



# CONNECT MID-HUDSON

## Transit Study

Final Report | January 2021



Prepared by:





# CONTENTS

1. Executive Summary .....	4
2. Service Overview .....	5
2.1. COVID-19 .....	9
2.2. Public Survey .....	9
2.2.1. Dutchess County .....	10
2.2.2. Orange County .....	11
2.2.3. Ulster County .....	11
3. Transit Market Assessment and Gaps Analysis.....	12
3.1. Population Density .....	12
3.2. Employment Density .....	14
3.3. Transit Potential .....	16
3.4. Microtransit Opportunity Zones .....	18
3.4.1. Areas with Low Transit Potential .....	19
3.4.2. Areas Unserved by Fixed-Route Service.....	20
3.4.3. Areas Poorly Served by Fixed-Route Service.....	22
3.5. Regional Commuting Patterns.....	26
3.5.1. Regional Gaps Analysis.....	28
3.5.2. Assessment of Intra-Regional Transit Connections.....	32
3.6. Congestion and Parking Capacity Constraints.....	37
3.6.1. Congestion Hot-Spots.....	39
3.6.2. Park-and-Rides with Capacity Constraints .....	43
4. Recommendations.....	45
4.1. Commuter Service Improvements.....	45
4.1.1. Service Monitoring and Oversight .....	45
4.1.2. Passenger Information and Mobile Payment.....	49
4.1.3. Congestion Hot Spot Mitigation .....	51
4.1.4. Park-and-Ride Capacity Improvements .....	55
4.2. Regional Microtransit Service.....	60
4.2.1. Turn-key Service Model.....	61
4.2.2. Service Descriptions and Costs Estimates .....	65
4.2.3. Challenges to Implementation .....	79
5. Financial Plan.....	80
5.1. Capital and Operating Cost Overview.....	80
5.1.1. Capital Costs.....	80
5.1.2. Operating Costs .....	82
5.2. Availability of Funds .....	84
5.3. Creating a Regional Funding Framework.....	84
6. Closing Statement.....	85
Appendix A – Online Survey Comments.....	86
Appendix B – Final Set Of Comments .....	120

# 1. EXECUTIVE SUMMARY

The Mid-Hudson Valley region, consisting of Dutchess, Orange and Ulster Counties, is characterized by its small towns and cities, separated by rural farmland and undeveloped land along the Hudson River Valley. The region is served by a multi-modal transit network, including bus, rail, and ferry services, and its proximity to New York City has historically allowed many residents to commute into the City for work.

The region's transit services are provided by an array of public and private operators, each with its own approach to operating and marketing transit. The Connect Mid-Hudson Transit Study aimed to identify ways to better coordinate and connect existing transit systems internally, between the three study area counties; and externally, between the three-county region and the Albany and New York City metropolitan areas. Key areas of analysis included the effectiveness of intercity coach services; opportunities for new technologies and service models such as app-based microtransit service; capital improvements to alleviate congestion or capacity constraints at park-and-rides and along transit corridors; and a review of service performance and customer satisfaction monitoring.

The recommendations phase of this study was conducted in the midst of a global pandemic, which dramatically altered travel and commuting patterns in the study area and throughout the world. While the pandemic created immense hardships for the region, it also created an opportunity to fundamentally rethink all aspects of regional transit service. This document presents recommendations aimed at improving the quality and accessibility of the regional services operating in Dutchess, Orange and Ulster Counties. Key recommendations of the Connect-Mid Hudson Transit Study include the following:

- **Creation of a Transit Ombudsman** – to serve as an advocate and point of contact for the region's commuters, especially those who rely on publicly-subsidized but privately-operated commuter bus services.
- **Aggregation of Transit Service Information onto a Single Platform** – to simplify trip planning and facilitate future functionality such as mobile fare payment and microtransit/micro-mobility integration.
- **Capital Improvements** – focusing on roadway congestion hot-spots and capacity-constrained park-and-ride lots that impact the efficient operation of regional transit service in the Mid-Hudson Valley.
- **Introduction of App-Based Microtransit Service** – to provide local mobility and regional connections where fixed-route service is either not available or not effective.
- **Adoption of a Regional Transit Funding Framework** – to create a structure for planning and dispensing the region's unallocated Federal transit funding balance and support the service and capital improvement recommendations.

This document consists of four chapters following this executive summary. The chapters correspond to the major phases of the study:

- **Chapter 2: Service Overview**
- **Chapter 3: Transit Market Assessment and Gaps Analysis**
- **Chapter 4: Recommendations**
- **Chapter 5: Financial Plan**

## 2. SERVICE OVERVIEW

The Mid-Hudson Valley Transportation Management Area (MHVTMA) encompasses portions of three New York State counties: Dutchess, Orange, and Ulster. Each county has its own MPO, and the three work together as part of the MHVTMA to address regional transportation planning issues. Currently, transit service in the region is provided by an array of public and private operators, as detailed in **Table 1**. These transit services, including rail, ferry service, commuter coaches, and local buses, allow for local, intraregional, and interregional travel. **Figure 1** presents a system map of the inter- and intraregional services available in the three-county region.

*Table 1: Outline of Existing Service in Dutchess, Orange and Ulster Counties (Fall 2018<sup>1</sup>)*

County	Service	Description of Service	County Travel (Local)	Intraregional Travel (Connections)			Interregional Travel	
				Dutchess	Orange	Ulster		
Dutchess	Error! Reference source not found.	Service to Albany (and destinations North) and New York City	■				■	
	Error! Reference source not found.	Dutchess County to New York City			■		■	
		Dutchess County to Western New York			■		■	
	Error! Reference source not found.	Poughkeepsie to White Plains Commuter Bus					■	
	Error! Reference source not found.	Hudson and Harlem Lines	■				■	
	Error! Reference source not found.	Newburgh-Beacon-Stewart Shuttle		■	■			
	Error! Reference source not found.	Newburgh-Beacon Ferry		■	■			
	<b>Ulster County Area Transit</b> (Error! Reference source not found.)	UPL: Ulster-Poughkeepsie Link			■		■	
		KPL: Kingston / Poughkeepsie / Marlboro			■		■	
Error! Reference source not found.	Routes A, B, C, D, E, and F are longer and connect multiple towns. Other routes are more local in nature.  RailLink services connect communities with rail stations (New Hamburg, Poughkeepsie)	■						

<sup>1</sup> Several changes have occurred to the regional transit network over the course of this study, due to routine service modifications and service disruptions due to the COVID-19 pandemic. A detailed description of services operating in fall of 2018 was presented in *Technical Memo 2: Service Analysis* which can be found at <https://www.connectmidhudson.com/downloads>.

Table 1 (Continued): Outline of Existing Service in Dutchess, Orange and Ulster Counties (Fall 2018<sup>2</sup>)

County	Service	Description of Service	County Travel (Local)	Intraregional Travel (Connections)			Interregional Travel
				Dutchess	Orange	Ulster	
Orange	Error! Reference source not found.	New Paltz-Newburgh-Manhattan					■
	Error! Reference source not found.	Orange County to NYC					■
		Orange County to Western New York					■
		Stewart Airport Express					■
		The Orange Westchester Link (OWL)					■
	Error! Reference source not found.	Port Jervis Line					■
	Error! Reference source not found.	Kiryas Joel to Manhattan and Brooklyn					■
	Error! Reference source not found.	Kiryas Joel to Monsey in Rockland County					■
	Error! Reference source not found.	Warwick to New York City via New Jersey					■
	Error! Reference source not found.	Newburgh-Beacon-Stewart Shuttle		■	■		
	Error! Reference source not found.	Newburgh-Beacon Ferry		■	■		
	Error! Reference source not found.	X Route: New Paltz-Newburgh			■	■	
	<b>Transit Orange</b>	Newburgh Area Transit	■				
		The Main Line	■				
		Orange County Local Service	■				
		Middletown Area Transit	■				
Error! Reference source not found.	Local shuttle Service to Wallkill, Monroe, and Goshen.	■					

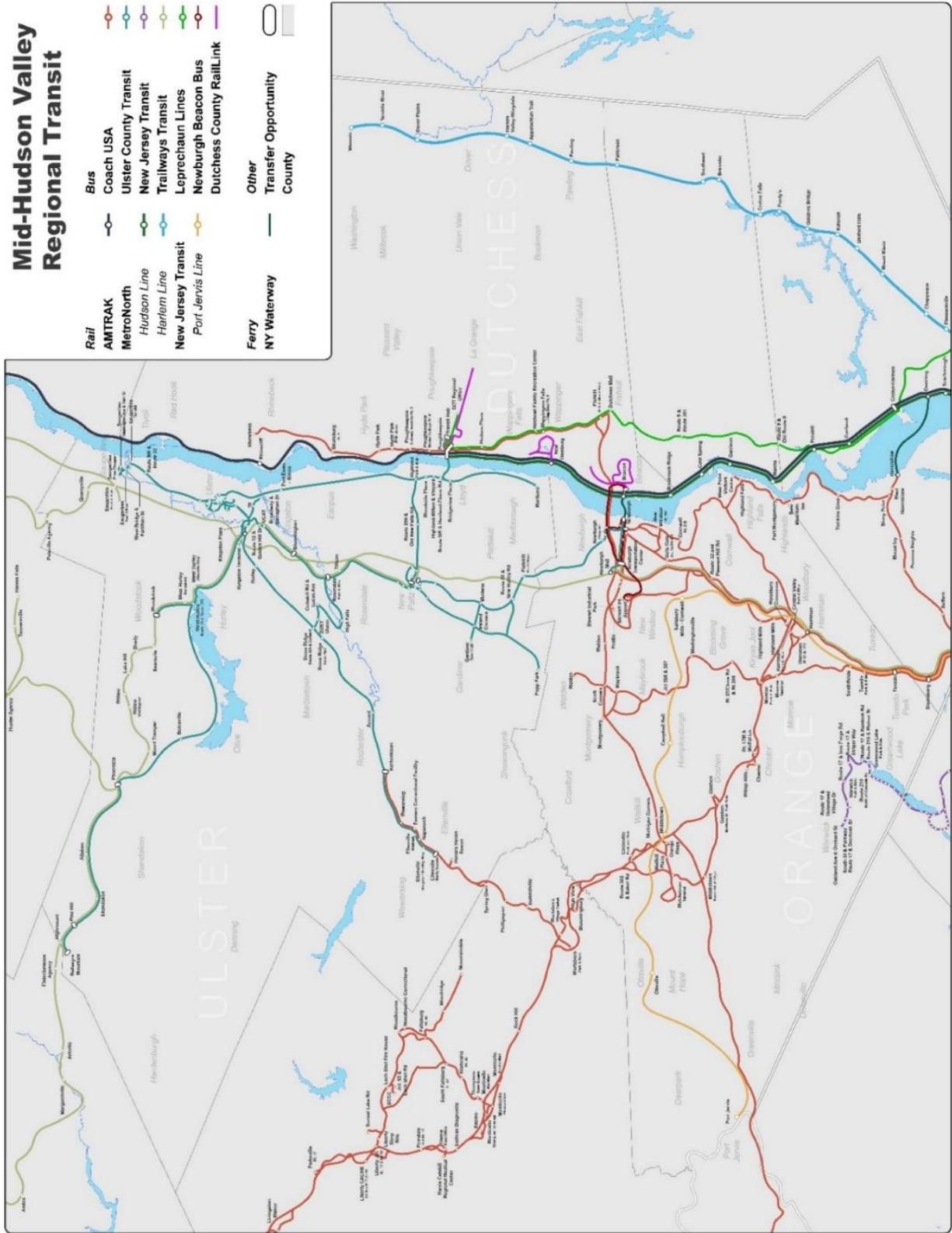
<sup>2</sup> Several changes have occurred to the regional transit network over the course of this study, due to routine service modifications and service disruptions due to the COVID-19 pandemic. A detailed description of services operating in fall of 2018 was presented in Technical Memo 2: Service Analysis which can be found at <https://www.connectmidhudson.com/downloads>.

Table 1 (Continued): Outline of Existing Service in Dutchess, Orange and Ulster Counties (Fall 2018<sup>3</sup>)

County	Service	Description of Service	County Travel (Local)	Intraregional Travel (Connections)			Interregional Travel
				Dutchess	Orange	Ulster	
Ulster	Error! Reference source not found.	Most service out of Kingston to various locations, including Manhattan, Long Island, Albany, Rosendale, New Paltz, and Saugerties					■
		New Paltz-Newburgh-Manhattan					■
	Error! Reference source not found.	Routes W, X, Z, EU, KPL, and UPL are longer and connect towns and communities Other routes are more local and circulator in nature	■		■		
		X Route: New Paltz-Newburgh			■	■	
		KPL: Kingston / Poughkeepsie / Marlboro		■		■	
UPL: Ulster-Poughkeepsie Link		■		■			

<sup>3</sup> Several changes have occurred to the regional transit network over the course of this study, due to routine service modifications and service disruptions due to the COVID-19 pandemic. A detailed description of services operating in fall of 2018 was presented in Technical Memo 2: Service Analysis which can be found at <https://www.connectmidhudson.com/downloads>.

Figure 1: Map of Existing Service in Dutchess, Orange and Ulster Counties (Fall 2018)



## 2.1. COVID-19

At the time of writing, the Mid-Hudson Valley region was in the midst of the COVID-19 pandemic. Cases of the virus began to appear in New York State in March, 2020. Due to its ease of transmission, and potentially life-threatening symptoms, COVID-19 forced communities and organizations in New York State and around the world to impose a number of mitigation efforts to slow the spread of the virus. At various stages in the pandemic, these efforts included stay-at-home orders, mandatory mask wearing, social distancing guidelines, and increased efforts to disinfect surfaces. In order to comply with these orders and recommendations, schools and business in the region and throughout the state transitioned to virtual engagement or shut down entirely. This had a dramatic impact on travel patterns and transit ridership. By April, 2020 most transit operations in the region were operating significantly reduced service in response to unprecedentedly low demand.

While New York State has shown great success in slowing the spread of COVID-19, the long-term effects of the virus on travel patterns and transit-use are still unknown. As employers and employees; students and teachers; and service providers and recipients all become accustomed to engaging remotely, it is expected that the overall volume of transit trips will be lower than pre-pandemic levels for quite some time. However, given the enormous importance of New York City as a cultural and financial hub, and the status of Albany as the state capital with a large government workforce, long-term travel patterns in the region will very likely resemble past travel patterns more than they resemble present ones. Thus, this document relies on pre-pandemic demographic data and service characteristics to assess the market for transit in the region, with one notable exception: demand for travel to New York Stewart International Airport.

Between 2016 and 2018, New York Stewart International Airport experienced a 150 percent increase in passenger volumes, driven in large part by the growth in international traffic. Low-cost carrier Norwegian Air began serving Stewart Airport with direct flights to and from Edinburgh, Scotland in 2017, later adding flights to Ireland and Canada as well. To support the increased interest in travel to Stewart Airport, both Coach USA and the Newburgh Beacon Bus Corporation added service to the airport. Coach USA's Stewart Airport Express service provided a direct link to Manhattan, while the Newburgh Beacon Bus Corporation extended the Newburgh-Beacon Shuttle to serve New York Stewart International Airport.

In September 2019, Norwegian Air suspended all service to Stewart Airport after the global grounding of the Boeing 737 MAX aircraft used by the airline. In March 2020, JetBlue, Delta, and American Airlines suspended service to Stewart as well, in response to COVID-19. At the time of writing, only Allegiant Air was providing commercial passenger service at Stewart Airport, with approximately one arrival and departure per day. The passenger airline industry, like the transit industry, has been particularly hard-hit by the COVID-19 pandemic. Airline passenger volumes post-pandemic are expected to slowly return to pre-pandemic levels and likely increase due to continued growth in the County's population, influx of new residents from the New York City metropolitan area and the opening of major employers (e.g., Amy's, Amazon and Legoland, etc.) in Orange County. The freight airline industry may also see strong growth for years to come as the pandemic has accelerated the trend toward online shopping and delivery. For regional travel patterns, this likely means higher demand for local service providing job-access for freight workers at Stewart.

## 2.2. Public Survey

Mid-Hudson Valley commuters have a wide range of commuting options available to them. To properly assess passenger satisfaction with these services, as well as other key metrics such as ridership, productivity, and on-time performance, they should be monitored over time. Given the limited timeframe of this study, longitudinal tracking of survey responses was not possible. Instead, the study team conducted an online snapshot survey to help inform the team's understanding of how area commuters interact with existing services. It is important

to note, however, that since the survey was conducted online, participants were a self-selected cohort whose views and experiences may not be representative of the community at large.

The survey was live from October 16<sup>th</sup> through December 31<sup>st</sup>, 2018 and was publicized through press releases in late November 2018 and 12 pop-up events around the region in December 2018. A total of 1,295 surveys were submitted online. Among respondents, 76 percent identified as transit riders and 24 percent identified as non-riders.

A full summary of comments submitted by survey participants is provided in **Appendix A**. The list below highlights key themes that were identified in the survey responses. The issues are organized by category and presented by county. It should be noted, however, that several issues impact more than one county due to the regional nature of the services.

### 2.2.1. Dutchess County

#### Fares

- **Metro-North Fares** – Survey respondents pointed to Metro-North’s comparatively high fares as a factor for seeking other commuting options. One-way fares from Poughkeepsie to Manhattan on Metro-North are \$26 during peak periods and \$19 in the off-peak (when purchased before boarding). A comparable trip on Trailways from New Paltz is \$23 all day. One-way fares from Beacon to Manhattan on Metro-North are \$23 during peak periods and \$18 in the off-peak (when purchased before boarding). A comparable trip on Coach USA from Newburgh is \$19 all day.

#### Parking

- **Limited Parking at Beacon Station** – According to Dutchess County data, Beacon Station had 91 percent average occupancy and 97 percent peak occupancy in October 2018.
- **Limited Parking at Rhinecliff Station** – The Rhinecliff train station and on-site parking lot are constricted by the Hudson River and surrounding residential properties, which makes capacity expansion a challenge. The station is not currently served by Dutchess County Public Transit.

#### Passenger Amenities and Information

- **DCPT Bus Stop Amenities** – Survey respondents called for improved passenger amenities throughout the Dutchess County Public Transit service area, including bus stop signs and shelters, as well as maps and schedules at stops.
- **Newburgh-Beacon-Stewart Shuttle Service Information** – Information regarding the shuttle service and schedule are available on the Leprechaun Lines website. The schedule is in PDF form and difficult to read particularly on a smartphone. No maps displaying the route or information regarding the cost of service is provided on this site.

#### Routes and Schedules

- **Expanded service in North Dutchess County** - Survey respondents requested additional transit coverage and frequency in Rhinecliff/Rhinebeck/Red Hook Area, as well as connections to Kingston in Ulster County via the Kingston-Rhinecliff Bridge.
- **Off-Peak Service between Beacon and Newburgh** – The Newburgh-Beacon-Stewart Shuttle operates Monday through Friday from 5:00 AM to 10:00 PM but does not operate during the mid-day. The Newburgh-Beacon Ferry operates Monday through Friday between the hours of 5 AM and 9 AM, and 5 PM to 9 PM.
- **Service Coordination** – At Poughkeepsie Train Station, Dutchess County Public Transit (Routes A, B, C, D, E, H, J, K, L, P, and RailLink) connect with Metro-North trains and UCAT Routes KPL and UPL. While the frequency of train arrivals and departures during peak periods helps facilitate rail-to-bus connections, DCPT and UCAT bus services are not coordinated with one another.

## 2.2.2. Orange County

### Parking

- **Limited Parking at Chester Park-and-Ride** – According to the Orange County Transportation Council, limited lot spaces at the Chester Park-and-Ride have forced commuters to park at retail lots across the street. In October 2018 observations, the demand for spaces at the lot exceeded capacity by 20 percent.

### Reliability and Customer Service

- **Coach USA Customer Service** – Survey respondents expressed an overall desire for more oversight or competition in the commuter service market, to help address a wide range of service issues including missed trips, poor communication of service delays, lack of destination signs on buses, and unpleasant interactions with bus drivers.
- **Security at Newburgh Bus Station** – Survey respondents requested better lighting at the Newburgh Bus Station.

### Routes and Schedules

- **Express Service between Newburgh to NYC** – Survey respondents requested more express service during peak periods between New York City and Newburgh. The last express bus that departs Manhattan at 6 PM is typically overcrowded, forcing those who cannot get a seat to take a later departure, which also makes more stops.

## 2.2.3. Ulster County

### Fares

- **Trailways Fares** – Fares vary based on departure origin and destination. A one-way trip between Newburgh and New Paltz costs \$7.25, while a one-way trip between Newburgh and Albany costs \$26.50. A monthly pass from Kingston to NYC costs \$575; Rosendale to NY costs \$550, and New Paltz to NYC costs \$500.

### Passenger Amenities and Information

- **New Paltz Park-and-Ride Shelter** – Survey respondents requested a more robust shelter or waiting area at the New Paltz Park-and-Ride that can better protect from cold temperatures and inclement weather.

### Routes and Schedules

- **Mid-day Service Gap on UCAT KS Route** – Service on the KS Route between Kingston to Saugerties is generally every hour on weekdays, with the exception of an extended 90-minute break during the mid-day.
- **New Service to Ulster Avenue** - Historically, UCAT has operated closed-door service along Ulster Avenue in Kingston, as service within the city was provided by Kingston Citibus. However, UCAT and Citibus have merged enabling more seamless service between destinations inside and outside of the city limits.
- **New Service to Hamlet of Wallkill** – There is no current service to the Hamlet of Wallkill, which has a population 2,288.
- **Service Coordination** – Survey respondents noted that UCAT service is not well coordinated with Dutchess County Public Transit service in Poughkeepsie.



## 3. TRANSIT MARKET ASSESSMENT AND GAPS ANALYSIS

Understanding the market for transit service in the Mid-Hudson Valley region is a fundamental part of identifying existing service gaps and opportunities to expand service. Transit service can be provided in a number of ways, and each approach has its own ideal operating environment. For example, for local fixed-route service, density is key. The more people and/or jobs there are per acre, the greater the ridership potential for local fixed-route service. For regional services such as commuter buses, density is also important, but less so than features that address commuters' pain points (traffic congestion, parking costs, lost productivity, etc.), because commuter services typically have a larger capture area and rely on park-and-rides as regional collection points.

### 3.1. Population Density

Areas of high population density can support more frequent transit service, whether it is local service or regional commuter service. **Figure 2** shows the population density by Census block in the study area. Blocks with densities greater than six people per acre<sup>4</sup> are indicative of areas that would support not only local fixed-route transit service, but also areas from which commuter services would draw ridership. Population data is based on the 2010 Census; as such, these maps do not reflect housing developments built since 2010.

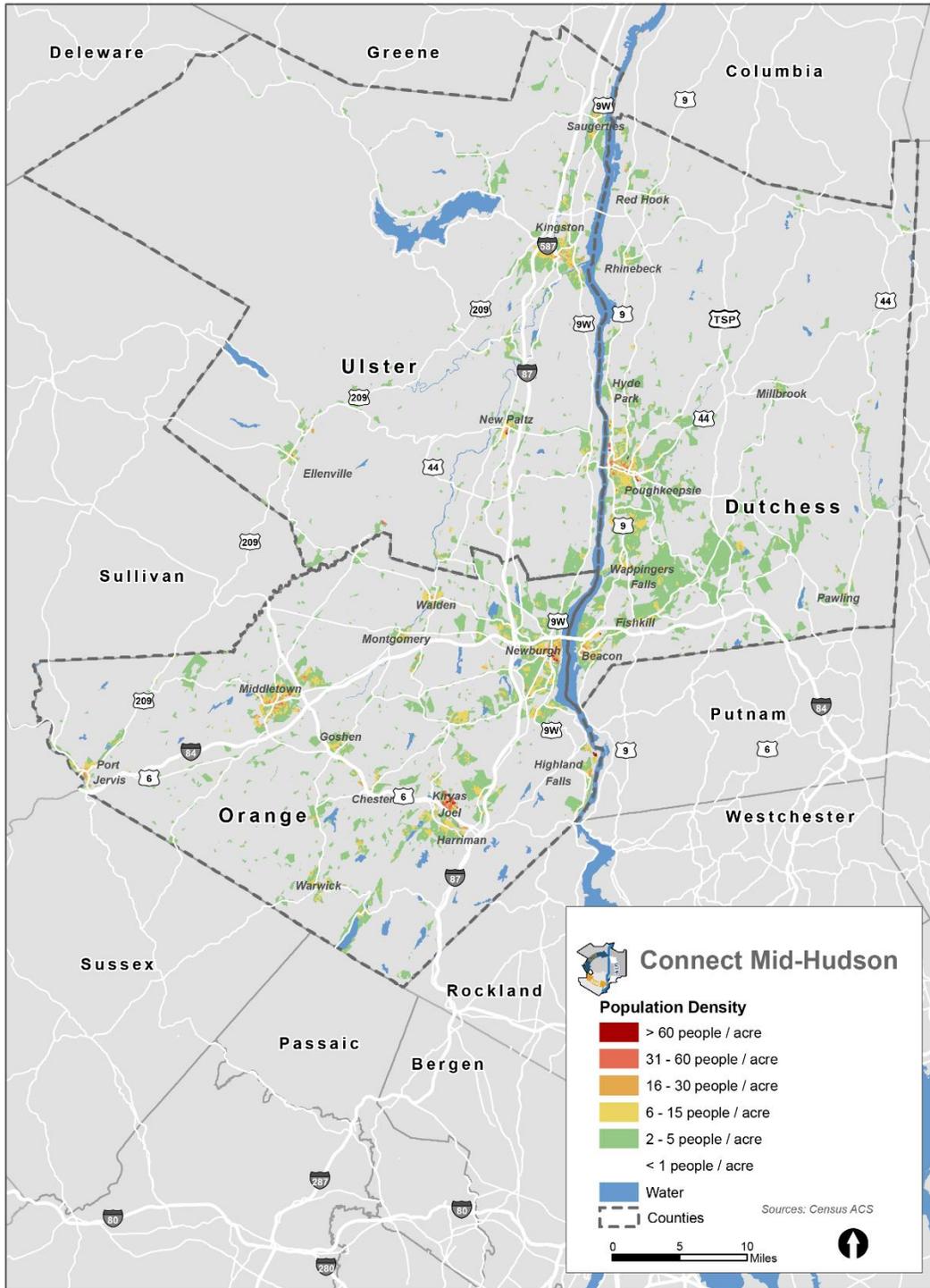
Key findings from the Population Density map include the following:

- In Dutchess County, the transit-supportive densities are clustered along the US-9 corridor in the communities of Hyde Park, Poughkeepsie, Wappingers Falls, Fishkill, and Beacon. The more urban areas of Poughkeepsie and Beacon have the highest densities.
- In Orange County, the transit-supportive densities are spread throughout the county in the following communities: Newburgh, Walden, Montgomery, Washingtonville, Middletown, Goshen, Port Jervis, Kiryas Joel, Harriman, Warwick, and Cornwall. The more urban areas of Middletown and Newburgh have the highest overall concentrations.
- In Ulster County, the transit-supportive densities are clustered in the communities of Kingston, Saugerties, and New Paltz, with smaller concentrations in the Wallkill and Ellenville areas.

<sup>4</sup> <http://onlinepubs.trb.org/onlinepubs/tcrp/docs/tcrp100/Part3.pdf> pg. 3-33.



Figure 2: Population Density



## 3.2. Employment Density

The location and number of jobs is a second strong indicator of transit demand, as traveling to and from work accounts for the largest single segment of transit trips in most markets. Additionally, transit that serves areas of high employment density provides key connections to job opportunities. The minimum level of employment density that is typically needed to support hourly, local transit service is six jobs per acre. Higher densities can support greater frequency.

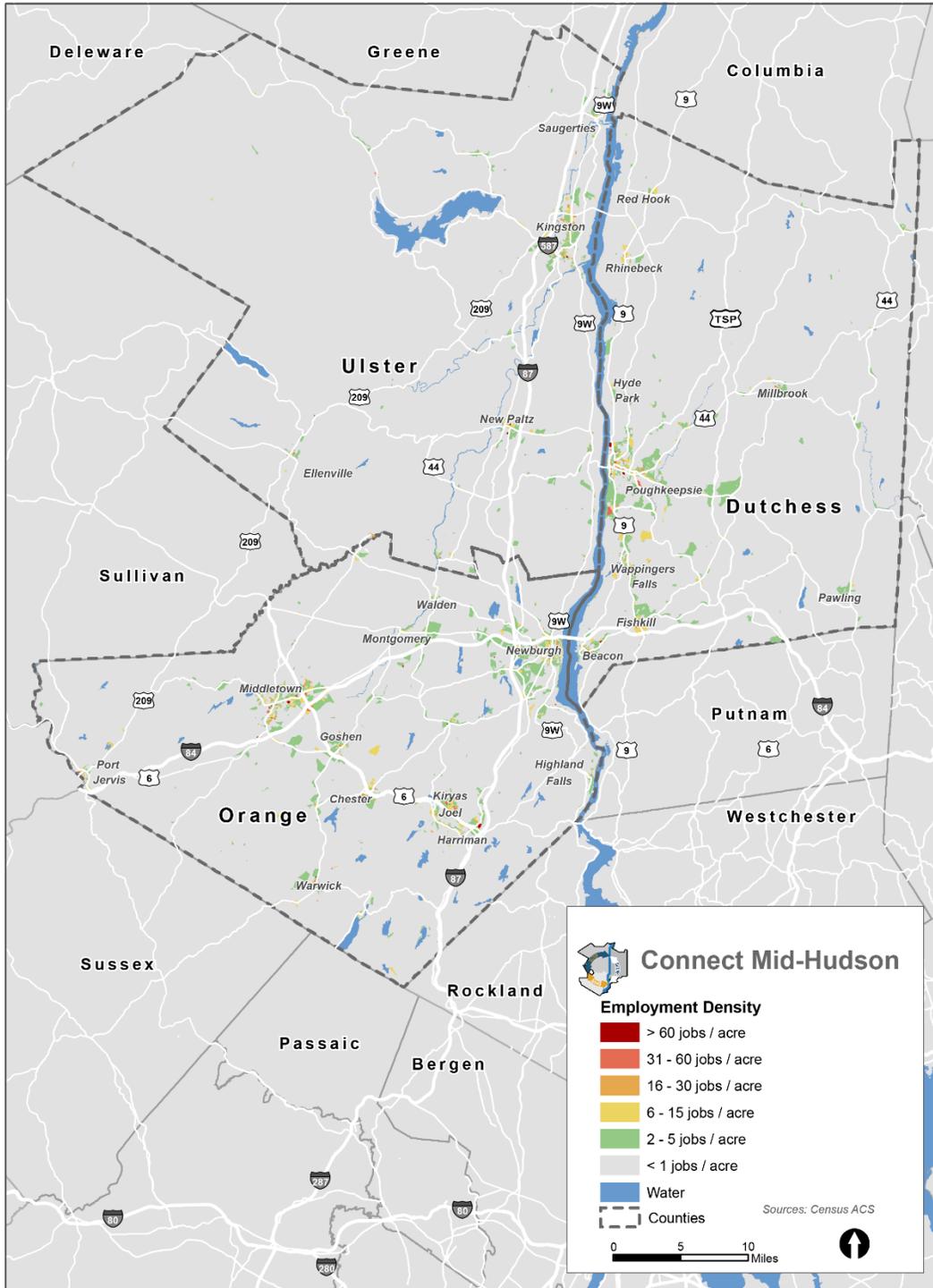
The employment data used in this analysis is from the 2015 Longitudinal Employer-Household Index (LEHD); as such, the maps below may not reflect jobs added or lost since then. Combining employment data with a review of major employers provides a comprehensive overview of the study area's existing workforce and employment centers.

Many of the same communities that have high population density also have high employment density. The employment density presented in **Figure 3** reveals several findings:

- In Dutchess County, the transit-supportive employment densities are clustered along the US-9 corridor in the communities of Rhinebeck, Hyde Park, Poughkeepsie, Wappingers Falls, Fishkill, and Beacon. The more urban areas of Poughkeepsie and Beacon have the highest concentrations.
- In Orange County, the transit-supportive employment densities are spread throughout the county in the following communities: Newburgh, Walden, Montgomery, Washingtonville, Goshen, Middletown, Port Jervis, Kiryas Joel, Harriman, Woodbury, Warwick, and Cornwall. The more urban areas of Middletown and Newburgh have the highest overall concentrations.
- In Ulster County, the transit-supportive employment densities are clustered in the communities of Kingston, Saugerties, and New Paltz, with smaller concentrations in the Wallkill and Ellenville areas.



Figure 3: Employment Density



### 3.3. Transit Potential

Transit Potential, as shown in **Figure 4** for the entire study area, is a composite of the population and employment densities and is an indicator of the viability of local fixed-route service in a particular area as well as an indicator of areas that commuter services would draw ridership from. A higher Transit Potential score for a Census block points to a higher likelihood of generating substantial transit ridership in that block.

A review of the Transit Potential for the study area indicates the following:

- In Dutchess County, the transit-supportive densities are clustered along the US-9 corridor in the communities of Rhinebeck, Hyde Park, Poughkeepsie, Wappingers Falls, Fishkill, and Beacon. Other areas with less concentrated densities include Red Hook, Millbrook, Dover Plains, Hopewell Junction, and Pawling. The more urban areas of Poughkeepsie and Beacon have the highest Transit Potential.
- In Orange County, the transit-supportive densities are spread throughout the county in the following communities: Newburgh, Walden, Montgomery, Washingtonville, Goshen, Middletown, Port Jervis, Kiryas Joel, Harriman, Woodbury, Warwick, Cornwall, and West Point. The more urban areas of Middletown and Newburgh have the highest overall concentrations.
- In Ulster County, the transit-supportive densities are clustered in the communities of Kingston, Saugerties, and New Paltz, with smaller concentrations in the Wallkill, Ellenville, and Woodstock areas.

The areas in Dutchess, Orange, and Ulster counties with the highest Transit Potential largely coincide with the DCPT, Transit Orange, and UCAT fixed-route networks. However, much of the Mid-Hudson Valley region has fairly low density, with fewer than six residents and/or jobs per acre. Historically, the alternative to local fixed-route service in communities that lack the density to support it but still desire some level of service coverage, has been demand-response service (like Transit Orange's Dial-A-Bus and DCPT's Dial-A-Ride services).

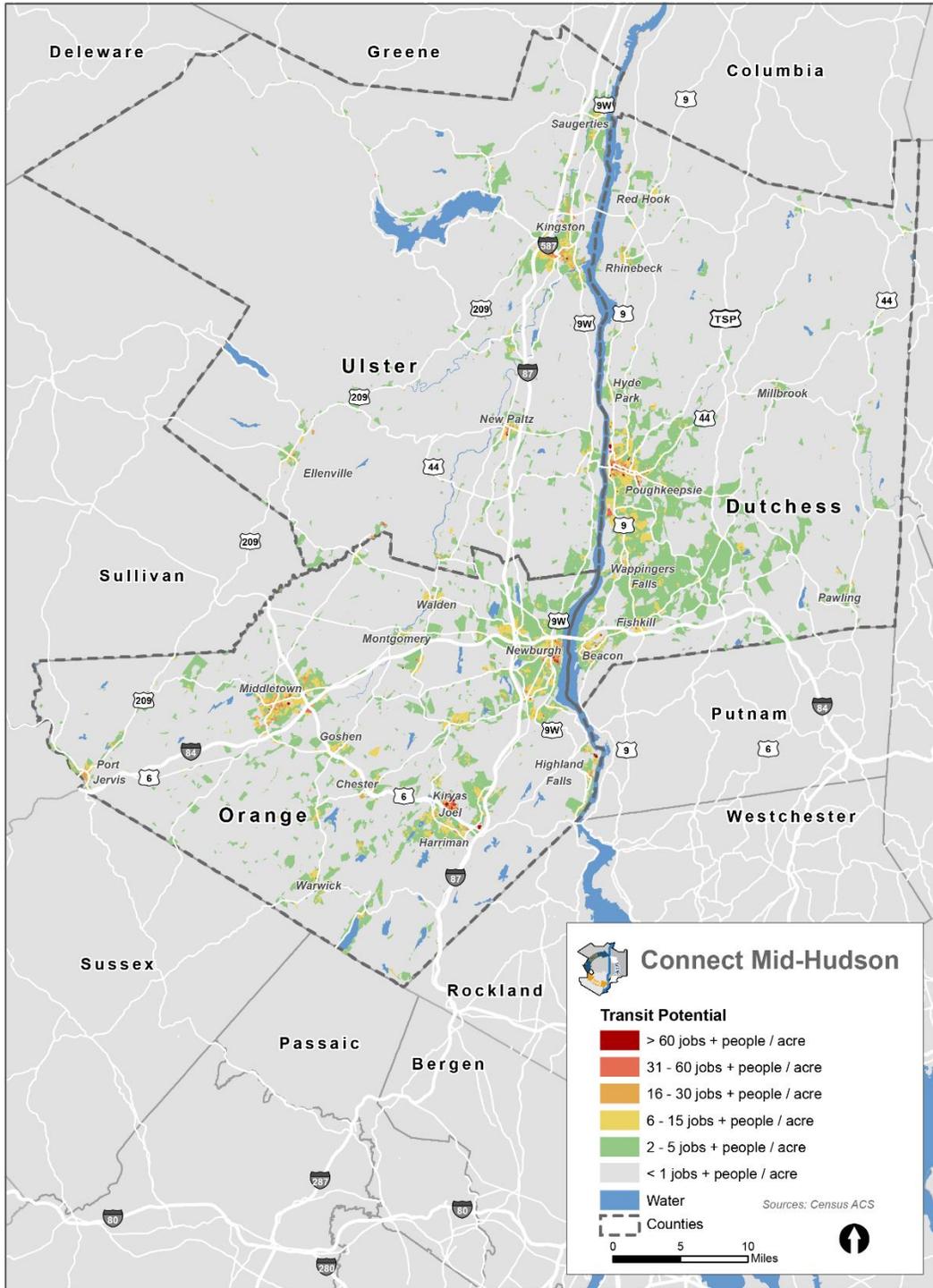
Demand-response service allows transit providers to cast a wide net and serve large areas that are not suitable for fixed-route service, but the service model is also inherently inefficient. Unlike with fixed-route service, demand-response trips can emerge from anywhere within a service area. As a result, trips can be long and circuitous as vehicles travel from one pick-up/drop-off location to another.

Most demand-response operators try to optimize service productivity by requiring advance booking (typically one day to two weeks before a trip). Advance booking allows the operator to group trips and arrange pick-ups and drop-offs into the most efficient sequence possible. However, advance booking also limits the appeal of demand-response service, as trips cannot be taken spontaneously, and prospective passengers do not always know their schedules days in advance.

In recent years, a new approach to demand-response service, called microtransit, has emerged. Microtransit is a technology-driven demand-response service model that allows riders to directly request vehicles in real time through a smartphone app (call-in options are typically available for users without smartphones). The technology and user-interface used in microtransit is similar to what many people have become familiar with in services like Uber and Lyft. However, unlike Uber and Lyft, microtransit service relies on a set fleet of vehicles with a fairly consistent set of drivers, and is either operated or overseen by a public entity. These small but significant differences allow communities that have implemented microtransit services to brand the service and to set their own standards for driver vetting and training.

The strength of the microtransit service model lies not only in its ability to provide effective local coverage, but also in its potential as a feeder system that can connect local residents to commuter services like the Metro-North Railroad, Port Jervis Line, and park-and-ride facilities throughout the region. In addition, microtransit is both flexible and data-rich, as all trip requests are electronically documented. This means that microtransit can help identify emerging ridership demand, including areas that may be ripe for fixed-route service.

Figure 4: Transit Potential



### 3.4. Microtransit Opportunity Zones

Microtransit has a number of use cases, ranging from coverage for areas that lack the density to support fixed-route service; to areas with moderate to high Transit Potential that are either unserved or poorly served by fixed-route service. Given the relative novelty of microtransit service, transit operators around the country are still finding new and innovative applications of the service model, as described in the case study below. Potential use cases in the Mid-Hudson Valley region are described, with examples, following the case study.

