83%	57	4.90%	14.00%
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	331	7.19%	331	6.72%	0.00%
Total/Average	12,560	6.5%	15,363	6.8%	22.3%

Source: U.S. Census Bureau, 1990 and 2000

Table 1: Dutchess County Senior Population, Change from 1990 to 2000, Section 4

Municipality	85 and Over				
	1990 85 and Over	% of Total Municipality Population	2000 85 and Over	% of Total Municipality Population	Change from 1990 to 2000
City of Beacon	131	0.99%	203	1.47%	54.96%
City of Poughkeepsie	606	2.10%	605	2.03%	-0.17%
Town of Amenia	67	1.29%	82	2.03%	22.39%
Town of Beekman	39	0.37%	85	0.74%	117.95%
Town of Clinton	34	0.90%	48	1.20%	41.18%
Town of Dover	77	0.99%	85	0.99%	10.39%
Town of East Fishkill	117	0.53%	182	0.71%	55.56%
Town of Fishkill	159	1.01%	317	1.71%	99.37%
Town of Hyde Park	303	1.43%	293	1.41%	-3.30%
Town of LaGrange	69	0.52%	110	0.74%	59.42%
Town of Milan	14	0.74%	20	0.44%	42.86%
Town of North East	10	0.49%	33	1.59%	230.00%
Town of Pawling	48	1.21%	68	1.29%	41.67%
Town of Pine Plains	29	1.27%	48	1.87%	65.52%
Town of Pleasant Valley	56	0.69%	98	1.08%	75.00%
Town of Poughkeepsie	202	0.51%	580	1.39%	187.13%
Town of Red Hook	49	0.73%	62	0.83%	26.53%
Town of Rhinebeck	280	5.79%	209	4.46%	-25.36%
Town of Stanford	35	1.00%	39	1.10%	11.43%
Town of Union Vale	47	1.31%	50	1.10%	6.38%
Town of Wappinger	115	0.52%	184	0.82%	60.00%
Town of Washington	77	2.45%	57	1.72%	-25.97%
Village of Fishkill (Town of Fishkill)	57	2.91%	99	5.71%	73.68%
Village of Millbrook (Town of Washington)	39	2.91%	41	2.87%	5.13%
Village of Millerton (Town of North East)	27	3.05%	21	2.27%	-22.22%
Village of Pawling (Town of Pawling)	93	4.71%	84	3.76%	-9.68%
Village of Red Hook (Town of Red Hook)	41	2.29%	49	2.71%	19.51%
Village of Rhinebeck (Town of Rhinebeck)	105	3.85%	222	7.21%	111.43%
Village of Tivoli (Town of Red Hook)	9	0.87%	13	1.12%	44.44%
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	102	2.21%	96	1.95%	-5.88%
Total/Average	3,037	1.7%	4,083	1.9%	34.4%

Source: U.S. Census Bureau, 1990 and 2000

**Table 2: Dutchess County Municipalities,
by Total Population, 2000**

Municipality	Total Population
Village of Millerton (Town of North East)	925
Village of Tivoli (Town of Red Hook)	1,163
Village of Millbrook (Town of Washington)	1,429
Village of Fishkill (Town of Fishkill)	1,735
Village of Red Hook (Town of Red Hook)	1,805
Town of North East	2,077
Village of Pawling (Town of Pawling)	2,233
Town of Pine Plains	2,569
Village of Rhinebeck (Town of Rhinebeck)	3,077
Town of Washington	3,313
Town of Stanford	3,544
Town of Clinton	4,010
Town of Amenia	4,048
Town of Union Vale	4,546
Town of Milan	4,559
Town of Rhinebeck	4,685
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	4,929
Town of Pawling	5,288
Town of Red Hook	7,440
Town of Dover	8,565
Town of Pleasant Valley	9,066
Town of Beekman	11,452
City of Beacon	13,808
Town of LaGrange	14,928
Town of Fishkill	18,523
Town of Hyde Park	20,851
Town of Wappinger	22,322
Town of East Fishkill	25,589
City of Poughkeepsie	29,871
Town of Poughkeepsie	41,800
Total	280,150

Source: U.S. Census Bureau, 2000

Table 3: Dutchess County Urban and Rural Populations, by Municipality, 2000

Municipality	2000 Total Population	Urban Pop. as % of Total	Rural Pop. as % of Total
City of Beacon	13,808	100%	0%
City of Poughkeepsie	29,871	100%	0%
Town of Amenia	4,048	0%	100%
Town of Beekman	11,452	81%	19%
Town of Clinton	4,010	0%	100%
Town of Dover	8,565	0%	100%
Town of East Fishkill	25,589	77%	23%
Town of Fishkill	18,523	95%	5%
Town of Hyde Park	20,851	64%	36%
Town of LaGrange	14,928	59%	41%
Town of Milan	4,559	0%	100%
Town of North East	2,077	0%	100%
Town of Pawling	5,288	10%	90%
Town of Pine Plains	2,569	0%	100%
Town of Pleasant Valley	9,066	46%	54%
Town of Poughkeepsie	41,800	100%	0%
Town of Red Hook	7,440	53%	47%
Town of Rhinebeck	4,685	1%	99%
Town of Stanford	3,544	0%	100%
Town of Union Vale	4,546	11%	89%
Town of Wappinger	22,322	97%	3%
Town of Washington	3,313	0%	100%
Village of Fishkill (Town of Fishkill)	1,735	100%	0%
Village of Millbrook (Town of Washington)	1,429	0%	100%
Village of Millerton (Town of North East)	925	0%	100%
Village of Pawling (Town of Pawling)	2,233	91%	9%
Village of Red Hook (Town of Red Hook)	1,805	100%	0%
Village of Rhinebeck (Town of Rhinebeck)	3,077	100%	0%
Village of Tivoli (Town of Red Hook)	1,163	0%	100%
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	4,929	100%	0%
Total	280,150	71%	29%

Source: U.S. Census Bureau, 2000

**Table 4: Dutchess County Municipalities, by Population Density,
Highest to Lowest, 2000**

Municipality	Population per Square	
	Mile	Urban/Rural
Town of North East	49	Rural
Town of Washington	58	Rural
Town of Milan	65	Rural
Town of Stanford	71	Rural
Town of Pine Plains	83	Rural
Town of Amenia	93	Rural
Town of Clinton	104	Rural
Town of Union Vale	121	Rural
Town of Pawling	125	Rural
Town of Rhinebeck	135	Rural
Town of Dover	154	Rural
Town of Red Hook	220	Mixed
Town of Pleasant Valley	275	Mixed
Town of LaGrange	376	Mixed
Town of East Fishkill	450	Urban
Town of Beekman	455	Urban
Town of Hyde Park	564	Mixed
Town of Fishkill	613	Urban
Village of Tivoli (Town of Red Hook)	661	Rural
Village of Millbrook (Town of Washington)	764	Rural
Town of Wappinger	843	Urban
Village of Pawling (Town of Pawling)	1,095	Urban
Village of Millerton (Town of North East)	1,468	Rural
Town of Poughkeepsie	1,487	Urban
Village of Red Hook (Town of Red Hook)	1,671	Urban
Village of Rhinebeck (Town of Rhinebeck)	1,899	Urban
Village of Fishkill (Town of Fishkill)	1,972	Urban
Village of Wappingers Falls (Town of Poughkeepsie)	2,714	Urban
City of Beacon	3,363	Urban
Village of Wappingers Falls (Town of Wappinger)	5,067	Urban
City of Poughkeepsie	5,811	Urban