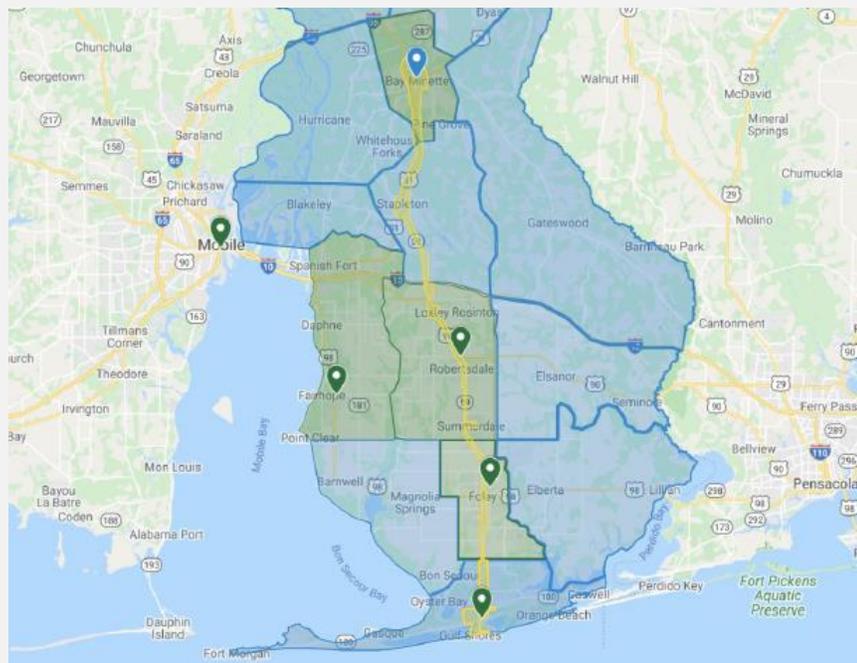
#### **Case Study – BRATS Microtransit (Baldwin County, AL)**

Baldwin County, Alabama, just east of Mobile, covers 2,000 square miles and has a population of 223,000 residents. The county is a mix of resort communities along the gulf coast, small inland towns, and large swaths of rural areas. In 2020, Baldwin County transitioned the Baldwin County Area Transit System (BRATS) from a county-wide dial-a-ride service requiring advance booking for all trips, to a microtransit service that allows riders to book most trips in real-time using a mobile app. However, given the size of Baldwin County, it was determined that additional measures were needed to maximize vehicle utilization.

BRATS adopted a novel approach to microtransit service, that combines elements of both fixed-route and demand response service. The county is divided into 14 service zones. BRATS microtransit service within any one zone can be booked on-demand, and service is provided within minutes. However, travel between zones requires at least three hours of advance notice. To book a trip to designated destinations outside of the county, including medical trips to Mobile, requires at least 12 hours of advance notice.

Trips requiring advance reservation are still booked through a mobile app, but users are asked to select an available departure time for their longer distance travel. This allows BRATS to operate longer distance trips more like fixed-route service that is planned out several times a day. An algorithm groups together longer distance trip requests into the most direct and efficient alignment possible.

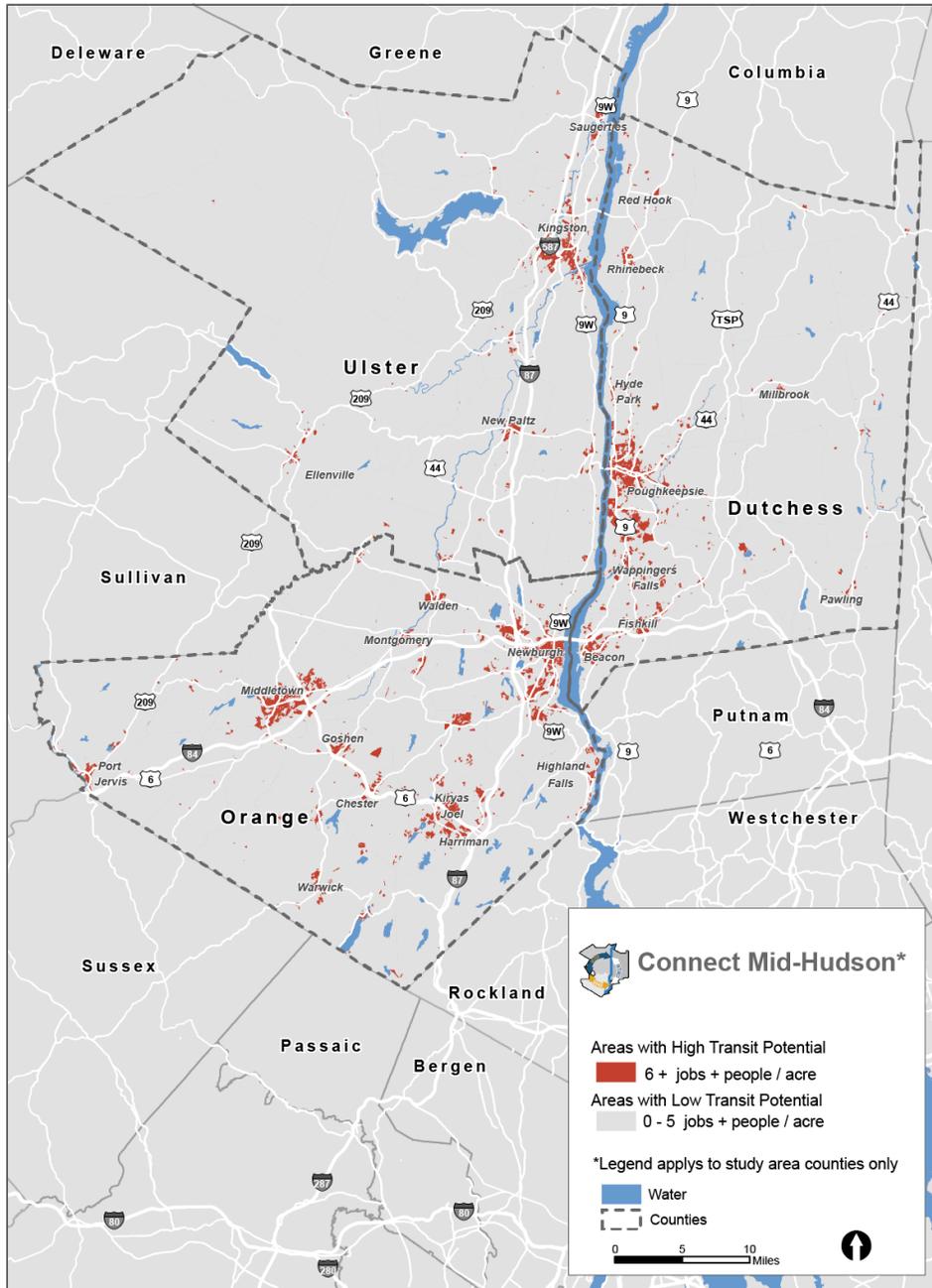
Baldwin County's innovative approach to microtransit service is unique and still too new to properly judge its effectiveness. However, it does demonstrate the potential of the microtransit service model to serve a variety of environments and a diversity of trip types.



### 3.4.1. Areas with Low Transit Potential

Large segments of Dutchess, Orange, and Ulster Counties are low-density, with very limited potential for effective fixed-route local transit service (see **Figure 5**).

**Figure 5: Areas with Low or High Fixed-Route Transit Potential**



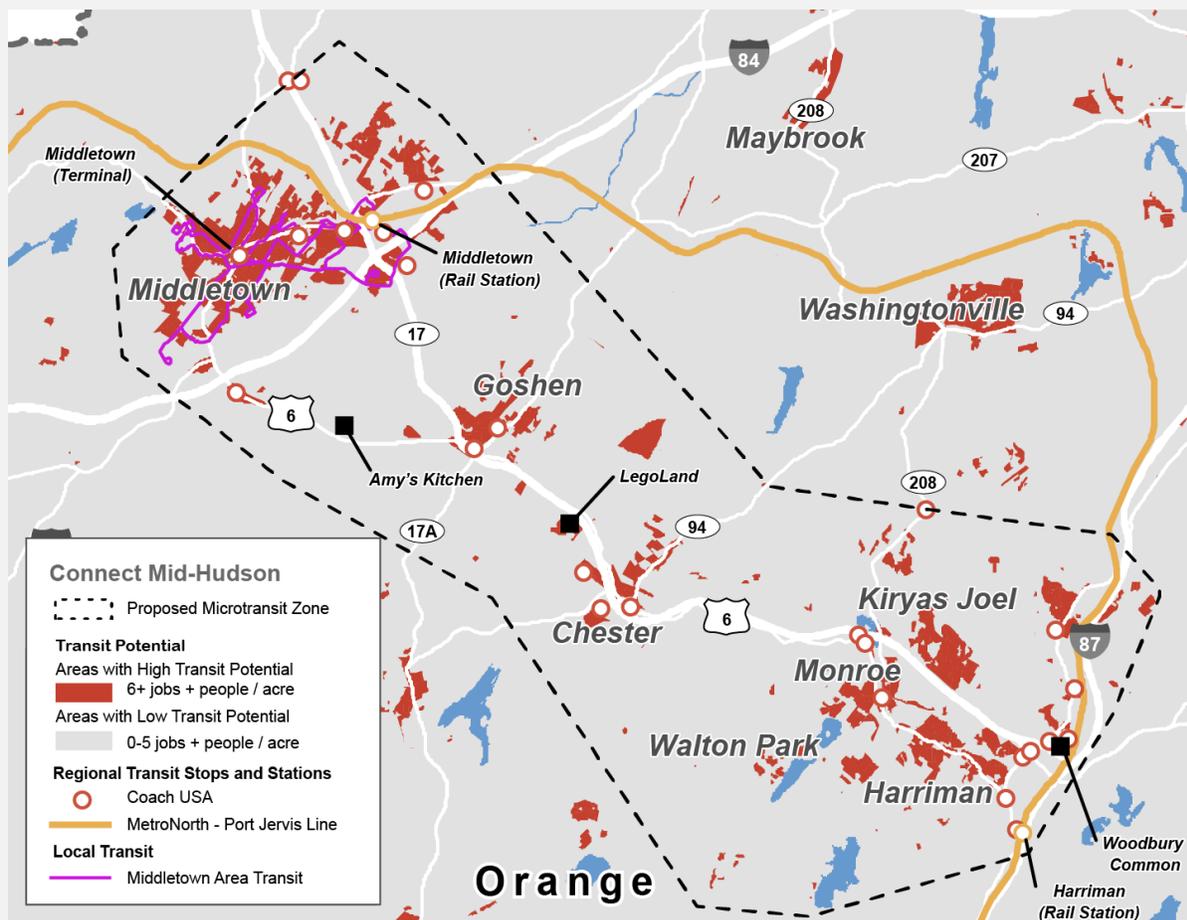
While the population of all three counties is concentrated in the urbanized area, lower-density areas do have pockets of housing, employment, retail, and services that transit users may wish to access. In addition, currently low-density areas have the potential for new development that can increase density and justify future fixed-route service investment. In the short-term, microtransit can serve to gauge the interest in transit service

to a new development. If specific strong ridership patterns emerge, microtransit service can be replaced with local fixed-route service where justified.

### Orange County Use Case

An example of a low-transit-potential corridor seeing new development is the US-6/17M corridor connecting Middletown, Goshen, Chester, Monroe, and Harriman in Orange County. **Figure 6: Potential Orange County** shows the outlines of a potential microtransit zone covering this corridor, and highlights areas of the corridor that are low-density. The figure also shows the locations of two major new developments in the corridor - Amy's Kitchen and Legoland, both on the outskirts of Goshen. The US-6/17M corridor is served by Coach USA's Main Line and ShortLine services, which both lack the frequency and fare structure to conveniently serve local riders along the corridor. A microtransit zone encompassing the US-6/17M corridor between Middletown and Harriman, plus nearby communities such as Woodbury and Walton Park could facilitate a wide range of trip types including job-access and other trips within the zone, and regional first/last mile connections to Coach USA service and the Port Jervis Line.

Figure 6: Potential Orange County Microtransit Zone



### 3.4.2. Areas Unserved by Fixed-Route Service

Most fixed-route transit users are also pedestrians at some point in their trip. Even riders who drive to a park-and-ride to access transit service typically walk from a stop or station to their final destination. As a general

rule, people are willing to walk ¼ to ½ of a mile to access transit, depending on the walk environment and quality of transit service that awaits them. In other words, people will walk further for better service, and if they are in a pedestrian-friendly environment. Regardless, few people are willing to walk further than ½ mile to access transit.

Figure 7: Areas with Relatively High Fixed-Route Transit Potential and No Current Service

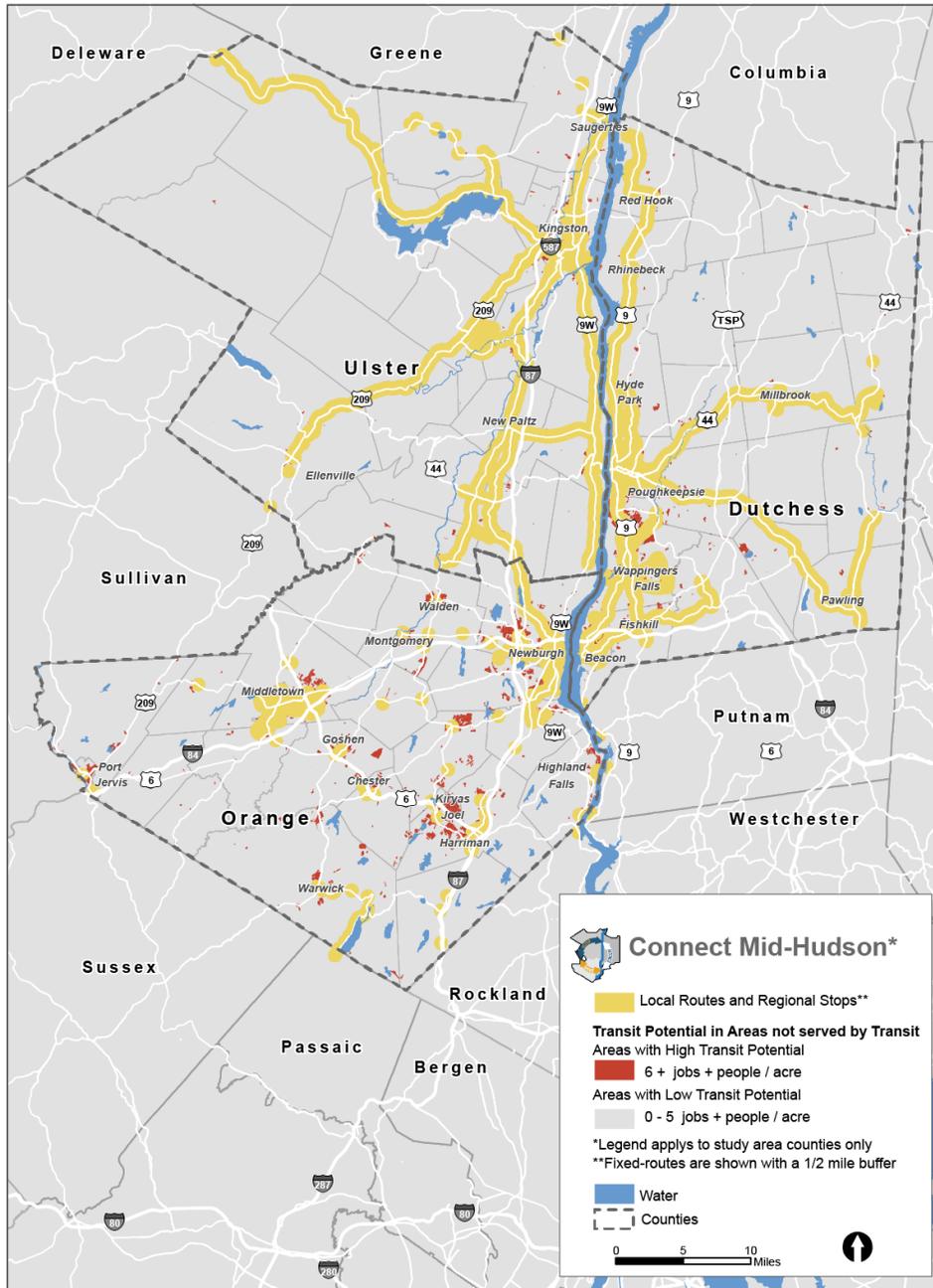


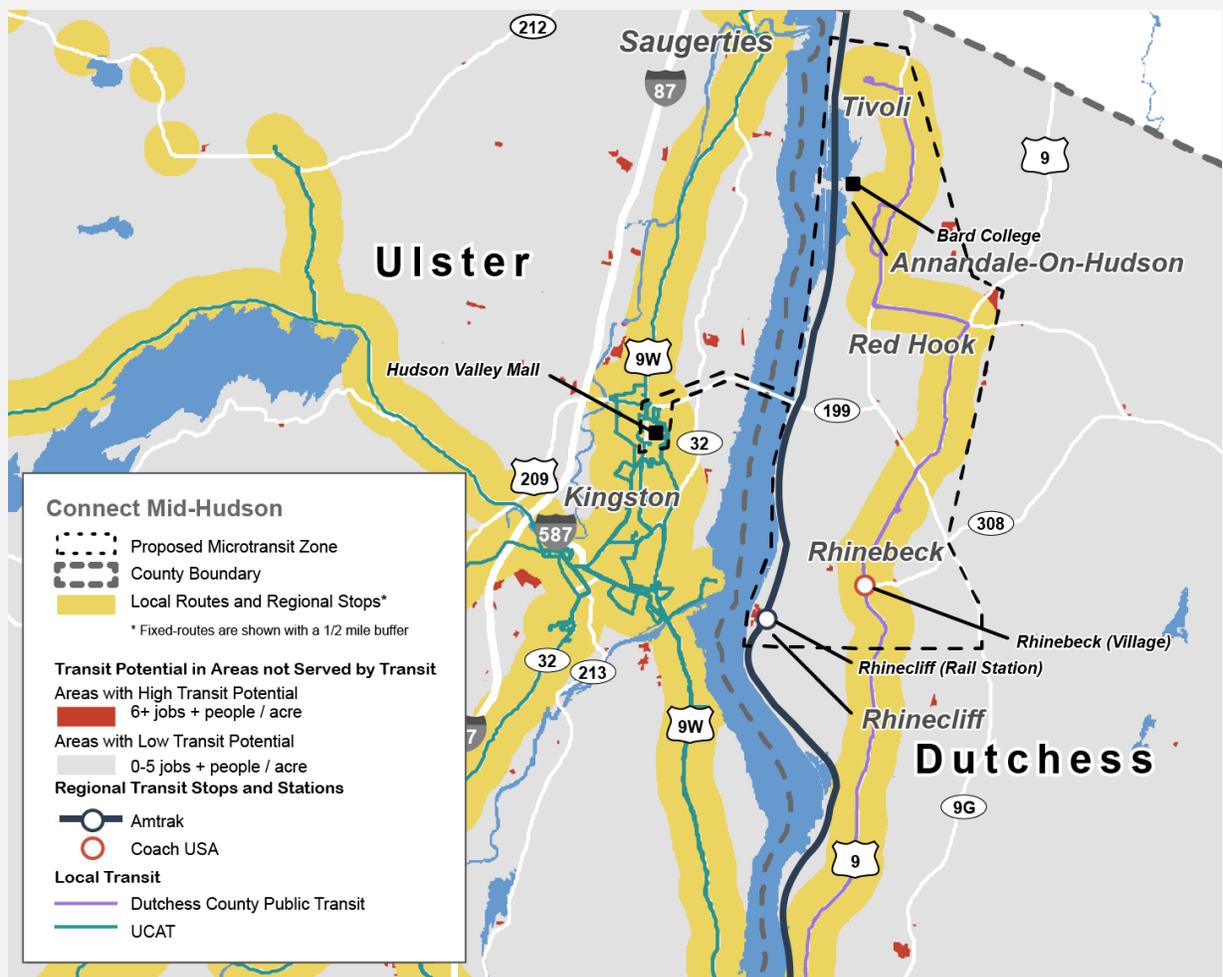
Figure 7 shows local transit routes and regional transit stops in the study area with ½ mile buffers representing the capture area of the local routes and regional stops based on the maximum expected walk

distance. The figure also shows areas that have the density to support fixed-route transit service (more than five people and/or jobs per acre), but that are outside the ½ mile coverage area of fixed-route service.

### Dutchess County Use Case

In Dutchess County, the Rhinecliff Amtrak Station is served by ten northbound and ten southbound trains per day, as well as shuttle service to Albany International Airport. However, the station is not served by Dutchess County Public Transit (Figure 8), and parking at the station is often at capacity. Parking expansion is constrained by the Hudson River and surrounding residential neighborhoods, but a microtransit service covering Rhinecliff and Rhinebeck could allow more riders to access the Amtrak station without a car. The service would also benefit riders making local trips in Rhinecliff and Rhinebeck, including destinations like the village centers, Northern Dutchess Hospital and shopping areas, as Dutchess County Public Transit service in the area is limited.

Figure 8: Potential Dutchess County Microtransit Zone



### 3.4.3. Areas Poorly Served by Fixed-Route Service

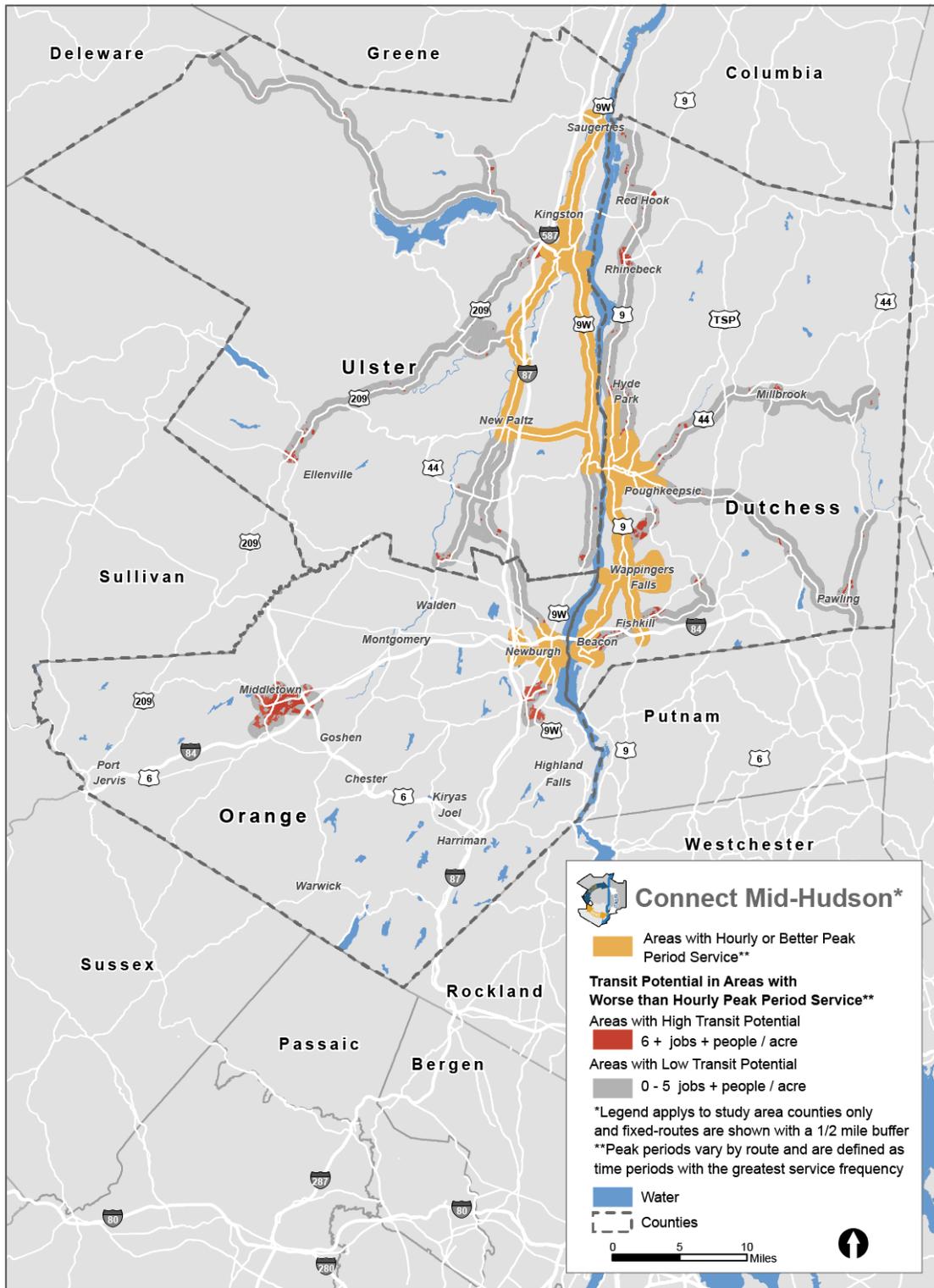
Transit systems are often forced to find a balance between service coverage and service frequency due to limited resources available for service delivery. To provide broad service coverage, transit systems are

sometimes forced to provide very low-frequency service. However, low-frequency service has very limited appeal to riders, so infrequent routes are often doomed to mediocre ridership. Microtransit service has the potential to change this dynamic, as it can provide broader coverage than fixed-route service, and also reduce wait times compared to low-frequency routes. Wait times are a function of the number of vehicles available for concurrent service, but given that microtransit typically has a lower operating cost than fixed-route service, the service usually allows for the deployment of more vehicles for the same cost.

The combination of broader service coverage and reduced wait times can succeed in generating ridership in a way that infrequent service along a single corridor rarely can. **Figure 9** shows local transit services in the study area with a ½ mile buffers representing the capture area of the routes based on the maximum expected walk distance. Areas shown with an orange buffer have at least hourly service frequency during peak periods. A second buffer shows the underlying Transit Potential of areas with less than hourly frequency.



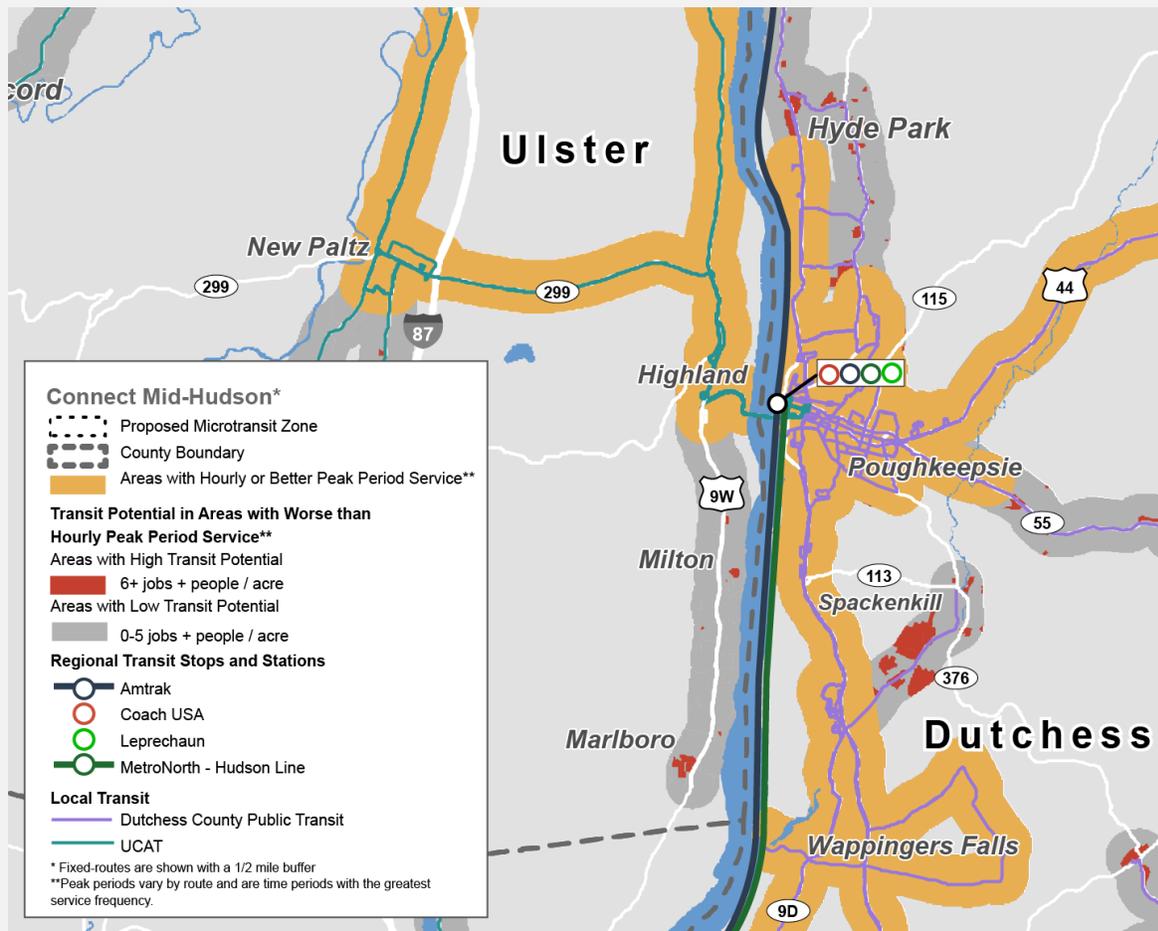
Figure 9: Areas Poorly Served by Fixed-Route Transit Service



## Ulster County Use Case

In Ulster County, UCAT provides very limited service in the 9W corridor between Highland and Marlboro. The KPL route connects Kingston and Poughkeepsie, via Highland, with seven trips each weekday. Two of these trips also serve Marlboro (although this branch of the route has been suspended during the ongoing pandemic). **Figure 10** shows that while the 9W corridor between Highland and Marlboro is fairly low-density, areas of higher density and Transit Potential exist in Marlboro and Milton, as well as Highland and Poughkeepsie. A microtransit zone including Marlboro, Milton, Highland, and Poughkeepsie would likely provide a more appealing level of service for current and prospective riders. It would also help gauge interest in microtransit service relative to other service modes available to riders traveling between Highland and Poughkeepsie.

Figure 10: Potential Ulster County Microtransit Zone



### 3.5. Regional Commuting Patterns

The density and distribution of people and jobs throughout the study area can help determine potential locations for commuter park-and-ride lots. But, to identify origin-destination pairs that may actually warrant commuter transit service, it is important to understand the study area's most prevalent commuting patterns, regardless of mode. **Figure 11** through **Figure 13** show the top counties that people residing in each of the three study area counties work in, based on 2015 LEHD Origin-Destination (LODES) data.

The key takeaways from these figures include:

- The top commuting pattern for each county is internal trips within that county. These three commuting patterns are also the top three commuting patterns by volume for the three-county study area.
- Eight out of the top 15 commuting patterns in the study area are internal to the three-county region (i.e. trips within each county or trips between the three counties).
- The most prevalent commuting patterns to destinations outside of the three-county region are trips between Dutchess County and Westchester County, and trips between Orange County and New York County (Manhattan).
- For Dutchess and Orange County residents, all of the top 10 work counties are to the south of the study area. For Ulster County, Albany and Sullivan Counties are the only work counties not to the south of the study area in the top 10, however they make up a very small percentage compared to the top three work counties.

*Figure 11: Top 10 Counties where Dutchess County Residents Work*

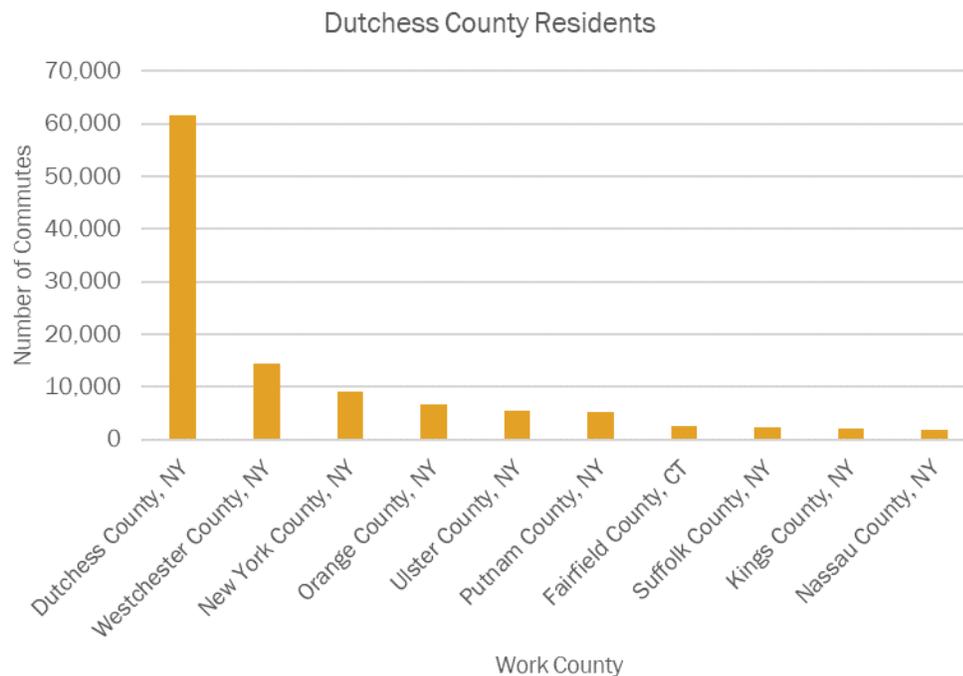


Figure 12: Top 10 Counties where Orange County Residents Work

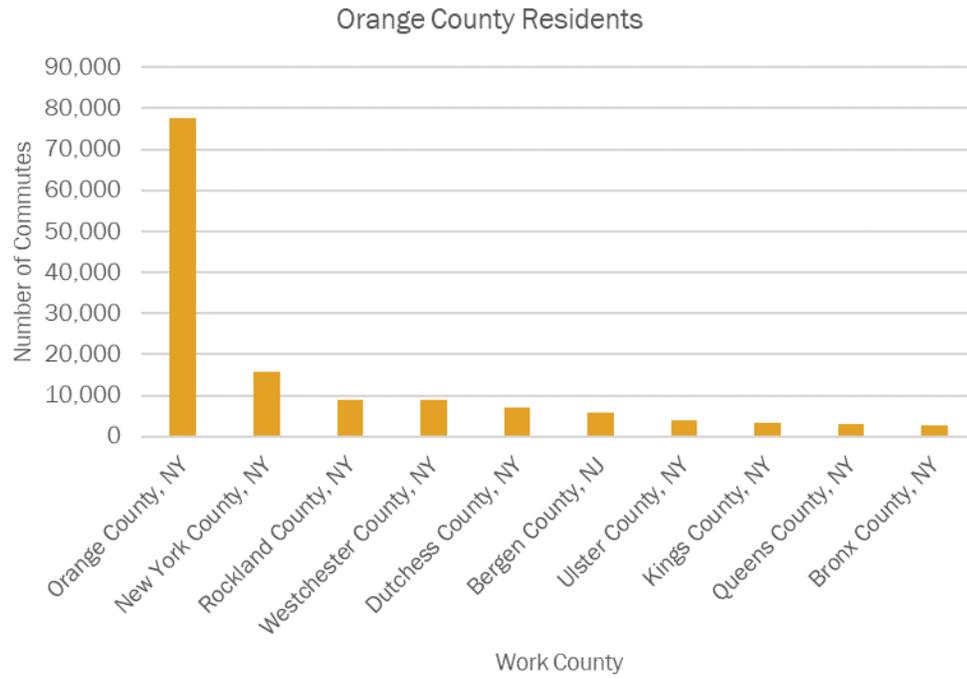
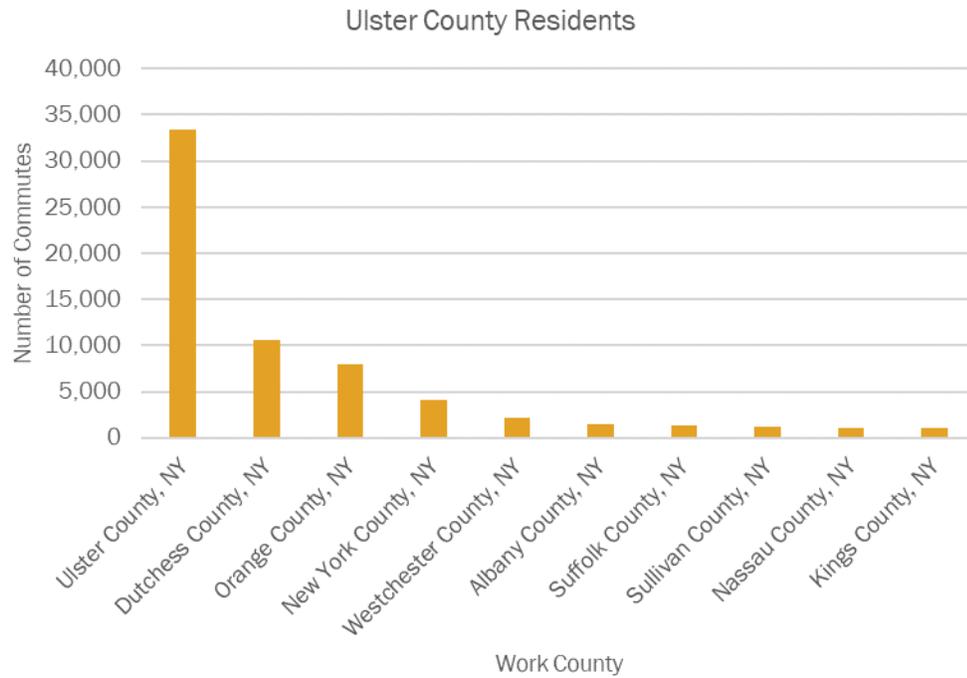


Figure 13: Top 10 Counties where Ulster County Residents Work



### 3.5.1. Regional Gaps Analysis

According to LEHD data, nearly 60 percent of commuter trips in the study area are internal to the three-county region. Just over 210,000 individuals residing in Dutchess, Orange, and Ulster Counties report a daily commute that is either within or between the three counties. The following gaps analysis assesses how well the existing transit network aligns with the most prevalent regional commuter trip patterns (i.e. commuter trips between counties). Trips that are internal to any one county are not included in this analysis.

The regional gaps analysis is more granular than the assessment of regional travel patterns described previously. Rather than focusing on travel volumes between counties, the gaps analysis looks at commuter trips between city or town origin/destination pairs (in the case of New York City, boroughs are used as origins/destinations).

**Figure 14** shows the major regional commuting patterns with origins or destinations in the three-county region. A major regional commuting pattern is defined as a home-to-work trip (aggregated by city, town, or NYC borough) that generates at least 500 trips per day, regardless of mode.

The commuting patterns shown in **Figure 14** are categorized by how well they are served by the existing regional transit network. Origin/destination pairs that are served directly (i.e. no transfers are required) with frequent service (i.e. hourly or better during peak periods) are shown as red arrows. Yellow arrows designate direct but infrequent service, while gray arrows signify “two-seat” rides or trips that require at least one transfer to complete.

A detailed description of the major commuting pattern (over 500 trips per day) are shown by county in

Table 2, Table 3, and **Table 4**. These tables are sorted by number of trips per day and describe the transit services available to commuters making the trip.

The key takeaways from this analysis include:

- There are no major regional commuting patterns in the study area that are completely unserved by regional transit service.
- All major regional commuting patterns originating in Ulster County are served by direct and frequent regional transit service.
- The majority of major regional commuting patterns originating in Orange County are served by direct and frequent regional transit service, with three exceptions: The Town of Highlands (which includes West Point) has direct but infrequent service to Manhattan; and service from Newburgh to both Poughkeepsie and Fishkill requires a transfer.
- The only major regional commuting pattern originating in Dutchess County that has direct and frequent regional transit service is Poughkeepsie to Manhattan. Several other origin/destination pairs generate 500 or more trips per day but require at least one transfer. These include Hyde Park to Manhattan; Poughkeepsie to Newburgh, Brooklyn, and Queens; Wappinger to Manhattan; East Fishkill to Manhattan; and Fishkill to Manhattan.
- Fishkill, East Fishkill, and Wappinger are shown as origins for major regional travel patterns, while Beacon is not. This suggests that while Beacon Station is a major access point to the Metro-North Railroad, many commuters using the station likely begin their trip outside of Beacon.
- Commuting trips between Dutchess County and Westchester County have a broad array of origins and destinations. As a result, no two city/town pairs reach the major commuting pattern threshold of at least 500 commuter trips per day (for example, Poughkeepsie to White Plains generates 430 daily commuter trips).



Figure 14: Major Regional Home-Based-Work Trips (pre-COVID-19)

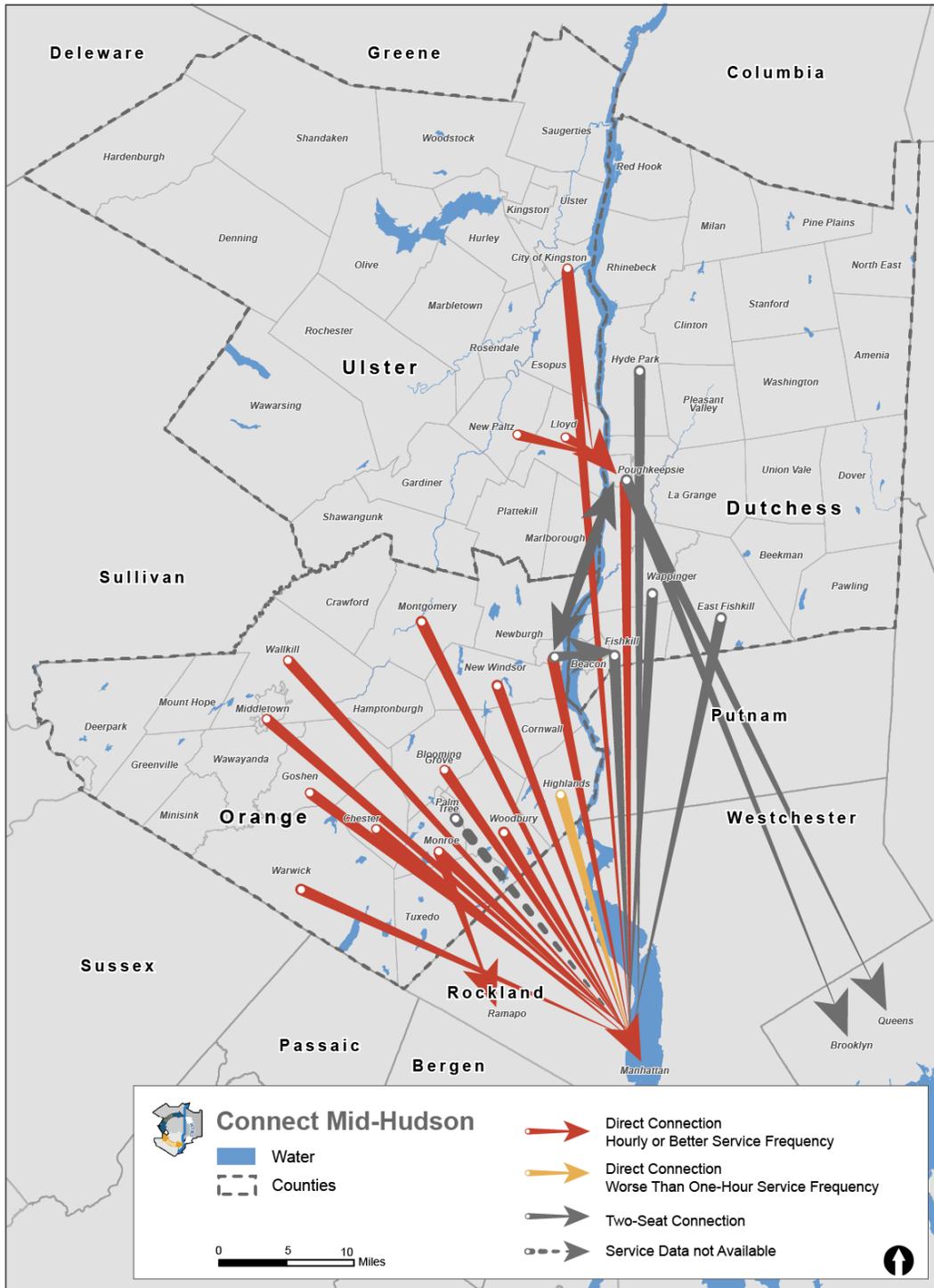


Table 2: Dutchess County, Home to Work Trips

Destination Area	Commute Pattern	Connection Type	Service Description	Peak Period Frequency <sup>5</sup>	Weekday Commuter Trips
South of Three-County Area	Poughkeepsie to Manhattan	One-Seat	Metro-North Hudson Line trains travel to Midtown Manhattan from downtown Poughkeepsie.	Hourly or Better	2,494
South of Three-County Area	Wappinger to Manhattan	Two-Seat	Metro-North Hudson Line trains travel to Midtown Manhattan from downtown Poughkeepsie, New Hamburg and Beacon. Commuters can use Dutchess County Public Transit's New Hamburg RailLink route to access the Metro-North Station in New Hamburg.	Hourly or Better	943
South of Three-County Area	East Fishkill to Manhattan	Two-Seat	Metro-North Hudson Line serves stations in New Hamburg and Beacon, with service to Manhattan. Dutchess County Public Transit allows riders to access both stations.	Worse than Hourly	921
South of Three-County Area	Fishkill to Manhattan	Two-Seat	Metro-North Hudson Line serves Beacon and Grand Central Station in Midtown Manhattan. Dutchess County Public Transit allows riders to access Beacon but a walk is required to reach the station.	Worse than Hourly	744
Orange	Poughkeepsie to Newburgh	Two-Seat	Metro-North Hudson Line trains travel to Beacon from downtown Poughkeepsie. Once in Beacon, commuters use the Newburgh-Beacon Ferry or Newburgh-Beacon-Stewart Shuttle to reach Newburgh.	Hourly or Better	684
South of Three-County Area	Hyde Park to Manhattan	Two-Seat	Metro-North Hudson Line trains travel to Midtown Manhattan from downtown Poughkeepsie. Commuters can use Dutchess County Public Transit routes to access the Metro-North Station in Poughkeepsie.	Hourly or Better	603
South of Three-County Area	Poughkeepsie to Brooklyn	Two-Seat	Metro-North Hudson Line trains travel to Midtown Manhattan from downtown Poughkeepsie. Once in Midtown Manhattan, commuters transfer to the MTA subway to access Brooklyn.	Hourly or Better	564
South of Three-County Area	Poughkeepsie to Queens	Two-Seat	Metro-North Hudson Line trains travel to Midtown Manhattan from downtown Poughkeepsie. Once in Midtown Manhattan, commuters transfer to the MTA subway to access Queens.	Hourly or Better	526

<sup>5</sup> Color-coding in this field corresponds to the legend in Figure 14.

Table 3: Orange County, Home to Work Trips

Destination Area	Commute Pattern	Connection Type	Service Description	Peak Period Frequency	Weekday Commuter Trips
South of Three-County Area	Newburgh to Manhattan	One-Seat	Coach USA/Shortline operates service from the Route 17K Park-and-Ride in the Newburgh area to Port Authority in Midtown Manhattan. Once in Midtown Manhattan, commuters transfer to MTA to access Downtown Manhattan.	Hourly or Better	2,136
South of Three-County Area	Warwick to Manhattan	One-Seat	NJ Transit offers bus service between Warwick and Port Authority, Midtown Manhattan.	Hourly or Better	1,647
South of Three-County Area	Wallkill to Manhattan	One-Seat	Coach USA/Shortline operates commuter service between Circleville Park-and-Ride and Port Authority Bus terminal in Downtown Manhattan. Metro-North Port-Jervis Line trains travel to New Jersey from Middletown Station in the town of Wallkill. Commuters can then board New Jersey PATH trains for New York City.	Hourly or Better	1,286
South of Three-County Area	Monroe to Manhattan	One-Seat	Coach USA/Shortline operates commuter service from Monroe to Port Authority Bus terminal in Downtown Manhattan.	Hourly or Better	1,262
Dutchess	Newburgh to Poughkeepsie	Two-Seat	Commuters use the Newburgh-Beacon Ferry to reach Beacon. Metro-North Hudson Line trains travel to Newburgh from Beacon.	Hourly or Better	1,159
South of Three-County Area	Blooming Grove to Manhattan	One-Seat	Coach USA/Shortline operates commuter service from Blooming Grove to Port Authority Bus terminal in Downtown Manhattan.	Hourly or Better	1,016
South of Three-County Area	New Windsor to Manhattan	One-Seat	Coach USA/Shortline operates commuter service from Vails Gate to Port Authority Bus terminal in Downtown Manhattan.	Hourly or Better	906
South of Three-County Area	Middletown to Manhattan	One-Seat	Coach USA/Shortline operates commuter service from Middletown to Port Authority Bus terminal in Downtown Manhattan. Riders can board buses at the Shortline Terminal on 14 Railroad Ave. or the Park-and-Ride at Exit 122.	Hourly or Better	883
South of Three-County Area	Palm Tree to Manhattan	One-Seat	The town of Palm Tree (includes the Village of Kiryas Joel) is served by Monsey Trails and Monroe Bus Lines.	Information not Available	850
South of Three-County Area	Montgomery to Manhattan	One-Seat	Coach USA/Shortline operates service between Montgomery and Port Authority in Midtown Manhattan.	Hourly or Better	783
South of Three-County Area	Highlands to Manhattan	One-Seat	Coach USA/Shortline operates service from Highlands to Port Authority Bus terminal in Downtown Manhattan.	Worse than Hourly	712
South of Three-County Area	Chester to Manhattan	One-Seat	Coach USA/Shortline operates commuter service from Chester Park-and-Ride to Port Authority Bus terminal in Downtown Manhattan.	Hourly or Better	675
South of Three-County Area	Woodbury to Manhattan	One-Seat	Coach USA/Shortline operates service from Central Valley Park-and-Ride near Woodbury to Port Authority in Midtown Manhattan.	Hourly or Better	546
South of Three-County Area	Monroe to Ramapo	One-Seat	Coach USA/Shortline operates service from Monroe to Sloatsburg and Suffern.	Hourly or Better	536
South of Three-County Area	Goshen to Manhattan	One-Seat	Coach USA/Shortline operates commuter service from Goshen Park-and-Ride to Port Authority Bus terminal in Downtown Manhattan.	Hourly or Better	523
Dutchess	Newburgh to Fishkill	Two-Seat	Commuters can use the Newburgh-Beacon Ferry to reach Beacon. Once in Beacon, Dutchess County Public Transit routes can be used to access Fishkill.	Worse than Hourly	518



Table 4: Ulster County, Home to Work Trips

Destination Area	Commute Pattern	Connection Type	Service Description	Peak Period Frequency	Weekday Commuter Trips
Dutchess	Lloyd to Poughkeepsie	One-Seat	UCAT's KPL service connects Lloyd with Poughkeepsie.	Hourly or Better	997
Dutchess	Kingston to Poughkeepsie	One-Seat	UCAT's KPL service connects Kingston with Poughkeepsie.	Hourly or Better	620
South of Three-County Area	Kingston to Manhattan	One-Seat	Trailways operates service between Kingston and Port Authority in Midtown Manhattan.	Hourly or Better	610
Dutchess	New Paltz to Poughkeepsie	One-Seat	UCAT's UPL service connects New Paltz with Poughkeepsie.	Hourly or Better	572

### 3.5.2. Assessment of Intra-Regional Transit Connections

The tables above show how well the existing regional transit network aligns with the most prevalent regional travel patterns, regardless of mode. However, to attract and retain riders, especially choice riders who may have other commuting options, a transit service must do more than just connect two points. It must also be convenient and affordable, relative to other travel options.

The convenience and affordability of a transit service is determined by a number of factors including directness of service, frequency, and fares. The study team aimed to examine these factors for the top five intra-regional transit connections in each county<sup>6</sup>. The tables below describe the most convenient transit connection available for each origin-destination pair, although alternative service options requiring additional transfers are available in some cases (see **Figure 15**). It should be noted that many of the routes described in **Table 6**,

<sup>6</sup> Due to the lack of available ridership data by route, top transit connections in each county represent transit routes serving origin/destination pairs with the highest weekday LEHD commuting volumes for all modes, not just transit.

, and Table 7 were temporarily suspended due to COVID-19 at the time of this writing. Fare information is not shown for suspended routes, as it was temporarily unavailable both online and over the phone.

The key takeaways from this analysis include:

- Many intra-regional routes have been interrupted by COVID-19 service reductions. In Dutchess County, trips to and from Orange County have been particularly affected by service interruptions. This includes suspended service between Poughkeepsie and Newburgh; Wappinger and Newburgh; and Fishkill and Newburgh. Alternative service options, requiring more transfers, can still be made as described for trips originating in Orange County.
- In Orange County, all of the top five direct intra-regional transit connections have been temporarily suspended. However, alternative service options requiring more transfers still exist between Newburgh and Poughkeepsie (via the Newburgh-Beacon-Stewart Shuttle and Metro-North); Newburgh and Fishkill (via the Newburgh-Beacon-Stewart Shuttle and DCPT Route G); Newburgh and Wappinger (via the Newburgh-Beacon-Stewart Shuttle and DCPT Route B, or via the Newburgh-Beacon-Stewart Shuttle, Metro-North, and DCPT Route A); and New Windsor to Poughkeepsie (via the Transit Orange Crosstown Route, Newburgh-Beacon-Stewart Shuttle and Metro-North). Only Montgomery to Poughkeepsie is currently unserved due to COVID-19 service disruptions.
- When in service, the most direct route connecting Montgomery and Poughkeepsie requires one transfer that is well-coordinated just once per day in each direction.
- For trips originating in Ulster County, the connection between Plattekill and Poughkeepsie requires a transfer in between the UCAT X Route and UCAT UPL Route in New Paltz. While both routes operate several trips per day, the schedules of these routes only facilitate one convenient (wait time between transfers of 30 minutes or less) connection per day in each direction.

*Table 5: Top Five Intra-Regional Transit Connections Originating in Dutchess County*

Transit Connection	Origin	Transfers Required	Destination	Provider	Fares	Frequency (Pre-COVID)	Weekday Commuter Trips <sup>7</sup>
Poughkeepsie to Newburgh	Poughkeepsie Metro North Station	0	Newburgh Transportation Center	Coach USA	N/A (Service Suspended)	5 trips daily in each direction, spread throughout the day.	684
Wappinger to Newburgh	Wappingers Falls (Flag Stop Rt 9)	0	Newburgh Transportation Center	Coach USA	N/A (Service Suspended)	5 trips daily in each direction, spread throughout the day	431
Poughkeepsie to Lloyd	Poughkeepsie Metro North Station	0	Highland Park-and-Ride	UCAT	\$2.00	10 trips daily in each direction, spread throughout the day.	379
Fishkill to Newburgh	Fishkill (Route 9 & Merritt Blvd)	0	Newburgh Transportation Center	Coach USA	N/A (Service Suspended)	5 trips daily in each direction, spread throughout the day.	364

<sup>7</sup> Representing one-way home-based-work trips for all modes.

Transit Connection	Origin	Transfers Required	Destination	Provider	Fares	Frequency (Pre-COVID)	Weekday Commuter Trips <sup>7</sup>
Beacon to Newburgh	Beacon Rail Station	0	Newburgh Transportation Center	Newburgh-Beacon-Stewart Shuttle	\$1.00	17 trips in one direction, 12 trips in the other. Service Gap occurs mid-day, from 11am to 1:30 pm.	354



Table 6: Top Five Intra-Regional Transit Connections Originating in Orange County

Transit Connection	Origin	Transfers Required	Destination	Provider	Fares	Frequency (Pre-COVID)	Weekday Commuter Trips <sup>8</sup>
Newburgh to Poughkeepsie	Newburgh Transportation Center	0	Poughkeepsie Metro North Station	Coach USA	N/A (Service Suspended)	5 trips daily in each direction, spread out throughout the day.	1,159
Newburgh to Fishkill	Newburgh Transportation Center	0	Fishkill (Route 9 & Merritt Blvd)	Coach USA	N/A (Service Suspended)	5 trips daily in each direction, spread out throughout the day.	518
Newburgh to Wappinger	Newburgh Transportation Center	0	Wappingers Falls (Flag Stop Rt 9)	Coach USA	N/A (Service Suspended)	5 trips daily in each direction, spread out throughout the day.	372
New Windsor to Poughkeepsie	Vails Gate Jct. 32/94/300	0	Poughkeepsie Metro North Station	Coach USA	N/A (Service Suspended)	5 trips daily in each direction, spread out throughout the day.	370
Montgomery to Poughkeepsie	Walden	1 (Newburgh Transportation Center)	Poughkeepsie Metro North Station	Coach USA	N/A (Service Suspended)	Only one trip each day facilitates a transfer time that is less than an hour. This occurs in only the Walden to Poughkeepsie travel direction during the early evening.	321

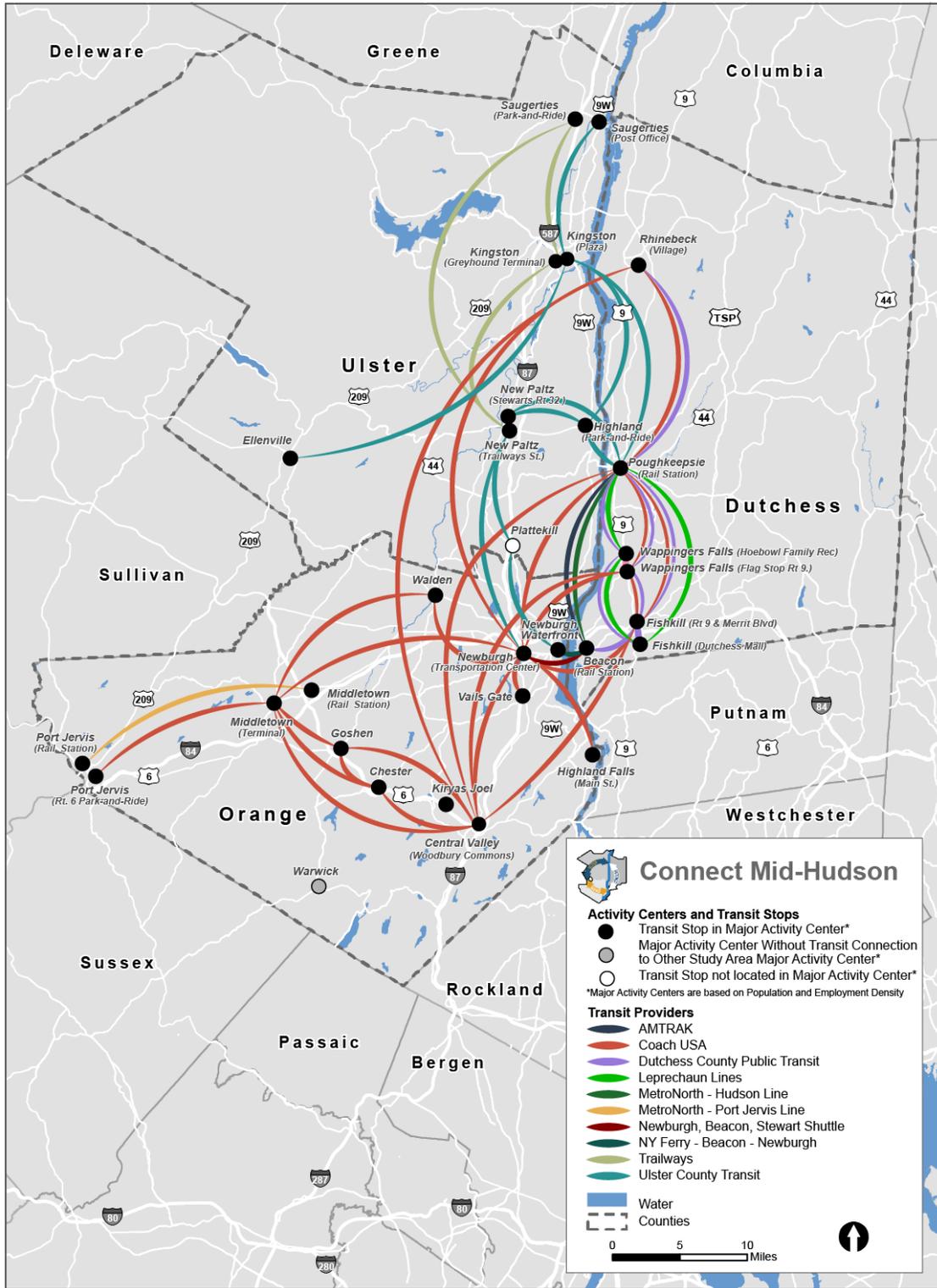
<sup>8</sup> Representing one-way home-based-work trips for all modes.

Table 7: Top Five Intra-Regional Transit Connections Originating in Ulster County

Transit Connection	Origin	Transfers Required	Destination	Provider	Fares	Frequency (Pre-COVID)	Weekday Commuter Trips <sup>9</sup>
Lloyd to Poughkeepsie	Highland Park-and-Ride	0	Poughkeepsie Metro North Station	UCAT	\$2.00	10 trips daily in each direction, spread throughout the day.	997
New Paltz to Poughkeepsie	New Paltz (Rt 32 Stewarts)	0	Poughkeepsie Metro North Station	UCAT	\$2.00	5 trips daily in each direction, spread throughout the day.	572
Kingston to Poughkeepsie	Kingston Plaza	0	Poughkeepsie Metro North Station	UCAT	\$2.00	5 trips daily in each direction, spread throughout the day.	537
Plattekill to Poughkeepsie	Plattekill Post Office	1 (New Paltz)	Poughkeepsie Metro North Station	UCAT	\$2.00	Only 1 trip per day in each direction is well coordinated to facilitate transfers between X Route and UPL Route	453
Plattekill to Newburgh	Plattekill Post Office	0	Newburgh Waterfront	UCAT	\$2.00	4 trips daily in each direction, spread throughout the day.	450

<sup>9</sup> Representing one-way home-based-work trips for all modes.

Figure 15: Intra-Regional Transit Connections Between Major Activity Centers (pre-COVID-19)



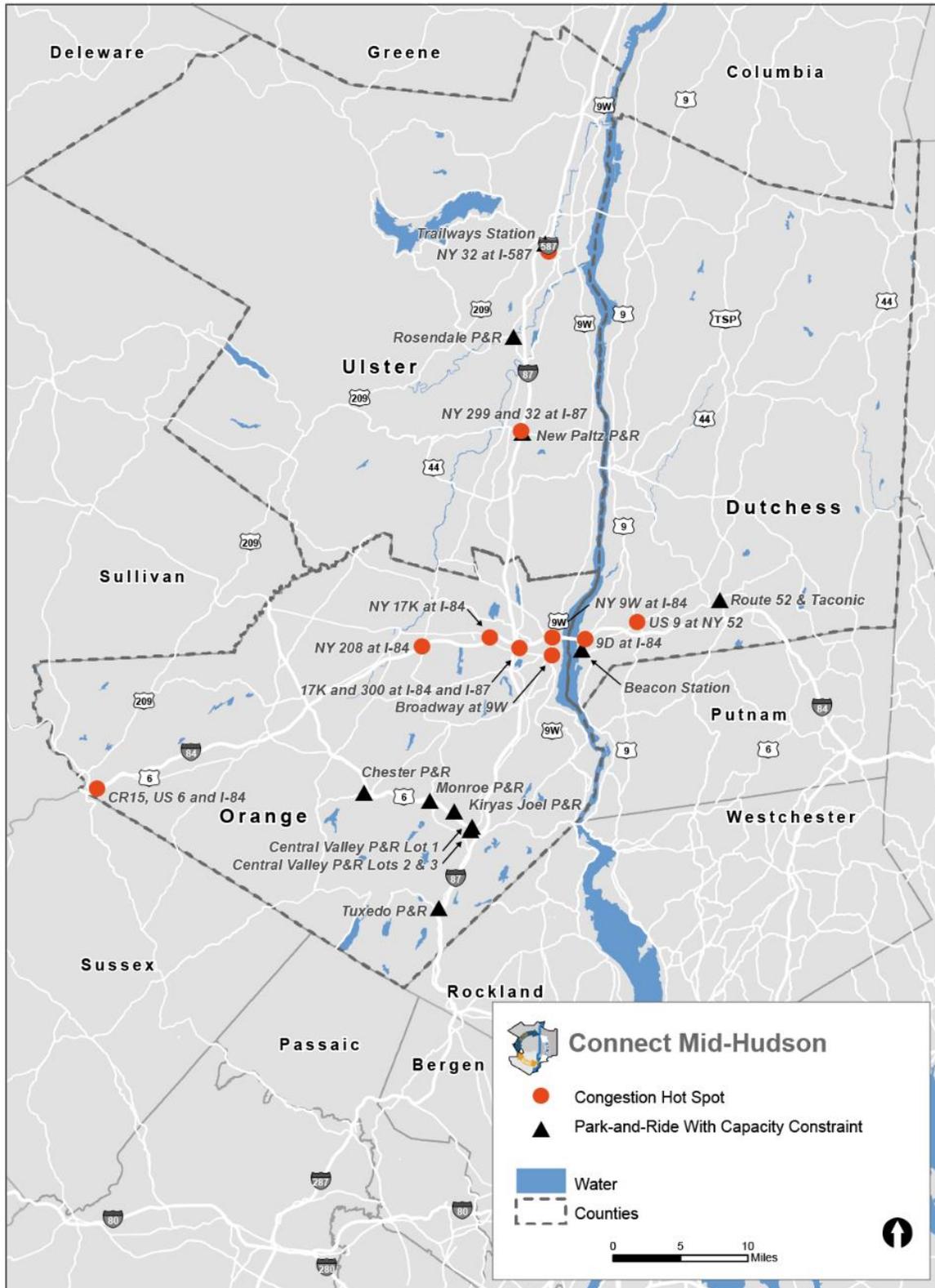
### 3.6. Congestion and Parking Capacity Constraints

As part of the Mid-Hudson Valley TMA's Congestion Management Process (CMP), the three MPOs produced two key reports in 2020, documenting roadway congestion and park-and-ride capacity constraints.<sup>10</sup> The TMA-Wide Macro-Level Analysis report was a screening of the Mid-Hudson region to identify congestion hot-spots, including those that may impact regional transit operations. The Multi-Modal Accessibility Analysis report was an evaluation of existing multi-modal conditions in the TMA area, including park-and-ride capacity and availability. **Figure 16** shows the locations identified in the TMA's CMP reports as having an impact on regional transit service. Congestion hot-spots are shown as orange circles, and park-and-ride lots with capacity constraints are shown as black triangles. Following the map is a description of the issues and conditions that impact the efficient operation of regional transit service at each location.

---

<sup>10</sup> Reports can be accessed here: <https://www.dutchessny.gov/Departments/Transportation-Council/Regional-Transportation-Planning.htm>

Figure 16: Congestion and Park-and-Ride Capacity Constraints



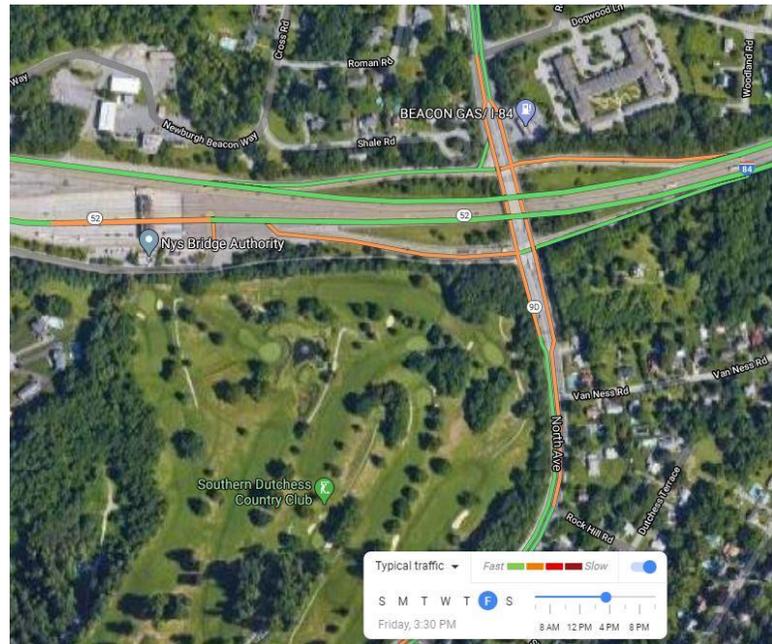
### 3.6.1. Congestion Hot-Spots Dutchess County

#### Route 9D at the I-84 Interchange

According to NYSDOT traffic count data, volume at this location is heaviest between 3:00 PM and 4:00 PM on weekdays. As illustrated in **Figure 17**, the PM peak-period congestion mostly impacts Route 9D, as well as the I-84 exit ramps.

This area includes two signalized intersections on Route 9D at the I-84 interchange ramps. Coach USA service operates along the mainline of I-84 at this location with five daily trips in each direction, for a total of ten weekday trips, but does not enter or exit onto Route 9D. The Newburgh-Beacon-Stewart Shuttle uses I-84 and Route 9D to travel between Orange County and Beacon. Dutchess County Public Transit routes use Route 9D at this location.

**Figure 17: Route 9D at the I-84 Interchange Between 3:00 and 4:00 PM on weekdays**

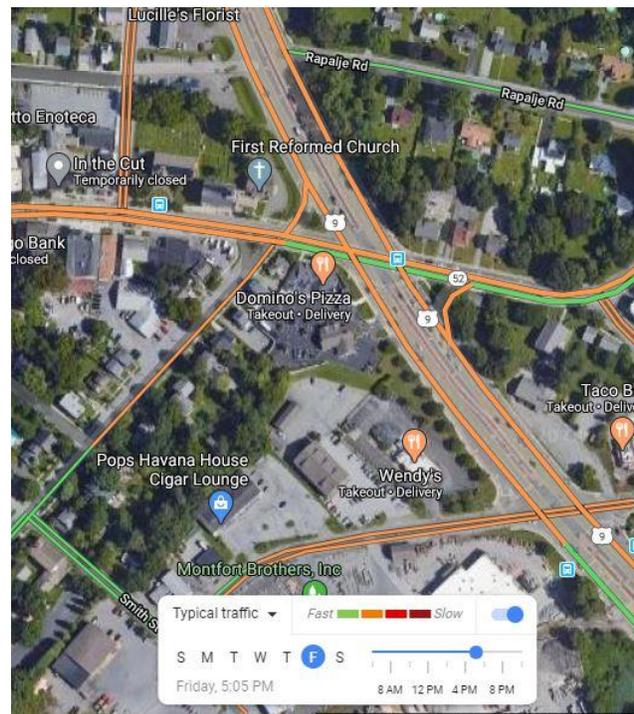


Source: Google Earth

#### US Route 9 and NY Route 52 Intersection

According to NYSDOT traffic count data, volume at this location is heaviest between 5:00 PM and 6:00 PM on weekdays. While the traffic data shown in **Figure 18** illustrates typical Friday afternoon conditions, every approach to the US Route 9 at NY Route 52 intersection experiences congestion at some point during a typical weekday.

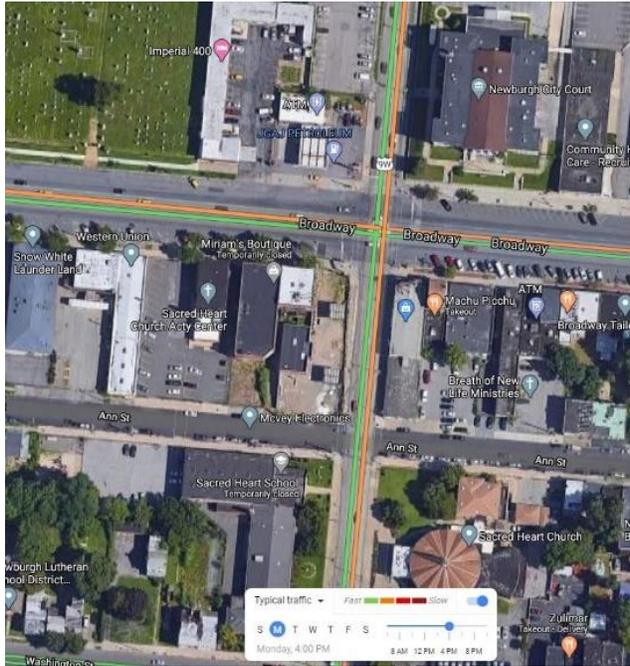
**Figure 18: US Route 9 and NY Route 52 Intersection Between 5:00-6:00 PM on Weekdays**



Source: Google Earth

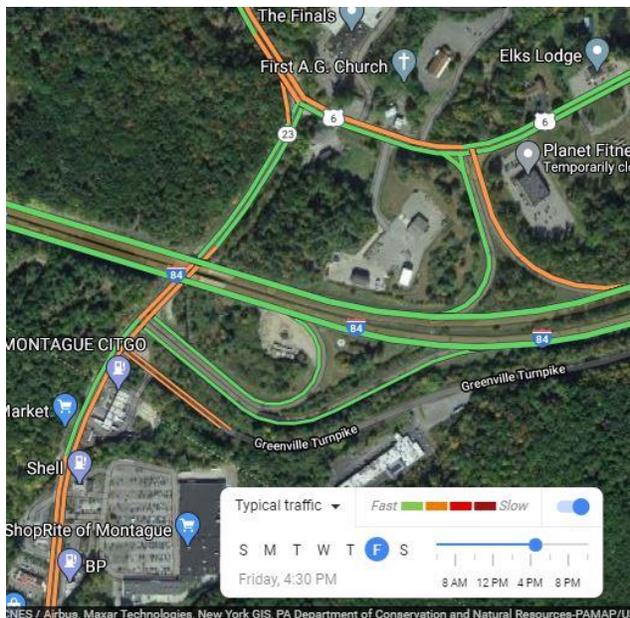
This area includes the signalized intersection of US Route 9 at NY Route 52 in Fishkill. Coach USA and Leprechaun Lines together operate 12 northbound and 11 southbound trips through this intersection each weekday. Coach USA buses traveling north on Route 9 make a left-turn movement onto Route 52 at the intersection. Dutchess County Public Transit routes also operate on both Route 9 and Route 52 in this location.

**Figure 19: Route 17K (Broadway) near Route 9W (Robinson Ave) Between 4:00 PM and 5:00 PM on Weekdays**



Source: Google Earth

**Figure 20: County Road 15, US Route 6 at the I-84 Interchange Between 4:00 PM and 5:00 PM on Weekdays**



Source: Google Earth

## Orange County

### NY Route 17K (Broadway) near Route 9W (Robinson Avenue)

According to NYSDOT traffic count data, volume at this location is heaviest between 4:00 PM and 5:00 PM on weekdays. As shown in **Figure 19**, the PM peak-period congestion mostly impacts northbound Route 9W and westbound Route 17K, although the opposite directions are impacted during other time periods.

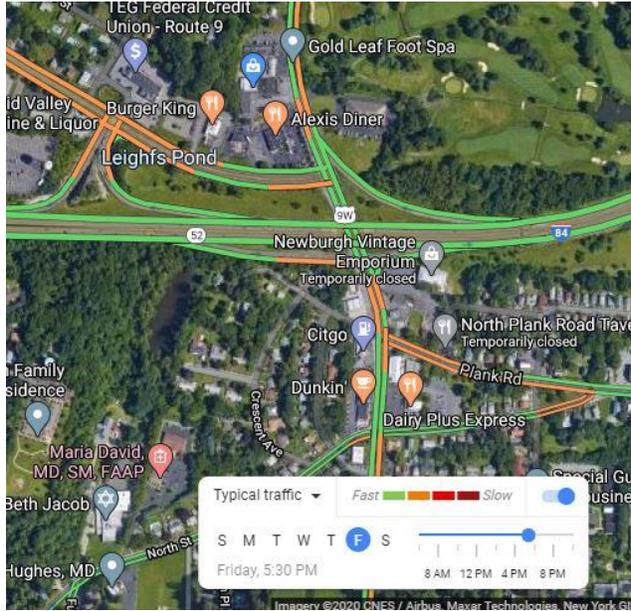
This area includes the signalized intersection of Route 17K (Broadway) at Route 9W (Robinson Avenue) in Newburgh. Coach USA operates 15 northbound trips and 14 southbound daily trips through this intersection, for a total of 29 trips per weekday, with northbound buses turning left from Route 9W onto Route 17K. Newburgh Local Transit and the Newburgh-Beacon-Stewart Shuttle also use Broadway at this location and would benefit from congestion mitigation treatments. The existing intersection is essentially landlocked precluding further widening.

### County Road 15, US Route 6 at the I-84 Interchange

According to NYSDOT traffic count data, volume at this location is heaviest between 4:00 PM and 5:00 PM on weekdays. As shown in **Figure 20**, PM peak-period congestion mostly impacts Route 6, the westbound I-84 exit ramp, and the CR 15 intersection with the east bound I-84 ramps. The I-84 mainline operates without significant delay.

This area includes the signalized intersections of CR 15 at the eastbound I-84 interchange ramps and CR 15 at US Route 6. In addition, there is a stop-sign-controlled intersection at US Route 6 at the westbound I-84 interchange ramps. Coach USA serves a park-and-ride just north of Route 6 with eight northbound trips and four southbound trips, for a total of twelve trips per weekday. Buses access the park-and-ride via I-84, CR 15 and US Route 6.

**Figure 21: Route 9W at the I-84 Interchange Between 5:00 PM and 6:00 PM Weekdays**



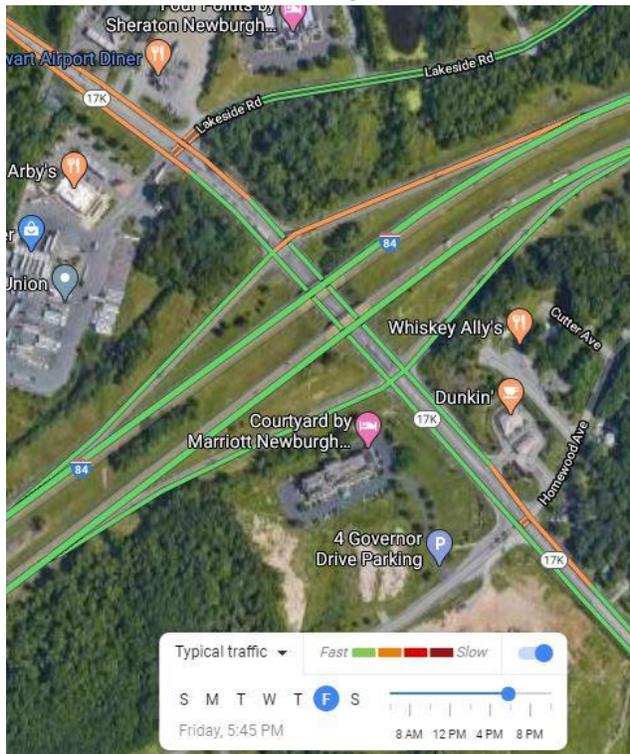
Source: Google Earth

*Route 9W at the I-84 Interchange*

According to NYSDOT traffic count data, volume at this location is heaviest between 5:00 PM and 6:00 PM on weekdays. As shown in **Figure 21**, PM peak-period congestion mostly impacts Route 9W and the I-84 exit ramps, while the I-84 mainline operates without significant delay.

This area includes two signalized intersections on Route 9W at the I-84 interchange ramps, as well as the Route 9W and Plank Road intersection. Coach USA buses operate along the mainline of I-84 at this location with five trips in each direction, for a total of ten weekday trips, but do not enter or exit onto Route 9W. The Newburgh-Beacon-Stewart Shuttle operates along both I-84 and Route 9W at this location and would benefit from congestion mitigation treatments. Presently, NYSDOT is implementing operational improvements for the signalized intersections at North Plank Road and Plank Road.