Source: Dutchess County Department of Planning and Development

Table 5: Dutchess County Senior Population, by Municipality, 2000

Municipality	2000 Total Population	60 and Over	% of Total Municipality Population	65 and Over	% of Total Municipality Population	75 and Over	% of Total Municipality Population	85 and Over	% of Total Municipality Population
City of Beacon	13,808	2,218	16.06%	1,690	12.2%	821	5.9%	203	1.5%
City of Poughkeepsie	29,871	5,076	16.99%	4,056	13.6%	2,092	7.0%	605	2.0%
Town of Amenia	4,048	887	21.91%	694	17.1%	315	7.8%	82	2.0%
Town of Beekman	11,452	1,219	10.64%	859	7.5%	365	3.2%	85	0.7%
Town of Clinton	4,010	633	15.79%	456	11.4%	200	5.0%	48	1.2%
Town of Dover	8,565	1,073	12.53%	779	9.1%	317	3.7%	85	1.0%
Town of East Fishkill	25,589	2,942	11.50%	2,054	8.0%	756	3.0%	182	0.7%
Town of Fishkill	18,523	2,960	15.98%	2,325	12.6%	1,150	6.2%	317	1.7%
Town of Hyde Park	20,851	3,434	16.47%	2,600	12.5%	1,150	5.5%	293	1.4%
Town of LaGrange	14,928	2,240	15.01%	1,550	10.4%	585	3.9%	110	0.7%
Town of Milan	4,559	431	9.45%	301	6.6%	100	2.2%	20	0.4%
Town of North East	2,077	396	19.07%	278	13.4%	130	6.3%	33	1.6%
Town of Pawling	5,288	902	17.06%	645	12.2%	272	5.1%	68	1.3%
Town of Pine Plains	2,569	498	19.38%	384	14.9%	171	6.7%	48	1.9%
Town of Pleasant Valley	9,066	1,364	15.05%	965	10.6%	418	4.6%	98	1.1%
Town of Poughkeepsie	41,800	7,040	16.84%	5,363	12.8%	2,363	5.7%	580	1.4%
Town of Red Hook	7,440	1,113	14.96%	798	10.7%	313	4.2%	62	0.8%
Town of Rhinebeck	4,685	1,087	23.20%	888	19.0%	518	11.1%	209	4.5%
Town of Stanford	3,544	630	17.78%	436	12.3%	198	5.6%	39	1.1%
Town of Union Vale	4,546	615	13.53%	450	9.9%	186	4.1%	50	1.1%
Town of Wappinger	22,322	3,143	14.08%	2,217	9.9%	798	3.6%	184	0.8%
Town of Washington	3,313	668	20.16%	481	14.5%	206	6.2%	57	1.7%
Village of Fishkill (Town of Fishkill)	1,735	591	34.06%	530	30.5%	338	19.5%	99	5.7%
Village of Millbrook (Town of Washington)	1,429	371	25.96%	301	21.1%	163	11.4%	41	2.9%
Village of Millerton (Town of North East)	925	192	20.76%	143	15.5%	70	7.6%	21	2.3%
Village of Pawling (Town of Pawling)	2,233	579	25.93%	495	22.2%	267	12.0%	84	3.8%
Village of Red Hook (Town of Red Hook)	1,805	378	20.94%	304	16.8%	144	8.0%	49	2.7%
Village of Rhinebeck (Town of Rhinebeck)	3,077	1,027	33.38%	884	28.7%	569	18.5%	222	7.2%
Village of Tivoli (Town of Hyde Park)	1,163	156	13.41%	119	10.2%	57	4.9%	13	1.1%
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	4,929	797	16.17%	645	13.1%	331	6.7%	96	1.9%
Total/Average	280,150	44,660	18.14%	33,690	13.98%	15,363	6.83%	4,083	1.94%

Source: U.S. Census Bureau, 2000

Note: High and low values in each category are highlighted.

Table 6: Dutchess County Population in Group Quarters, by Municipality, 2000

Municipality	Total Population	Population 65 and Over	% of Total Municipality Population	Population age 65 and Over in Group Quarters	Population age 65 and Over not in Group Quarters	% of Total Municipality Population
City of Beacon	13,808	1,690	12.2%	74	1,616	11.7%
City of Poughkeepsie	29,871	4,056	13.6%	282	3,774	12.6%
Town of Amenia	4,048	694	17.1%	9	685	16.9%
Town of Beekman	11,452	859	7.5%	10	849	7.4%
Town of Clinton	4,010	456	11.4%	5	451	11.2%
Town of Dover	8,565	779	9.1%	8	771	9.0%
Town of East Fishkill	25,589	2,054	8.0%	8	2,046	8.0%
Town of Fishkill	20,258	2,855	14.1%	420	2,435	12.0%
Town of Hyde Park	20,851	2,600	12.5%	219	2,381	11.4%
Town of La Grange	14,928	1,550	10.4%	5	1,545	10.3%
Town of Milan	4,559	301	6.6%	37	264	5.8%
Town of North East	3,002	421	14.0%	5	416	13.9%
Town of Pawling	7,521	1,140	15.2%	100	1,040	13.8%
Town of Pine Plains	2,569	384	14.9%	0	384	14.9%
Town of Pleasant Valley	9,066	965	10.6%	1	964	10.6%
Town of Poughkeepsie	42,777	5,501	12.9%	203	5,298	12.4%
Town of Red Hook	10,408	1,221	11.7%	13	1,208	11.6%
Town of Rhinebeck	7,762	1,772	22.8%	557	1,215	15.7%
Town of Stanford	3,544	436	12.3%	22	414	11.7%
Town of Union Vale	4,546	450	9.9%	93	357	7.9%
Town of Wappinger	26,274	2,724	10.4%	79	2,645	10.1%
Town of Washington	4,742	782	16.5%	50	732	15.4%
Total/Average	280,150	33,690	12.4%	2,200	31,490	11.6%

Source: U.S. Census Bureau

Table 7: Senior Housing in Dutchess County			
Location	Name	Senior Units	Address
Town of Amenia			
City of Beacon			
	Forrestal Heights	135	1 Forrestal Heights, Beacon, NY 12508
	Hamilton Fish Plaza	70	31 Eliza Street, Beacon, NY 12508
	Meadow Ridge II	54	Mattewan Road, Beacon, NY
	<i>Planned: Haven at Beacon Mill</i>	180	<i>Tioronda/Wolcott</i>
Town of Beekman			
Town of Clinton			
Town of Dover			
Town of East Fishkill			
Town of Fishkill			
	Horisons at Fishkill	90	14 Dogwood Lane, Beacon, NY 12508
	<i>Planned: Aveonis Townhouses</i>	54	<i>NYS 52/Old State Rd</i>
	<i>Planned: Regency at Fishkill</i>	180	<i>NYS 9/Westage Business Center</i>
Town of Hyde Park			
	Heritage Point	82	6 Anderson School Road, Staatsburg-on-Hudson, NY 12580
	<i>Planned: Stoneledge Sr. Housing</i>	84	<i>Farm Lane /NYS 9</i>
	<i>Planned: Regency Gardens Adult PUD (SFR)</i>	158	<i>NYS 9/ Scenic Dr</i>
	<i>Planned: Regency Gardens Adult PUD (Sr. Condo/TH)</i>	84	<i>NYS 9/ Scenic Dr</i>
Town of LaGrange			
	<i>Planned: Apple Acres (SR. SFR)</i>	39	<i>CR 49/Daley Rd</i>
	<i>Planned: Apple Acres (SR. TH/Condo)</i>	47	<i>CR 49/Daley Rd</i>
Town of Milan			
Town of North East			
Town of Pawling			
	<i>Planned: Castagna PDD</i>	100	<i>NYS 22/Aikendale Rd.</i>
Village of Pawling			
	Kings Apartments	75	20 Pine Drive, Pawling, NY 12564
Town of Pine Plains			
	<i>Planned: Stissing Farm Development</i>	49	<i>NYS 199/Poplar Ave</i>
Town of Pleasant Valley			
City of Poughkeepsie			
	Admiral Halsey	118	135 Main Street, Poughkeepsie, NY 12601
	Charles Street Apts	24	
	Dr. MLK Gardens	24	Washington Street, Poughkeepsie, NY 12601
	Eastman Residence	80	22 Montgomery Street, Poughkeepsie NY 12601
	Hudson Garden	20	Smith Street, Poughkeepsie, NY
	Interfaith Towers	136	66 Washington Street, Poughkeepsie, NY 12601
	Kings Court	62	44 Cannon Street, Poughkeepsie, NY 12601
	Maplewood	85	457 Maple Street, Poughkeepsie, NY 12601
	Philip Allen Swartz Res.	33	378 Mansion Street, Poughkeepsie, NY 12601
	Poughkeepsie Sr. Village	50	37 North Perry Street, Poughkeepsie, NY 12601
	St. Anna	70	24 Beechwood Avenue, Poughkeepsie, NY 12601
	St. Simeon	100	24 Beechwood Avenue, Poughkeepsie, NY 12601
	St. Simeon II	74	24 Beechwood Avenue, Poughkeepsie, NY 12601
	<i>Planned: HRH Senior Housing</i>	40	<i>Cannon/Clinton Streets</i>
Town of Poughkeepsie			
	Lexington Club	160	1964 South Road, Poughkeepsie, NY 12601
	Spring Manor	88	Route 9 & Sharon Drive
	Lakeview Arms	72	2 Creek Road, Poughkeepsie, NY 12601
	Castle Court	60	386 Van Wagner Road, Poughkeepsie, NY 12603
Town of Red Hook			
Village of Tivoli			
	Provost Park	24	Woods Road, Tivoli, NY 12583
Rhinebeck			
	<i>Planned: Baptist Home @ Brookmeade</i>	80	<i>NYS 308/CR101</i>
Village of Rhinebeck			
	Wells Manor	74	56 Astor Drive, Rhinebeck, NY 12572
Stanford			
Union Vale			
Wappinger			
Village of Wappingers Falls			
	Dimarco Place I	32	South Remsen Avenue, Wappingers Falls, NY 12590
	Dimarco Place II	32	South Remsen Avenue, Wappingers Falls, NY 12590
Washington			
Village of Millbrook			
	Church Alliance	24	4 Bartel Place, Millbrook, NY 12545