**Figure 22: NY Route 17K at the I-84 Interchange Between 5:00 PM and 6:00 PM on Weekdays**



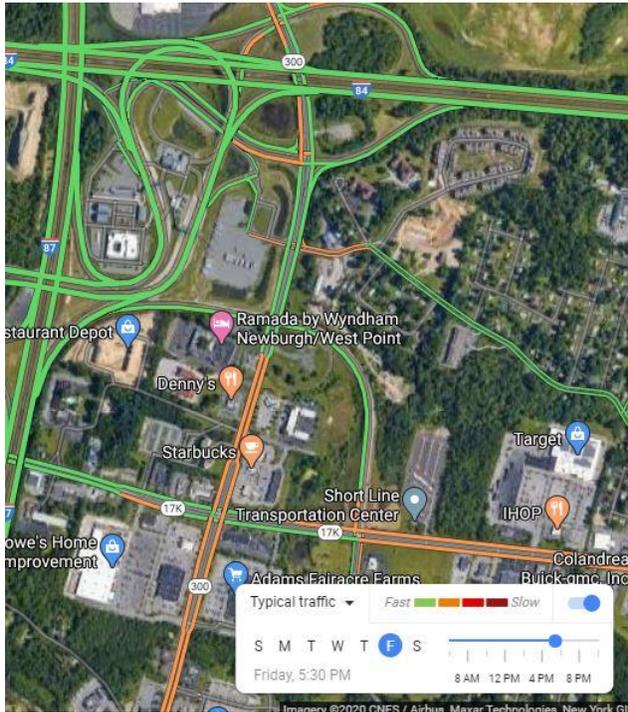
Source: Google Earth

*NY Route 17K at the I-84 Interchange*

According to NYSDOT traffic count data, volume at this location is heaviest between 5:00 PM and 6:00 PM on weekdays. As shown in **Error! Reference source not found.**, PM peak-period congestion mostly impacts Route 17K at the Governor Drive and Lakeside Road intersections, as well as the westbound I-84 exit ramp. However, the mainline continues to operate without significant delay.

This area includes two signalized intersections on Route 17K at the I-84 interchange ramps, as well as the signalized intersection at Governor Drive and Lakeside Road. Coach USA operates five weekday roundtrips between Newburgh and Middletown along Route 17K, and depending on Stewart Airport activity, two additional trips along I-84 through this location.

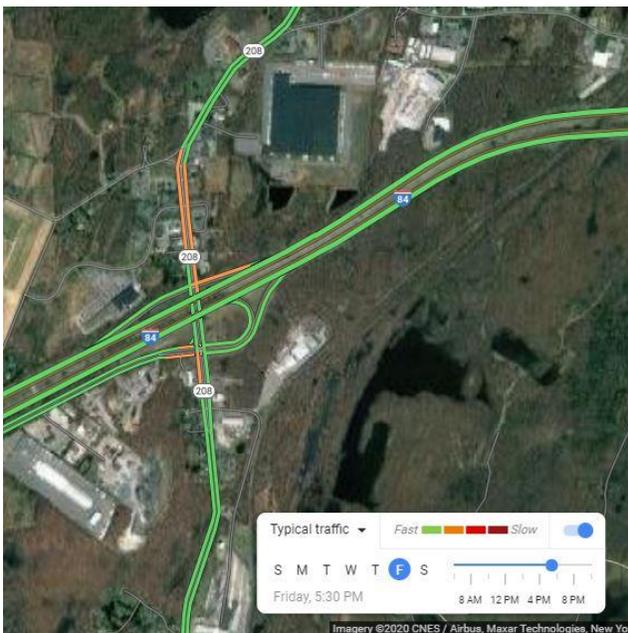
**Figure 23: NY Route 17K and Route 300 at the I-84 and I-87 Interchanges Between 5:00 PM and 6:00 PM on Weekdays**



Source: Google Earth

Shuttle uses I-84, Route 300, and Route 17K at this location, and both UCAT (Route X) and Newburgh Local

**Figure 24: NY Route 208 at the I-84 Interchange Between 5:00 PM and 6:00 PM on Weekdays**



Source: Google Earth

**NY Route 17K and Route 300 at the I-84 and I-87 Interchanges**

According to NYSDOT traffic count data, volume at this location is heaviest between 5:00 PM and 6:00 PM on weekdays. As shown **Figure 23****Error! Reference source not found.**, PM peak-period congestion mostly impacts Route 17K at the Auto Park Place Road intersection, as well as intersections of the Route 300 connector and interchange exit ramps. The mainlines of I-84 and I-87 operate without significant delay.

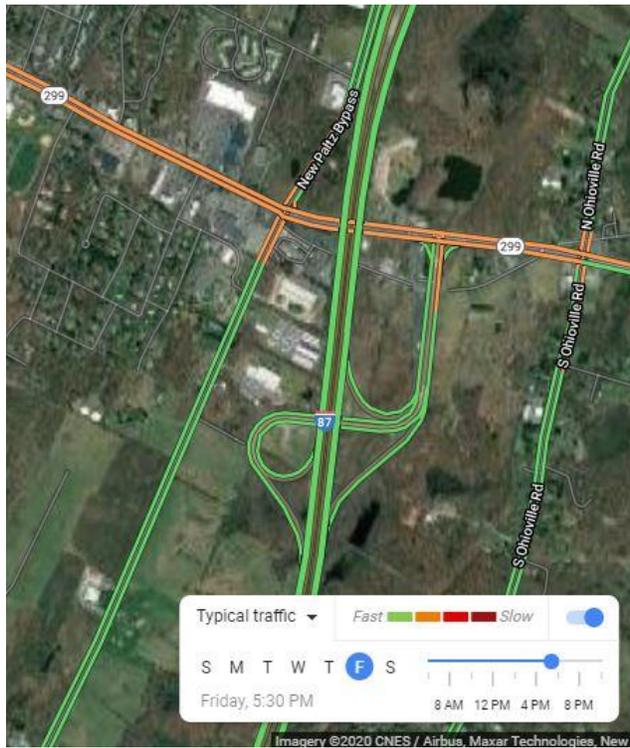
This area includes numerous intersections on Route 17K and the Route 300 connector to the I-84 and I-87 interchange ramps. Coach USA and Trailways both serve a park-and-ride north of Route 17K, near Auto Park Place. With the exception of northbound buses on I-87, buses traveling between the park and ride and both interstates travel via the Route 300 connector. Coach USA service includes 22 northbound and 22 southbound trips, for a total of 44 weekday trips. Trailways has two trips in each direction at this location for a total of four trips per weekday. In addition, the Newburgh-Beacon-Stewart Shuttle uses I-84, Route 300, and Route 17K at this location, and both UCAT (Route X) and Newburgh Local Transit operate along Route 300 and Route 17K.

**NY Route 208 at the I-84 Interchange**

According to NYSDOT traffic count data, volume at this location is heaviest between 5:00 PM and 6:00 PM on weekdays. As shown in **Figure 24**, PM peak-period congestion mostly impacts Route 208 between Hawkins Drive and I-84, as well as the exit ramps of I-84.

This area includes two signalized intersections on Route 208 at the I-84 interchange ramps, as well as Route 208 at Hawkins Drive. Coach USA operates five northbound trips and four southbound trips, for a total of nine weekday trips, along Route 208 but do not enter or exit onto I-84 at this location.

**Figure 25: NY Route 299 and 32 at the I-87 Interchange Between 5:00 PM and 6:00 PM on Weekdays**



Source: Google Earth

### Ulster County

#### NY Route 32 at the I-87 Terminus Interchange

While the TMA-Wide Macro-Level Analysis report cited this interchange as a congestion hot-spot, NYSDOT has approved plans and begun construction on a multi-lane roundabout project at this location. The multi-lane roundabout will consolidate and replace the existing signalized intersections, and is expected to relieve the congestion identified in the TMA report.

#### NY Route 299 at the I-87 Interchange

According to NYSDOT traffic count data, volume at this location is heaviest between 5:00 PM and 6:00 PM on weekdays. As shown in **Figure 25**, PM peak-period congestion mostly impacts Route 299 at the Manheim Boulevard, Cherry Hill Road, and Putt Corners Road intersections, as well as the I-87 interchange ramp intersection. The I-87 mainline operates without significant delay at this location.

This area includes the signalized intersection of Route 299 at the I-87 interchange ramp, and several intersections on Route 299 at Manheim

Boulevard, Cherry Hill Road and Putt Corners Road. Trailways buses serve a park-and-ride on Route 299, east of I-87 with 27 northbound trips and 26 southbound trips, for a total of 53 weekday trips. The area is also served by UCAT's NPL Route.

NYSDOT is currently implementing a signal optimization project including the four intersections at Chestnut Street, Manheim Boulevard, Cherry Hill Road, and Putt Corners Road with Route 299.

### 3.6.2. Park-and-Rides with Capacity Constraints

#### Dutchess County

##### Beacon Metro-North Station

This park-and-ride lot serves the Metro-North rail station in the City of Beacon. Based on recent observations of the study team, parking in the existing lot has reached capacity. However, according to the City of Beacon's 2017 Comprehensive Plan, no additional commuter parking should be located at this station.

##### Route 52 and Taconic Parkway Park-and-Ride

While the TMA's Multi-Modal Accessibility Analysis report cited this park-and-ride location as operating at capacity, NYSDOT is currently in the process of constructing a second park-and-ride lot at this location. The new lot, on the west side of the Taconic State Parkway, will include 95 spaces with four accessible spaces. This expansion is expected to relieve the parking capacity constraints identified in the TMA report.

## Orange County

### *Monroe Park-and-Ride, Lots A and B*

The Monroe lots are adjacent to NY Route 17M, Orange and Rockland Road, and the Orange County Heritage Trail. The lots are serviced by Coach USA. Lot A offers 410 spaces with 8 ADA accessible spaces. Lot B offers 279 spaces with 8 ADA accessible spaces. Both lots operate near capacity on a regular basis, according to data collected by Orange County Transportation Council staff in fall 2018.

### *Chester Park-and-Ride*

The Chester Lot is adjacent to NY Route 94 and NY Route 17. The lot is serviced by Coach USA and offers 93 spaces including 8 that are ADA accessible. According to the TMA's Multi-Modal Accessibility Analysis, the lot operates near capacity on a regular basis with additional parallel parking on Chester Boulevard and satellite parking in the Lowe's parking lot located across NY Route 94.

### *Tuxedo Park-and-Ride Lot*

This lot is adjacent to NY Route 17 and NY Route 17A. Access is provided via a parallel service road adjacent to NY Route 17. The intersections of the service road with NY Route 17 are signalized. The intersection of the service road with NY Route 17A is stop sign controlled. The existing lot offers 73 spaces and is serviced by Coach USA. According to the TMA's Multi-Modal Accessibility Analysis, the lot operates near capacity on a regular basis with illegal parking along the service road.

### *Central Valley Park-and-Ride Lots 1, 2 and 3*

While the TMA's Multi-Modal Accessibility Analysis report cited this park-and-ride location as operating at capacity, NYSDOT has recently expanded these park-and-ride lots. With the NYSDOT expansion, the parking capacity of these lots is 96 spaces in Lot 1, 80 spaces in Lot 2, and 201 spaces in Lot 3, for a total of 377 spaces, including 12 ADA accessible spaces. This expansion is expected to relieve the parking capacity constraints identified in the TMA report.

### *Kiryas Joel Park-and-Ride Lot*

The Multi-Modal Accessibility Analysis report cited this park-and-ride location as operating at capacity. However, the lot is privately owned and served by a private bus service. No current information is available about the parking utilization rate of this facility.

## Ulster County

### *NYS Thruway Park-and-Ride, New Paltz*

The NYS Thruway Park-and-Ride is located on NY 299 adjacent to I-87. The lot is served by Trailways and is a popular alternative to the New Paltz Village Station. The present lot offers a total of 149 spaces (including six ADA accessible spaces) and operates near capacity on a regular basis.

### *Trailways Bus Station Park-and-Ride, Kingston*

This park-and-ride lot is located at the existing Trailways Bus Terminal on Washington Avenue in Kingston. In 2019, the terminal was renovated, and the on-site parking lot was reconfigured for improved access but at the cost of a few spaces. Due to capacity limitations at the terminal, 60 additional parking spaces are provided at the Dietz Stadium parking lot, across Washington Street.



## 4. RECOMMENDATIONS

The Transit Market Assessment and Gaps Analysis presented in the previous chapter highlights a number of opportunities for improving mobility for residents of the three-county region. The recommendations in this chapter build upon those identified opportunities, while also considering the need to ensure system resiliency in the face of uncertainty caused by the COVID-19 pandemic.

### 4.1. Commuter Service Improvements

The commuter service gaps analysis in **Chapter 3** showed that the majority of major commuting patterns in the study area were served with relatively frequent and direct service prior to COVID-19. The few exceptions were the following:

- Service between the Town of Highlands (including West Point) and Manhattan was infrequent relative to the high number of commuters traveling to and from Manhattan on all modes each weekday. One survey respondent echoed this sentiment with the suggestion that ferry service should be established between West Point and Manhattan.
- Several major commuting patterns from Dutchess County to New York City, including trips originating in Fishkill, East Fishkill, and Wappingers Falls, require a transfer such as to the Metro-North Railroad, or to local buses in Westchester County.

These issues could be addressed by increasing the frequency of Coach USA commuter service between the Town of Highlands and Manhattan, and by extending some Leprechaun Line commuter trips from their current terminus in White Plains to Manhattan. However, these recommendations are difficult to justify given the profound changes in travel patterns since the start of the pandemic. For example, Metro-North ridership, which accounts for the largest segment of regional transit trips between New York City and the Mid-Hudson Valley region, was down more than 75 percent in September 2020 compared to September of the previous year. These changes highlight the importance of service monitoring in order to make well-informed decisions regarding service coverage and service schedules.

#### 4.1.1. Service Monitoring and Oversight

Service monitoring and oversight are key to assessing the performance of existing services on metrics such as ridership, productivity, and customer satisfaction. Currently, the process of monitoring service performance and customer satisfaction among the various private carriers providing transit service in the Mid-Hudson region is somewhat disjointed and lacking in critical detail. For example, commuter service operators like Trailways, Coach USA, and Leprechaun Lines submit very high-level ridership and service statistics to NYSDOT as part of the Statewide Mass Transportation Operating Assistance (STOA) program, but this data is not detailed enough to evaluate the effectiveness of the services at the trip and stop level.

While customer satisfaction could serve as a proxy metric for understanding how well the private transit operators are meeting the needs of area transit riders, customer complaints are generally collected by the private operators themselves, and there is little incentive to either share the issues with public agencies or to address the complaints in a timely manner. A turn-key microtransit service operated by a private provider could have similar issues.

### **Transit Ombudsman or Public Advocate**

In the United States, most transit services are publicly funded and operated, with oversight provided by a representative governing body such as a city council, county commission, or transit board of directors. In that regard, the commuter bus services operating in the Mid-Hudson region are unusual. The private operators are publicly subsidized, but they do not fall under the full oversight of any local governing body. Instead, they are overseen by NYSDOT Region 8, which manages service contracts with private commuter carriers, but lacks the staffing and resources to systematically monitor, investigate, and address service issues and commuter complaints.

Outside of the United States, it is fairly common for transit services to be provided by private operators that are awarded exclusive operating rights for a specific route or service area, and for a finite period of time. Under such an arrangement, public oversight is often provided by a transit ombudsman. An ombudsman is a public advocate charged with representing the interests of consumers and/or taxpayers by investigating complaints related to publicly funded services. The following case studies illustrate the role of a transit ombudsman or public advocate in service monitoring and oversight.

#### **Case Studies – King County, WA and New York City**

In Washington State, King County has an Office of Ombuds which manages citizen complaints concerning the county’s various government agencies. The mission of the office is to “promote public confidence in King County government by responding to citizen complaints in an impartial, efficient and timely manner, and to contribute to the improved operation of County government by making recommendations based upon the results of complaint investigations.”

The Office of Ombuds includes a Deputy Ombudsman for Transit, whose duties and responsibilities include investigating customer complaints, conflict management, and developing recommendations to remedy issues and to improve the accountability and performance of King County Metro Transit operations and functions. In addition, the Deputy Ombudsman for Transit conducts outreach with advocates and public interest groups that focus on transit and specialized mobility needs.

New York City’s Public Advocate Office serves a similar role to King County’s Office of Ombuds. However, in New York City, the Public Advocate is an elected position. Advocacy for transportation issues is the responsibility of the Deputy Public Advocate for Infrastructure and Environmental Justice.



### Case Study – Victoria, Australia

In the Australian state of Victoria, the Public Transport Ombudsman (PTO) is an independent body with jurisdiction to investigate member operators, including bus, train, tram, and transit-related companies. The PTO was established in 2004 to give Victorians an impartial avenue to make complaints about public transportation.

According to the PTO's charter, the aim of the PTO is "to provide independent and prompt resolution of complaints and disputes having regard to what is fair and reasonable for the members and the complainant, good industry practice, and current law."



The PTO also performs a public outreach function, visiting universities, immigrant resource centers, disability expos, and other community groups to speak to people about the work of the Public Transport Ombudsman's office and how it can help them. As many public transportation complaints are made to municipal councils, the PTO has developed an ongoing relationship with local councils and provides them with information that they can easily provide to residents.

To ensure that the publicly subsidized transit services operating in the Mid-Hudson region are meeting the needs of area residents, a transit ombudsman office or position could be created for the region. The position could be housed within one of the region's MPOs, and funded through an inter-agency agreement by all three counties or MPOs. The transit ombudsman would act as the primary point of contact for the region's transit users, and field, record, and investigate customer complaints. Contact information for the transit ombudsman would be posted at all regional transit facilities, on local transit vehicles, and online through a dedicated website and/or the websites of Dutchess, Orange, and Ulster Counties.

In addition to serving as an advocate for area transit users, the transit ombudsman could also be responsible for service monitoring and reporting. This could include taking over responsibility for park-and-ride occupancy tracking, as well as publishing quarterly reports regarding ridership, on-time performance, and customer satisfaction for the regional commuter services as well as the proposed microtransit service. The Transit Ombudsman would monitor service performance and customer satisfaction using targeted surveys, discussions with riders, and field visits. Longitudinal tracking of ridership patterns and reported issues would help identify emerging trends and help differentiate between significant issues and rare occurrences.

Regarding service-related issues, the region's private operators have historically been unwilling or unable to provide detailed service performance information. However, much of the data can be collected by observation. Thus, it would be important for the ombudsman to cultivate a positive working relationship with the transit operators and/or develop a sampling schedule to manually collect key data such as on-time performance, passenger loads, and parking lot capacity in the field.

Finally, with sufficient support staff, the transit ombudsman could serve as a mobility manager or planning resource for the public, employers, non-profits, developers, and the three MPOs (among others). For example, the ombudsman could maintain a map and database of information regarding routes, stops/stations, and passenger amenities. An initial staff of two full-time employees (ombudsman and junior support staff) is recommended. These positions could be funded with unallocated TMA funds, while the staff themselves would technically be employed by one of the three study-area MPOs or one of the designated recipients.

Accordingly, the estimated operating cost for this recommendation is as follows:

Improvement	Amount	Jurisdiction	Location
<b>Transit Ombudsman (Salary and Benefits)</b>	\$ 150,000 per year (\$50,000 per county)	TMA Area	Office space provided by host agency to be determined
<b>Support Staff (Salary and Benefits)</b>	\$90,000 per year (\$30,000 per county)	TMA Area	
<b>Total</b>	<b>\$240,000 per year</b> <b>(\$80,000 per county)</b>	<b>TMA Area</b>	

### Regional Transit Authority

In the United States, the majority of transit systems are operated by regional transit authorities (RTAs). RTAs are supervising bodies organized among neighboring cities, towns, and counties (instead of a single jurisdiction or the state). Regional authorities are established for a single purpose – to oversee the provision of transit service. The study team considered whether an RTA would be a beneficial approach to address the need for service monitoring and oversight in the Mid-Hudson region.

#### Key Consideration – Regional Transit Authorities

Although legal frameworks vary from state to state, in general, special purpose governments such as RTAs differ from other governmental entities in three ways. They must:

1. Be fiscally and administratively independent from any other entity (i.e., have the power to make all financial decisions and have a popularly elected or appointed board that is distinct from any parent government).
2. Show an existing organizational structure (i.e., must provide evidence of current activity and possess corporate powers).
3. Demonstrate government character (i.e., perform functions such as taxation that are perceived as governmental in nature).

One of the main advantages of creating an RTA is the opportunity to bring communities throughout a region together to create a seamless transportation system that works well to meet the needs of the region as a whole. For example, the Central New York Regional Transportation Authority covers four counties (Onondaga, Oswego, Cayuga, and Oneida), and has a service area more than twice the size of the State of Delaware. The Rochester-Genesee Regional Transportation Authority provides service to eight counties including Monroe, Genesee, Livingston, Ontario, Orleans, Seneca, Wayne, and Wyoming County.

RTAs allow regions to engage in coordinated planning and to seamlessly provide transit services across jurisdictional boundaries. In addition, they help achieve managerial and financial efficiencies by avoiding staff redundancies and encouraging the allocation of funding to most benefit the region. However, many of the

efficiency benefits of forming an RTA can also be achieved through intermunicipal agreements that consolidate operational and/or administrative functions (like an ombudsman position).

A specific concern in the Mid-Hudson Valley region, related to the possibility of forming an RTA, is that fact that portions of the region are currently within the MTA's service area and are thus subject to the Mortgage Recording Tax which helps fund the operation of the Metro-North Railroad and the maintenance of its stations. If the region were to form its own RTA, the Mortgage Recording Tax would no longer be levied in Dutchess and Orange County, and the region would need to find a new funding stream to support commuter rail operations and station maintenance. Establishing a new sustainable funding source would be a political challenge, especially under the current climate of political polarization and economic uncertainty. For this reason, the establishment of an RTA for the Mid-Hudson region is currently not recommended. Instead, an inter-agency agreement to support the establishment of an Office of Transit Ombudsman or Public Advocate for the three-county region is recommended.

#### 4.1.2. Passenger Information and Mobile Payment

Mid-Hudson Valley commuters are fortunate to have an array of commuting options available to them, including bus, rail, and ferry services. Many area commuters use more than one transit service on a regular basis – sometimes within the course of a single trip. Currently, the coordination of multiple transit modes can be an arduous process requiring transit users to check multiple schedules, often using multiple apps; and to pay multiple fares, using multiple payment methods. However, current trends in the transit industry are moving away from a siloed approach to passenger information and fare payment, and toward a consolidated approach where transit information and payment functionality for multiple services are aggregated on a common platform.

Transit agencies around the country pioneered the development of transit-specific mobile apps that allowed users to plan trips and track vehicles from the convenience of their own phones and other smart devices. Many agencies made their transit data open-source, inviting app developers to improve upon the official in-house apps developed by the agencies themselves. Over time, the quality and quantity of third-party transit apps has grown to the point that an increasing number of transit agencies (now including Baltimore, Boston, Los Angeles, and Montreal) are suspending their own in-house app development; focusing instead on data management to ensure that information being relied on by the developers of third-party apps and their users is accurate and up-to-date.

A key benefit of the third-party apps, compared to the in-house apps developed by transit operators, is that they usually feature information for multiple systems. In markets like the New York Metropolitan Area, where dozens of transit operators provide hundreds of routes each day, the ability to view this information on a single platform has led to the rapid adoption of third-party transit apps by regional commuters and other transit users. Today, three apps have emerged as the leading aggregators of transit information for systems all over the world: Transit, Moovit, and Citymapper.

### Key Consideration – Transit Data Aggregator Apps in the Region

All three of the leading transit data aggregator apps are currently in use in and around the Mid-Hudson Region. While the apps rely primarily on open-source data, they do define geographic areas that they each currently “support.” Citymapper is heavily focused on public transportation providers serving New York City, including MTA, PATH, NJTransit, and NY Waterway Ferries. The app does not currently support the Albany market, and only shows Metro-North and NJ Transit rail service in the three-county study area.



The Transit app has a broader focus and includes data for 22 transit services in the region, including MTA bus and rail service, CDTA in Albany, the Bee-Line in Westchester County, and CTTransit in Connecticut. However, like Citymapper, it only shows the commuter rail services in the Mid-Hudson Valley region.



Moovit currently features information for the greatest number of transit services in the region, including all of the services covered by Transit and Citymapper, plus DCPT and UCAT in Dutchess and Ulster Counties.



Upon opening each app, users are able to see the transit services available nearby, based on the mobile device’s GPS location. Beyond transit data, the three apps also provide integrated information about other mobility options available in close proximity, including microtransit, micro-mobility (i.e. bike and scooter-sharing networks), Uber and Lyft, and car-sharing. None of the three apps currently allow for mobile fare payment in the New York or Albany regions but this option does exist in other markets, including Montreal, Denver, and Cincinnati, where transit operators have formed closer partnerships with at least one of the apps.

The first step to improving the availability of transit information for area commuters is to ensure that all of the transit service providers in the Mid-Hudson Valley region have up-to-date General Transit Feed Specification (GTFS) files. The GTFS file format was originally established by Google to allow transit operators to display their service information on Google Maps. Today, this format has become the industry standard for both scheduled and real-time (for those operators that have it) transit service information and is used by every third-party transit app developer. Once GTFS files are developed, they must be uploaded to a public clearinghouse site such as 511NY.org, where they can be accessed by developers. The role of coordinating the upkeep of GTFS files could be another function of the proposed Transit Ombudsman position.

Without doing anything more than posting their GTFS files to a public clearinghouse site, and keeping them updated, the transit operators of the Mid-Hudson region can ensure that riders and perspective riders will be able to find the transit information they need on their preferred transit app. However, additional functionality is available for transit operators who choose to partner more closely with one of the third-party apps. The additional features associated with a partnership typically include the following:

- Ability to send out service alerts and other notifications to riders via the app.
- Collection and forwarding of comments and questions submitted through the app back to the transit operator.
- Option of enabling mobile fare payment through the app (may require a payment processing fee per transaction).
- Integration of microtransit reservation tools.
- Access to diagnostic tools to track key metrics such as downloads and engagement with the app, most frequently searched trips, high-ridership destinations, and frequency of customer complaints/issues.

Establishing a partnership with a third-party transit app generally requires a contractual agreement designating the app as the official trip planner and/or mobile payment platform of the transit service, but does not require any up-front costs. The only payment that the partnership typically requires is related to mobile fare payment processing fees. Rather than forming multiple partnerships between a third-party transit app and each of the public and private carriers in the region, it is recommended that a single entity, such as the proposed Transit Ombudsman or one of the study-area MPOs, eventually form a partnership with one of the apps, after an intra-regional coordination process is first established to compile and maintain updated GTFS files for all of the regional operators. The timing for a regional partnership agreement with a third-party transit app will need to take into consideration any existing contractual obligations that the region's transit operators have. For example, Dutchess County Public Transit recently entered into a five-year agreement with an intelligent transportation solutions vendor that includes a customized transit app showing DCPT services only.

### 4.1.3. Congestion Hot Spot Mitigation

For many Mid-Hudson Valley commuters, transit service is preferable to driving alone because it allows them to rest, relax, and/or be productive during their journey rather than focusing primarily on operating their own vehicle. Commuting by transit also allows residents of the three-county region to avoid the stresses associated with parking, particularly in New York City. While these pain-points drive commuters to try transit, other pain-points can drive them away. For example, poor on-time performance or limited parking availability at popular park-and-ride locations can frustrate commuters.

**Chapter 3** described a number of congestion hot-spots that impact the efficient operation of regional transit service in the Mid-Hudson Valley region. Below are a series of recommendations to mitigate the impacts of these hot spots on regional commuter service performance.

#### **Transit Signal Prioritization (TSP)**

Transit signal prioritization, or TSP, is the practice of providing transit vehicles with priority at signalized intersections or corridors in order to reduce travel time and increase schedule reliability. Transit signal prioritization techniques can generally be classified as "active" or "passive". Passive TSP techniques typically involve optimizing signal timing or coordinating successive signals and rely on simply improving traffic for all vehicles along the transit vehicle's route. On the other hand, active TSP techniques rely on detecting transit vehicles as they approach an intersection and adjusting the signal timing and phasing dynamically to improve service for the transit vehicle, shown in **Figure 26**.

#### *Passive TSP*

Based on the assessment of congestion hot-spots described in **Chapter 3**, passive TSP is recommended for Route 9D at the I-84 Interchange in Dutchess County. Traffic at this location backs up on the exit ramps from I-84 and at times stretches back onto I-84 itself. Buses caught in this backup would be too far from the intersection to make use of an active TSP treatment. Instead, congestion mitigation at this location can be achieved by upgrading the existing exit ramp signal equipment to provide real-time adjustments to signal cycle lengths, in order to manage the queue on the I-84 exit ramps and minimize impacts to mainline traffic flow.

Traffic signal improvements at this location would primarily benefit the Newburgh-Beacon-Stewart Shuttle, which uses I-84 and Route 9D to travel between Orange County and Beacon. Accordingly, the estimated capital cost for these improvements are as follows:

Improvement	Amount	Roadway Jurisdiction	Location (Municipality)
Passive TSP	\$ 90,000	I-84 - New York State 9D - New York State	Town of Fishkill

### Active TSP

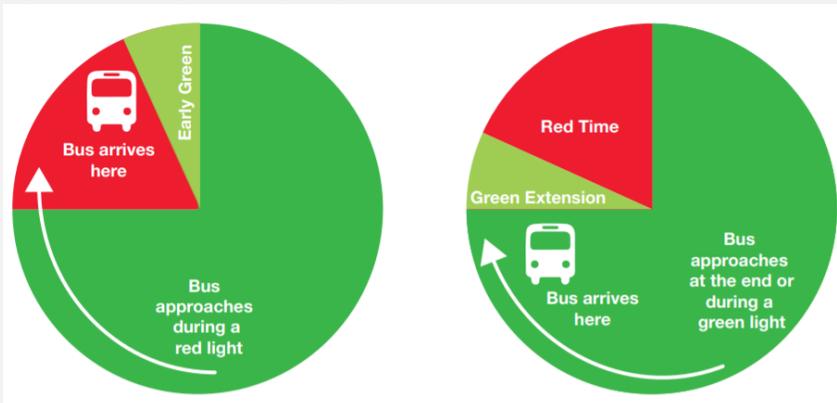
Active TSP is a quickly evolving technology. Research and development are ongoing to allow for the visual recognition of transit vehicles in the context of TSP. However, this technology, which would allow for the recognition of transit vehicles without the need for on-board transponders, is not yet commercially available. Currently, active TSP requires both onboard and roadside hardware including the following:

- Onboard automatic vehicle location (AVL) technology to assess the current location of a vehicle relative to its scheduled location, determine whether to request signal priority, and communicate the request to the appropriate signal system.
- A communication and detection system consisting of a transmitter on the transit vehicle, and one or more receivers or detectors at a signal or elsewhere along the roadway.
- Central or roadside processors to receive priority request communications and determine whether and when to grant the request, as well as signal software to process the request and store the data.
- TSP-capable signal controller to perform the required timing and phasing adjustments.

### Case Studies – New York City and Albany, New York

A number of transit operators utilize active TSP as part of their overall system management. The New York City Department of Transportation (NYCDOT) and the Metropolitan Transportation Authority (MTA) have been working to implement active TSP in New York City. The rollout of active TSP technology began in 2006 and is expected to be operational on 10 bus routes covering more than 800 intersections by the end of 2020. The Capitol District Transit Authority in Albany is implementing active TSP at 45 signalized intersections along the NY Route 5 corridor. Buses will use GPS and odometer distance calculations to automatically request TSP as they travel along the corridor.

Figure 26: TSP Signal Timing Diagrams



Source: <http://www.nyc.gov/html/brt/downloads/pdf/brt-transit-signal-priority-july2017.pdf>, pg 3.

Active TSP requires a high degree of coordination between the agencies responsible for signals and transit operators. Coordination needs may require long-term agreements and planning of vehicle and signal equipment purchases based on goals, since not all equipment can perform all functions. NYSDOT owns or has jurisdiction over many of the following intersections recommended for active TSP treatment. Accordingly, NYSDOT must be a partner in the implementation of active TSP at many of these locations. NYSDOT has been proactive in preparing for the emergence of TSP technology. The State’s Transportation System Management and Operations Strategic Plan calls for all new or replaced traffic signal controllers to be TSP-ready.

*US Route 9 and NY Route 52 Intersection (Dutchess County)*

Recommendations for congestion mitigation at this location include the implementation of active transit signal prioritization to permit signal preemption for transit buses. This would include upgrading the existing signal equipment to provide transit real-time adjustments to signal cycle lengths to manage the through and left-turn movement queues on Route 9. In addition, the existing right-turn-only lanes could be converted to shared right-turn and bus queue jump lanes. The existing islands would be modified to incorporate a bus-only queue jump lane and signal display. Signal phasing would be modified along with adding an advanced protected bus-only phase so that buses would move northbound and southbound in advance of other traffic. Accordingly, the estimated capital costs for these improvements are as follows:

Improvement	Amount	Roadway Jurisdiction	Location (Municipality)
Active TSP	\$ 91,000	New York State	Town of Fishkill
Queue Bypass Lanes	\$ 159,000		
<b>Total</b>	<b>\$ 250,000</b>		

*NY Route 17K (Broadway) near Route 9W (Robinson Avenue) (Orange County)*

Recommendations for congestion mitigation at this location include the implementation of active transit signal prioritization to permit signal preemption for buses. This would include upgrading the existing signal equipment to provide real-time adjustments to signal cycle lengths to manage the left-turn-movement queues on Route 9W for transit vehicles. Accordingly, the estimated capital cost for these improvements are as follows:

Improvement	Amount	Roadway Jurisdiction	Location (Municipality)
Active TSP	\$ 55,000	City of Newburgh	City of Newburgh

*County Road 15, US Route 6 at the I-84 Interchange (Orange County)*

Recommendations for congestion mitigation at this location include the implementation of active transit signal prioritization to permit signal preemption for transit buses at the Route 6 and I-84 eastbound ramp intersections with CR 15. This would include upgrading the existing signal equipment at four intersections to provide real-time adjustments to signal cycle lengths to manage the left-turn movement queues at these intersections for transit vehicles. In addition, a new signal with active transit signal prioritization to permit signal preemption for transit buses should be installed at the Route 6 and I-84 westbound ramp intersection. Accordingly, the estimated capital cost for these improvements are as follows:

Improvement	Amount	Roadway Jurisdiction	Location (Municipality)
Active TSP Upgrades on CR 15	\$ 165,000	Orange County	Town of Deerpark
New Active TSP Signal on US 6 at I-84	\$ 195,000	New York State	
<b>Total</b>	<b>\$ 360,000</b>		

*Route 9W at the I-84 Interchange (Orange County)*

Recommendations for congestion mitigation at this location include coordinating with the current NYSDOT project to incorporate active transit signal prioritization to permit signal preemption for transit buses at the Route 9W and I-84 ramp intersections. Signal equipment would provide real-time adjustments to signal cycle lengths to manage the through and left-turn movement queues at these intersections for transit vehicles as well as manage the queue on the I-84 exit ramps and minimize impacts to mainline traffic flow. Accordingly, the estimated capital cost for these improvements are as follows:

Improvement	Amount	Roadway Jurisdiction	Location (Municipality)
Active TSP Upgrades at NYSDOT Improvement Locations	\$ 65,000	New York State	Town of Newburgh
Active TSP Upgrades on Route 9W at I-84 Ramps	\$ 55,000		
<b>Total</b>	<b>\$ 120,000</b>		

*NY Route 17K at the I-84 Interchange (Orange County)*

Recommendations for congestion mitigation at this location include the implementation of active transit signal prioritization to permit signal preemption for transit buses along Route 17K at the Governor Drive, Lakeside Road, and I-84 Ramp intersections with Route 17K. Improvements at these four intersections would include upgrading the existing signal equipment to provide real-time adjustments to signal cycle lengths to manage the through and left-turn movement queues at these intersections for transit. Accordingly, the estimated capital cost for these improvements are as follows:

Improvement	Amount	Roadway Jurisdiction	Location (Municipality)
Active TSP Upgrades on Route 17K	\$ 210,000	New York State	Town of Newburgh

*NY Route 17K and Route 300 at the I-84 and I-87 Interchanges (Orange County)*

Recommendations for congestion mitigation at this location include the implementation of active transit signal prioritization to permit signal preemption for transit buses at the Route 300 and Auto Park Place Road intersections with Route 17K. In addition, active transit signal prioritization should be incorporated into existing signals on Route 300 at the I-84 and I-87 interchange ramps. This would include upgrading the existing signal equipment to provide real-time adjustments to signal cycle lengths to manage the through and left turn movement queues at these intersections for transit. Accordingly, the estimated capital cost for these improvements are as follows:

Improvement	Amount	Roadway Jurisdiction	Location (Municipality)
Active TSP Upgrades on Route 17K and Route 300	\$ 210,000	New York State	Town of Newburgh

#### *NY Route 208 at the I-84 Interchange (Orange County)*

Recommendations for congestion mitigation at this location include the implementation of active transit signal prioritization to permit signal preemption for transit buses at the Route 208 intersections with Hawkins Drive and the two I-84 Ramps. Accordingly, the estimated capital cost for these improvements are as follows:

Improvement	Amount	Roadway Jurisdiction	Location (Municipality)
Active TSP	\$ 160,000	New York State	Town of Montgomery

#### *NY Route 299 at the I-87 Interchange (Ulster County)*

Recommendations for congestion mitigation at this location include coordinating with the current NYSDOT project to incorporate active transit signal prioritization to permit signal preemption for transit buses along Route 299 at the Chestnut Street, Manheim Boulevard, Cherry Hill Road, and Putt Corners Road intersections. In addition, the implementation of active transit signal prioritization at the Route 299 and I-87 interchange signal would permit signal preemption for transit buses at this intersection. This would include upgrading the existing signal equipment to provide real-time adjustments to signal cycle lengths to manage the through and left-turn movement queues at these intersections for transit vehicles. Accordingly, the estimated capital cost for these improvements are as follows:

Improvement	Amount	Roadway Jurisdiction	Location (Municipality)
Active TSP Upgrades at NYSDOT Improvement Locations	\$133,000	New York State	Town of New Paltz
Active TSP Upgrades at Route 299 and I-87 Intersection	\$ 52,000		
<b>Total</b>	<b>\$185,000</b>		

#### 4.1.4. Park-and-Ride Capacity Improvements

Prior to the current pandemic, several park-and-ride lots in Mid-Hudson Valley region regularly operated at or near capacity, as highlighted in **Chapter 3**. While the demand for parking capacity is currently lower, it will likely return over time, meaning that the capacity constraints will eventually need to be addressed. Parking capacity constraints can be mitigated by either increasing capacity or reducing parking demand.

Reducing parking demand is most feasible at park-and-rides located in denser and more urbanized areas, such as the Beacon Metro-North Station or the Trailways Bus Station in Kingston, where parking demand can be offset by improvements in transit and pedestrian connections. However, most regional park-and-ride locations are situated in auto-oriented environments adjacent to major highway corridors. These locations are ideal for the commuter buses that serve them, as they minimize out-of-direction deviations for the commuter routes, but they are generally inhospitable to pedestrians and difficult to serve effectively with local transit service other than microtransit. Thus, increasing parking capacity is the recommended approach for the park-and-ride locations described below.

### Capital Projects

Capital costs vary greatly based on site conditions which can only be determined through detailed pre-construction site analyses. For the purpose of this document, capital cost recommendations include the estimated construction cost, along with a 30 percent contingency for unknown conditions. In addition, recommendations related to park-and-ride capacity expansion include an allowance for property acquisition of \$30,000 per acre. This allowance includes the purchase of property for expansion, as well as FTA right-of-way incidentals.

#### Monroe Park-and-Ride (Orange County)

**VError! Reference source not found.** vacant property exists adjacent to the existing lot and east of Museum Village that could support expansion. However, at least part of the vacant parcel is occasionally used for historical reenactments by the museum.

**Figure 27** shows an option for expanding parking capacity that does not impact environmentally sensitive areas or the near-by Orange County Heritage Trail. This expansion would provide space for an additional 323 spaces, providing a total capacity of 1,012 vehicles for the Monroe Lots. However, the proposed expansion would require property acquisition of approximately 2.9 acres from the adjoining property. Accordingly, the estimated capital cost for these improvements are as follows:

Figure 27: Monroe Park-and-Ride, Lots A and B, and Potential New Lot



Improvement	Amount	Lot Owner	Location (Municipality)
New Park-and-Ride Lot	\$ 3,585,000	Existing lots are owned by NYS DOT and maintained by Coach USA. The land for the new lot is privately owned.	Town of Monroe

*Chester Park-and-Ride (Orange County)*

Vacant property exists adjacent to the existing lot which is available to support expansion. As shown in **Figure 28**, the proposed new lot is opposite the existing lot on the south side of Chester Boulevard lot. This new lot would provide an additional 179 spaces providing a total capacity of 272 vehicles at the location with eight ADA accessible spaces.

The proposed lot would require the acquisition of approximately 1.7 acres from one property owner who, according to NYS DOT staff, has been approached about the sale of the property for this purpose in the past. While the property owner was not interested in pursuing this option in the past, it is possible that current economic conditions will result in more interest. Accordingly, the estimated capital cost for these improvements are as follows:

**Figure 28: Chester Park-and-Ride and Potential New Lots**



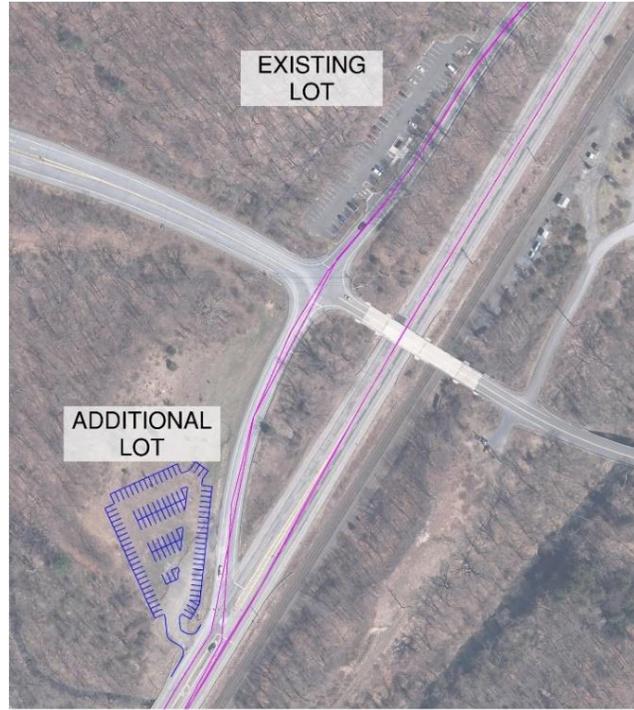
Improvement	Amount	Lot Owner	Location (Municipality)
<b>Option A</b>	\$ 1,765,000	The existing lot is owned by NYS DOT and maintained by Coach USA.  The land for proposed new lots are currently privately owned.	Village of Chester

An alternative approach for expanding the Chester Park-and Ride is to convert all or part of Chester Drive into additional parking capacity. The road already includes 18 parallel parking spots, but could support up to 75 spaces if the entire right-of-way were incorporated into a redesign of the Chester Park-and-Ride. This roadway right-of-way is not a critical transportation link as it leads to a decommissioned bridge that is not likely to be restored. While this alternative would likely be less expensive than Option A, described above, abandoning Chester Drive as a public right-of-way will require coordination with the Village of Chester.

*Tuxedo Park-and-Ride Lot (Orange County)*

Vacant property exists adjacent to the existing lot on the opposite side of NY Route 17A that could support park-and-ride expansion. **Figure 29** shows an option for expanding parking capacity along the existing service road to the south of Route 17A. This expansion would provide space for an additional 97 spaces providing a total capacity of 170 vehicles for the Tuxedo lots. The additional lot will require acquisition of approximately 1.5 acres from one property owner. Accordingly, the estimated capital cost for these improvements are as follows:

**Figure 29: Tuxedo Park-and-Ride Lot and Potential New Lot**



Improvement	Amount	Lot Owner	Location (Municipality)
<b>New Park-and-Ride Lot</b>	\$ 1,195,000	The existing lot is privately owned and maintained by Coach USA. The land for the additional lot is privately owned.	Town of Tuxedo

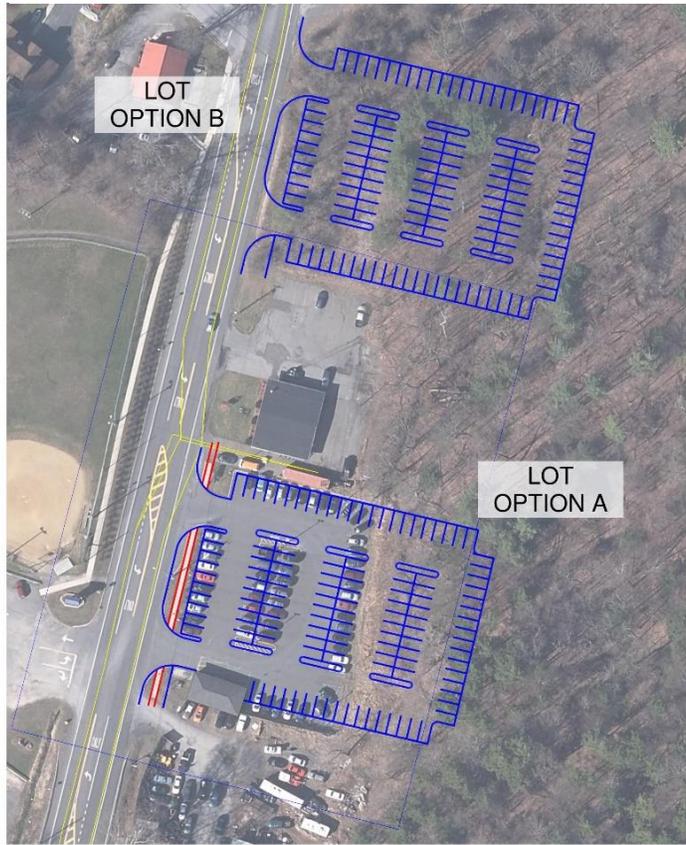
*Rosendale Park-and-Ride (Ulster County)*

Vacant property exists adjacent to the existing lot that could support expansion. **Figure 30** shows two options for expanding parking capacity. Option A would include expansion of the existing lot. This expansion would provide an additional 67 spaces providing a total capacity of 126 vehicles. Option A would require property acquisition of approximately 0.5 acres from one adjoining property.

Option B would include construction of a new lot north of the existing lot on NY Route 32. The new lot would provide a total capacity of 132 spaces. Option B would require property acquisition of approximately 1.5 acres from two adjoining properties.

The two options are not meant to be mutually exclusive, and could both be implemented in phases over time as demand warrants. However, additional impact studies would be required for both lots as they may impact potential wetland areas to the east of NY Route 32. The estimated capital cost for these improvements are as follows:

**Figure 30: Rosendale Park-and-Ride and Potential Expansion**

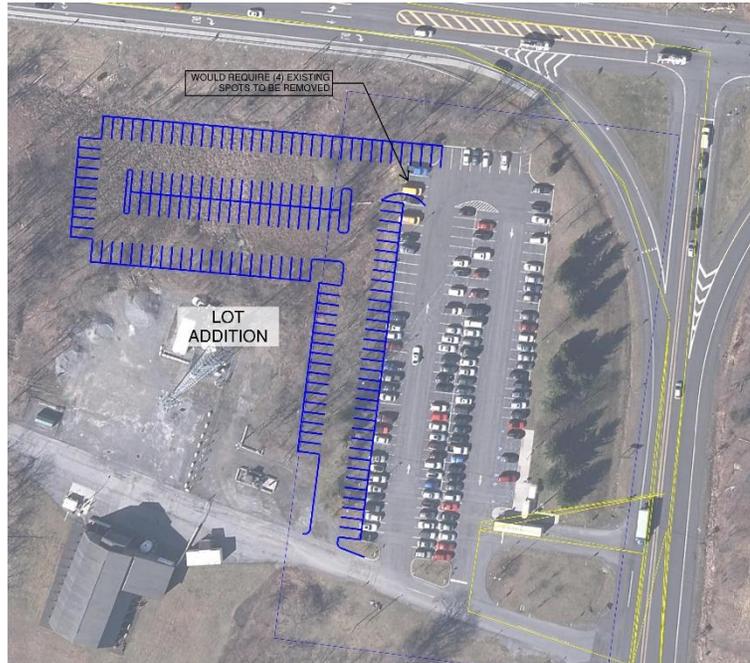


Improvement	Amount	Lot Owner	Location (Municipality)
Option A	\$1,390,000	The existing lot is located on privately owned land. The land for the new lot is also privately owned.	Town of Rosendale
Option B	\$1,720,000		

*NYS Thruway Park-and-Ride, New Paltz (Ulster County)*

As illustrated in **Figure 31**: NYS Thruway Park-and-Ride, New Paltz and Potential Expansion, the lot immediately to the west is available to support expansion. Expansion of the existing lot would provide space for an additional 155 spaces providing a total capacity of 298 vehicles. No modifications would need to be made to the existing access drive or bus pull-off lanes. However, development of the lot expansion would impact potential wetland areas. The existing lot as well as the 1.5 acres that would be used for expansion is part of the I-87 interchange and is under the jurisdiction of the New York State Thruway Authority. Use of this property for expansion of the park-and-ride lot most likely would be accommodated under an Occupancy Permit from the New York State Thruway Authority. Accordingly, the estimated capital cost for these improvements are as follows:

**Figure 31: NYS Thruway Park-and-Ride, New Paltz and Potential Expansion**



Improvement	Amount	Lot Owner	Location (Municipality)
Expansion of the Present Park-and-Ride Lot	\$1,745,000	NYS Thruway Authority	Town of New Paltz

*Trailways Bus Station Park-and-Ride, Kingston (Ulster County)*

Parking lot expansion is not recommended for this park-and-ride location. Pedestrian improvements are currently under design to provide a safe and continuous route for pedestrians between the bus terminal and remote lot. No additional changes are recommended at this location.

## 4.2. Regional Microtransit Service

Under normal (pre-COVID-19) circumstances, microtransit is well suited for the relatively low-density and auto-oriented environments found throughout Dutchess, Orange, and Ulster Counties. In light of the on-going pandemic, the potential benefits of microtransit service are even greater.

While microtransit vehicles are typically smaller and have a lower passenger carrying capacity than traditional transit coaches, the service can provide more coverage than fixed-route service as vehicles are not tied to specific routes. These features fit well with the current market for transit service in the region, where demand is still too low to justify many intra-regional routes, leaving some communities without any service at all.

If funding is available, microtransit service can be implemented fairly quickly, especially if it is launched as a pilot program. Microtransit operators generally offer one or both of the following service models:

- Turn-key service model, also known as Transportation as a Service (TaaS) – this is a service model in which a contracted provider is responsible for providing and maintaining all elements of the service, including ADA-accessible vehicles, drivers, and supporting technology.

- Technology deployment model, also known as Software as a Service (SaaS) – this is a service model where a vendor provides just the technology platform to support app-based direct dispatching, but not the service vehicles or drivers.

In the current environment of social distancing and contact tracing, microtransit offers two key public health benefits. First, fare payment is collected before a passenger boards a vehicle, either through a user app or over the phone. This eliminates a point of close contact between drivers and passengers. For passengers who do not have a bank or credit card account, pre-paid card options are typically available as well.

Secondly, all microtransit trips must be booked in advance, meaning that passenger information and trip details are stored in a database. Thus, if there is a need for contact tracing, microtransit data is readily available and would allow officials to identify passengers who rode together on any trip.

In addition, microtransit's flexibility allows it to serve as a market probe, gauging the growth of ridership demand geographically and over time. As post-pandemic ridership patterns eventually emerge, microtransit service can be adjusted by modifying service zones and/or fleet characteristics (number of vehicles, size of vehicles, percentage of wheelchair accessible vehicles, etc.), or the service can be replaced by fixed-route service where appropriate.

#### 4.2.1. Turn-key Service Model

For the Mid-Hudson Valley region, turn-key microtransit service would provide the greatest ease of implementation. The turn-key model is already familiar in all three study-area counties, as well as NYSDOT Region 8, as it is analogous to the subsidized private commuter bus operations serving Dutchess, Orange, and Ulster County commuters.

A turn-key microtransit service could be funded by a combination of fares and unallocated TMA funds, and as a privately-operated service, would have the flexibility to serve destinations across county lines in a way that a county-operated service may not. Contracting and oversight responsibilities could be assigned to one of the study-area MPOs, even if operating costs are shared by more than one county.

According to Via, the primary provider of turn-key microtransit service in the United States, the cost for turn-key service, which includes vehicles, drivers, app/technology platform, and call-center service to handle trip requests made by phone, is \$50 per vehicle hour, as long as the total annual contract amount is at least \$800,000. By comparison, the hourly operating cost for UCAT and DCPT service are \$64 and \$75, respectively.

As with fixed-route service, the cost of microtransit service is a function of the number of vehicles operating concurrently to achieve a desired level of service. The more vehicles available for service, the shorter the average wait time for a pickup. Wait times are also determined by the size of the microtransit service area. The larger the service area, the higher the likelihood of long trips that can make a vehicle unavailable to other user for extended periods of time. Finally, pickup requirements and procedures can have an impact on wait times and the number of passengers that can be served per hour. Microtransit service can be provided curb-to-curb or corner-to-corner. Corner-to-corner service means that a passenger could be asked to walk to the nearest street corner to meet an approaching vehicle. This allows vehicles to serve more passengers per hour by reducing deviations onto small streets and driveways.

Microtransit service is increasingly being recognized as an effective tool to serve low-density and auto-oriented environments. Below are three case studies of planned or recently implemented microtransit services.

---

### ***Case Study – RTS Microtransit (Rochester Region, NY)***

Rochester Transit Service (RTS) is a subsidiary of the Rochester-Genesee Regional Transportation Authority and serves the City of Rochester and its suburbs in Monroe County. In 2019, RTS completed a comprehensive redesign study, which recommended microtransit service for lower-density areas that are difficult to serve well with fixed-route service. Microtransit service was set for implementation in June 2020, along with other recommendations of the redesign study. However, as of September 2020, implementation was indefinitely delayed due to the COVID-19 pandemic.

The planned RTS microtransit service includes seven zones, three of which are linear and stretch along key corridors. Each zone will initially have two vehicles operating concurrently. The maximum wait time for a requested trip will be one hour. RTS microtransit vehicles will use a combination of Orbach cut-away buses and Ford Transit vans. Vehicles will be owned and operated by RTS, with microtransit technology provided by Routematch. Like other microtransit programs, passengers will be able to book trips through a mobile app or with a phone-in option for those without access to a smart-phone.

Fares for the RTS microtransit service will be \$1 for trips that begin or end at a fixed-route bus stop, and \$3 for a pickup anywhere else in a designated zone. This approach is designed to discourage curb-to-curb service and improve service efficiency. While RTS does receive STOA funding, these funds will likely not be used to fund the microtransit operation.

---

## Case Study – FLEX by CDTA (Albany Region, NY)

The Capital District Transportation Authority (CDTA) serves Albany and three additional counties in the New York Capital region. As is often the case with transit service providers, the CDTA service area includes portions that are well-served and others that are not very well-served. In January 2020, CDTA launched a six-month pilot program called FLEX to determine if microtransit could be effective in a poorly served area between two strong transit corridors (US-20 and RT 5).



FLEX service uses two Ford Transit vans owned and operated by CDTA. Microtransit technology is provided by TransLoc. Each van has eight passenger seats and space for two wheelchairs. Service is available from 6AM to 9PM on weekdays and from 10AM to 6PM on Saturdays. FLEX passengers can request a trip using the TransLoc app. A call-in option is also available for customers without smart-phone or tablet access.



Source: <https://www.cdfa.org/flex>

The FLEX service zone is approximately 16 square miles and includes residential, retail, and commercial land-uses. The service also includes several out-of-zone “pins.” These are key regional destinations such as the University of Albany and Albany International Airport that are outside of the service zone but still eligible for trip requests. The targeted wait time for pick-ups is 15-20 minutes.

The FLEX pilot program is funded using CDTA’s general operating funds. However, the agency is exploring FTA Integrated Mobility Innovation Grant funding to expand microtransit service. FLEX service was fare free from its launch in January 2020 until November 2020 when fares were set at \$3 per trip or \$25 for a 10-trip pass.

Ridership on the FLEX service grew from 3 riders per week to 80 riders per day in the first 2.5 months of the pilot program. Trip types have included a combination of internal trips within the zone and first/last mile connections to fixed route services, which have continued to serve the zone during the pilot phase. Based on the preliminary success of FLEX, CDTA was considering adding an additional vehicle to the service. However, those plans were put on hold due to the COVID-19 pandemic.

## Case Study – UTA On Demand (Salt Lake Region, UT)

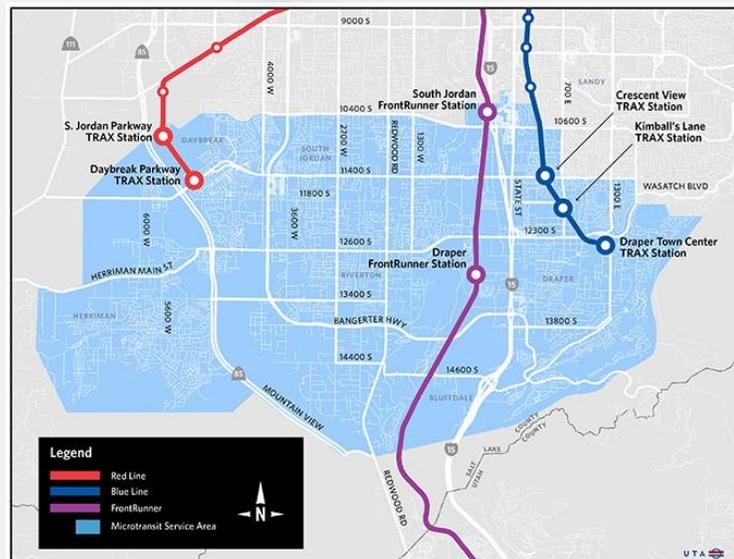
The Utah Transit Authority (UTA) provides bus and rail service to seven counties in the Salt Lake City region. UTA launched a twelve-month microtransit pilot program in November 2019 to serve a zone that had previously been served by poorly performing fixed-route and deviated fixed-route services. The poor performance of the previous routes was attributed to the fact that only half on the households in the service area were covered by the service, and that the deviated fixed-route service required at least two hours advance reservation.

The UTA On Demand service uses 16 Mercedes Metris vans owned and operated by Via, a turn-key microtransit service and technology provider. Each van can accommodate six passengers and about half are wheel-chair accessible. Service is available from 6AM to 9PM on weekdays, and passengers can request a trip using the Via app. A call-in option is also available for customers without smartphone or tablet access.

In addition to trip booking, the Via app is used for fare payment. Fares for UTA On Demand are \$2.50 for a one-way trip. The app also has pass and transfer features which are presented to the driver for touchless visual inspection. The service is funded through fares and regional sales tax revenue dedicated to transit.

UTA On Demand operates as a corner-to-corner rather than curb-to-curb service for most users. Passengers are instructed on where to meet their requested vehicle once they book a trip on the app. By meeting vehicles up to a block away, passengers allow vehicle to avoid time-consuming deviations into cul-de-sacs and other residential streets. This allows for shorter wait times and more trips to be provided per hour than would be possible with curb-to-curb service. The productivity of the service grew from 1.33 passengers per vehicle per hour to 2.31 passengers per vehicle per hour between December 2019 and February 2020. The cost per passenger trip fell from \$26.91 to \$15.54 during the same period. UTA's goal is to improve on the \$13 per hour operating cost of the deviated fixed-route service that On Demand replaced, but costs rose to \$21.43 per trip in October 2020 with falling ridership due to a spike in COVID-19 cases.

UTA believes that the On Demand service is providing an economic benefit to the communities it serves, as one in five trips is for shopping. Other common trip types include first/last mile connections to fixed-route bus and rail services. Via's routing algorithm on which the microtransit platform is built has improved with use and has allowed UTA to consider reducing peak vehicle utilization without sacrificing service quality. The maximum allowable wait time for UTA On Demand is 25 minutes.



Source: <https://www.rideuta.com/Services/UTA-on-Demand-by-Via>

## 4.2.2. Service Descriptions and Costs Estimates

The opportunities to implement microtransit service can be categorized into two groups: those opportunities that address long-standing and/or long-term market conditions, and those opportunities that address new market conditions that have emerged from the COVID-19 pandemic.

### *Microtransit Opportunities Addressing Long-Term Issues*

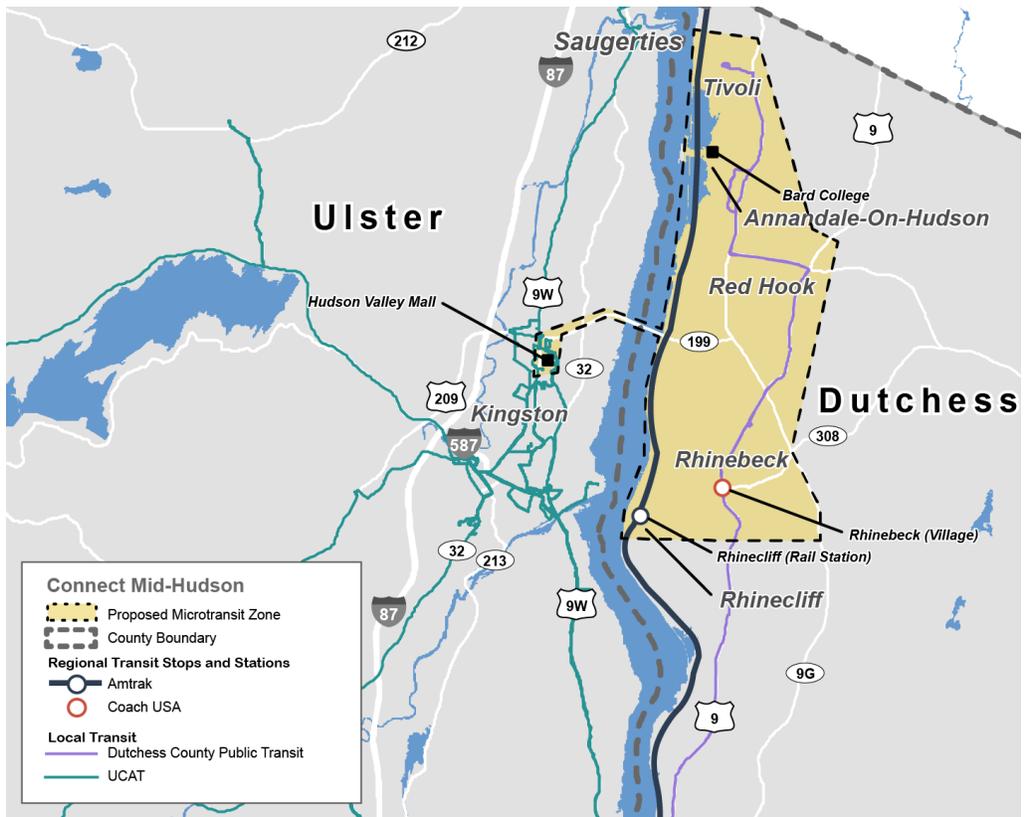
**Chapter 3** presented three distinct microtransit opportunities reflecting use-cases when microtransit would be a more effective mobility tool than fixed-route service. The recommendations below are based on the opportunities identified in **Chapter 3**. The prioritization and phasing of these recommendations is discussed in **Chapter 5**.

#### *Northern Dutchess County Microtransit Zone*

In northern Dutchess County, the Rhinecliff Amtrak Station has no connecting transit services, and parking at the station is both often at capacity (pre-COVID-19) and capacity constrained due to its geography. With 10 train departures per day in each direction, Rhinecliff Station has the potential to be a major mobility hub for northern Dutchess County. Currently, the northern Dutchess County communities of Rhinebeck, Red Hook, Annandale-on-Hudson, and Tivoli are served by DCPT Route C. However, this route does not connect to Rhinecliff Station and it provides irregular and often infrequent transit service between the communities it serves. To better serve these five communities, including Bard College, a microtransit zone is recommended as shown in **Figure 32**. This zone includes an extension across the Kingston-Rhinecliff Bridge to Hudson Valley Mall, to facilitate regional transfer opportunities to UCAT service. The proposed zone would allow DCPT to truncate Route C at Rhinebeck. The shorter route could allow for greater service frequency between Rhinebeck and Poughkeepsie.



Figure 32: Proposed Northern Dutchess County Microtransit Zone



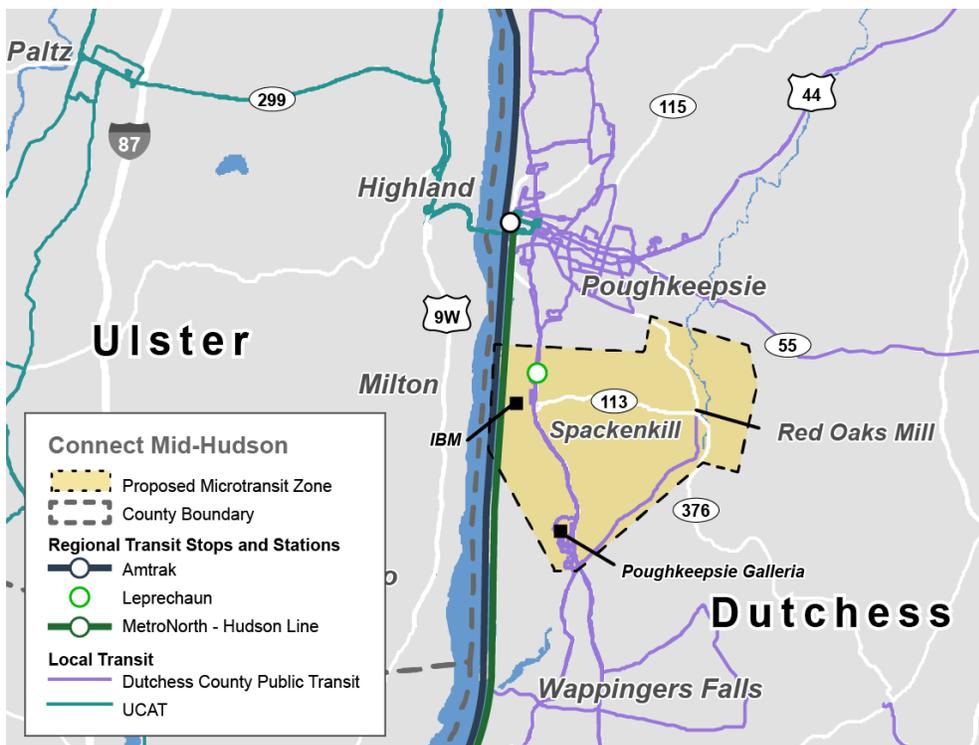
The recommended Northern Dutchess County Microtransit Zone would cover approximately 33 square miles and would require an average of four vehicles operating concurrently to guarantee wait times of no more than 30 minutes. Assuming 15-hours of service on weekdays (256 days a year), 12 hours on Saturdays (52 days a year), and 10 hours on Sundays (52 days a year), the Northern Dutchess County Microtransit Zone would have an annual operating cost of approximately \$1 million.

Improvement	Approximate Cost	Jurisdiction	Location
Northern Dutchess County Microtransit Zone	\$1,000,000 per year	Dutchess County	Rhinecliff, Rhinebeck, Red Hook, Annandale-on-Hudson, and Tivoli (plus link to Hudson Valley Mall)

### Southern Poughkeepsie Microtransit Zone

The southern Poughkeepsie communities of Spackenkill and Red Oaks Mill are largely suburban residential areas with moderate Transit Potential. The two areas are near the IBM campus and several retail centers along the US-9 corridor, but are not well-served by transit. DCPT Route G provides just two trips a day between Red Oaks Mill and Beacon via Vassar Road and the Poughkeepsie Galleria area. Spackenkill service is more frequent, with several routes operating along US-9, but there is no coverage in the residential areas. To better serve these suburban communities, a microtransit zone is recommended as shown in **Figure 33**. The proposed zone would facilitate local trips in both communities and connect them to retail, employment, and connecting transit opportunities along the US-9 corridor, including IBM, Hudson Plaza, and the Poughkeepsie Galleria. This zone would allow DCPT to truncate Route G at the Poughkeepsie Galleria and potentially provide greater service frequency between the Galleria and Beacon.

Figure 33: Proposed Southern Poughkeepsie Microtransit Zone



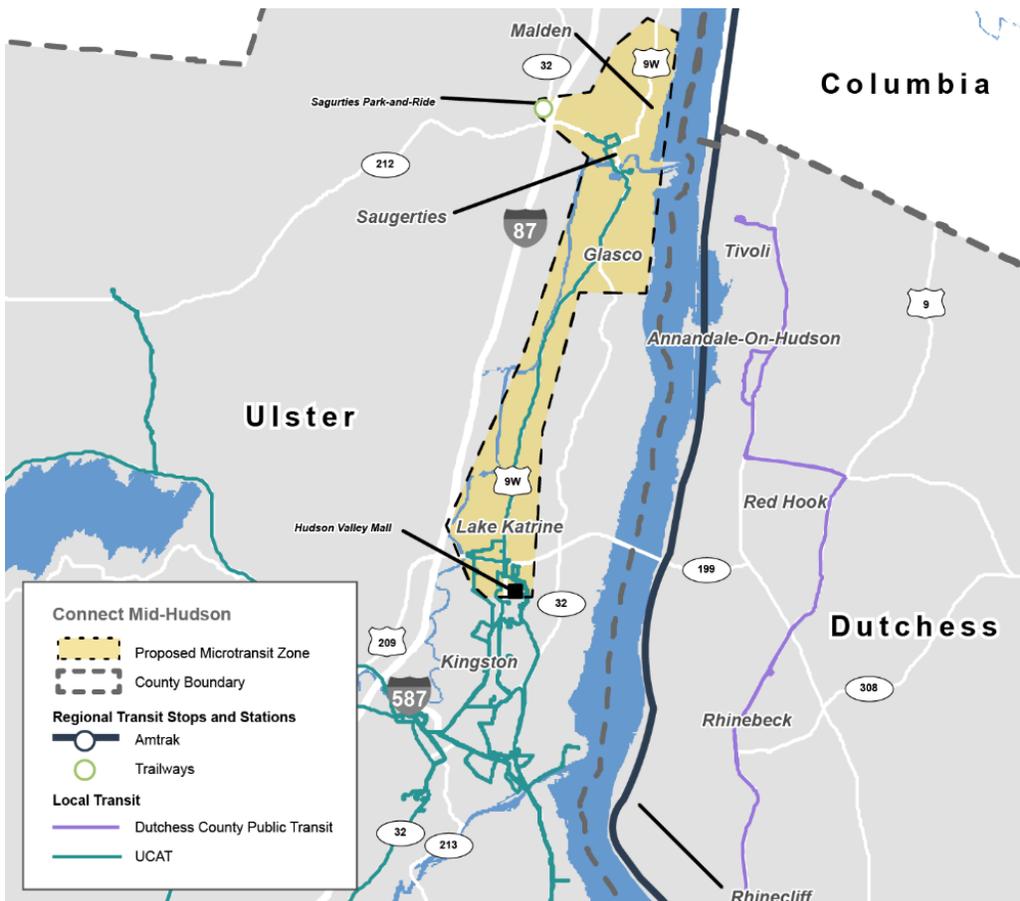
The recommended Southern Poughkeepsie Microtransit Zone would cover approximately 14 square miles and would require an average of three vehicles operating concurrently to guarantee wait times of no more than 30 minutes. Assuming weekday service only (256 days a year), and 15 hours of service per day, the Southern Poughkeepsie Microtransit Zone would have an annual operating cost of approximately \$580,000.

Improvement	Approximate Cost	Jurisdiction	Location
Southern Poughkeepsie Microtransit Zone	\$580,000 per year	Dutchess County	Spackenkill and Red Oaks Mill (plus links to IBM and Poughkeepsie Galleria)

### Northern Ulster County Microtransit Zone

UCAT's KS Route links Saugerties with the Hudson Valley Mall area and the City of Kingston. However, the route's limited service frequency limits the ability of area residents to travel between Kingston and Saugerties, as well as within Saugerties. A microtransit zone along the 9W corridor from the mall area to Saugerties could provide better mobility for residents in Saugerties and along the 9W corridor. To better serve Saugerties, as well as the US-9 communities of Malden, Glasco, and Lake Katrine, a microtransit zone is recommended as shown in **Figure 34**. The proposed zone would provide improved local coverage in these communities and facilitate regional transit connections at Saugerties Park-and-Ride (Trailways) and the Hudson Valley Mall area (other UCAT routes and the proposed northern Dutchess County microtransit service). A shortened KS route could then provide more frequent service between Kingston and the mall area only.

Figure 34: Proposed Northern Ulster County Microtransit Zone



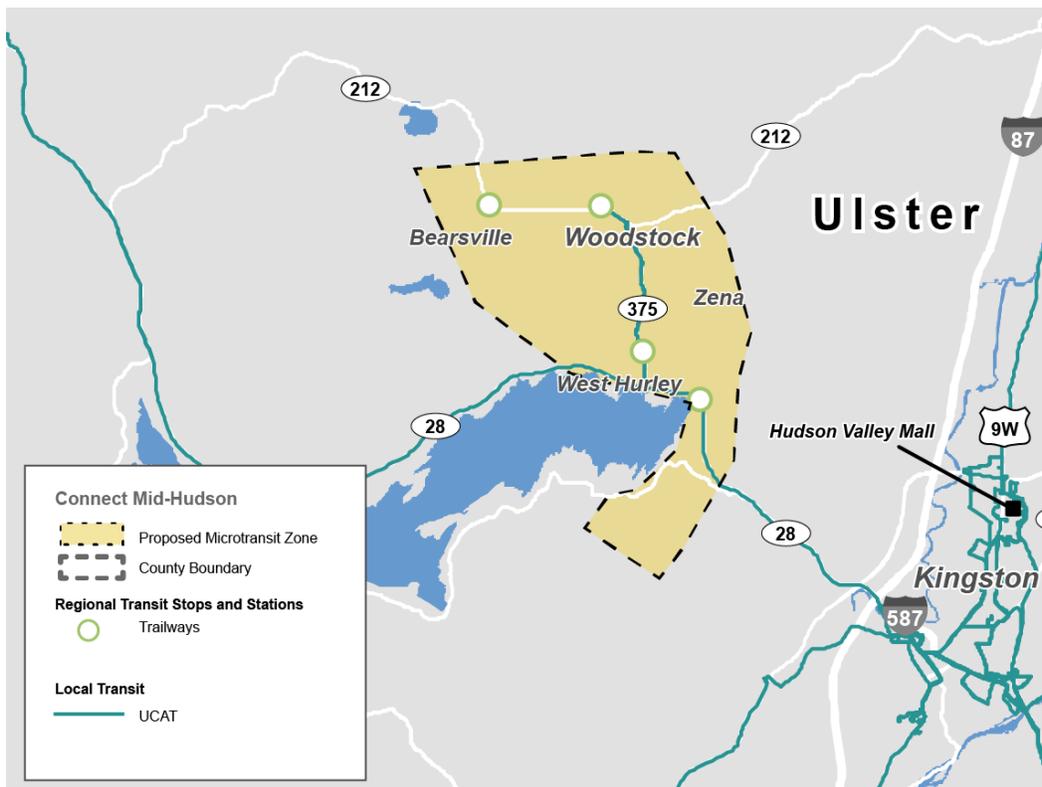
The recommended Northern Ulster County Microtransit Zone would cover approximately 34 square miles, and would require an average of four vehicles operating concurrently to guarantee wait times of no more than 30 minutes. Assuming 15-hours of service on weekdays (256 days a year), 12 hours on Saturdays (52 days a year), and 10 hours on Sundays (52 days a year), the Northern Ulster County Microtransit Zone would have an annual operating cost of approximately \$1 million.

Improvement	Approximate Cost	Jurisdiction	Location
Northern Ulster County Microtransit Zone	\$1,000,000 per year	Ulster County	Saugerties, Malden, Glasco, and Lake Katrine (plus link to Hudson Valley Mall)

### Ulster County West Hurley / Woodstock Microtransit Zone

UCAT's Z Route provides service along the Rt. 28 corridor from Kingston to Belleayre Mountain, via West Hurley, Phoenicia, and Pine Hill. The route also service Woodstock and the Rt. 375 corridor, which requires a time-consuming deviation off of Rt. 28. In addition, while Woodstock has the market characteristics to support transit service, such as relatively high density and good pedestrian infrastructure, low service frequency on the Z Route limits the appeal of the service to many perspective riders. To provide more effective and compelling service in Woodstock and other near-by communities north and south of Rt. 28, a microtransit zone is recommended as shown in **Figure 35**. The proposed zone would serve Bearsville, Woodstock, Zena, and West Hurley, facilitating local trips and connections to regional service (i.e. the Z Route). Removing the Rt. 375 corridor from the Z Route would streamline the route and allow for greater service frequency throughout the day. Passenger wishing to transfer between the Z Route and the proposed microtransit service could do so along Rt. 28 in West Hurley.

Figure 35: Proposed Ulster County West Hurley / Woodstock Microtransit Zone



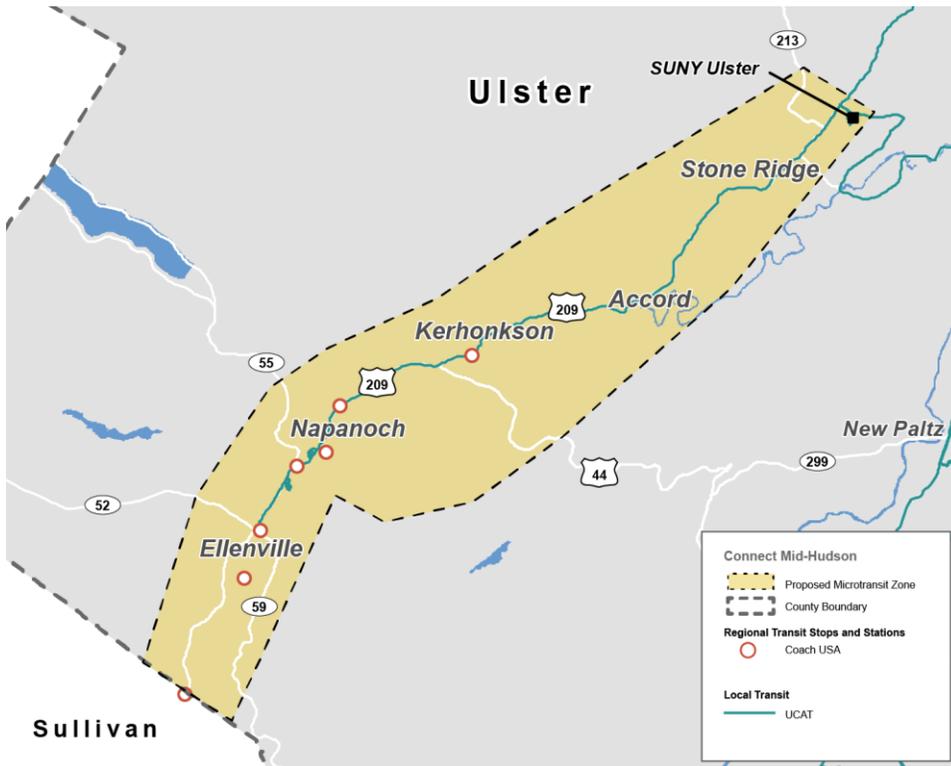
The recommended Ulster County West Hurley / Woodstock Microtransit Zone would cover approximately 20 square miles, and would require an average of 2 vehicles operating concurrently to guarantee wait times of no more than 30 minutes. Assuming 15-hours of service on weekdays (256 days a year) and 12 hours on Saturdays (52 days a year), the Ulster County West Hurley / Woodstock Microtransit Zone would have an annual operating cost of approximately \$450,000.

Improvement	Approximate Cost	Jurisdiction	Location
Ulster County West Hurley / Woodstock Microtransit Zone	\$450,000 per year	Ulster County	Bearsville, Woodstock, Zena, and West Hurley

### Ulster County US-209 Microtransit Zone

UCAT's UE Route provides service along the US-209 corridor from Kingston to Ellenville, via SUNY New Ulster, Kerhonkson, and Napanoch. The communities along this corridor have pockets of moderate transit potential, but the current fixed-route service provides very limited frequency and coverage. To provide more effective and compelling service to the communities along this corridor, a microtransit zone is recommended as shown in **Figure 36**. The proposed zone would serve Ellenville, Napanoch, Kerhonkson, Accord, Stone Ridge, and SUNY Ulster. The proposed zone would allow UCAT to truncate the UE Route at SUNY New Paltz, where passengers could transfer to and from the proposed microtransit service. The shorter route could allow for greater frequency service between Kingston and the college.