Source: Dutchess County Department of Planning and Development

Table 8: Dutchess County Population Projections

Source	Year						
	2000	2005	2010	2015	2020	2025	2030
Cornell Institute for Social and Economic Research	280,150	287,339	293,520	299,468	304,815	309,007	311,809
NYSDOT, Special Forecast Prepared by Global Insight, 2005	280,150	295,993	305,706	313,816	320,652	327,426	333,423
US Census Bureau and Poughkeepsie-Dutchess County Transportation Council	280,150	291,572	298,745	307,900	324,006	338,809	N/A

Table 9: Dutchess County Municipalities, Projected Population

Municipality	Projected Population					
	2000	2005	2010	2015	2020	2025
City of Beacon	14,810	15,394	15,791	16,277	17,128	17,911
City of Poughkeepsie	29,871	31,049	31,849	32,830	34,547	36,125
Town of Amenia	4,048	4,208	4,316	4,449	4,682	4,896
Town of Beekman	13,655	14,149	14,559	15,008	15,792	16,514
Town of Clinton	4,010	4,168	4,276	4,407	4,638	4,850
Town of Dover	8,565	8,903	9,132	9,413	9,906	10,358
Town of East Fishkill	25,589	26,598	27,283	28,124	29,549	30,947
Town of Fishkill	17,521	18,212	18,681	19,257	20,263	21,190
Town of Hyde Park	20,851	21,673	22,232	22,916	24,115	25,217
Town of LaGrange	14,928	15,517	15,916	16,407	17,265	18,054
Town of Milan	2,356	2,449	2,512	2,589	2,725	2,849
Town of North East	2,077	2,159	2,215	2,283	2,402	2,512
Town of Pawling	5,288	5,497	5,683	5,812	6,116	6,395
Town of Pine Plains	2,569	2,670	2,739	2,823	2,971	3,107
Town of Pleasant Valley	9,066	9,424	9,665	9,964	10,485	10,964
Town of Poughkeepsie	41,800	43,449	44,568	45,940	48,343	50,552
Town of Red Hook	7,440	7,733	7,933	8,177	8,605	8,998
Town of Rhinebeck	4,685	4,870	4,995	5,149	5,418	5,665
Town of Stanford	3,544	3,684	3,779	3,895	4,099	4,286
Town of Union Vale	4,546	4,725	4,847	4,996	5,258	5,498
Town of Wappinger	22,322	23,202	23,800	24,533	25,816	26,996
Town of Washington	3,313	3,444	3,532	3,641	3,832	4,007
Village of Fishkill	1,735	1,803	1,850	1,907	2,007	2,098
Village of Millbrook	1,429	1,524	1,524	1,571	1,653	1,728
Village of Millerton	925	986	986	1,017	1,070	1,119
Village of Pawling	2,233	2,381	2,381	2,454	2,583	2,701
Village of Red Hook	1,805	1,925	1,925	1,984	2,088	2,183
Village of Rhinebeck	3,077	3,281	3,281	3,382	3,559	3,721
Village of Tivoli	1,163	1,240	1,240	1,278	1,345	1,407
Village of Wappinger Falls	4,929	5,255	5,255	5,417	5,701	5,961
TOTAL	280,150	291,572	298,745	307,900	324,006	338,809
Change from 2000		4.1%	6.6%	9.9%	15.7%	20.9%

Source: U.S. Census Bureau and Poughkeepsie-Dutchess County Transportation Council

Table 10: Dutchess County, Projected Population Change in Senior Population

	1990	2000	2005	2010	2015	2020	2025	2030	Change, 2000-2030	Percent Change
Total Population	259,462	280,150	295,993	305,706	313,816	320,652	327,426	333,423	53,273	19%
60 - 64 yrs	10,471	10,970	13,315	16,941	18,602	21,170	21,201	19,275	8,305	76%
65 - 69 yrs	9,248	9,793	10,296	12,745	16,056	17,539	20,026	20,604	10,811	110%
70 - 74 yrs	7,452	8,534	8,476	9,337	11,601	14,596	16,026	18,036	9,502	111%
75 - 79 yrs	5,804	6,762	7,286	7,041	7,831	9,761	12,405	14,245	7,483	111%
80 - 84 yrs	3,964	4,518	5,246	5,505	5,351	6,015	7,570	9,463	4,945	109%
85 + yrs	3,046	4,083	4,744	5,626	6,248	6,526	7,226	8,564	4,481	110%

Source: NYSDOT, Special forecasts prepared by Global Insight, November 2005

Table 11: Projected Senior Population, 2000-2030, Dutchess County, Section 1

Municipality	2000 (U.S. Census)					2010			
	Total Population	60 and Over	65 and Over	75 and Over	85 and Over	60 and Over	65 and Over	75 and Over	85 and Over
City of Beacon	13,808	2,218	1,690	821	203	2,841	2,019	971	280
City of Poughkeepsie	29,871	5,076	4,056	2,092	605	6,501	4,846	2,475	834
Town of Amenia	4,048	887	694	315	82	1,136	829	373	113
Town of Beekman	11,452	1,219	859	365	85	1,561	1,026	432	117
Town of Clinton	4,010	633	456	200	48	811	545	237	66
Town of Dover	8,565	1,073	779	317	85	1,374	931	375	117
Town of East Fishkill	25,589	2,942	2,054	756	182	3,768	2,454	894	251
Town of Fishkill	18,523	2,960	2,325	1,150	317	3,791	2,778	1,360	437
Town of Hyde Park	20,851	3,434	2,600	1,150	293	4,398	3,107	1,360	404
Town of LaGrange	14,928	2,240	1,550	585	110	2,869	1,852	692	152
Town of Milan	4,559	431	301	100	20	552	360	118	28
Town of North East	2,077	396	278	130	33	507	332	154	45
Town of Pawling	5,288	902	645	272	68	1,155	771	322	94
Town of Pine Plains	2,569	498	384	171	48	638	459	202	66
Town of Pleasant Valley	9,066	1,364	965	418	98	1,747	1,153	494	135
Town of Poughkeepsie	41,800	7,040	5,363	2,363	580	9,016	6,408	2,795	799
Town of Red Hook	7,440	1,113	798	313	62	1,425	953	370	85
Town of Rhinebeck	4,685	1,087	888	518	209	1,392	1,061	613	288
Town of Stanford	3,544	630	436	198	39	807	521	234	54
Town of Union Vale	4,546	615	450	186	50	788	538	220	69
Town of Wappinger	22,322	3,143	2,217	798	184	4,025	2,649	944	254
Town of Washington	3,313	668	481	206	57	855	575	244	79
Village of Fishkill (Town of Fishkill)	1,735	591	530	338	99	757	633	400	136
Village of Millbrook (Town of Washington)	1,429	371	301	163	41	475	360	193	56
Village of Millerton (Town of North East)	925	192	143	70	21	246	171	83	29
Village of Pawling (Town of Pawling)	2,233	579	495	267	84	742	591	316	116
Village of Red Hook (Town of Red Hook)	1,805	378	304	144	49	484	363	170	68
Village of Rhinebeck (Town of Rhinebeck)	3,077	1,027	884	569	222	1,315	1,056	673	306
Village of Tivoli (Town of Red Hook)	1,163	156	119	57	13	200	142	67	18
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	4,929	797	645	331	96	1,021	771	392	132
Total	280,150	44,660	33,690	15,363	4,083	57,195	40,254	18,172	5,626

Note: These projections were created by applying estimated rates of growth in age groups within the senior population, created by Global Insight for NYSDOT in 2005, to U.S. Census Bureau Data for 2000

Table 11: Projected Senior Population, 2000-2030, Dutchess County, Section 2

Municipality	2015				2020			
	60 and Over	65 and Over	75 and Over	85 and Over	60 and Over	65 and Over	75 and Over	85 and Over
City of Beacon	3,262	2,362	1,038	311	3,755	2,731	1,192	324
City of Poughkeepsie	7,466	5,669	2,646	926	8,593	6,554	3,037	967
Town of Amenia	1,305	970	398	125	1,502	1,121	457	131
Town of Beekman	1,793	1,201	462	130	2,064	1,388	530	136
Town of Clinton	931	637	253	73	1,072	737	290	77
Town of Dover	1,578	1,089	401	130	1,817	1,259	460	136
Town of East Fishkill	4,327	2,871	956	279	4,981	3,319	1,097	291
Town of Fishkill	4,354	3,250	1,454	485	5,011	3,757	1,669	507
Town of Hyde Park	5,051	3,634	1,454	448	5,814	4,201	1,669	468
Town of LaGrange	3,295	2,166	740	168	3,792	2,505	849	176
Town of Milan	634	421	126	31	730	486	145	32
Town of North East	582	389	164	50	670	449	189	53
Town of Pawling	1,327	901	344	104	1,527	1,042	395	109
Town of Pine Plains	732	537	216	73	843	620	248	77
Town of Pleasant Valley	2,006	1,349	529	150	2,309	1,559	607	157
Town of Poughkeepsie	10,355	7,496	2,989	888	11,918	8,666	3,430	927
Town of Red Hook	1,637	1,115	396	95	1,884	1,289	454	99
Town of Rhinebeck	1,599	1,241	655	320	1,840	1,435	752	334
Town of Stanford	927	609	250	60	1,067	704	287	62
Town of Union Vale	905	629	235	77	1,041	727	270	80
Town of Wappinger	4,623	3,099	1,009	282	5,321	3,582	1,158	294
Town of Washington	983	672	261	87	1,131	777	299	91
Village of Fishkill (Town of Fishkill)	869	741	427	151	1,001	856	491	158
Village of Millbrook (Town of Washington)	546	421	206	63	628	486	237	66
Village of Millerton (Town of North East)	282	200	89	32	325	231	102	34
Village of Pawling (Town of Pawling)	852	692	338	129	980	800	388	134
Village of Red Hook (Town of Red Hook)	556	425	182	75	640	491	209	78
Village of Rhinebeck (Town of Rhinebeck)	1,511	1,236	720	340	1,739	1,428	826	355
Village of Tivoli (Town of Red Hook)	229	166	72	20	264	192	83	21
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	1,172	901	419	147	1,349	1,042	481	153
Total	65,689	47,087	19,430	6,248	75,607	54,437	22,302	6,526

Note: These projections were created by applying estimated rates of growth in age groups within the senior population, created by Global Insight for NYSDOT in 2005, to U.S. Census Bureau Data for 2000

Table 11: Projected Senior Population, 2000-2030, Dutchess County, Section 3

Municipality	2025				2030			
	60 and Over	65 and Over	75 and Over	85 and Over	60 and Over	65 and Over	75 and Over	85 and Over
City of Beacon	4,194	3,173	1,454	359	4,479	3,557	1,725	426
City of Poughkeepsie	9,599	7,615	3,704	1,071	10,251	8,537	4,395	1,269
Town of Amenia	1,677	1,303	558	145	1,791	1,461	662	172
Town of Beekman	2,305	1,613	646	150	2,462	1,808	767	178
Town of Clinton	1,197	856	354	85	1,278	960	420	101
Town of Dover	2,029	1,463	561	150	2,167	1,640	666	178
Town of East Fishkill	5,563	3,856	1,339	322	5,941	4,323	1,588	382
Town of Fishkill	5,597	4,365	2,036	561	5,977	4,894	2,416	665
Town of Hyde Park	6,494	4,882	2,036	519	6,935	5,473	2,416	615
Town of LaGrange	4,236	2,910	1,036	195	4,523	3,262	1,229	231
Town of Milan	815	565	177	35	870	634	210	42
Town of North East	749	522	230	58	800	585	273	69
Town of Pawling	1,706	1,211	482	120	1,822	1,358	571	143
Town of Pine Plains	942	721	303	85	1,006	808	359	101
Town of Pleasant Valley	2,579	1,812	740	173	2,754	2,031	878	206
Town of Poughkeepsie	13,313	10,069	4,184	1,026	14,217	11,288	4,964	1,217
Town of Red Hook	2,105	1,498	554	110	2,248	1,680	657	130
Town of Rhinebeck	2,056	1,667	917	370	2,195	1,869	1,088	438
Town of Stanford	1,191	819	351	69	1,272	918	416	82
Town of Union Vale	1,163	845	329	88	1,242	947	391	105
Town of Wappinger	5,944	4,162	1,413	326	6,347	4,666	1,676	386
Town of Washington	1,263	903	365	101	1,349	1,012	433	120
Village of Fishkill (Town of Fishkill)	1,118	995	598	175	1,193	1,116	710	208
Village of Millbrook (Town of Washington)	702	565	289	73	749	634	342	86
Village of Millerton (Town of North East)	363	268	124	37	388	301	147	44
Village of Pawling (Town of Pawling)	1,095	929	473	149	1,169	1,042	561	176
Village of Red Hook (Town of Red Hook)	715	571	255	87	763	640	302	103
Village of Rhinebeck (Town of Rhinebeck)	1,942	1,660	1,007	393	2,074	1,861	1,195	466
Village of Tivoli (Town of Red Hook)	295	223	101	23	315	250	120	27
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	1,507	1,211	586	170	1,609	1,358	695	201
Total	84,454	63,253	27,201	7,226	90,187	70,912	32,272	8,564

Note: These projections were created by applying estimated rates of growth in age groups within the senior population, created by Global Insight for NYSDOT in 2005, to U.S. Census Bureau Data for 2000