Figure 36: Proposed Ulster County US-209 Microtransit Zone



The recommended Ulster County US-209 Microtransit Zone would cover approximately 70 square miles, and would require an average of 4 vehicles operating concurrently to guarantee wait times of no more than 30 minutes. Assuming 15-hours of service on weekdays (256 days a year) and 12 hours on Saturdays (52 days a

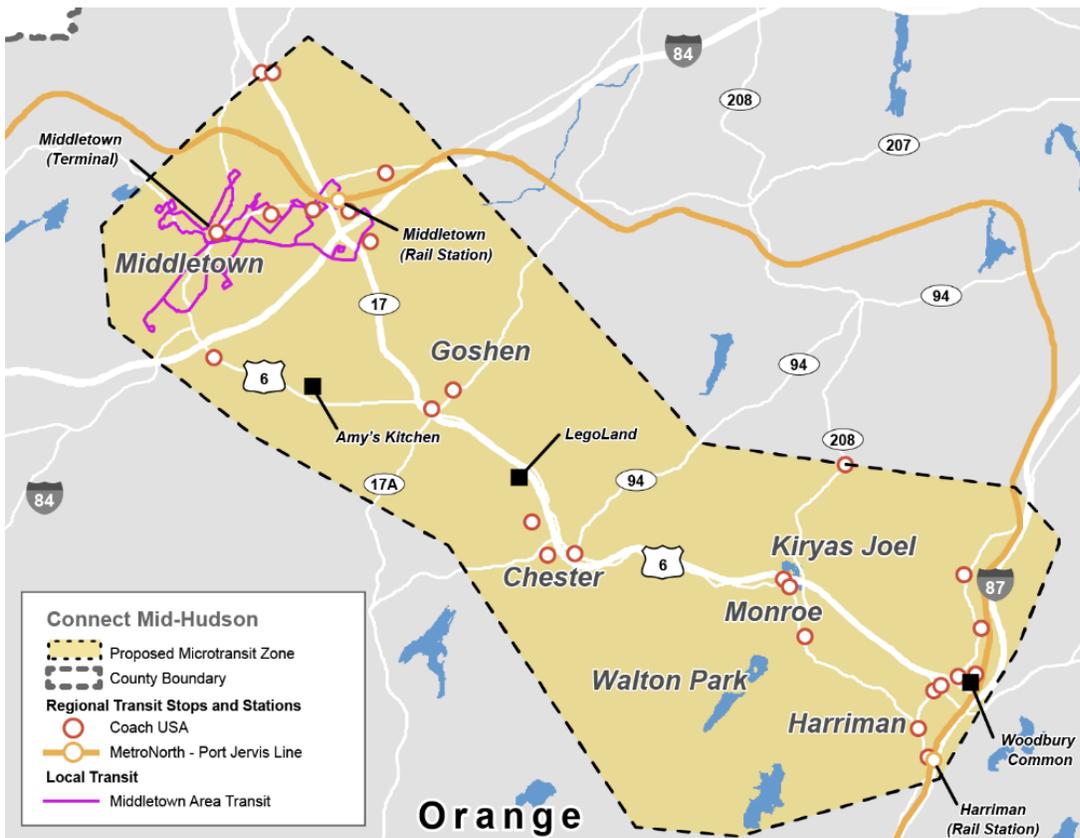
year), the Ulster County US-209 Microtransit Zone would have an annual operating cost of approximately \$890,000.

Improvement	Approximate Cost	Jurisdiction	Location
Ulster County US-209 Microtransit Zone	\$890,000 per year	Ulster County	Ellenville, Napanoch, Kerhonkson, Accord, Stone Ridge, and SUNY Ulster

**Orange County US-6 / 17M Corridor Microtransit Zone**

In Orange County, new developments are emerging in the otherwise low-density US-6 / 17M corridor. Amy’s Kitchen and Legoland are regionally significant projects that are expected to draw employees and visitors from the three-county region and beyond, but are difficult to serve effectively with traditional fixed-route service due to the auto-oriented environment of the corridor. To provide more effective service in this corridor, a microtransit zone is recommended as shown in **Figure 37**. The proposed zone would encompass the US-6 / 17M corridor between Middletown and Harriman, including the communities of Goshen, Chester, Kiryas Joel, Monroe, Walton Park, and Woodbury. It would provide access to major activity hubs and regional transit services such as the Port Jervis Line and Coach USA’s ShortLine service. The proposed microtransit service would also provide improved local and corridor service compared to the relatively infrequent Main Line service provided by Coach USA.

Figure 37: Proposed Orange County US-6 / 17M Corridor Microtransit Zone



The recommended Orange County US-6 / 17M Corridor Microtransit Zone would cover approximately 131 square miles and would require an average of 12 vehicles operating concurrently to guarantee wait times of no

more than 30 minutes<sup>11</sup>. Assuming 15-hours of service on weekdays (256 days a year), 12 hours on Saturdays (52 days a year), and 10 hours on Sundays (52 days a year), the Orange County US-6 / 17M Corridor Microtransit Zone would have an annual operating cost of approximately \$3 million.

Improvement	Approximate Cost	Jurisdiction	Location
Orange County US-6 / 17M Corridor Microtransit Zone	\$3,000,000 per year	Orange County	Middletown, Goshen, Chester, Kiryas Joel, Monroe, Walton Park, Harriman, and Woodbury

### ***Microtransit Opportunities Addressing Issues Emerging from COVID-19 Pandemic***

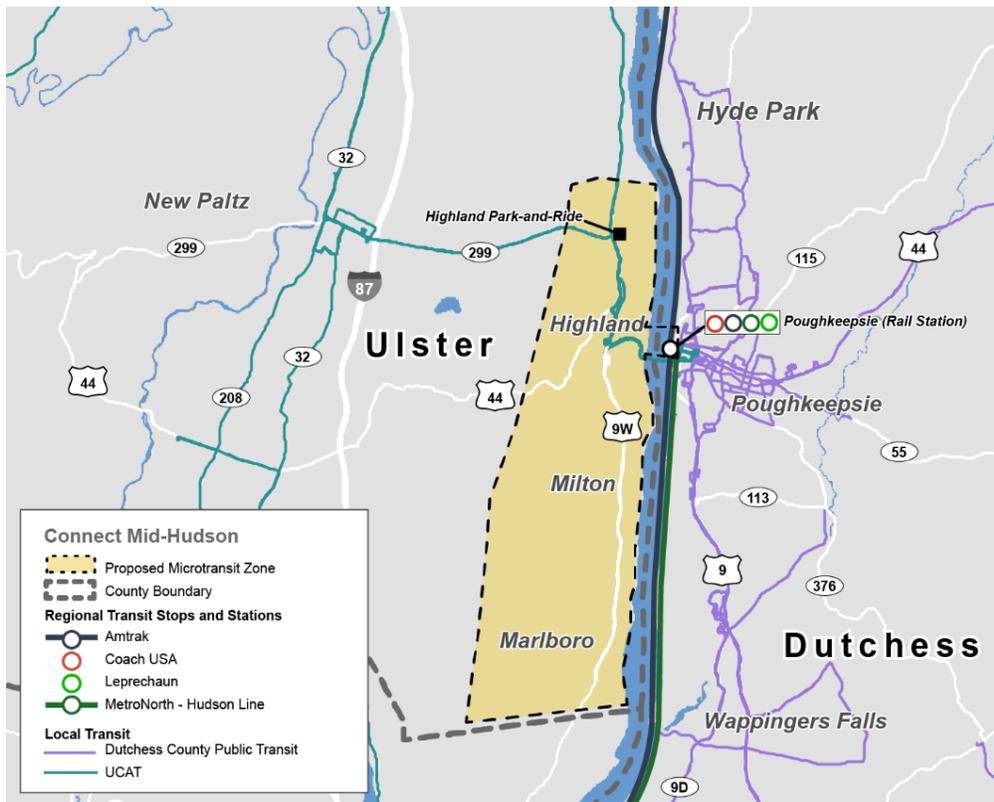
The recent pandemic has reduced transit demand throughout the region and has forced the transit operators serving Dutchess, Orange, and Ulster Counties to scale back or suspend a number of services. While some providers, such as DCPT, have fully restored service, others including UCAT and Coach USA are still operating reduced networks. The recommendations below reflect the service gaps that have emerged as a result of recent service reductions. However, in most cases, secondary considerations (i.e. unrelated to the pandemic) also exist to further support the recommendations.

### ***Southern Ulster County Microtransit Zone***

Prior to COVID-19, the Southern Ulster County communities of Marlboro, Milton, and Highland, along the 9W corridor, were served twice a day by the UCAT KPL route. UCAT service was reduced in March 2020, and while much of the network has since been restored, the KPL Route no longer serves the 9W corridor south of Highland. As a result, the communities of Marlboro, Milton, and Highland are currently without service. Due to previously low ridership, plans for restoring KPL service in the corridor are uncertain. However, the corridor's relatively low density and challenging pedestrian environment suggest that fixed-route service is not the ideal mobility solution for the area. Instead, a microtransit zone is recommended for the area as shown in **Figure 38**. The proposed zone would provide local coverage in Marlboro, Milton, and Highland, and link all three communities to one another and to Poughkeepsie via the Mid-Hudson Bridge. In Poughkeepsie, regional transfer opportunities are available to the Metro-North Railroad and to DCPT local routes.

<sup>11</sup> The estimate of vehicles needed for this zone assumes that local Dial-a-Ride service which currently operates in the area would no longer operate.

Figure 38: Proposed Southern Ulster County Microtransit Zone



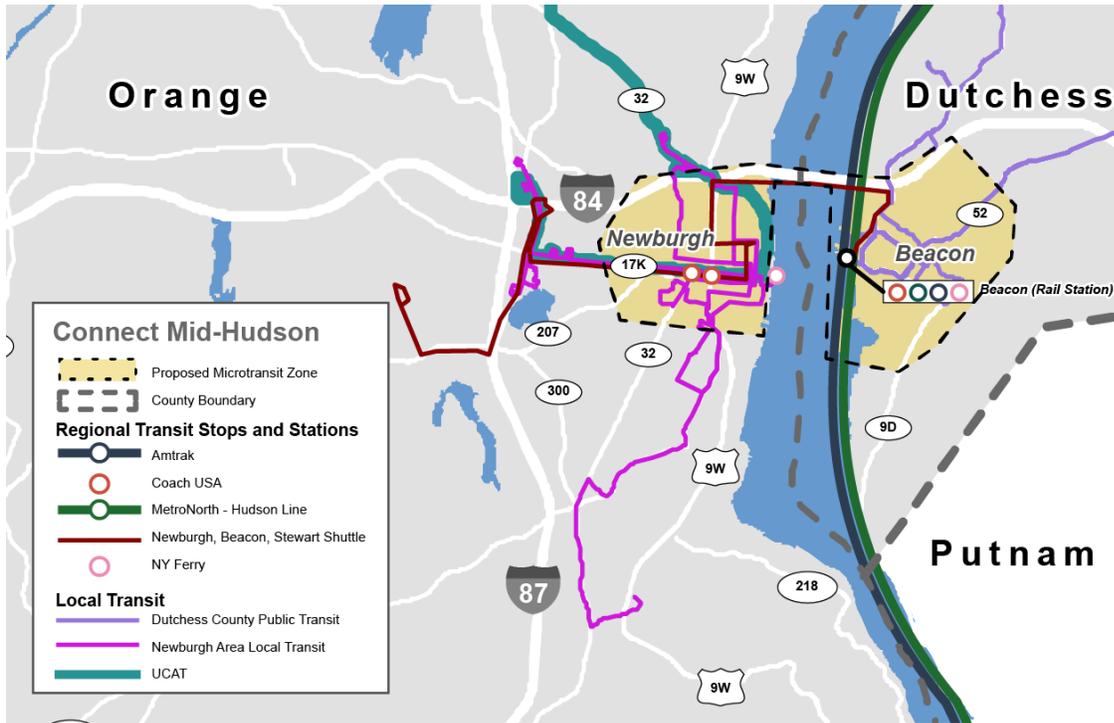
The recommended Southern Ulster County Microtransit Zone would cover approximately 34 square miles and would require an average of four vehicles operating concurrently to guarantee wait times of no more than 30 minutes. Assuming weekday service only (256 days a year), and 15 hours of service per day, the Southern Ulster County Microtransit Zone would have an annual operating cost of approximately \$770,000.

Improvement	Approximate Cost	Jurisdiction	Location
Southern Ulster County Microtransit Zone	\$770,000 per year	Ulster County	Marlboro, Milton, and Highland (plus link to Poughkeepsie)

**Beacon-Newburgh Microtransit Zone**

Prior to COVID-19, Beacon and Newburgh were connected by both the Newburgh-Beacon-Stewart Shuttle and the Newburgh-Beacon Ferry. Ferry service was suspended in April 2020 as demand dropped due to the pandemic. The service was initially replaced by a bus, but that too was eliminated due to low ridership. The Newburgh-Beacon-Stewart Shuttle has continued to operate but provides peak-period service only. As a result, there are currently no transit connections between Newburgh and Beacon during mid-day hours or on weekends. To improve service between the two communities on opposite banks of the Hudson River, a microtransit zone is recommended to cover Newburgh and Beacon, including the Newburgh-Beacon Bridge, as shown in Figure 39.

Figure 39: Proposed Beacon-Newburgh Microtransit Zone



Microtransit service in Newburgh and Beacon would serve multiple functions. First, the service would gauge the demand for cross-Hudson travel, which could inform decisions of the restoration of ferry service between the two communities.

Secondly, overlaying microtransit service on the existing local transit networks in Beacon and Newburgh would allow Dutchess and Orange County staff to gauge the interest in microtransit service among current bus riders and transit users who may be interested in Metro-North service, but not necessarily local bus service. If microtransit service proves to be popular in Newburgh and Beacon, it could help mitigate long-term parking capacity issues at the Beacon train station, as the City of Beacon’s 2017 Comprehensive Plan states that no additional commuter parking should be located at the station.

The Newburgh zone would not initially include Stewart airport, so as not to cannibalize ridership from the Newburgh-Beacon-Stewart Shuttle. Instead, microtransit service could serve as a feeder service for the Shuttle. However, if microtransit service is well-received in Beacon and Newburgh, it could eventually replace the shuttle service as well.

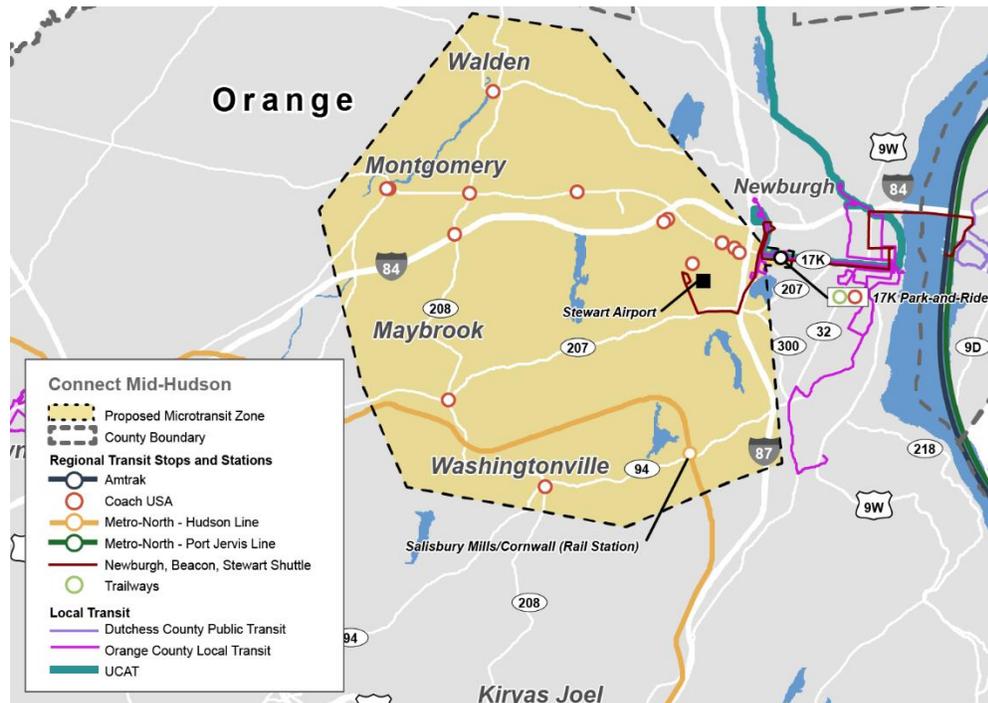
The recommended Beacon-Newburgh Microtransit Zone would cover approximately 10 square miles, and would require an average of three vehicles operating concurrently to guarantee wait times of no more than 30 minutes. Assuming 15-hours of service on weekdays (256 days a year), 12 hours on Saturdays (52 days a year), and 10 hours on Sundays (52 days a year), the Beacon-Newburgh Microtransit Zone would have an annual operating cost of approximately \$750,000.

Improvement	Approximate Cost	Jurisdiction	Location
Beacon-Newburgh Microtransit Zone	\$750,000 per year	Dutchess County / Orange County	Newburgh and Beacon

### West of Newburgh Microtransit Zone

To the west of Newburgh is a crescent of smaller Orange County communities including Walden, Montgomery, Maybrook, and Washingtonville. Prior to COVID-19, Coach USA operated an east-west service between Newburgh and Middletown making stops at Stewart Airport, Walden, Montgomery. That service has been suspended, while southbound service connecting Montgomery, Maybrook, and Washingtonville to New York City operates at a reduced frequency. To reconnect these communities with Newburgh and Stewart Airport, a microtransit zone is recommended, as shown in **Figure 40**. The proposed zone would facilitate local trips within and between Walden, Montgomery, Maybrook, and Washingtonville, while also providing job access from these communities to Stewart Airport where freight volume is growing (while passenger service has been suspended). In addition, the proposed zone would allow for transfers to the Newburgh-Beacon-Stewart Shuttle at the airport, Newburgh local service along 17K, Coach USA commuter service at the 17K Park-and-Ride, and the Port Jervis Line at Salisbury Mills-Cornwall Station. If successful, the proposed microtransit zone could be extended to include the community of Wallkill in Ulster County, which has strong economic links to its neighboring communities in Orange County.

Figure 40: Proposed West of Newburgh Microtransit Zone



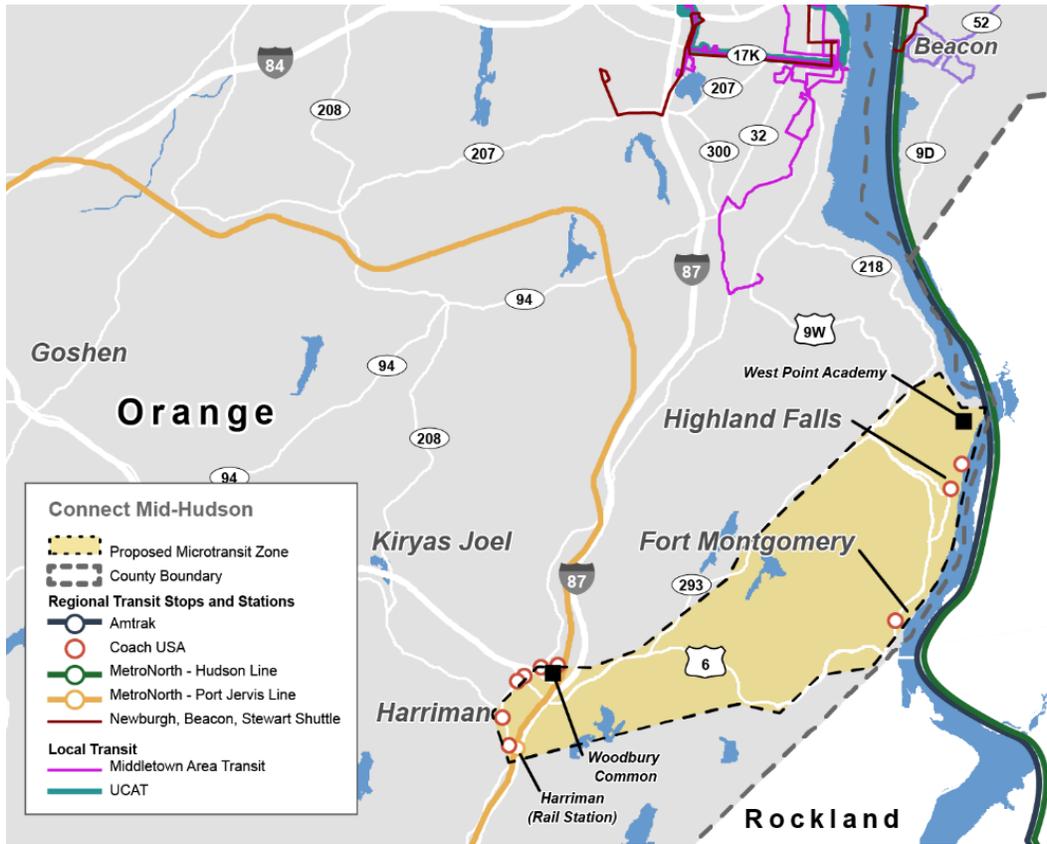
The recommended West of Newburgh Microtransit Zone would cover approximately 92 square miles, and would require an average of 10 vehicles operating concurrently to guarantee wait times of no more than 30 minutes. Assuming 15-hours of service on weekdays (256 days a year), 12 hours on Saturdays (52 days a year), and 10 hours on Sundays (52 days a year), the West of Newburgh Microtransit Zone would have an annual operating cost of approximately \$2.5 million.

Improvement	Approximate Cost	Jurisdiction	Location
West of Newburgh Microtransit Zone	\$2,500,000 per year	Orange County	Walden, Montgomery, Maybrook, and Washingtonville (plus link to Stewart Airport, Port Jervis Line, and 17K P&R)

**Highlands / West Point Microtransit Zone**

Prior to COVID-19, Coach USA provided four northbound and four southbound trips per weekday between the Town of Highlands (including West Point) and New York City, and five trips per direction on weekends. This service has been suspended since the start of the pandemic, leaving West Point, Highland Falls, and Fort Montgomery without any transit service. The nearest accessible rail station to these communities is Manitou Station on the Metro-North Railroad, but this station has been temporarily closed as well. To provide transit access to West Point and the Town of Highlands, a microtransit zone is recommended, as shown in **Figure 41**. The proposed zone would connect the Town of Highlands to Harriman and Woodbury Common, where commuter connections can be made to the Port Jervis Line and Coach USA, respectively. In addition, the microtransit service would facilitate local trips within and between West Point, Highland Falls, and Fort Montgomery.

Figure 41: Proposed Highlands / West Point Microtransit Zone

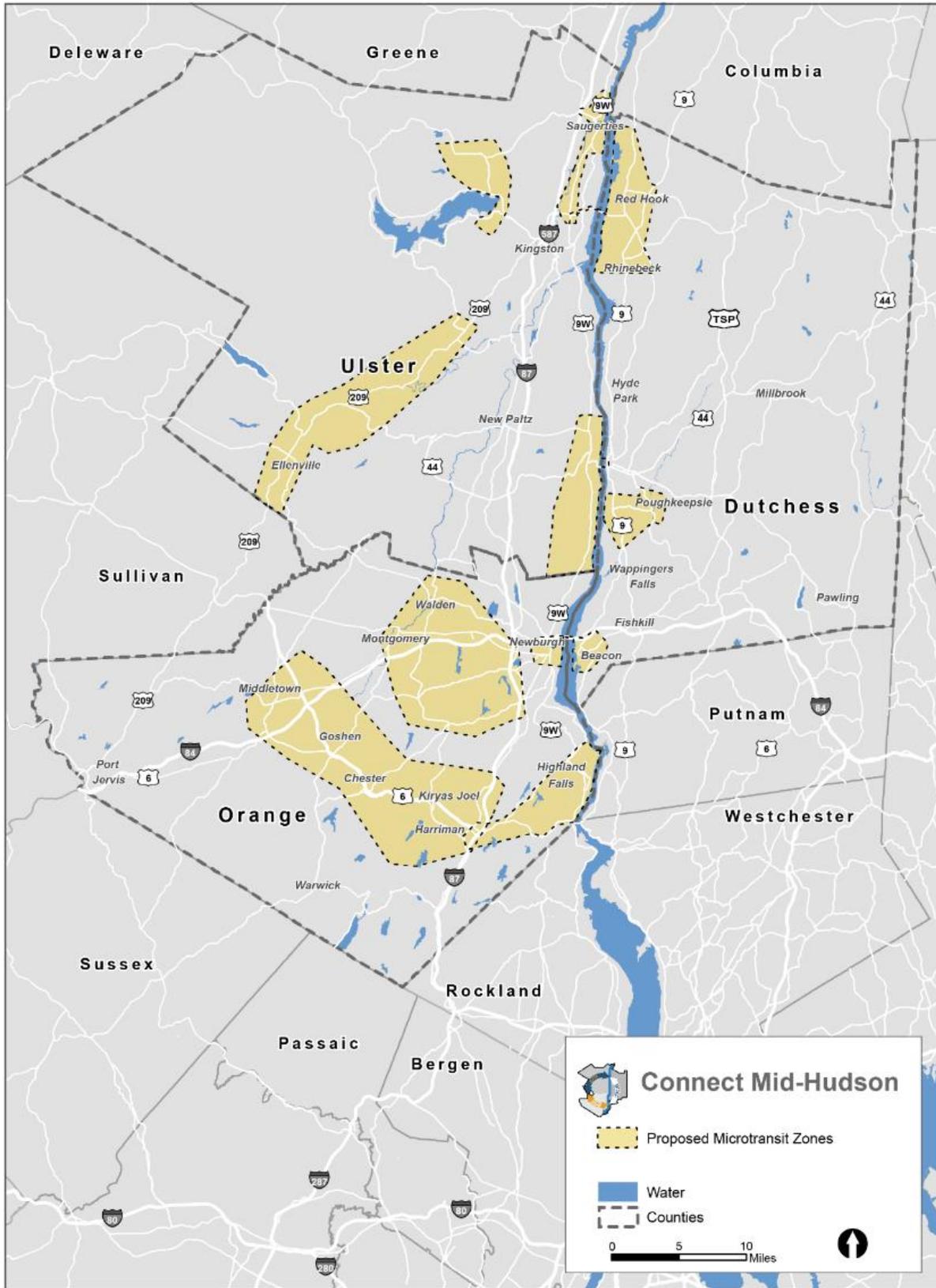


The recommended Highlands / West Point Microtransit Zone would cover approximately 30 square miles, and would require an average of four vehicles operating concurrently to guarantee wait times of no more than 30 minutes. Assuming 15-hours of service on weekdays (256 days a year), 12 hours on Saturdays (52 days a year), and 10 hours on Sundays (52 days a year), the Highlands / West Point Microtransit Zone would have an annual operating cost of approximately \$1 million.

Improvement	Approximate Cost	Jurisdiction	Location
Highlands / West Point Microtransit Zone	\$1,000,000 per year	Orange County	West Point, Highland Falls, and Fort Montgomery (plus links to Woodbury Common and Port Jervis Line)

Figure 42 shows all eight proposed microtransit zones. Funding constraints would require a phased implementation of these recommendations, as discussed in the Financial Plan in Chapter 5.

Figure 42: Proposed Microtransit Zones



### 4.2.3. Challenges to Implementation

While microtransit has the potential to improve service for many current transit riders in the study area, as well as attract new riders, there are also a number of challenges to its implementation. Chief among the challenges is funding.

Public transportation services in the State of New York are eligible for operating assistance under the Statewide Mass Transportation Operating Assistance (STOA) program. Section 975.2 (e) of the STOA program rules and regulations states that “eligible bus services shall be limited to those provided in motor vehicles having a manufacturer’s rated carrying capacity of 15 or more passengers, excluding the driver.”

Microtransit services typically utilize vehicles with seating capacities of less than 15 passengers. For example, the Ford Transit vans used for FLEX by CDTA service in Albany have a maximum seating capacity of 14 passengers (plus one driver). Mercedes Metris vans like those used for UTA On Demand service in Salt Lake City carry a maximum of seven passengers, plus one driver. All current microtransit services have some, if not all, ADA-compliant vehicles.

STOA eligibility rules do make exceptions for transit vehicles used to transport disabled individuals in urbanized areas, or individuals who do not have access to a private automobile due to physical, economic, or other circumstances. In these cases, vehicles having a capacity of eight to 14 passengers may be used if it is determined by the State Transportation Commissioner that having a capacity of 15 or more passengers is not the most effective or efficient means of providing basic mobility. Dutchess County Public Transit has recently requested such a waiver in order to replace 13 low-floor cut-away vehicles with smaller and more fuel-efficient vehicles to be used in on-demand service. While this waiver is still under review, other New York transit operators, including Fulton County, have been successful in their waiver requests.

STOA funding can help offset some of the costs of microtransit service, but the availability of this funding source is uncertain given the impact of the COVID-19 pandemic on State revenues. Close coordination with NYSDOT is critical to understand available funding. However, other potential funding sources should also be considered, including university partnerships (e.g. Bard College, SUNY Ulster, West Point, etc.), private or non-profit sponsors (e.g. Legoland, Vassar Hospital, Hudson Valley Mall, etc.), and competitive grants (e.g. FTA’s Integrated Mobility Innovation (IMI) program and Accelerating Innovative Mobility (AIM) program).

Figure 43: Sponsored Microtransit Service in Birmingham, AL



In addition to identifying potential funding sources, each county should also review and refine the proposed microtransit service boundaries in the context of local service needs. While the current study focused primarily on regional transit service, a detailed analysis of local fixed-route and dial-a-ride services could highlight underperforming routes and market segments that may be good candidates for microtransit service.

## 5. FINANCIAL PLAN

### 5.1. Capital and Operating Cost Overview

The full implementation of all the service and capital improvements presented in this document, together with previously programmed projects, would require more than \$113.6 million in funding over the next ten years. This exceeds the estimated amount of unallocated transit funds available in the region, after accounting for each jurisdiction's existing capital needs (e.g. planned facility renovations, replacement vehicles, etc.). The study team forecasted the drawdown of unallocated TMA funds and concluded that the region, after accounting for existing capital needs, could implement over the next ten years up to \$25 million worth of the capital and operating recommendations in this plan. This section lists the recommendations that can be pursued within the existing financial constraints. Based on the availability of additional funding, the TMA could move forward with additional investments.

#### 5.1.1. Capital Costs



**Table 8** shows how the recommended capital projects could be implemented beginning in 2022. This schedule assumes that traffic congestion and park-and-ride capacity will reemerge as issues impacting the effective operation of transit service in the region by 2022. However, if this assumption proves incorrect, the implementation of these capital projects can be postponed to later years or the associated funds can be reallocated to other uses.

The plan includes several mid-term capital recommendations to be implemented in 2023 and 2024, including roll-out of transit priority treatments in Dutchess, Orange, and Ulster County, as well as the expansion of park-and-rides that serve riders across the region. Two additional park-and-rides, Monroe and Rosendale Phase 2, are proposed for 2028 due to funding constraints in earlier years. The Rosendale lot expansion includes two phases, so pushing the second phase out several years will still allow for increased capacity in the shorter-term. The Monroe lot expansion requires the acquisition of adjacent property that may require prolonged negotiations.



Table 8: Estimated Cost of Proposed Capital Recommendation in Year of Expenditure

Projects	Jurisdiction	Year	Cost
<b>TSP / Transit Priority</b>			
Passive TSP (Route 9D & I-84)	Dutchess County	2022	\$93,000
Active TSP (Routes 9 at Route 52)	Dutchess County	2023	\$96,000
Queue Bypass Lanes	Dutchess County	2023	\$168,000
Active TSP (Route 17K at Route 9W)	Orange County	2023	\$58,000
Active TSP Upgrades (CR 15)	Orange County	2023	\$174,000
New Active TSP Signal (US 6 at I-84)	Orange County	2023	\$206,000
Active TSP Upgrades at (NYSDOT Improvement Locations)	Orange County	2023	\$69,000
Active TSP Upgrade (Route 9W at I-84)	Orange County	2023	\$58,000
Active TSP Upgrades (Route 17K at I-84)	Orange County	2023	\$222,000
Active TSP Upgrades (Route 17K and Route 300)	Orange County	2023	\$222,000
Active TSP (Route 208 at I-84)	Orange County	2023	\$169,000
Active TSP Upgrades (NYSDOT Improvement Locations)	Ulster County	2023	\$140,000
Active TSP Upgrades at Route 299 and I-87 Intersection	Ulster County	2023	\$55,000
<b>TSP Subtotal</b>			<b>\$1,728,000</b>
<b>Park &amp; Rides</b>			
Chester Park-and-Ride	Orange County	2024	\$2,025,000
Tuxedo Park-and-Ride Lot	Orange County	2024	\$1,371,000
Monroe Park-and-Ride	Orange County	2028	\$4,721,000
Rosendale Park-and-Ride Phase 1	Ulster County	2024	\$1,595,000
NYS Thruway Park-and-Ride, New Paltz	Ulster County	2024	\$2,002,000
Rosendale Park-and-Ride Phase 2	Ulster County	2028	\$2,265,000
<b>Park-and-Ride Subtotal</b>			<b>\$13,980,000</b>

### 5.1.2. Operating Costs

The implementation of service recommendations can be more challenging than capital projects as operating costs recur year after year and require a sustainable funding source. While this document recommends ten microtransit projects, the implementation of all ten is not feasible under current funding estimates. Instead, the study team recommends the implementation of two microtransit pilot projects in the short-term, and the continued consideration of the remaining service recommendations for implementation when funding becomes available.

The two recommended microtransit pilot projects include the Beacon-Newburgh Microtransit Zone and the Ulster County West Hurley / Woodstock Microtransit Zones. These two services have the lowest estimated operating costs out of the ten microtransit services described in **Chapter 4**, but together meet the cost threshold needed to secure the lowest possible contracted hourly cost from a turn-key operator. The two zones are also very different and present an opportunity to observe the effectiveness of microtransit as a mobility solution in both urban (Beacon-Newburgh) and more rural (West Hurley / Woodstock area) environments. The operating costs of the Beacon-Newburgh Microtransit Zone would be shared evenly by Dutchess and Orange County Counties, while Ulster County would be responsible for the cost of the West Hurley / Woodstock Microtransit Zone.

**Table 9** presents estimated operating costs divided into constrained and unconstrained categories. The constrained recommendations are those that can be implemented within current funding estimates. In addition to two microtransit pilot projects and a microtransit feasibility study, the constrained recommendations include the creation of a transit ombudsmen position to oversee transit service in the region. The costs over the next ten years associated with these projects is \$14 million. The remaining eight microtransit recommendations are estimated to cost \$11.3 million per year to operate (current year dollars). The financial model escalates operating costs by 1.8% per year based on the historic increase of non-construction consumer price index (CPI). Microtransit operating costs assume a unit cost of \$50 per hour.

Table 9: Fiscally Constrained and Unconstrained Estimated Operating Costs (all costs in thousands \$)

Description	County	2021	2022	2023	2024	2025	2026	2027	2028	2029	Total
Transit Ombudsmen	Regional		249	253	258	262	267	272	277	282	2,120
Microtransit Pilot: Beacon-Newburg Zone	Orange/Dutchess County	764	777	791	805	820	835	850	865	881	7,388
Microtransit Pilot: Ulster County West Hurley/Woodstock Zone	Ulster County	458	466	475	483	492	501	510	519	528	4,433
<b>Sub-Total</b>		<b>1,222</b>	<b>1,492</b>	<b>1,519</b>	<b>1,547</b>	<b>1,574</b>	<b>1,603</b>	<b>1,632</b>	<b>1,661</b>	<b>1,691</b>	<b>13,940</b>
Northern Dutchess County Microtransit Zone	Dutchess County	0	1,055	1,074	1,093	1,113	1,133	1,153	1,174	1,174	8,970
Southern Poughkeepsie Microtransit Zone	Dutchess County	0	612	623	634	646	657	669	681	681	5,203
Northern Ulster County Microtransit Zone	Ulster County	0	1,055	1,074	1,093	1,113	1,133	1,153	1,174	1,174	8,970
Ulster County US-209 Microtransit Zone	Ulster County	0	939	956	973	991	1,008	1,027	1,045	1,045	7,983
Orange County US-6/17M Corridor Microtransit Zone	Orange County	0	3,165	3,222	3,280	3,339	3,399	3,460	3,523	3,523	26,910
Southern Ulster County Microtransit Zone	Ulster County	0	812	827	842	857	872	888	904	904	6,907
West of Newburg Microtransit Zone	Orange County	0	2,637	2,685	2,733	2,782	2,833	2,884	2,935	2,935	22,425
Highlands / West Point Microtransit Zone	Orange County	0	1,055	1,074	1,093	1,113	1,133	1,153	1,174	1,174	8,970
<b>Sub-Total</b>		<b>0</b>	<b>11,330</b>	<b>11,534</b>	<b>11,742</b>	<b>11,953</b>	<b>12,169</b>	<b>12,388</b>	<b>12,611</b>	<b>12,611</b>	<b>96,338</b>

## 5.2. Availability of Funds

As part of this study, a review of existing revenue sources was completed to identify whether any funds are available to implement the study's recommendations. A share of federal funds received by the TMA is not allocated to a particular jurisdiction and is instead held jointly by the region to be spent on any major investments that arise. The use and availability of these funds was the focus on the study team's funding analysis.

Between 2020 and 2029, these unallocated funds are projected to total \$52.9 million, consisting of Section 5307 and 5340 federal formula funds. These funds can be used for either capital or operating<sup>12</sup> and require a local match of at least twenty percent of project costs. Not all of the unallocated funds are available to fund the recommendations in the study. These funds are used by each jurisdiction to fund major capital investments such as the replacement or expansion of facilities and replacement of vehicles. The study team estimates that after these existing capital needs are accounted for, \$25 million is available to implement this plan's recommendations.

The actual availability and total amount of unallocated funds available to support new transit investments is likely to change based on a variety of factors such as unanticipated capital needs and the availability of other funding opportunities. Due to these unknowns, the study team was conservative in developing the constrained capital program and did not program all the forecasted available unallocated revenue for capital needs. As described below, the implementation of the transit ombudsmen could play a key role in managing these unallocated regional funds.

## 5.3. Creating a Regional Funding Framework

This study recommends that the MHVTMA create a Regional Transit Fund out of its unallocated federal revenue. This fund would formalize how unallocated funds are currently jointly managed by the TMA. The transit ombudsmen could play a key role in overseeing the use of the Regional Transit Fund by coordinating the dispensation of funds with each jurisdiction. Such coordination and long-term planning is needed to ensure that enough funds are available to support major future investments, such as fleet replacement needs. Active management of TMA funds will also ensure funds are spent before they lapse.

A good model for how this is done is the Commonwealth of Virginia's process for coordinating the budget needs of individual transit operators with the statewide transit budget. Each public transit operator is required to update annually a fiscally constrained six-year projection of their capital and operating needs. These projections allow the state to budget for future operating and capital assistance and provide feedback to operators on state-level funding constraints. A similar process in the Mid-Hudson Valley region could ensure that each jurisdiction can assume a certain degree of assistance from the Regional Transit Fund while the ombudsmen can oversee the fund to ensure there is a sufficient balance to meet future obligations.

While planning for the use of Regional Transit Funds would be centralized with an ombudsman (or similar position housed within one of the study area MPOs or at NYSDOT), the jurisdictions would continue to have ultimate say in how unallocated TMA funds are spent. A formal governance structure should be put in place to ensure unallocated TMA funds still receive the proper level of oversight by each jurisdiction.

---

<sup>12</sup> Transit operators are limited in the share of operating costs that can be funded through federal funds. These limits were reviewed against the fiscally constrained recommendations in the study to ensure no jurisdiction exceeds its limit.