**Table 12: Dutchess County Proportion of Households with
No Vehicles Available,
Householder age 65 and Over, 2000**

Municipality	% of Households with No Vehicle Available, Householder Age 65 and Over	% of Households with No Vehicle Available, Householder Age 75 and Over
City of Beacon	23.56%	26.49%
City of Poughkeepsie	30.59%	30.27%
Town of Amenia	13.16%	23.21%
Town of Beekman	6.04%	6.64%
Town of Clinton	4.26%	4.20%
Town of Dover	10.37%	15.15%
Town of East Fishkill	7.78%	13.41%
Town of Fishkill	18.97%	29.91%
Town of Hyde Park	8.51%	15.01%
Town of La Grange	7.07%	14.89%
Town of Milan	6.45%	15.69%
Town of North East	10.22%	18.05%
Town of Pawling	21.53%	34.21%
Town of Pine Plains	14.35%	29.47%
Town of Pleasant Valley	13.50%	19.43%
Town of Poughkeepsie	14.57%	25.02%
Town of Red Hook	16.32%	21.59%
Town of Rhinebeck	17.22%	25.49%
Town of Stanford	5.49%	12.28%
Town of Union Vale	8.51%	22.54%
Town of Wappinger	14.48%	28.62%
Town of Washington	14.61%	25.21%
Dutchess County	15.87%	23.65%

Source: U.S. Census Bureau, 2000

Note: High and low values in each category are highlighted

Table 13: Dutchess County, Proportion of the Senior Population Living Alone, 2000

Municipality	Total Population Age 65 and Over	Population 65 and Over Living Alone	Percent 65 and Over Living Alone
City of Beacon	1,662	546	32.85%
City of Poughkeepsie	4,104	1,663	40.52%
Town of Amenia	710	232	32.68%
Town of Beekman	845	145	17.16%
Town of Clinton	453	89	19.65%
Town of Dover	840	254	30.24%
Town of East Fishkill	2,101	318	15.14%
Town of Fishkill	2,812	820	29.16%
Town of Hyde Park	2,614	724	27.70%
Town of La Grange	1,531	362	23.64%
Town of Milan	296	106	35.81%
Town of North East	422	140	33.18%
Town of Pawling	1,122	323	28.79%
Town of Pine Plains	387	70	18.09%
Town of Pleasant Valley	970	290	29.90%
Town of Poughkeepsie	5,486	1,338	24.39%
Town of Red Hook	1,205	308	25.56%
Town of Rhinebeck	1,781	478	26.84%
Town of Stanford	443	86	19.41%
Town of Union Vale	440	63	14.32%
Town of Wappinger	2,641	669	25.33%
Town of Washington	796	210	26.38%

Source: U.S. Census Bureau, 2000

Note: High and low values in each category are highlighted; data is based on Summary File 4 - population figures will be slightly different than in other tables

Table 14: Population Variables, Section 1

Municipality	2000 Total Population	Urban/Rural	Population per Square Mile	60 and Over	% of Total Municipality Population	65 and Over	% of Total Municipality Population	75 and Over	% of Total Municipality Population	85 and Over	% of Total Municipality Population
City of Beacon	13,808	Urban (100%)	3,363	2,218	16.06%	1,690	12.2%	821	5.9%	203	1.5%
City of Poughkeepsie	29,871	Urban (100%)	5,811	5,076	16.99%	4,056	13.6%	2,092	7.0%	605	2.0%
Town of Amenia	4,048	Rural (100%)	93	887	21.91%	694	17.1%	315	7.8%	82	2.0%
Town of Beekman	11,452	Urban (81%)	455	1,219	10.64%	859	7.5%	365	3.2%	85	0.7%
Town of Clinton	4,010	Rural (100%)	104	633	15.79%	456	11.4%	200	5.0%	48	1.2%
Town of Dover	8,565	Rural (100%)	154	1,073	12.53%	779	9.1%	317	3.7%	85	1.0%
Town of East Fishkill	25,589	Urban (77%)	450	2,942	11.50%	2,054	8.0%	756	3.0%	182	0.7%
Town of Fishkill	18,523	Urban (95%)	613	2,960	15.98%	2,325	12.6%	1,150	6.2%	317	1.7%
Town of Hyde Park	20,851	Mixed (64% Urban)	564	3,434	16.47%	2,600	12.5%	1,150	5.5%	293	1.4%
Town of LaGrange	14,928	Mixed (59% Urban)	376	2,240	15.01%	1,550	10.4%	585	3.9%	110	0.7%
Town of Milan	4,559	Rural (100%)	65	431	9.45%	301	6.6%	100	2.2%	20	0.4%
Town of North East	2,077	Rural (100%)	49	396	19.07%	278	13.4%	130	6.3%	33	1.6%
Town of Pawling	5,288	Rural (90%)	125	902	17.06%	645	12.2%	272	5.1%	68	1.3%
Town of Pine Plains	2,569	Rural (100%)	83	498	19.38%	384	14.9%	171	6.7%	48	1.9%
Town of Pleasant Valley	9,066	Mixed (Rural 54%)	275	1,364	15.05%	965	10.6%	418	4.6%	98	1.1%
Town of Poughkeepsie	41,800	Urban (100%)	1,487	7,040	16.84%	5,363	12.8%	2,363	5.7%	580	1.4%
Town of Red Hook	7,440	Mixed (Urban 54%)	220	1,113	14.96%	798	10.7%	313	4.2%	62	0.8%
Town of Rhinebeck	4,685	Rural (99%)	135	1,087	23.20%	888	19.0%	518	11.1%	209	4.5%
Town of Stanford	3,544	Rural (100%)	71	630	17.78%	436	12.3%	198	5.6%	39	1.1%
Town of Union Vale	4,546	Rural (89%)	121	615	13.53%	450	9.9%	186	4.1%	50	1.1%
Town of Wappinger	22,322	Urban (97%)	843	3,143	14.08%	2,217	9.9%	798	3.6%	184	0.8%
Town of Washington	3,313	Rural (100%)	58	668	20.16%	481	14.5%	206	6.2%	57	1.7%
Village of Fishkill (Town of Fishkill)	1,735	Urban (100%)	1,972	591	34.06%	530	30.5%	338	19.5%	99	5.7%
Village of Millbrook (Town of Washington)	1,429	Rural (100%)	764	371	25.96%	301	21.1%	163	11.4%	41	2.9%
Village of Millerton (Town of North East)	925	Rural (100%)	1,468	192	20.76%	143	15.5%	70	7.6%	21	2.3%
Village of Pawling (Town of Pawling)	2,233	Urban (91%)	1,095	579	25.93%	495	22.2%	267	12.0%	84	3.8%
Village of Red Hook (Town of Red Hook)	1,805	Urban (100%)	1,671	378	20.94%	304	16.8%	144	8.0%	49	2.7%
Village of Rhinebeck (Town of Rhinebeck)	3,077	Urban (100%)	1,899	1,027	33.38%	884	28.7%	569	18.5%	222	7.2%
Village of Tivoli (Town of Red Hook)	1,163	Rural (100%)	661	156	13.41%	119	10.2%	57	4.9%	13	1.1%
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)	4,929	Urban (100%)	N/A*	797	16.17%	645	13.1%	331	6.7%	96	1.9%
Total	280,150	Urban (71%)	864	44,660	18.14%	33,690	13.98%	15,363	6.83%	4,083	1.94%
Low	925		49	156	9.5%	119	6.6%	57	2.2%	13	0.4%
High	41,800		5,811	7,040	34.1%	5,363	30.5%	2,363	19.5%	605	7.2%
Average	9,338		864	1,489	18.1%	1,123	14.0%	512	6.8%	136	1.9%
Median	4,622		450	895	16.7%	670	12.5%	316	5.8%	85	1.4%

*Population density of the Village of Wappingers Falls in the Town of Wappinger is 5,067 per square mile; for the village within the Town of Poughkeepsie it is 3,363 per square mile.

Source: U.S. Census Bureau, Dutchess County Department of Planning and Development

Table 14: Population Variables, Section 2

Municipality	% of Households with No Vehicle Available, Householder Age 65 and Over	% of Households with No Vehicle Available, Householder Age 75 and Over	Population 65 and Over Living Alone	Percent of the Population Age 65 and Over Who Live Alone
City of Beacon	23.56%	26.49%	546	32.85%
City of Poughkeepsie	30.59%	30.27%	1663	40.52%
Town of Amenia	13.16%	23.21%	232	32.68%
Town of Beekman	6.04%	6.64%	145	17.16%
Town of Clinton	4.26%	4.20%	89	19.65%
Town of Dover	10.37%	15.15%	254	30.24%
Town of East Fishkill	7.78%	13.41%	318	15.14%
Town of Fishkill	18.97%	29.91%	820	29.16%
Town of Hyde Park	8.51%	15.01%	724	27.70%
Town of LaGrange	7.07%	14.89%	362	23.64%
Town of Milan	6.45%	15.69%	106	35.81%
Town of North East	10.22%	18.05%	140	33.18%
Town of Pawling	21.53%	34.21%	323	28.79%
Town of Pine Plains	14.35%	29.47%	70	18.09%
Town of Pleasant Valley	13.50%	19.43%	290	29.90%
Town of Poughkeepsie	14.57%	25.02%	1338	24.39%
Town of Red Hook	16.32%	21.59%	308	25.56%
Town of Rhinebeck	17.22%	25.49%	478	26.84%
Town of Stanford	5.49%	12.28%	86	19.41%
Town of Union Vale	8.51%	22.54%	63	14.32%
Town of Wappinger	14.48%	28.62%	669	25.33%
Town of Washington	14.61%	25.21%	210	26.38%
Village of Fishkill (Town of Fishkill)				
Village of Millbrook (Town of Washington)				
Village of Millerton (Town of North East)				
Village of Pawling (Town of Pawling)				
Village of Red Hook (Town of Red Hook)				
Village of Rhinebeck (Town of Rhinebeck)				
Village of Tivoli (Town of Red Hook)				
Village of Wappingers Falls (Towns of Poughkeepsie and Wappinger)				
Total	15.87%	23.65%		
Low	4.3%	4.2%	63	14.3%
High	30.6%	34.2%	1,663	40.5%
Average	13.1%	20.8%	420	26.2%
Median	13.3%	22.1%	299	26.6%

based on summary file 4

Source: U.S. Census Bureau, Dutchess County Department of Planning and Development

Table 15: LOOP Bus System Routes	
Route Name	Route Description
LOOP 1	Hyde Park Stop & Shop to Tivoli
LOOP 2	Hyde Park Stop & Shop to South Hills Mall
LOOP 3	Galleria to Beacon -- Beacon to Galleria
LOOP 3-A	Galleria to Route 9/Route 28/Route 104/Route94/Route 82
LOOP 3-B	Galleria to Dutchess Mall to Fishkill Beacon to Fishkill to Galleria
LOOP 4	Hopewell Junction to Dutchess Mall
LOOP 5	LaGrange to Main and Market Streets to Millbrook
LOOP 6	Main and Market to Galleria (Saturday Only)
LOOP 7	Pine Plains to Clinton Hollow to Poughkeepsie
LOOP 8	Millbrook to Amenia to Millerton
LOOP 9	Poughkeepsie to Dover to Millerton
LOOP 10	Wassaic to Poughkeepsie
LOOP 11	LaGrange to Pawling to Dover to Millbrook to Poughkeepsie
LOOP 13	Poughkeepsie to Lourdes High School to Galleria
EXPRESS A	Poughkeepsie to Tivoli
EXPRESS B	Stops Along Route 9 (Poughkeepsie, Wappingers, Beacon, Fishkill)
EXPRESS C	Millbrook to Galleria
EXPRESS L	Poughkeepsie to Harlem Valley
EXPRESS N	Harlem Valley to Poughkeepsie
BEACON-POUGHKEEPSIE EXPRESS	Beacon to Wappingers to Poughkeepsie
BEACON SHUTTLE SERVICE	Train Station, DIA: Beacon, Main Street (Seasonal April - October)
EASTERN EXPRESS	Poughkeepsie to Wassaic
SPECIAL K	Main and Market Streets to RPI: Overrocker Road to ARC: Industry Street
SOUTHWEST SPECIAL EXPRESS	Market Street, Route 9, Route 52, Route 9D, Route 376, Route 44, Overrocker Road, ARC
NORTHEAST SPECIAL EXPRESS	Innis Avenue to CR 16/Clinton Corners to Overrocker Road, ARC
NORTHWEST SPECIAL EXPRESS	Poughkeepsie to Hyde Park to Staatsburg to Overrocker Road, ARC
9-G/SPECIAL EXPRESS # 2	Poughkeepsie - Main & Market Streets to Oakley Street
EVENING MALL SERVICE	Main and Market Streets to South Hills Mall to Galleria

Source: Dutchess County Department of Planning and Development

Table 16: City of Poughkeepsie Bus Routes

Name	Start and End Locations
Shopper's Special	Main & Market (Poughkeepsie) to K-Mart (44 Plaza)
Galleria	Main & Market (Poughkeepsie) to Galleria Mall
Main Street	Vassar College to Main & Market
Northside	Originates at Main & Market; major destinations include Dutchess Community College, St. Francis Hospital, Home Depot, Stop and Shop in Hyde Park
Southside	Originates at Main & Market; major destinations include Price Chopper and Stop and Shop
Special	Stops at several large apartment complexes and Poughkeepsie Middle School

Source: City of Poughkeepsie Transit System

Table 17: Dial-A-Ride Funding

User Fares	\$14,744
Town Payments	\$205,629
State Operating Assistance	\$142,750
Community Services for the Elderly - via NYSOFA	\$10,000
Older Americans Act Title IIIB via NYSOFA	\$4,000
Total	\$377,123

Source: Dutchess County Department of Planning and Development

Table 18: Dial-A-Ride Suggested Fares

Type of Ride	Suggested Fare
One-way within a municipality	\$0.75
Round trip within a municipality	\$1.25
One-way between municipalities	\$1.00
Round trip between municipalities	\$1.75
Additional stops (up to three within a municipality per passenger, if schedule allows)	\$.75 per stop