## 6. CLOSING STATEMENT

The communities of the Mid-Hudson Valley region have benefited from a robust network of regional transit services, each designed to meet a particular mobility need of area residents. However, these services have largely operated independently of one another with limited coordination and a local, compartmentalized approach to oversight and service provision. The region's designation as a Transportation Management Area following the 2010 Census was a catalyst for a more collaborative planning relationship between the MPOs of Dutchess, Orange, and Ulster Counties, to address regional transportation issues. The pandemic of 2020 introduced new challenges to the provision of effective and sustainable transit services in the Mid-Hudson Valley, but also created opportunities to fundamentally rethink how transit services are provided, promoted, and funded in the region.

The Connect Mid-Hudson Transit Study provides a vision for improving both the quality and accessibility of the regional transit services operating in Dutchess, Orange and Ulster Counties, as the region prepares for a post-pandemic future. The region continues to benefit from a stream of unallocated federal revenue generated by the commuter bus operations reporting to the urbanized area. These funds will help the region implement several of the recommendations outlined in this plan, from piloting microtransit to introducing more centralized oversight of transit operations.

The recommendations developed through this study aim to sustainably improve the region's transit services while ensuring that Dutchess, Orange, and Ulster Counties have the financial flexibility to respond to needs that emerge over the next decade. At the same time, the final set of comments submitted by area residents following a summary presentation of key recommendations (see **Appendix B**) illustrate the importance of service oversight and up-to-date passenger information to the success of all other improvements.

# APPENDIX A – ONLINE SURVEY COMMENTS

## Dutchess County

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
	Non-Rider		
1		To much stuff with kids	
2		Faster to drive in most cases, long routes, inconvenient connections	Connectivity between Services [Dutchess County Resident], More Direct Service [Dutchess County Resident]
3		Not necessary	
4		Does not pay. Drive to work is 20 minutes	
5		SCHEDULES AREN'T EASILY AVAILABLE	Passenger Information [Dutchess County Resident]
	Rider		
1	Would like to get to Putnam County via bus. Trains (are more up to date, cleaner and wifi accessible than the horrible train cars we are subjected to North of Croton). I would travel Metro North more often via South East/Brewster stations.		New Services or Destinations [Dutchess County Public Transit], Quality of Vehicles [MTA Metro-North commuter rail]
2	Offer more bus times. Meaning that it is inconvenient if you miss a bus that leaves New Paltz University and have to wait approximately two hours for the next bus.		More Frequent Service [Ulster County Area Transit (UCAT)]
3	Make it free		Fare Issues [Dutchess County Public Transit]
4	I want to be able to go across the river easier or across the county without heading to NYC first		New Services or Destinations [Amtrak - Empire Service]
5	Weekend ferry service between Beacon and Newburgh		More Weekend Service [Newburgh-Beacon Ferry]
6	Electric buses please		Quality of Vehicles [Dutchess County Public Transit]
7	Upper counties north of NYC need better transit options. Traffic is a nightmare and getting worse.		
8	Metro North has seen a consistent pattern over the last year of less reliability. Trains are often delayed. Hudson line trains are old and in need to replacement	work from home	Quality of Vehicles [MTA Metro-North commuter rail], Service Reliability [MTA Metro-North commuter rail]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
9	I think the ferry could be more accessible esp if it ran on weekends. I'd love to see a free loop in Newburgh to all the cool places there. I'd also love a bus that ran from Beacon to Poughkeepsie, to New Paltz, Newburgh, Peekskill, then back to Beacon. It would be great if that ran going both directions/reversing destinations to allow for an easy return trip. Also: the transit options for people to get from an amtrak station to correctional facilities in the area are atrocious. There should be a free/low-cost option for people to go from Beacon to Green Haven, or Fishkill correctional, or Shawangunk. It's inhumane, discompassionate, and a moral travesty to ask families who have no access to cars to pay upwards of 150 dollars every time they want to visit their loved ones. It's proven that access to friends, family, and a network of support is absolutely key to reducing recidivism. Denying access to loved ones by financial barriers is absolutely noninclusive and not beneficial to the taxpayer, the incarcerated population, or the local legislature, which must bear the burden of prisons, jails, and correctional facilities in the area. Please offer better options for those who need to see their incarcerated loved ones.		New Services or Destinations [MTA Metro-North commuter rail], More Weekend Service [Newburgh-Beacon Ferry], New Services or Destinations [General ]
10	More express train options during peak hours. More reliable infrastructure. Fares keep going up but trains, tracks, stations, and schedules never improve.		More Direct Service [MTA Metro-North commuter rail], Quality of Vehicles [MTA Metro-North commuter rail], Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail]
11	Expand MTA stops north of Poughkeepsie. Add more railtrail/bike-pedestrian only paths to the northern part of Dutchess County (Red Hook-Rhinebeck, NY area).		New Services or Destinations [MTA Metro-North commuter rail], Other [General ]
12	Convenient transport to regional airports (Newburgh, Albany, JFK and Newburgh) would be a great asset.		Connectivity between Services [Amtrak - Empire Service], New Services or Destinations [Amtrak - Empire Service]
13	More ample parking at train stations for Amtrak service in the Mid-Hudson region would make it easier to use service for work travel.		Parking Issues [MTA Metro-North commuter rail]
14	PLEASE ADD A ROUTE DIRECTLY FROM POUGHKEEPSIE TO BOSTON WITHOUT HAVING TO FIRST GO TO NYC!!!!!!!!!!!!		More Direct Service [MTA Metro-North commuter rail]
15	It would be nice if the DC bus was a little more coordinated with the MTA schedule. I don't mind waiting to transfer at Poughkeepsie Train Station, but it can be frustrating when the bus is scheduled to arrive a few minutes after the train departs.		Connectivity between Services [Dutchess County Public Transit]
16	Some sort of connection between the Hudson and Harlem lines would be an incredible addition to our transit system. I spend several hours per week driving from Poughkeepsie to Dover Plains, both of which have convenient stations on their own lines.		New Services or Destinations [MTA Metro-North commuter rail]
17	The Beacon Line needs to be refitted for light commuter rail service from Hopewell to the Beacon MTA Station (Stations in Brinckerhoff, Fishkill, Glenham and Groverville) on weekday rush hours and then trolley service on weekends and excursion/dinner trains from Hopewell Jct to Danbury, CT on weekends.		New Services or Destinations [MTA Metro-North commuter rail]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
18	Please keep these services up and running for people with anxiety, lack of vehicle and necessary means of getting around a large county!		
19	Update the safety on the MTA, it's been 5 years since the derailment/mandate. Fix it. Also, the trains are consistently 10 minutes late. adjust the schedule so at least we stop living a lie		Quality of Vehicles [MTA Metro-North commuter rail], Service Reliability [MTA Metro-North commuter rail], Passenger Information [MTA Metro-North commuter rail]
20	Metro North costs are absurd and connections/destinations are poor at best. I live only a few minutes walking distance from a stop but getting to the Bronx is an arduous journey of transfers and local stops. I only utilize it when I have a significant amount of work to do and cannot be bothered to drive.		Connectivity between Services [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail]
21	More availability on Saturday & Sundays		More Weekend Service [Dutchess County Public Transit]
22	New trains.		Quality of Vehicles [MTA Metro-North commuter rail]
23	Metro north Harlem line needs to expand north again to Millerton	I rarely leave the immediate area	New Services or Destinations [MTA Metro-North commuter rail]
24	It's hard to understand what the driver is saying over the speakers. They could be improved		Passenger Information [MTA subway or local bus]
25	Improved bus service from home in Clinton Corners to Poughkeepsie.		More Direct Service [Dutchess County Public Transit]
26	Make it easier to get from Poughkeepsie train station and the Poughkeepsie transit hub to Marist College		More Direct Service [Dutchess County Public Transit]
27	More availability of trains would be more convenient. As a teacher in the Bronx taking a half hour earlier train (5:30am) out Beacon to Marble Hill vs the 5:50 out of Beacon is less than a ten min difference in arrival time to Marble Hill. More trains and transfers at Croton Harmon from Beacon would be VERY convenient!		More Frequent Service [MTA Metro-North commuter rail], Connectivity between Services [MTA Metro-North commuter rail]
28	More routes; I wish the bus went to Vassar College and there were additional times.		New Services or Destinations [Dutchess County Public Transit], More Frequent Service [Dutchess County Public Transit]
29	Better bus shelters and signage/maps at each bus stop would do a lot to improve the visibility and usability of Dutchess County Public Transit buses		Quality of Passenger Facilities and Infrastructure [Dutchess County Public Transit], Passenger Information [Dutchess County Public Transit]
30	Needs for better websites & schedules, a lot of people have issues with understanding them		Passenger Information [Dutchess County Public Transit]
31	The fare system should be integrated across the entire NY metro area.		Fare Issues [MTA Metro-North commuter rail]
32	more bus connections from (Metro North) train stations to towns and villages		Connectivity between Services [Dutchess County Public Transit]
33	It's unfortunate that rail isn't an option for commuting to the Albany area - first train arrives too late in the morning		Expand Weekday Service Hours [MTA Metro-North commuter rail]
34	Bus service from Dutchess Cty to Stewart airport...		
35	Need service from Dutchess to Ulster County -Rhinecliff Kingston Bridge Need service from Annandale on Hudson and Rhinebeck to Rhinecliff Amtrak train station. Need Sunday Service! Need better APP		New Services or Destinations [Dutchess County Public Transit], More Weekend Service [Dutchess County Public Transit]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
36	it would be great to find a way to lower the cost for train travel. We need to be in Brooklyn for work 3-4 days per week and end up driving due to the high cost of train tickets...since the commuter tickets cannot be shared..it feels cheaper to drive. It would be so much better for the environment and also safer...having tired drivers on the road is dangerous; if we could figure out how to make it more economical.		Fare Issues [MTA Metro-North commuter rail]
37		Work remotely	
38	Access to Public Transit Loop should be operating 24hr due to people who work various shifts.	Always use transit	Expand Weekday Service Hours [Dutchess County Public Transit], More Weekend Service [Dutchess County Public Transit]
39	keep up the good work!		General Praise [Dutchess County Public Transit]
40	Make bus shelters available (with schedules) at bus stops, so buses can be more on time with less people hailing the bus the stop.		Passenger Information [Dutchess County Public Transit], Quality of Passenger Facilities and Infrastructure [Dutchess County Public Transit], Service Reliability [Dutchess County Public Transit]
41	The QUIET CAR is a brilliant idea that should be incorporated on all trains, including week-end trains, HOWEVER, it is not strongly enforced by MTA ticket collectors, when there is an issue in the quiet car. Perhaps making the signs bigger and/ or announcing the quiet car policy at every stop could help the situation. It is extremely frustrating asking a ticket collector to speak to an individual who is screaming on their cell phone, in the quiet car and receiving NO help and, or a RUDE comment by the MTA worker. It is unnecessary and makes the situation worse. An MTA worker should support/ enforce the MTA policies ..... It would also be nice if the MTA ticket collectors ALL wore their name tags. This way, if I need to make a complaint, I have the exact train car, time, date and agent I dealt with.	If the train costs continue to increase, I will be forced to join a car pool with my colleagues from work which no one is really thrilled with	Issues With Drivers/Staff [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail], General Criticism [MTA Metro-North commuter rail]
42	I run a group of volunteers which provides rides from Beacon Metronorth station to Green Haven and Fishkill prisons. This is a GREAT unmet need. We need buses from the train station for families visiting incarcerated family members because this is an expense that many of them cannot afford without our volunteers' help. Just in a year, we have helped 50 people visit their loved ones and have provided 189 trips. I would love to speak to someone more about this. I can be reached at 845- 288-1865 or BeaconPrisonRides@gmail.com.	prefer to walk	New Services or Destinations [Dutchess County Public Transit]
43	I used to take metro north and the subway back in the 90's and the service, dirty cars, uncomfortable seats have not changed and the price as more than doubled. For the price MTA charges, they should provide clean, comfortable newer trains and high speed. Truly I do not know why I put myself through the daily hassle as the trip is long and tiresome because of the old, decrepit trains that we pay so much for. Gets me there but never on time and one day it took more than 3 1/2 hrs to get to work because the train broke down.		Quality of Vehicles [MTA Metro-North commuter rail], Service Reliability [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
44	Need to properly implement 4G or 5G cell phone signal on entire hudson line. Make us productive!!		Quality of Vehicles [MTA Metro-North commuter rail]
45	Generally service is okay, but newer equipment would be a plus. Fewer stops between Poughkeepsie and GCT would also be a plus.	Occasionally I work from home	More Direct Service [MTA Metro-North commuter rail]
46	Add WiFi to Metro North Trains		Quality of Vehicles [Dutchess County Public Transit]
47	The fares are prohibitive. All MTA employees should bear the full commuting cost like other commuters. Senior citizens should be allowed to use the reduced fares on peak trains. There has been no reduction in the time it takes from Poughkeepsie to GCS as far back as 1996 when I moved to the Poughkeepsie area. There should be zero budgeting every year. No contractor should be allowed continuous contract after 4 consecutive years to prevent corruption. Contractors should be audited for fraud, padding of expenses, gifts, kickbacks, and political contributions.		Fare Issues [MTA Metro-North commuter rail], More Direct Service [MTA Metro-North commuter rail]
48	Yes!! Please get more outlets to charge phones and laptops. This would make so many commuters so happy. Thank you!	No need	Quality of Vehicles [MTA Metro-North commuter rail]
49	I would love to use a bus from home to the pgh station. However, their frequency is limited and their pick up locations is confusing.		More Frequent Service [Dutchess County Public Transit], Passenger Information [Dutchess County Public Transit]
50	publish m,aps showing the interconnection of the various services.		Connectivity between Services [MTA Metro-North commuter rail], Passenger Information [MTA Metro-North commuter rail]
51	The loopbus In DUTCHESS county needs to have more bus times for buses A, and B.	No buses on sundays	More Frequent Service [Dutchess County Public Transit], More Weekend Service [Dutchess County Public Transit]
52	The train systems (Metro North in particular) available in the Mid-Hudson Valley are an embarrassment and disgrace. The trains are freezing year-round, the seats and bathrooms are filthy, the lights are so uncomfortably bright, and the service is unreliable. The diesel trains that serve the Poughkeepsie station are especially bad in terms of regularly breaking down and being unclean. In 2018 in the U.S. the best commuter option from the suburbs to NYC should be faster, more convenient, and less expensive than the current available options.		Service Reliability [MTA Metro-North commuter rail], Quality of Vehicles [MTA Metro-North commuter rail]
53	The Railink bus needs to be coordinated with MetroNorth trains. There is no excuse, with our current technologies, that a bus driver is not communicating and is unaware of a triain being a couple of minutes late. The consequences of missing the bus in the evening can mean waiting almost an hour for the next bus. Also, it is no longer possible to call the Rainlink office in the morning or evening when there are delays or in inclement weather.		Connectivity between Services [Dutchess County Public Transit], Passenger Information [Dutchess County Public Transit]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
54	1) Bus service from Rhinecliff Amtrak to Rhinebeck, Kingston, and Red Hook 2) Bike lane over the Kingston Rhinecliff bridge 3) Bus connections between the various towns and hamlets in the region, especially to facilitate independent transportation for teens and young adults. 4) Existing Loop Bus stops are poorly marked and don't have schedules. These buses also don't meet the needs for common tasks Also: This survey is somewhat skewed in focusing on existing usage of transportation, instead of focusing on potential use of transit to replace car trips.	Stops poorly marked and lack schedules	Connectivity between Services [Amtrak – Empire Service], Quality of Passenger Facilities and Infrastructure [Dutchess County Public Transit], New Services or Destinations [Dutchess County Public Transit]
55	The Metro-North Hudson line diesel trains are falling apart, trains often break down, we are asked to transfer trains, trains are delayed and seats are filthy. This has become the norm rather than the exception which is completely unacceptable. Other countries have phenomenal train services and NY can't figure it out? Fares are expensive and continue to rise for this crumbling unapologetic failing system. NOT ACCEPTABLE.		Fare Issues [MTA Metro-North commuter rail], Quality of Vehicles [MTA Metro-North commuter rail], Service Reliability [MTA Metro-North commuter rail]
56	Give us a break on fares. Just because I'm going into GCT shouldn't mean I have to pay you an arm, a leg, a kidney, AND my firstborn.		Fare Issues [MTA Metro-North commuter rail]
57	More comfortable seats for metro north trains. Faster trains.		Quality of Vehicles [MTA Metro-North commuter rail]
58	Raising the fair north of croton for us to not receive newer trains or any updates to our ride is unfair. While I understand infrastructure updates are needed, when we have trains that constantly break down, don't have Ac or heat it's not fair. Half the times the bathrooms don't work. I commuted 9 months while pregnant and there were more times that not the bathrooms didn't work. The trains are ALWAYS delayed causing me to be late for work. It's unfair.	If I don't use transit it's because I didn't work.	Quality of Vehicles [MTA Metro-North commuter rail], Service Reliability [MTA Metro-North commuter rail]
59	expensive train fare,no wifi facility in train,its dirty and cars are old,not comfortable		Fare Issues [MTA Metro-North commuter rail], More Direct Service [MTA Metro-North commuter rail]
60	Turn the Hudson Link back to the Tzexpress. The state has totally ruined the service. Thinking of driving again even though it's dangerous.	Come on, public transportation in a rural area like Dutchess county? Can you run it every 15 minutes to every house or business with no more than a 10 minute walk on maintained sidewalks?	Other [General ]
61	The holiday schedules with fewer trains on weekdays do not meet my work schedule .		More Frequent Service [MTA Metro-North commuter rail]
62	This survey is confusing. If you are trying to find out my local transit use: I rarely (i.e never ) use mid- Hudson buses or taxies in the Poughkeepsie area. I work five days a week in New York City traveling by MetroNorth Railroad and MTA Subway. I have a car for local travel. It would be nice if there was a regular weekend ferry from Beacon Train Station to Newburgh and weekend bus service to Stewart Airport for those times I need them.		More Weekend Service [Newburgh-Beacon Ferry], More Direct Service [MTA Metro-North commuter rail]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
63	Cleanliness, timeliness, value for service. The fees are huge (\$550 per month from Poughkeepsie) and yet the bathrooms are filthy and the seats are uncomfortable and the trains are ALWAYS uncomfortable and late.	Do not want to drive daily into Manhattan	Service Reliability [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail], Quality of Vehicles [MTA Metro-North commuter rail]
64	Southeast MetroNorth station has a poor stairway at the south end of the platform causing 90% of riders having to walk great distance. On the trains the bathrooms work maybe half the time. My 5:17 train at night to southeast is always 5 to 10 minutes late and this only makes two stops. Perhaps it's because it always leaves grand central 5 minutes late	Faster and cheaper to drive on a weekend	Service Reliability [MTA Metro-North commuter rail], Quality of Vehicles [MTA Metro-North commuter rail], Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail]
65	Metro north schedule has not been accurate since the accident at spiten dival 5 years ago. The trains are old and break down regularly. The cost is outrageous at \$500 a month when compared to the major city like Chicago.	Work from home other days	Quality of Vehicles [MTA Metro-North commuter rail], Passenger Information [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail]
66	Trains need to be on time and no "short one car" trains overcrowding every car. Clean the tracks of debris and maintain the trains better so there are less issues. Keep the cars clean and enforce quiet car rules.		Service Reliability [MTA Metro-North commuter rail], Quality of Vehicles [MTA Metro-North commuter rail]
67	More frequent Metro North service during off peak hours. Train breaks down often, better equipment needed. Weekend late night service from NYC back to Poughkeepsie should end later than 1:50am, LIRR has service throughout the night, Metro North should too.		More Frequent Service [MTA Metro-North commuter rail], More Weekend Service [MTA Metro-North commuter rail]
68	Metro North needs more evening trains northbound, more often than not it's standing room only from Harlem 125th to Croton Harmon. There are some express trains that run straight to Beacon, but I think an additional Harlem-->Peekskill express would help ease congestion		More Frequent Service [MTA Metro-North commuter rail], More Direct Service [MTA Metro-North commuter rail]
69	Make the trains into NYC faster, cheaper and more efficient with more departure times. It's hard commuting from Poughkeepsie into Grand Central 2 hour commute each way		Fare Issues [MTA Metro-North commuter rail], More Frequent Service [MTA Metro-North commuter rail], More Direct Service [MTA Metro-North commuter rail]
70	Honestly- the cost is absolutely insane to commute to NY and almost every year we get closer and closer to moving out of the Hudson Valley out of need. Trains are late, overcrowded, and not maintained nearly as well as other MetroNorth lines. The Loop Bus in Dutchess County is confusing and so it leads to people not using it. The website and trip planner is a mess. There are not nearly enough ways to get around. I have been stranded at Beacon station because Taxis just stopped running. Transportation is a mess. For what we pay in taxes it's pretty terrible.		Fare Issues [MTA Metro-North commuter rail], Service Reliability [MTA Metro-North commuter rail], Passenger Information [Dutchess County Public Transit], Quality of Vehicles [MTA Metro-North commuter rail]
71	MTA METRO NORTH is expensive, dirty and u reliable. We pay so much money to commute to NYC AND get the worst cars and service , help!		Service Reliability [MTA Metro-North commuter rail], Quality of Vehicles [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
72	Investments should be made into quicker yet safer means of travel, and thoughts should be given to east-west expansion. Right now the Harlem line is slower to get to Putnam than the Hudson line is to get to Dutchess- it's frequently quicker to take the train to Beacon and drive the way over than it is just to go to the closer Southeast station. It's inefficient		New Services or Destinations [MTA Metro-North commuter rail]
73	More service		
74	I think the Beacon Free Loop is an amazing service for our community. As far as my daily commute into NYC, the train is often late, there are often mechanical problems or other issues and it makes it very difficult to justify the \$475 that i pay monthly just to get to work. Unfortunately, there really aren't any other options for me so i'm trapped. If fares are going to increase, please at least make it worth it to us. As of now, the prices are outrageous for the quality that we receive.		Service Reliability [MTA Metro-North commuter rail], Quality of Vehicles [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail]
75	You guys are doing a great job. Appreciate what you all do, thank you!		General Praise [MTA Metro-North commuter rail]
76	Extending Train Service Lines		New Services or Destinations [MTA Metro-North commuter rail]
77	I actually need better understanding of transit options outside of Metro North.		Connectivity between Services [MTA Metro-North commuter rail], Passenger Information [MTA Metro-North commuter rail]
78		Weather Conditions	
79	Rail Stations need remodeling to accommodate traffic increase, parking increase and increase ridership. Need better lit areas.		Parking Issues [MTA Metro-North commuter rail], Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail]
80	More express trains going to NYC from Poughkeepsie. Since you can't seem to attract good paying jobs to the Valley, maybe you could work in giving people a commute that just less then 2 hours.		More Frequent Service [MTA Metro-North commuter rail], More Direct Service [MTA Metro-North commuter rail]
81	Make it go much faster		Other [MTA Metro-North commuter rail]
82	Increase the # of trains from Dover in the morning. If I miss the 6:59 going into NYC the next train is 8:30 an hour and a half later		More Frequent Service [MTA Metro-North commuter rail]
83	no public transportation between counties. If you had to go from Dover, ny to Putnam Hospital, no bus stops that both counties would service for rider to switch buses.	sometimes a friend offers ride	Connectivity between Services [Dutchess County Resident], New Services or Destinations [Dutchess County Resident]
84	Railway transit has so many benefits over driving to NYC, yet improvements to overdue maintenance of equipment might reduce the excessive delays and overcrowding that has spiked in recent years. Also, considerable overdue maintenance to station facilities and parking are needed. Finally, an expanded schedule of Amtrak trains between Albany and NYC would be most welcome; e.g., adding train schedule options that were cut several years ago. In addition, adding cars to currently overcrowded trains would be a welcome improvement.	I drive to the Bronx (~2hrs. one-way) when transit options in or out would take too long, double-time (~4hrs. one-way)	More Frequent Service [Amtrak - Empire Service], Quality of Passenger Facilities and Infrastructure [Amtrak - Empire Service], Parking Issues [Amtrak - Empire Service]
85		There is no need	
86	The Dutchess County Busses are regularly 15-40 minutes late from what the schedule says, and the schedule should reflect this.		Service Reliability [Dutchess County Public Transit], Passenger Information [Dutchess County Public Transit]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
87	MNR needs to spruce up cars on Hudson Line!!		Quality of Vehicles [MTA Metro-North commuter rail]
88	It would be nice to have regional transit through the Hudson Valley to major cities. Metro North is more reliable than other methods of travel that I use. I wish it were easier to get around the Hudson Valley via public transportation. I would take advantage of it if it were available and accessible.		Connectivity between Services [General ], New Services or Destinations [General ]
89		long wait periods between bus transfers, need more Sunday service,	More Frequent Service [Dutchess County Public Transit], More Weekend Service [Dutchess County Public Transit]
90		Trvel time is longer on transit	Other [MTA Metro-North commuter rail]
91	It's just fine the way it is.		
92	Reduce fares.		Fare Issues [MTA Metro-North commuter rail]
93	If the bus service had more frequent , more people would utilize them.		More Frequent Service [Dutchess County Public Transit]
94	I would like more versatility in getting from city to city in the region. Car service is expensive and not reliable at certain times of day, but we are trying hard to have only 1 car for environmental and an economic reasons. Also the electric car charging infrastructure in the area is vastly inadequate. I think if every politician had to drive an electric car for one month, they would much better comprehend the infrastructure needs. I suspect that the people planning electric vehicle infrastructure either have never owned or leased one or are so passionate about evs that they are willing to make great sacrifices in their time and money.	Nearest bus is 25 minute walk from me, longer in snow or ice. Routes don't go where I need them too without too many transfers	New Services or Destinations [Dutchess County Public Transit], Other [General ]

## Orange County

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
	Non-Rider		
1		live and work in Orange County	
2		I go someplace when someone drives me	
3		Private driver	
4		Too many transfers required, no direct ride to Manhattan	Connectivity between Services [Orange County Resident], New Services or Destinations [Orange County Resident]
5		anxiety disorder prevents using unfamiliar drivers	
6		takes too long to get anywhere	New Services or Destinations [Orange County Resident], More Direct Service [Orange County Resident]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
7		I prefer to use public transit then drive due to my visual and physical disabilities, but, as usual, there is none and i need to get to work and Dr. app.!	
8		No visible posting of bus stops nor schedule throughout the city,town or region	
9		the park and drive is way past the City	
10		no public/mass transportation at all to my place of employment	New Services or Destinations [Orange County Resident]
11		My job requires I drive	
12		my job requires me to drive my own car	
13		used to commute daily from the salisbury station but work from home now.	
14		I am too close to need it.	
15		No hay transporte publico	
16		No need to	
17		no regular public transportation	
18		There is no single service provider connecting home and work.	New Services or Destinations [Orange County Resident]
	Rider		
1	Rail lines would be preferable for the mid Hudson valley however, due to inconvenient times and long times		New Services or Destinations [MTA Metro-North commuter rail]
2	make it more affordable for families off peak. I only take it alone. if I'm with 1 or more people it's cheaper to drive and more convenient.		Fare Issues [MTA Metro-North commuter rail]
3	More frequent buses. Bus between Metro-North and Stewart airport.		Connectivity between Services [Transit Orange], More Direct Service [Transit Orange]
4	More trains running later at nights on weekends. When I go into the city or Newark, I have to plan my trip so I can get a train back to the station at night. This usually doesn't include any Orange County NY stations.		More Weekend Service [MTA Metro-North commuter rail], More Frequent Service [MTA Metro-North commuter rail]
5	More train service locally. Stops are ridiculously spaced.		New Services or Destinations [New Jersey Transit]
6	Better access to future employment hubs - like LEGOLAND, Amy's Kitchen and more to Woodbury Commons		New Services or Destinations [New Jersey Transit]
7	Connect metro North to West of Hudson and more transit stations to get around orange Rockland and dutchess		New Services or Destinations [MTA Metro-North commuter rail]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
8	There needs to be public transportation from Port to other areas in the county. There is the Welfare bus only for Welfare and OCCC students, not allowed are Veterans, seniors or others. That seems discriminatory. It should be open to all to get to Mdn.	There is NO public transportation in Port. Just Train and Bus	New Services or Destinations [MTA Metro-North commuter rail]
9	Remove the barriers (gates) on the bike lane on the Newburgh Beacon bridge. It should be open 24/7 to make bicycling a part of transit into the city. This should be a priority!	Ferry to Beacon should have more hours. Bicycle lane on bridge to Beacon should be open 24/7.	Expand Weekday Service Hours [Newburgh-Beacon Ferry], More Weekend Service [Newburgh-Beacon Ferry], Other [General ]
10	I usually drive bc there aren't good transit options. I'd love more intra Hudson/Catskills options. Buses from Port Jervis to Stewart airport, buses from Port Jervis to Kingston, Beacon, Hudson, even Narrowburg.		New Services or Destinations [New Jersey Transit], New Services or Destinations [General ]
11	Stewart airport access		More Direct Service [Amtrak - Empire Service]
12	Rail Service across the Tappan Zee Bridge would be wise but apparently not politically expedient.	No Service by Rail to Westchester	New Services or Destinations [MTA Metro-North commuter rail]
13		NJ Transit Route from Warwick to NYC is terribly long	More Direct Service [New Jersey Transit]
14		If I'm carpooling	
15	I would love for improved NJ transit service to NYC. It's silly that I live in Orange County but it's faster for me to drive to Beacon and get on Metro North than it is to stay in the county and take NJ Transit. Also, their weekend trips are too infrequent to make it practical- if plans change and I miss a train, for NJ transit I'm out of luck for 3 hours!		More Weekend Service [New Jersey Transit]
16	Expanded hours for the ferry to include the same service on the weekends as weekdays.		Expand Weekday Service Hours [Newburgh-Beacon Ferry], More Weekend Service [Newburgh-Beacon Ferry]
17	Stations need heated seating areas - currently only standing areas are heated		
18	The Warwick NY Dial a Bus is a great service for shopping and doctor's appointments, If only there was a way to make a connection utilizing Dial a Bus to connect to the Metro North Train stations in Middletown and Monroe in Orange County would be amazing!	The NJ Transit bus from Warwick to the Port Authority is a very long ride with a transfer at Willowbrook before going to the NYC, ugh, awful!	Connectivity between Services [MTA Metro-North commuter rail], More Direct Service [New Jersey Transit]
19	I feel like you've asked the wrong questions so far. I have to drive to Beacon Station from Newburgh, because the ferry (which is within walking distance) doesn't operate during the hours I need it. Bus service to the station is difficult to figure out, and doesn't match up with the trains. So I'm stuck driving and trying to figure out parking. I often have to curtail my trip because there is no 24 hour + parking. It's stressful and annoying.		Parking Issues [MTA Metro-North commuter rail], Expand Weekday Service Hours [Newburgh-Beacon Ferry], Connectivity between Services [Transit Orange]
20	Move to an app like other companies or at least have that option available.		Passenger Information [Shortline/Coach USA]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
21	We need weekend service from Newburgh to Beacon and back, ferry or bus.	I have too much stuff to schlepp.	More Weekend Service [Newburgh-Beacon Ferry]
22	Improve rails and travel times. Complete under-river connection between Secaucus and Manhattan.	Depending on schedules, connections and time of day, transit can be almost twice as time consuming.	More Frequent Service [New Jersey Transit], Quality of Passenger Facilities and Infrastructure [New Jersey Transit]
23	Run the ferry more often from Newburgh to beacon	Takes less time to drive	More Frequent Service [Newburgh-Beacon Ferry]
24	Change station name to NEWBURGH-BEACON. And run ferry on weekends		Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail], More Weekend Service [Newburgh-Beacon Ferry]
25	Put train station in Newburgh, NY.		New Services or Destinations [MTA Metro-North commuter rail]
26	1) Better link Train stations to surrounding communities (with bus services?) 2) Increase frequency of service connections 3) Adjust schedules to permit transit starting as late as 11pm	Bad schedule on weekends	Connectivity between Services [New Jersey Transit], More Frequent Service [New Jersey Transit], Expand Weekday Service Hours [New Jersey Transit]
27	Would it be possible to have a direct ferry from West Point to Manhattan? Also, I believe that improving the the buses services in the City of Newburgh would be a great help.		New Services or Destinations [Newburgh-Beacon Ferry], General Criticism [Transit Orange]
28	Light rail or trolley, from Stewart Airport down Broadway to the Newburgh waterfront, with ferry connection to Beacon, would boost tourism and be an economic boom to the City of Newburgh.		New Services or Destinations [General ]
29	Please increase the service of the Newburgh Beacon Ferry, or better yet, reopen commuter service on the west side of the Hudson River. The Metro North is exuberantly expensive. I pay over \$600 a month in commuter fees.		More Frequent Service [Newburgh-Beacon Ferry], New Services or Destinations [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail]
30	More buses to both rural and urban neighborhoods.		New Services or Destinations [Transit Orange]
31	I'm forced to arrive to work in Fishkill hours earlier than necessary because the early bus is most dependable. The afternoon bus to Fishkill is ideal for me & would enable me to arrive at work within half hour of my start time. This bus is NEVER on schedule. I have taken the Broadway bus to Shortline only to find that the connecting bus has already departed. I've received rides to Shortline and waited so long that I would be late to work if I waited any longer. Also, there seems to be no return bus to take back to Newburgh. They all depart too early. Why is there no buses after 5pm? Please Help!		Expand Weekday Service Hours [Shortline/Coach USA], Service Reliability [Shortline/Coach USA]
32	Put ferry in place throughout the day		More Frequent Service [Newburgh-Beacon Ferry]
33	Connect stops on 17k past airport to warehouses for employees shift work hours.		New Services or Destinations [Transit Orange]
34	Travel within the county (orange) is difficult to non-existent As I age, I want to take Transit and there is not much available		New Services or Destinations [Transit Orange]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
35	At Adams in Newburgh: bus stop has been moved away from entrance to building so that one cannot wait inside during bad weather. Also, need taxi stop there too...I practically got hit by a car running after my taxi in the parking lot last time I called a taxi to take me home because I was carrying too much to take on the bus.		Quality of Passenger Facilities and Infrastructure [Transit Orange]
36	More bus transit routes/stops in Newburgh NY, connecting to places of employment and shopping.		New Services or Destinations [Transit Orange]
37	It would be great to use the Newburgh-Beacon Ferry on weekends, especially in Summer, to access the train station or Beacon businesses and activities. Maybe Beacon folks would come over to Newburgh's great restaurants, art galleries, musical performances, too. And I'd like to be able to use public transit to get places like Storm King Art Center to avoid the hassle of parking there.		New Services or Destinations [Newburgh-Beacon Ferry]
38	Newburgh would benefit GREATLY from regular access to the ferry as well as a partnership with Beacon Metro North stop. And of course, it's a pipe dream but a commuter rail service on the west side of the river sound dreamy. Imagine what that could do for this region of the Hudson Valley- it would be a whole new era.	I often need to be in multiple places throughout the day with various supplies- I own a hybrid vehicle so I can get anywhere for work while porting all the things I need with me.	New Services or Destinations [MTA Metro-North commuter rail], Connectivity between Services [MTA Metro-North commuter rail]
39	If safer/cleaner facilities were available and schedules/routes were more obviously published around the city of Newburgh, I might choose to use the bus system. It would also be amazing to see some commuter rail access on the west side of the river.		Passenger Information [Transit Orange], New Services or Destinations [MTA Metro-North commuter rail], Quality of Passenger Facilities and Infrastructure [Transit Orange]
40	We need more frequent ferry service, between Newburgh and Beacon--all day long AND on weekends! And we also could use more frequent Metro North Trains from Beacon to the city--a goal of having 6 trains/hour (one every 10 minutes) would be fantastic.		More Frequent Service [MTA Metro-North commuter rail], More Frequent Service [Newburgh-Beacon Ferry], More Weekend Service [Newburgh-Beacon Ferry]
41	Our current public transportation is pathetic. Metro North is expensive, run down, slow and frequently delayed. Public investment in public transportation would support economic growth, improve quality of life and be environmentally sustainable. There should be ferry service between Newburgh and Beacon beyond weekday commuter hours and there should be rail service between Stewart Airport, Newburgh and the Metro North Stations in Beacon and Salisbury Mills. Metro North needs huge capital investment. The trains are 50 years old and take an average of 80 minutes to travel 60 miles when they're not delayed. I'm lucky to have a car. If it wasn't for the private taxis I don't know how people in Newburgh without cars could get anywhere beyond taking the occasional bus to Walmart or Beacon.	Ferry service is not available when I need to travel to the Beacon Station	Quality of Vehicles [MTA Metro-North commuter rail], Service Reliability [MTA Metro-North commuter rail], New Services or Destinations [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail], Expand Weekday Service Hours [Newburgh-Beacon Ferry]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
42	<p>There are three transit services that I believe the Mid Hudson valley region desperately needs: Passenger train service on the west side of the Hudson, serving River Towns with connection to NYC, high-speed ferry service between river towns, with connection to NYC, and some form of rail service from Beacon, to the City of Newburgh, to Stewart Airport.</p> <p>Train service was critical to the formation of the City of Newburgh, as well as other cities and towns along the West Side of the Hudson. It's simply tragic for these municipalities, that a non-local freight service is the only use allowed on these rails. What if you don't have a car? It's extremely difficult to commute, to attract business or to work in other local towns along the rail line. It's a force of stagnation on the regional economy. This rail line in theory is an extremely important asset to the social and economic functionality of the city. Right now, Newburgh is simply a pass through city, not reaping any economic benefit, and suffering tremendously by not having access to this rail line. Not only that, but its current use as a crude oil transportation line presents a huge ecological and potentially fatal risk to the region. There has to be a way to reclaim this railway, for the benefit of the regional citizens. Perhaps there is a way to share the rail with the freight lines.</p> <p>Also, the Hudson River itself was once a huge mode of transportation and trade, and these river towns were formed because of it. It would strengthen each individual town or city, and the region as a whole, if there were increased ferry service on all days, and most hours, like an upstate analogue to the ferry system in New York City. Increased ferry service and terminal infrastructure would be hugely beneficial, but with that comes the need for bus service from those terminals, to critical intersections up and down town, in a continuous loop. One of the reasons transit is not my preferred mode of transport upstate, is the lack of service.</p>		New Services or Destinations [MTA Metro-North commuter rail], New Services or Destinations [Newburgh-Beacon Ferry], New Services or Destinations [General ], Quality of Passenger Facilities and Infrastructure [Newburgh-Beacon Ferry], Quality of Passenger Facilities and Infrastructure [General ]
43	Increase the hours of the Beacon-Newburgh Ferry (NY Waterway Ferry) to include of peak hrs and weekends.		Expand Weekday Service Hours [Newburgh-Beacon Ferry], More Weekend Service [Newburgh-Beacon Ferry]
44		No bus stops in walking distance	New Services or Destinations [Transit Orange]
45	there needs to be better mass transit options connecting the City of Newburgh to the Town of Newburgh, Beacon, Storm King and Steward Airport.		New Services or Destinations [Transit Orange]
46		too expensive at rush hour	Fare Issues [MTA Metro-North commuter rail]
47	Writing parking tickets at the train station is criminal. We pay a fortune for the train.		Parking Issues [New Jersey Transit], Fare Issues [New Jersey Transit]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
48	I sometimes take the shortline or the train to Manhattan. My suggestion is to have the rail link newburgh bus also stop at the newburgh ferry parking lot as the ferry stops running for the late evening train. Recently there have been NO parking spaces available in Beacon so I have taken the Shortline bus in. I would also recommend that the Newburgh Beacon ferry all day on weekdays and also run-on the weekends and holidays. Also on the survey I passed over the reasonable fare. I feel that the senior fare into Manhattan should apply as I am going in for Medical reasons and the ferry does not run off peak times.		Parking Issues [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail], New Services or Destinations [Transit Orange], Expand Weekday Service Hours [Newburgh-Beacon Ferry], More Weekend Service [Newburgh-Beacon Ferry],
49	Need public transportation in our area that is affordable, I fear my ability to afford to pay for taxi service when I am older and can no longer drive. My elderly neighbors can not afford taxi fare as our address is "outside city limits" and higher rate is charged. They limit trips to grocery store as a result, this impacts health as they eat more prepared foods. I would not be able to get to my job without relying on a taxi. Our dial a bus will only come to our street once in am and once in pm which does not coincide with my work hours. We should also have a monorail from NYC in center of 87 to Woodbury Commons with connections to Stewart Airport. We need to be more creative in our community thinking, our area can be a unique tourist destination and our transportation system should be thinking 30+ years ahead. We need to obtain land rights now that can support the needs of light rail and alternative transport.		New Services or Destinations [General ]
50	I would love to have better access to other parts of this area. I am also fully against drinking and driving. A light rail in this area will make Friday night more fun!		New Services or Destinations [MTA Metro-North commuter rail]
51	We need direct service from Stewart Airport to Beacon train station		New Services or Destinations [MTA Metro-North commuter rail], More Direct Service [MTA Metro-North commuter rail]
52	Add more train service that works and is reliable from The West side of the Hudson. I used to take MNR from Garrison for 25 years and that was dependable until it became un-affordable.		Fare Issues [MTA Metro-North commuter rail]
53	Service to and from Warwick, NY is limited. NJ transit is not a viable option. Short line/Coach is unreliable, inconsistent and does not adhere to any schedules. Train from tuxedo is reliable but expensive. And 25 min drive from Warwick. If commuting does not improve in next 2-5 years, I will be leaving the area. Thanks for the opportunity to provide feedback.		Service Reliability [Shortline/Coach USA], Fare Issues [MTA Metro-North commuter rail]
54	Please run the Newburgh Beacon ferry on the weekend		More Weekend Service [Newburgh-Beacon Ferry]
55	Schedules and fares should be posted in more places.		Passenger Information [Newburgh-Beacon Ferry]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
56	Since I primarily travel by car (I could never live the life I currently lead, with work, errands, evening events, etc. by transit here in Orange County), I am most personally concerned with the availability of travel to NYC; I can, but prefer not to, drive into the City. I live a 2 minute drive from the Harriman Station, and yet, the schedules for the lines across the Hudson are more frequent and suitable for my evening trips. I wish that we had better transit options here in Orange County for local travel - but we simply don't have the density of population/places that I think would affordably support that. I can't see a way to manage my daily life (work, after-work shopping or dining, evening events) via local transit. Good luck with your study and planning efforts! I would love to take advantage of local/regional transit!		More Frequent Service [MTA Metro-North commuter rail], Expand Weekday Service Hours [MTA Metro-North commuter rail]
57	Provide more buses going between Newburgh and Woodbury Commons since it is a large employer of residents that can't afford vehicles.	Not enough returning buses late at night	More Frequent Service [Shortline/Coach USA], Expand Weekday Service Hours [Shortline/Coach USA]
58	Having access to transit services at night would benefit many people.		Expand Weekday Service Hours [Leprechaun Lines], Expand Weekday Service Hours [Transit Orange]
59	more connections and more frequent schedules to other parts of Orange County - Woodbury Commons, Goshen, Middletown from New Windsor		More Frequent Service [Transit Orange], New Services or Destinations [Transit Orange]
60	It is terrible to get to the city by train or driving. I have to go about 3 times a year for my daughter's medical appointment and although it is absolutely horrible to get there by car and find parking that is what I usually do b/c I can't comprehend how I would take a 4-year old on the train with how long it takes and all the walking involved.	very difficult to navigate with a 4-year old special needs child	Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail]
61	There is no way to travel around the Mid Hudson via public transit that is convenient. It's terrible. Trying to take a train into NYC from orange county is lousy too. If you want to go at a non-commuter time, your choices are incredibly limited, especially coming home at night.		Expand Weekday Service Hours [New Jersey Transit]
62	A loop of all the major cities would be cool if feasible. Port Jervis, middletown, newburgh, beacon, poughkeepsie, kingston		New Services or Destinations [General ]
63	More train stations throughout Orange county would be helpful with a direct route to Grand central		New Services or Destinations [MTA Metro-North commuter rail]
64	Run the beacon Newburgh ferry more frequently and on weekends		Expand Weekday Service Hours [Newburgh-Beacon Ferry], More Weekend Service [Newburgh-Beacon Ferry]
65	There needs to be more accessibility for people to get where they need to go to access jobs and connect with people. Right now it is very difficult		