Source: Dutchess County Department of Planning and Development

Table 19: Dial A Ride Service						
	Service Available	Days per Week	Number of Days Each Week	Destinations	Trips Q1-2007	Trips Q2-2007
Town of Amenia	No					
City of Beacon	No					
Town of Beekman	Yes	T,F	2	Walmart (1st Tuesday and 3rd Friday) South Road Malls (2nd Tuesday and 2nd Friday) Marshalls/44/Adams (3rd Tuesday and 1st Friday)	89	117
Castle Point	Yes	T,F	2		11	31
Town of Clinton	No					
Town of Dover	Yes	T	1	Poughkeepsie and Fishkill (1st and 3rd Tuesday) Local Service (2nd and 4th Tuesday)	76	56
Town of East Fishkill	Yes	M,T,W,Th, F	5	Local and Beacon (Monday) Poughkeepsie and South Road Malls (Tuesday) Local (Thursday) Rt. 9 Fishkill to 9 Mall (Wednesday) Rt 44/Adams (Friday)	410	363
Town of Fishkill	Yes	T,W,Th	3	Local and Beacon (Wednesday and Thursday - Wed. Local only) Adams (Last Tuesday) Poughkeepsie and South Road Malls	761	761
Town of Hyde Park	Yes	W, 1st F	1	Local and Poughkeepsie (Friday) Local and South Road Malls (2nd and 4th Wednesday only) and Poughkeepsie (Wednesday) Walmart and Shop Rite (1st Friday)	243	283
Town of LaGrange	Yes	M,Th	2	Local, Poughkeepsie, Hopewell (Monday and Thursday) Fishkill (3rd Thursday) Pleasant Valley (Monday)	269	281
Town of Milan	No					
Town of North East	No					
Town of Pawling	No					
Town of Pine Plains	No					
Town of Pleasant Valley	Yes	W, F	2	Local and South Road Malls (2nd and 4th Wednesday only) and Poughkeepsie (Wednesday) Local and Poughkeepsie (Friday)	77	93
City of Poughkeepsie	Yes	M, T, W, Th, F	5	Local (5 Days) South Road (5 Days) Hudson Mall Plaza (5 Days) South Road Malls (5 Days) Adams (5 Days) 44 Plaza (5 Days) Stop and Shop (5 Days) K-Mart (5 Days) Walmart/Shop Rite (2nd Tuesday)	796	964
Town of Poughkeepsie	Yes	North: M,T,W,F South: M,T,W,Th,	4	Local (Monday, Tuesday, Friday) Price Chopper (Monday) Local and South Road Malls (2nd and 4th Wednesdays Only)	701	541
Town of Red Hook	Yes	Th	1	Local and City of Poughkeepsie (All Days - Tuesday north only)	1027	1134
Town of Rhinebeck	No					
Town of Stanford	No					
Town of Union Vale	Yes	T	1		52	40
Town of Wappinger	Yes	M,T,W,Th, F	5	Fishkill and Local (Monday) Poughkeepsie and South Road Malls (Tuesday, Wednesday, Thursday) Local and Fishkill (Wednesday, Thursday, Friday - local only)	1277	1393
Town of Washington	No					

Source: Dutchess County Department of Planning and Development

Table 20: Dial-A-Ride Trends

Dial A Ride Ridership Trend 1996 - 2006			
Year	Total Ridership	Eleven Year Trend	
1996	35,698		
1997	35,041		
1998	33,152		
1999	32,043		
2000	29,334		
2001	29,727		
2002	29,644		
2003	27,879		
2004	25,155		
2005	25,488	# Change	% Change
2006	23,540	-12,158	-34%
Service Capacity Comparison 1996 vs 2007			
Municipality	Days/Week 1996	Days/Week 2007	Difference
Beekman	1	2	1
Dover	0	2	2
East Fishkill	3	5	2
Fishkill	3	3	0
Hyde Park	2	2	0
LaGrange	2	2	0
Pleasant Valley	2	2	0
Poughkeepsie City	5	5	0
Poughkeepsie Town 1	5	5	0
Poughkeepsie Town 2	5	5	0
Red Hook/Rhinebeck	2	1	-1
Union Vale	0	1	1
Wappinger 1	5	5	0
Wappinger 2*	0	3	3
Castle Point	2	2	0
Total Service Days/Week	37	45	8
Percentage Increase in Service Capacity 1996 vs. 2007			22%

Source: Dutchess County Office for the Aging

Table 21, Page 1

Organization	Location	Overview	Requesting Trips	Fee to Use Service	Geographic Area Served	Types of trips handled
North East Community Center	Village of Millerton (Town of North East)	Volunteer drivers; don't advertise through-the-door service but drivers can provide it if they are willing; time and day of trips depends on volunteer availability.	Consumers call center directly	None; suggested donation is \$5 for local trip	Can serve all of Dutchess County but most clients served are in the North and East. Currently serving consumers from Millerton, Amenia, Wassaic, Dover Plains, Millbrook*. Recently took on a client in Clinton Corners, due to decrease in available transportation services.	Priority is medical and social services appointments. Often consumers need trips multiple times per week (e.g. dialysis or Physical Therapy). Also provide occasional trips for grocery shopping, bank, social events.
Friend of Seniors	N/A	Volunteer drivers; volunteers provide assistance through-the-door, help with packages, assistance with getting in and out of vehicle	Consumers call and leave message; Program Coordinator secures volunteer for trip and returns calls	None; accept donations from consumers	Beacon, Beekman, Clinton Corners, East Fishkill, Fishkill, Hyde Park, Lagrange, Millbrook, Poughkeepsie, Poughquag, Salt Point, Staatsburg, Stanfordville, Wappingers Falls**	Medical appointments
Pawling Community Resource and Service Center	Town of Pawling	Volunteer drivers; provide assistance to the door.	Consumers call office	None; accept donations from consumers	Primarily serves the Town and Village of Pawling; occasionally serves individuals who reside outside of Pawling but have some affiliation to the Town, e.g. church or work	Primarily medical; at least one consumer has weekly shopping trip: Saturday trip to Hannaford
Northern Dutchess Caregivers Coalition	N/A	Volunteer Drivers; Coordinators rotate two-week shifts; Riders are matched with drivers from their congregation when possible	Requires 48 hours notice - call number and leave message	No	North-western Dutchess from Tivoli to Hyde Park	Mostly medical and dental, including specifically dialysis, PT, eye care
MLK Cultural Center	City of Beacon	A paid driver transports seniors in agency-owned vehicles	24 hours in advance	\$8 for Beacon to Poughkeepsie	Primarily Beacon, Fishkill and Wappinger	Any; dialysis is a priority

*Wassaic is a hamlet within the Town of Amenia; Dover Plains is a Hamlet within the town of Dover

**Clinton Corners is a hamlet within the Town of Clinton; Poughquag is a hamlet within the Town of Beekman; Salt Point is a hamlet within the Town of Pleasant Valley; Staatsburg is a hamlet within the Town of Hyde Park; Stanfordville is a hamlet within the Town of Stanford

Table 21, Page 2

Organization	Destinations	# of Trips, last year available	Number of consumers served	Number of Volunteers	Vehicles	Funding
North East Community Center	No formal parameters - depends on volunteer availability. Major destinations are Sharon, Connecticut (for hospital and other medical providers) and Poughkeepsie. Have gone as far north as Albany and as far south as New Haven, CT.	160 rides between January 1 and August 8, 2007	4-5 individuals per week 23 different individuals served between 1/1/07 and 8/1/07	Between 5 and 7	1 four-door sedan, 1 7 passenger mini-van for center programs; volunteers can drive own car if both agency vehicles are being used.	OFA Foundation for Community Health (Previously funded by Red Cross)
Friend of Seniors			120 per month	22	Volunteers' own vehicles	OFA Grants
Pawling Community Resource and Service Center		604 weekday trips in 2006; 64 trips to Hannaford		Between 25 and 30	1 van Volunteers' own vehicles	Community Foundation; Funding from OFA for second half of 2007
Northern Dutchess Caregivers Coalition	Poughkeepsie; Kingston; eye care center in Hudson (in Columbia County) sometimes as far north as Albany	700			Volunteers' own vehicles	Church contributions and rider donations
MLK Cultural Center	As far north as Poughkeepsie, South to Cold Spring (Putnam County) and west to Newburgh (Orange County)	18,000	180		2 vehicles; one is handicap accessible	OFA; Episcopal Charities; County Legislature; donations and fundraising

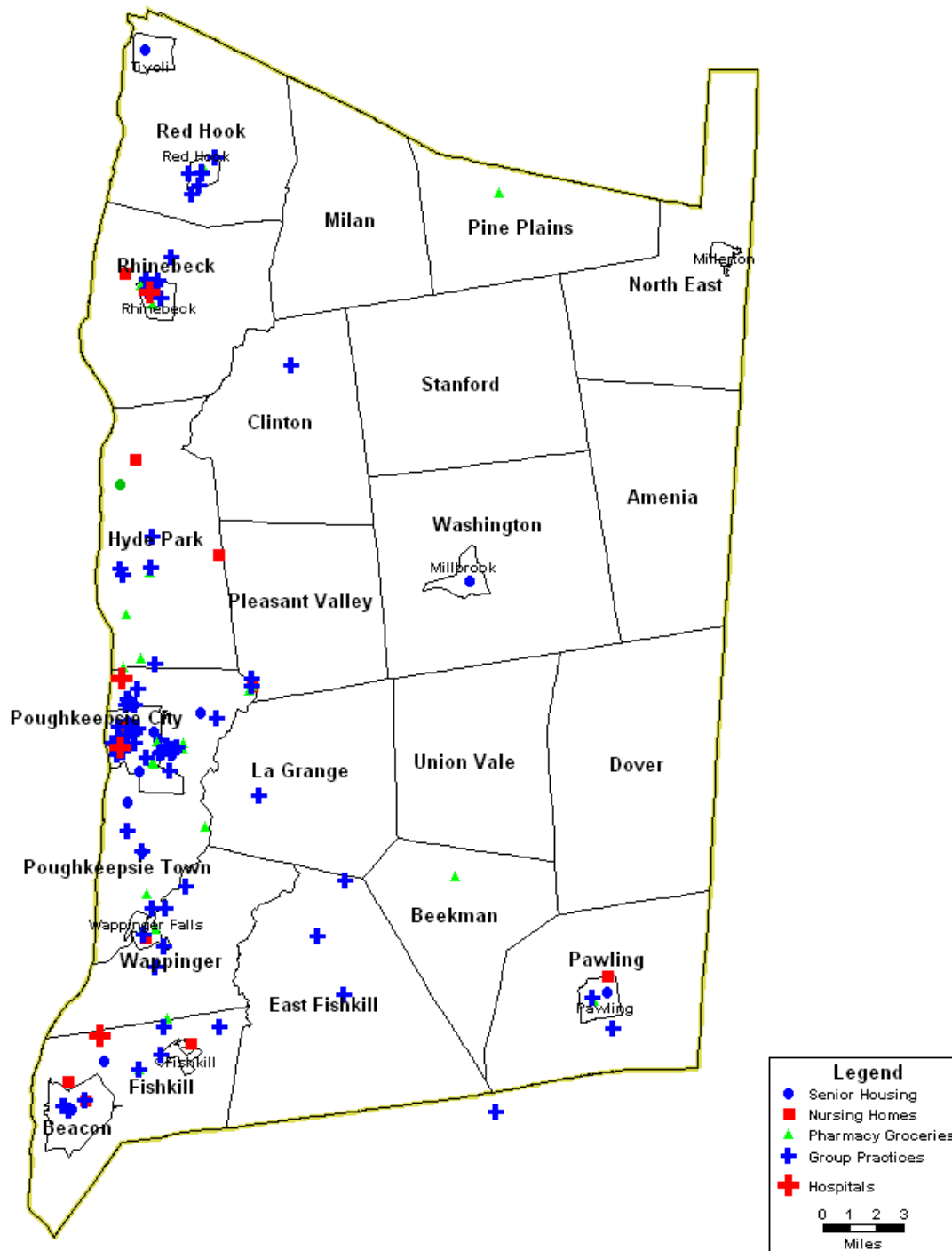
Table 22: Senior Friendship Center Locations

Location	Address
Forrestal Heights	1 Forrestal Heights, Beacon
East Fishkill Community Center	890 Rte 82, Hopewell Junction (Town of East Fishkill)
First Reformed Church	1143 Main Street, Fishkill
United Methodist Church	1 Church Street, Hyde Park
Village Hall Community Room	21 Dutchess Avenue, Millerton
Morrow Park	146 Lakeside Drive, Pawling
First Presbyterian Church	100 Cannon Street, Poughkeepsie
Church of the Good Shepherd	3 Mulberry Street, Rhinebeck
South Amenia Presbyterian Church	229 S. Amenia Road, Amenia
Tri-Town American Legion Hall	Overlook Road, Poughkeepsie

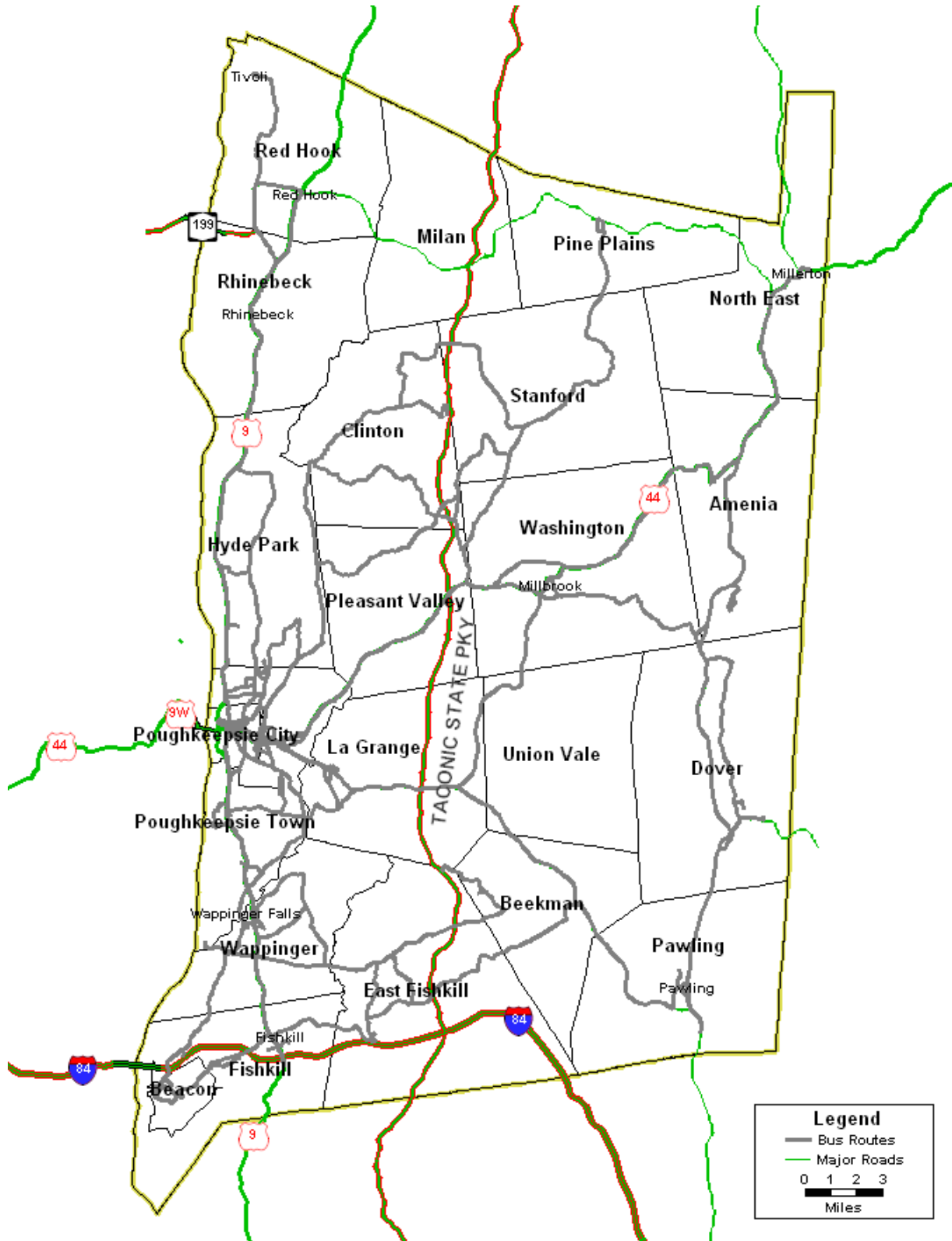
Source: Dutchess County Office for the Aging

APPENDIX B: MAPS

Map 1: Location of Major Services



Map 2: Major Roads and Bus Routes



Map 3: Location of Senior Population Relative to Services and Bus Routes