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
66	Provide Connector transportation to railroad stations. Provide rail service in the evening hours (up to 11pm to accommodate travelers leaving Manhattan after theatre/cultural facility closings.)		New Services or Destinations [New Jersey Transit], Expand Weekday Service Hours [New Jersey Transit]
67	Several ways...Offer public transportation to people all across the Mid- Hudson Valley that is accessible to people with disabilities...Provide express buses to NYC...Add train stations into New York City...	Not available enough for people w/ disabilities in Woodbury Area...	New Services or Destinations [General ]
68	Ride shares to Newark; bus or shuttle from Cornwall/Salisbury Mills station; run the Newburgh-Beacon ferry on weekends.		Connectivity between Services [MTA Metro-North commuter rail], More Weekend Service [Newburgh- Beacon Ferry], New Services or Destinations [MTA Metro-North commuter rail]
69	I'm surprised about what this survey DIDN'T ask. The current transit options are pitiful. Why aren't you interested in why we don't use public transit? Why aren't you asking what it would take for us to use public transit more? Why aren't you interested in the options we'd like to see? Consolidating the existing services isn't going to help much.  Since substantive change is more than we can hope for, I'll mention a few trivial things you can fix. How about more parking at Beacon station, a Beacon station bathroom, and legitimate taxis to service the Beacon station or an extended ferry schedule? (The so-called taxi guys at Beacon now just seem like a bunch of hustlers out to make a quick buck without licenses, and they charge me more to go to Newburgh than my trip into NYC costs.)		Parking Issues [MTA Metro-North commuter rail], Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail], Expand Weekday Service Hours [Newburgh-Beacon Ferry]
70	If the Newburgh-Beacon ferry were available more regularly I would use it regularly to travel between Newburgh and beacon for entertainment and dining, and for our daughter who crosses the river for school.  I have considered taking the local buses on many occasions but I don't know how to understand the schedules or routes.		Expand Weekday Service Hours [Newburgh-Beacon Ferry], More Frequent Service [Newburgh-Beacon Ferry], Passenger Information [Transit Orange]
71	Direct Transit from Newburgh to NYC would be the best.		More Direct Service [MTA Metro-North commuter rail], New Services or Destinations [MTA Metro-North commuter rail]
72	We need more connecting transit options in this region		Connectivity between Services [General ]
73	actually use the insane amount of money that your getting and put it into maintaining the systems not your own pockets. Stop constantly raising fares out of greed. Stop charging Orange County residents an MTA tax when the county doesn't even have access to it.	no MTA in Orange County. and NJT metro north is way to expensive to take from Otisville	Fare Issues [MTA Metro-North commuter rail], Fare Issues [New Jersey Transit]
74	I would likely use transit more if the frequency and hours of service were extended.		Expand Weekday Service Hours [Newburgh-Beacon Ferry]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
75	Transit Orange is so inconsistent-- the buses rarely stick to routes, I can barely figure out where the routes are, not to mention, the routes dont allow you to take it both ways-- its a different route on the way back, so I can only take it one way.	too inconsistent	Passenger Information [Transit Orange], Service Reliability [Transit Orange]
76	This questionnaire was a bit confusing. Why not have an interactive map of where people want to go but can't. You seem focused on commuters as opposed to those wanting to use transit for errands, for children or culture	No info campaign to promote it.	
77	Connect the Hudson valley via bus. Persons in Middletown should have the opportunity to work in places like Kingston although they don't have a car. Persons who work in Newburgh should be able to travel to Middletown without a car. Maybe a loop route in the cities and a link bus which connects the cities together.		New Services or Destinations [General ]
78	Increase in service from Stewart Airport would create greater demand for transit. I would like to see additional times for transit to NYC, it is not convenient to use it for a day/night out at this time, outside of commuter hours.		Expand Weekday Service Hours [New Jersey Transit], Expand Weekday Service Hours [New Jersey Transit], New Services or Destinations [General ]
79		I only use it to get to my volunteer job.	
80	The rural areas of each county need a system that supports the needs of the population. While it does not impact me directly, I have many staff that would benefit from an improved system and it would also help the organization in terms of recruiting.		
81	Formal bus stops vs dropping off on side of road. More local bus service within Orange County.		Quality of Passenger Facilities and Infrastructure [Transit Orange]
82	More mass transit options to & from Stewart Airport. Shortline bus's from Route 208 to NYC need; clearer scheduling, clearer indication of where bus stops are, and better advertising.	Bus stops are not clearly listed or indicated. Schedules are very difficult to find and understand.	More Direct Service [General ], Quality of Passenger Facilities and Infrastructure [Shortline/Coach USA], Passenger Information [Shortline/Coach USA]
83	more stops & quicker service		More Direct Service [Orange County Resident], New Services or Destinations [Orange County Resident]
84	Would like to see better connections between cities within Orange County. Assisting college students getting from their towns to Newburgh and Middletown is especially important.		New Services or Destinations [Transit Orange], Connectivity between Services [Transit Orange]
85	better more flexible times, more often, more consistent		More Frequent Service [Adirondack Trailways], Service Reliability [Adirondack Trailways]
86	Current options are very limited outside th3 traditional m-f, 9-5 schedule. We need options for later evenings and especially weekends		More Weekend Service [Leprechaun Lines], Expand Weekday Service Hours [Leprechaun Lines]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
87	increase the number of one seat ride possibilities throughout the three counties.	information is hard to find and confusing to read	Passenger Information [MTA Metro-North commuter rail], New Services or Destinations [General ]
88	Transportation is needed for all to maintain a constructive life.		
89	Hubs need to be brought into areas of low income.		New Services or Destinations [Transit Orange]
90	There should be service on Sundays. Taxi Service is getting expensive	I'm off work that day	More Weekend Service [Transit Orange]
91	Bring in competition for Shortline. They are horrible. Thanks,		Desire for Competition [Shortline/Coach USA], General Criticism [Shortline/Coach USA]
92	Newburgh has a large number of commuters to Manhattan. Shortline/coach holds a monopoly in our area and so they get away with offering horrible service. Bus breaks down frequently and some drivers are arrogant, rude and often late. We need more options to get us to nyc in a timely manner. Another bus company to bring competition to our area would greatly benefit residents.		Desire for Competition [Shortline/Coach USA], Issues With Drivers/Staff [Shortline/Coach USA], Service Reliability [Shortline/Coach USA]
93	Provide more options for commuting to NYC. Short line is a monopoly and refuse to improve their service for Newburgh riders.		Desire for Competition [Shortline/Coach USA]
94	I would like public transportation to get me to work and to go shopping.		
95	Increase competition. As of now Coach USA has a total monopoly on area transit bus lines. Therefore, there is no incentive to provide better service. Also, Metro North fares are too expensive. Over \$400.00 a month is prohibited.		Desire for Competition [Shortline/Coach USA], Fare Issues [MTA Metro-North commuter rail]
96	The NEWBURGH Shortline/coach bus service doesn't have competition, customers are treated horribly. I have to often leave the Shortline bus terminal and race to the metro north and pay \$22+ ...because the bus doesn't show up. The current 6:40 am driver is apathetic and chronically late at arriving to NYC. Newburgh riders are treated poorly, and other demographic get the Red carpet but we all spend the same green money.		Service Reliability [Shortline/Coach USA], Issues With Drivers/Staff [Shortline/Coach USA]
97	I believe the service to the city and back should be faster. When I was a kid it took 1 hour and a half..I think it could be that again with better planning on the section for Suffern to PJ.	I use Metro North	More Direct Service [MTA Metro-North commuter rail]
98	Need more buses to Beacon train station in a.m. Need extended ferry service from Newburgh to Beacon on weekends.		More Frequent Service [Transit Orange], More Weekend Service [Newburgh-Beacon Ferry]
99	More frequent trains on port jervis line. Newer cars. More reliable engines.	WFH	Service Reliability [MTA Metro-North commuter rail], Quality of Vehicles [MTA Metro-North commuter rail]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
100	Service is often delayed; should be more timely. Subway stations in nyc should be better kept, cleaned, and policed. The same goes for subway cars. Especially at night, stations feel unsafe and if an issue should occur, no one is present to help/save victims. It is unbelievable that with the amount of people who rely on the subway for daily transportation needs, the stations and cars are not better taken care of. Fare increases are not necessary; rather, better allocation of funding is needed		Service Reliability [MTA subway or local bus], Quality of Vehicles [MTA subway or local bus], Quality of Passenger Facilities and Infrastructure [MTA subway or local bus]
101	Coach USA Shortline is a monopoly and has terrible customer service. They do not adhere to time tables, have bus drivers who are unprofessional.  Buses are in terrible shape & have gotten stuck on route many times due to poor or no maintenance. You can't use a card to load needed tickets from home or a kiosk you must buy PAPER tickets at the station ahead of time. A good, well managed, convenient & fairly priced bus company is needed for competition. Please help.		Desire for Competition [Shortline/Coach USA], Service Reliability [Shortline/Coach USA], Quality of Vehicles [Shortline/Coach USA], Issues With Drivers/Staff [Shortline/Coach USA], Passenger Information [Shortline/Coach USA]
102	Direct access without transfer to Manhattan from Orange County, NY would be a dream. Better convenience services at the Beacon Metro North Station Renovation of the platform at the Beacon Metro North Station		More Direct Service [MTA Metro-North commuter rail], Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail]
103	Port jersvis line		
104	Would like to see rail service more accessible and convenient to make it to the city		More Frequent Service [New Jersey Transit]
105	Install a high speed railroad into NYC	Traveling to another state by car once a week.	New Services or Destinations [Shortline/Coach USA]
106	More trains in the morning, please.		More Frequent Service [New Jersey Transit]
107	I would like to see newer, cleaner trains instead of old, slow, expensive trains that are rarely on time. I also would have the need for ferry service throughout the day, until later in the night. Also a rail link to the the airport would be amazing and would make airport more accessible to tourists and locals. And how about minibuses to shuttle people around on a network of routes instead of those dinosaurs that drink fuel & only go two places once an hour with three passengers? Thanks!		Expand Weekday Service Hours [Newburgh-Beacon Ferry], Quality of Vehicles [MTA Metro-North commuter rail], New Services or Destinations [General ]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
108	There are many commuters on the Jersey side of the Hudson in Orange, Rockland and Eastern PA, there are no convenient Metro North routes that take you directly into the city. You would have to take the Port Jervis/Bergin line and then transfer in Secaucus. Coach USA is the only direct route currently. Also, the CHester NY Park & Ride is extremely small and many have to park at Lowes across a busy and very dangerous intersection. Since moving to Florida and taking the bus out of CHester I have nearly been hit by car at least 5 times. One was a police SUV and the officer was looking at his phone as he made a right turn and nearly hit me as I was crossing with the light and in the crosswalk at 5:30 in the summer time.	Drive to Weehawken to take the Ferry if I am staying in the city to do something or meet my son who is coming home from Fordham	Parking Issues [Shortline/Coach USA], New Services or Destinations [MTA Metro-North commuter rail]
109	Just customer service for Coach/USA is terrible. No recourse for busses breaking down( broke down both ways one day and company barely said they were sorry). Busses break down more than you think and they are pretty slow to repond.	Too late all the time	Issues With Drivers/Staff [Shortline/Coach USA], Service Reliability [Shortline/Coach USA]
110	More drivers and buses		More Frequent Service [Shortline/Coach USA]
111	Add more buses to the schedule		More Frequent Service [Shortline/Coach USA]
112	What transit? If I want to travel locally even between Montgomery and Middletown it is non existent. Traveling to the city is becoming more and more unreliable. I have used both Metro North and Shortline. Both are unreliable. I chose Shortline because it the worst of 2 evils. I have lived in Orange County for 28 years. The transportation provided is a joke. You must have a car to get anywhere, because there is no other transportation available. What is available is unreliable. I feel like we are the lost county. No one cares!	There is none. Even commuting to the city I need to drive to the Bus Station.	Service Reliability [Shortline/Coach USA], New Services or Destinations [General ]
113	Shortline need newer buses and more times to Newburgh like Monroe.		More Frequent Service [Shortline/Coach USA], Quality of Vehicles [Shortline/Coach USA]
114	Newburg should have a metro north train stop. Its not fair for us to have to drive to another town in order to take the train. Shortline Bus is the worst service The buses break down several times a week. The buses do not arrive on schedule, and there are not enough buses. Also, the fare is too expensive for the service the lack of quality in service they provide.		Service Reliability [Shortline/Coach USA], Fare Issues [Shortline/Coach USA], More Frequent Service [Shortline/Coach USA]
115	Town of Newburgh needs buses and bus stop signage. Rt 32 and rt 300 need to have frequent bus stops and signage. By Chadwick Lake. For all ages.		Quality of Passenger Facilities and Infrastructure [Shortline/Coach USA]
116	Metro North needs to start 24 hours service. NYC Transit needs to have more trains		Expand Weekday Service Hours [MTA Metro-North commuter rail]
117	24 hour parking at park and ride		Parking Issues [Adirondack Trailways]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
118	Coach / Shortline need to increase the number of express buses during the morning and evening rush hours. Also, there is no announcement of a scheduled bus change (driver does not show up for 630AM weekly route or change to schedule is difficult to understand (unable to understand the most recent thanksgiving holiday schedule); some drivers are not friendly / professional, others arrive late for scheduled departure time because they are picking up friends prior to picking up passengers. Need new buses. Recently road a new bus during summer, have not seen the bus again. There are a few new buses with new seats and electronic dash board, but that's it. Ticket booth needs to open on time or coincide with bus schedule.		More Frequent Service [Shortline/Coach USA], Issues With Drivers/Staff [Shortline/Coach USA], Passenger Information [Shortline/Coach USA], Quality of Vehicles [Shortline/Coach USA], Service Reliability [Shortline/Coach USA],
119	Need better signage, updated and better explanation of routes, an up-to-date and functioning app with schedules and real-time status updates (like Metro North has)		Passenger Information [Shortline/Coach USA]
120	it will be good if more options are made in the purchase of metro north tickets like, 20rides, 30rides and monthly. harlem 125th needs some clean- up, homeless people vomiting and urinating all around, trash everywhere.		Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail], Fare Issues [Leprechaun Lines]
121	In the City and Town of Newburgh, a trolley or similar type vehicle making stops from Front Street/NY Waterway to Stewart Airport would be so wonderful! Regular ferry service on the weekend would also be so helpful!!		More Frequent Service [Newburgh-Beacon Ferry], New Services or Destinations [Transit Orange]
122	1-Buses from Newburgh to NYC should have a BUS ONLY Lanes to expedite/lessen commuting trips. This might lessen our commuting trip from 2 hour to 1.20 hour. 2-Coach/Shortline should have and provide Newburgh commuters regular schedule during a storm and during the holidays. In my experience of 3 years of taking Coach/SL, there are a lot of cancelled trips and weekend schedules given to us. People work on before/after a holiday and during a storm. 3-Newburgh residents are treated like a 3rd/4th class Citizens unlike the Monroe/Central Valley/Middletown counter parts. They received a regular buses every 20 minutes at Port Authority and runs Express. After 6:00PM, they do not provide Newburgh commuters of any Express buses. We should have an express bus between the hours of 6:51AM-8:00AM and from 6:00Pm- 8:45PM. We also "PAY HIGH TAXES" in Orange County, NY. 4- They should provide training to their Drivers to be courteous to most passengers/customers. If there's a argument/confrontation with a driver /customer, driver will deliberately slow down driving the bus and stop in NJ even though it's not in their schedule. Sometimes, threaten to drop passengers of the road.	Vacation/Personal days off	Issues With Drivers/Staff [Shortline/Coach USA], Service Reliability [Shortline/Coach USA], More Frequent Service [Shortline/Coach USA]
123	If the bus service from Newburgh to New York could be expanded that would be great. Also update the website to include timely messages.		More Frequent Service [Shortline/Coach USA]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
124	Best way to improve service is to get rid of Short-Line/CoachUsa. They are awful and have no regard for their riders. The buses are filthy, stink, and the drivers are rude and have no idea of customer service. Complaining does nothing they ignore your complaints, hang up the phone on you and tell you "if you don't like it go ride the train". The service is constantly late with no advisories as to why. You just stand there waiting for your bus when the bus that is scheduled after you shows up and the driver says there is no 6:30 today. SMH. None of the employees in any position care to be accomadating or at the very least cordial. Their needs to be some other bus service in the Hudson Valley that goes to Manhattan, NYC.		Desire for Competition [Shortline/Coach USA], Issues With Drivers/Staff [Shortline/Coach USA], Service Reliability [Shortline/Coach USA], Quality of Vehicles [Shortline/Coach USA], Passenger Information [Shortline/Coach USA],
125	I would like to see more options that just Coach/USA. The Metro North is completely unaffordable and Coach's monopoly in the area makes for no other option. Poor management is evident across the board; from late pick ups, poor schedule management to lack of information if anything should go wrong. It's awful.		Desire for Competition [Shortline/Coach USA], Passenger Information [Shortline/Coach USA], Service Reliability [Shortline/Coach USA]
126	The fair is way too expensive! There are too many delays for the amount of money that is paid.		Service Reliability [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail]
127	Shortline is the only bus company in Newburgh. They are extremely unreliable, service is horrible, the buses are old, and break down. Lack of communication on every aspect - not getting information to the public about service, cancellations, ect. Drivers are constantly late to pick up the pick up the passengers. Rude, unprofessional employees answering the phones when customers call to ask update on drivers who are late. There is no competition for Shortline which in my opinion is the reason why they have such a horrible service. There is no one to go to, to complaint because Shortline simply don't care. I sure hope that the counties would look into this commuting situation to alleviate all the aggravation we go through every day.		Desire for Competition [Shortline/Coach USA], Quality of Vehicles [Shortline/Coach USA], Service Reliability [Shortline/Coach USA], Issues With Drivers/Staff [Shortline/Coach USA], Passenger Information [Shortline/Coach USA]
128	There should be more express train straight to GCT and also express (no stop) to Beacon Train Station. Beacon Train Station needs to be updated.		More Direct Service [MTA Metro-North commuter rail], Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail], More Frequent Service [MTA Metro-North commuter rail]
129	How about buses that aren't death traps and drivers who are courteous and actually show up regularly for work and who know their routes. Also, how about keeping to a schedule...		Issues With Drivers/Staff [Shortline/Coach USA], Service Reliability [Shortline/Coach USA], Quality of Vehicles [Shortline/Coach USA]
130	We need better buses out of Newburgh and more on time service. The 6:10 a.m. bus (depending on driver) leaves late in the morning and that gives a negative start to the day. Buses need to be cleaner and also we need better equipment. Shortline needs to up their game		Service Reliability [Shortline/Coach USA], Quality of Vehicles [Shortline/Coach USA]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
131	You need to improve the time schedules to either have the trains be on time or account for the new speed restrictions. Also the engines are breaking down all the time, especially in the extreme weather conditions such as mid summer or mid winter. Also, a lot of the cars never have air in the summer and a lot of the outlets don't work. The maintenance and time management is atrocious for what we pay monthly	I'm not at work	Passenger Information [MTA Metro-North commuter rail], Quality of Vehicles [MTA Metro-North commuter rail], Fare Issues [MTA Metro-North commuter rail]
132	Implement more bus routes in the Middletown/Town if Wallkill area to go to a grocery stores, malls or different local destinations in Orange County also for tourist reasons that can help the economy for the county business owners.		New Services or Destinations [Transit Orange]
133	I use Transit Orange-Middletown City buses primarily on a daily basis. Buses are sorely in need of replacement as they are always breaking down. Current runs are entirely too long and don't service too many areas as need. This current service is obsolete, doesn't link up well with other transportation services for the growth which has happened in Orange County		Quality of Vehicles [Transit Orange], New Services or Destinations [Transit Orange], Connectivity between Services [Transit Orange]
134	Coach is a Monopoly they have no competition so they feel they can do whatever they want. The drivers are very unprofessional. More transit options should be available within the county and between counties.		Desire for Competition [Shortline/Coach USA], Issues With Drivers/Staff [Shortline/Coach USA]
135	Having more buses in the Mid Hudson Area would be great. That way the schedules will be much more flexible. We are limited in the bus times and this is very frustrating.	na	More Frequent Service [Shortline/Coach USA]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
136	<p>I've been taking Shortline express service from Newburgh to NYC for almost 4 years and the service continues to decline which is because Shortline is aware there's not an alternative provider available so their customers are unimportant to them. A lot of the drivers are downright nasty and it appears management is exactly the same. When a particular bus doesn't show up on time, myself along with other customers have called the dispatcher. On countless occasions, the dispatcher has either not answered the phone, put us on hold never to be addressed again or we've been told "if you don't like it, we should find another way to get to work." It is now regular practice for the 6:10am bus to leave the Newburgh depot at 6:20 because the driver shows up at 6:10 so by time all the passengers board, we leave at 6:20am. To add insult to injury, we've been asking for an additional bus to be added in the evening from Port Authority to Newburgh. The last express is at 6pm and there's never enough room for all the passengers so we're forced to take the 6:15pm local which adds at least an additional 40 minutes to our commute with stops on Route 17 in NJ, a stop at Woodbury Commons, etc. In addition, I've witnessed regular passengers losing their seats to people (tourists) going to Stewart Airport for their flights. Why would a company allow a one-time customer to outrank a daily paying customer?!? Lastly, there are express buses at 4:50pm, 5:05pm, 5:25pm and 6pm. The bus at 5:05pm is always half full so it would make sense to cancel the 5:05pm and add an express bus at 6:30pm or 7pm or even better both since it's certainly needed with all the customers utilizing the Port Authority to Newburgh line. But then again, if it makes good business sense (and makes for happier customers!), it's totally illogical and doesn't make sense to Shortline (at least to the people in charge of the Newburgh to NY line). My plan is to reach out to local</p>		<p>Desire for Competition [Shortline/Coach USA], Service Reliability [Shortline/Coach USA], Issues With Drivers/Staff [Shortline/Coach USA], Passenger Information [Shortline/Coach USA], Quality of Vehicles [Shortline/Coach USA]</p>
137	<p>Please ensure that Shortline/Coach keep the buses on schedule so that passengers can be to work on-time. Communication at best is poor!!!</p>		<p>Service Reliability [Shortline/Coach USA], Passenger Information [Shortline/Coach USA]</p>

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
138	<p>1.Backup for drivers, it is unacceptable for a trip to be cancelled if a driver does not show up. Driver's do threaten customers with being a no show when they get irritated. 2. Reward courteous and professional drivers. There are many discourteous and unprofessional drivers as well attendants (Port Authority) that should be fired. 3. At the Newburgh bus station most, customers must stand in the elements for long periods when catching an early morning bus. The existing shelters are ornamental, simple cover for 70 people should be provided. 4.Life happens, busses will be late, at the Newburgh bus station (early morning) there is no way advise riders of problems. Please correct. 5. At the Newburgh bus station, I often arrive at 5:40AM for the 6:10AM bus. I often find a lone woman waiting in line. The waiting area is somewhat secluded area – one day there will be a problem. CCTV should be installed, and the local police should be asked to do drive throughs.</p>		<p>Issues With Drivers/Staff [Shortline/Coach USA], Service Reliability [Shortline/Coach USA], Passenger Information [Shortline/Coach USA], Quality of Passenger Facilities and Infrastructure [Shortline/Coach USA], Other [Shortline/Coach USA]</p>
139	<p>I take the ferry from Newburgh To Beacon daily and the return trip at night . Their needs to be better lighting at night ...departing from the ferry. The parking lot needs updating of light ....the people walking home ...walk in the dark in some areas of the parking lot. Their should be a bathroom at the Newburgh Ferry Station ...</p>	<p>Ferry does not run on weekends</p>	<p>Quality of Passenger Facilities and Infrastructure [Newburgh-Beacon Ferry]</p>
140	<p>We pay transit tax to MTA yet their service is expensive and slow in the Mid-Hudson Valley region. Parking is unavailable at the beacon train station. So the next best option is Coach/Shortline. They have zero customer service skills and they are often nasty and confrontational when you make a complaint. The local government needs to improve transit service and offer competitive options because a lot of the jobs in the city bring gainfully employed tax payers to the region.</p>		<p>Passenger Information [Shortline/Coach USA], Desire for Competition [Shortline/Coach USA], Parking Issues [MTA Metro-North commuter rail]</p>
141	<p>Train from Middletown is really convenient, but an earlier express route would cut 30 minutes off of commuting. Express service and more comfortable seating would greatly improve the quality of life for those of us from rural areas of Orange County that currently spend more than 5 hours per day commuting.</p>	<p>Too many stops making the trip take far longer than driving.</p>	<p>More Frequent Service [New Jersey Transit], More Direct Service [New Jersey Transit], Quality of Vehicles [New Jersey Transit]</p>
142	<p>Please have the Newburgh Beacon ferry run on the weekends and a later afternoon (to meet last off peak train)</p>	<p>Faster to drive upstate</p>	<p>Expand Weekday Service Hours [Newburgh-Beacon Ferry], More Weekend Service [Newburgh-Beacon Ferry]</p>
143	<p>Weekend Ferry service would be fabulous. And being able to easily get between Newburgh, Beacon and Woodstock and Poughkeepsie would be amazing!.</p>		<p>Connectivity between Services [Orange County Resident], New Services or Destinations [Orange County Resident], More Weekend Service [Newburgh-Beacon Ferry]</p>
144	<p>Ferry service mid-day and weekends.</p>		<p>More Frequent Service [Newburgh-Beacon Ferry], More Weekend Service [Newburgh-Beacon Ferry]</p>
145	<p>Newburgh beacon ferry operating on weekends.</p>		<p>More Weekend Service [Newburgh-Beacon Ferry]</p>

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
146	Increase metro north frequency and add have easier access to newburgh city		Connectivity between Services [MTA Metro-North commuter rail], More Frequent Service [MTA Metro- North commuter rail]
147	x bus should run more frequently	only use it for days i have classes	More Frequent Service [Transit Orange]
148		dont go out	
149	<p>I have been making the commute from Orange County NY (Goshen Park &amp; Ride) to Midtown Manhattan for over 10 years. In that time my commute time has increased from 1.5hrs to 2.5hrs/3hrs. I take the Coach Shortline bus service. The service is not dependable and buses are often late, breakdown and in ill-repair. Engine fumes enter the passenger compartment. I have been on a bus which interior ventilation system caught fire. The drivers are often uninformed of the routes they need to take and passengers end up giving directions. The buses are filthy and the bathrooms on the bus often overflow and the passengers have no choice but to deal with the smell as there are no windows to open. The service was never good, but has greatly deteriorated over the last few years. A few ideas on how to improve service are listed below:</p> <ol style="list-style-type: none"> <li>1. Clearly display route information on the front of the bus and by the gates in the port authority. A lot of frustration among the passengers and the drivers would go away if it was clear what route the bus was taking. Every other bus service does this. Shortline could take a lesson from MTA and just put the route number on the front of the bus. It would be very clear to customers which bus they need to take and remove a lot of confusion.</li> <li>2. Customer safety. CoachUSA Shortline is an accident waiting to happen. Whether it be health concern or accident, something needs to change. The buses need to be inspected more frequently and taken out of service if they are unsanitary (bed bugs, roaches, toilet backup issues). Also the mechanical safety of the buses need to be inspected more often. Engine fumes entering the passenger compartment, regularly breaking down. The company needs to be held accountable by someone.</li> <li>3. One of the biggest problems is that passengers in Orange County (Central Valley, Monroe, Chester, Goshen, Middletown) have no other option, so there is no competition for</li> </ol>		Desire for Competition [Shortline/Coach USA], More Direct Service [Shortline/Coach USA], Quality of Vehicles [Shortline/Coach USA], Passenger Information [Shortline/Coach USA]
150	More ferry or bus service between Beacon and Newburgh during the day. Weekend connections between Newburgh and Beacon station too, whether by bus or ferry.		More Frequent Service [Leprechaun Lines], More Frequent Service [Newburgh-Beacon Ferry]
151	Need more frequent ferry services from Beacon station to Newburgh NY		More Frequent Service [Newburgh-Beacon Ferry]
152	Increase Coach USA bus service to northern Orange County, NY.		More Frequent Service [Shortline/Coach USA]
153	I would like more frequent (hours and days) ferry service between Newburgh, NY, and Beacon, NY. Weekend service in addition to the weekday service would be ideal.		Expand Weekday Service Hours [Newburgh-Beacon Ferry], More Weekend Service [Newburgh-Beacon Ferry]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
154	Currently, there is NO bus or ferry service from Newburgh to Beacon (train station) after 8 a.m. until 5:30 p.m. Monday thru Friday. And the bus service returning to Newburgh only runs until 9:00 p.m. The ferry service ends at shortly before 9:00 p.m. There is absolutely NO service offered by either bus OR ferry on Saturday and Sunday. I find this unexplainable or acceptable! Almost daily I am forced to take a cab/taxi which charges \$15 one-way to/from the train station because of lack of transportation service. Uber and Lyft are also available but charge more. PLEASE increase service to/from Beacon. Also, bus service in Newburgh stops at 7 p.m. Monday thru Saturday with NO service on Sunday. Again, undependable cabs/taxis are the option of choice as Uber/Lyft are often twice the price.		Expand Weekday Service Hours [Leprechaun Lines], More Weekend Service [Leprechaun Lines], More Weekend Service [Newburgh-Beacon Ferry], Expand Weekday Service Hours [Newburgh-Beacon Ferry]
155	Region-wide red light analysis to adjust signal timing to ease traffic flow. Double track Port Jervis train line to enable more service and better schedules. More direct flights out of Stewart Airport to large metropolitan centers ( intermediate stops deter frequent travelers). Rail access to Stewart Airport. Improved marketing of available bus services.		More Frequent Service [New Jersey Transit], More Direct Service [New Jersey Transit], New Services or Destinations [New Jersey Transit]
156	Connect East of the Hudson transit with West of the Hudson via Metro North.		New Services or Destinations [MTA Metro-North commuter rail]
157	Shortline/Coach should be more focused on customer service. Customers have been asking for increased early morning buses out of Central Valley commuter bus lots for more than a year and there has been no improvement.		Issues With Drivers/Staff [Shortline/Coach USA], More Frequent Service [Shortline/Coach USA]
158	Promote establishing electric vehicle charging stations throughout the region. We own a plug in hybrid car. Engage town supervisors and city mayors to promote the use of transit to replace use of personal vehicles. Promote the establishment of trails/non motorized transportation options like bicycles that can supplement transit/car use.		Other [General ], Other [General ]
159	A commuter community to share feedback. Rewards program for frequent commuters.		Other [Shortline/Coach USA]
160	Newburgh Beacon Shuttle should have service on the weekend. NY Waterway should have weekend service between Newburgh and Beacon.		More Weekend Service [Leprechaun Lines]
161	Please explore the possibilities of having mass transit directly to Newburgh		New Services or Destinations [MTA Metro-North commuter rail]
162	Earlier trains on the Metro North run to NYC would be very helpful, as would everyday service of the Newburgh- Beacon ferry service. Ferry service that matches ALL the available trains would be great.		More Weekend Service [Newburgh-Beacon Ferry], Expand Weekday Service Hours [MTA Metro-North commuter rail]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
163	Bus schedules, especially AM departure times, need to be revisited and reevaluated to take into account change in traffic and congestion patterns. In addition, service is currently unreliable which discourages use. Communication between customers and dispatching company is terrible. No advance notice of delays or if service will be interrupted.		Passenger Information [Shortline/Coach USA], Service Reliability [Shortline/Coach USA]
164	More frequent train connections to NYC on the west side of the Hudson.		New Services or Destinations [MTA Metro-North commuter rail], New Services or Destinations [New Jersey Transit]
165	Please please please help us get more regular ferry service between Beacon and Newburgh. I commute during non-rush hours so the ferry is not an option for me. But when the ferry is running, I can get all the way to NYC without using a car.	Need the cargo room of my car	Expand Weekday Service Hours [MTA Metro-North commuter rail]
166	Ok		
167	Get the MTA to double track the PJ line		Quality of Passenger Facilities and Infrastructure [New Jersey Transit]
168	Full rail infrastructure investment. Port jervis line needs more frequent service. The west shore of the hudson line (csx freight line) ABSOLUTELY needs to have passenger service on it to service Newburgh, Kingston, nyack, haverstraw and other west shore towns. This will be the single biggest most impactful component to the success and growth of the hudson valley. The hudson valley is also prime for convenient and environmentally safe light rail opportunities. A light rail line on the OC heritags trail connecting Harriman to Middletown will very efficiently serve towns like Monroe, Middletown and goshen. This will alleviate traffic to legoland and help revitalize the city of Middletown along with the towns along the line. Newburgh itself has a fantastic Opportunity for a light rail network. A west shore passenger train station to a would be newburgh transit center would connect to a light rail system directly servicing Stewart airport. More direct and faster rail investment to NYC and the hudson valley region is a no brainer and must be done!		Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail], New Services or Destinations [MTA Metro-North commuter rail], New Services or Destinations [General ]
169	Better bus serviced would help		
170	Please improve west of Hudson service. The limited amount of trains is horrible.		More Frequent Service [New Jersey Transit]
171	Ferry Service between Newburgh And Beacon on Weekends and Off-Peak Hours! Also more accessible schedules and website information for Leprechaun Lines.		More Weekend Service [Newburgh-Beacon Ferry], Expand Weekday Service Hours [Newburgh-Beacon Ferry], Passenger Information [Leprechaun Lines]
172	MetroNorth tickets from Grand Central are astronomical. \$500 per month for a monthly pass is unaffordable.	Beacon-Newburgh Ferry isn't running	Fare Issues [MTA Metro-North commuter rail]
173	Please expand the Beacon Ferry Service to the weekend and to later in the morning.	N/A	More Weekend Service [Newburgh-Beacon Ferry], Expand Weekday Service Hours [Newburgh-Beacon Ferry]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
174	We need more public transportation. Weekends, nights and early morning hours. Work very late and then need a ride home and am forced to take a Taxi		More Weekend Service [Transit Orange], Expand Weekday Service Hours [Transit Orange]

## Ulster County

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
	Non-Rider		
1		Destination in different Counties (IE: Ulster and Orange, Ulster and Dutchess)	New Services or Destinations [Ulster County Resident]
2		walking to/from 213/Lucas intersection too dangerous and long enough [both time and distance] to be cumbersome/a deterrent, especially if traveling with luggage, groceries, and other "stuff"s	New Services or Destinations [Ulster County Resident]
3		NEVER ON TIME	Service Reliability [Ulster County Resident]
4		I drive only when needed and often have too many packages to carry on a bus, though I would like to use bus when I have light shopping: doctor visit or small items.	
5		the bus schedule brochure is hard to make sense of	Passenger Information [Ulster County Resident]
6		Won't reward a poorly run/over sized system	General Criticism [Ulster County Resident]
7		No convenient options are available. New Paltz does not have the population density to support transit.	New Services or Destinations [Ulster County Resident]
	Rider		
1	Add more scheduling times, train drivers to be more professional and courteous		More Frequent Service [Ulster County Area Transit (UCAT)], Issues With Drivers/Staff [Ulster County Area Transit (UCAT)]
2	Make the time schedules match up between counties as when I get to Poughkeepsie from New Paltz there's always about a 45 minute time difference between the two schedules.		Connectivity between Services [Ulster County Area Transit (UCAT)]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
3	Lower prices on Trailways buses for students. We're broke.		Fare Issues [Adirondack Trailways]
4	Allow for the New Paltz Loop to be around for later times during the weekdays. It is not convenient having to take a taxi from the Poughkeepsie Train Station to the SUNY New Paltz campus when we have a bus that takes us. Because schedules may change, we cannot control when we can take a the bus, and it is not fair. Some of us do not have the money to pay for the taxi, leaving us out in the cold and very vulnerable.		Expand Weekday Service Hours [Ulster County Area Transit (UCAT)]
5	Metro North to Subway Connectivity		Connectivity between Services [MTA Metro-North commuter rail]
6	UCAT bus to Poughkeepsie is timed with MTA trains, but not convenient for getting to/from work in Poughkeepsie during regular business hours (from Rosendale). I would use it much more if I could get from Rosendale to Pk around 9 am and leave pk to Rosendale at 5 or shortly after. (Buses with this timing start/return only from/to New Paltz).		More Frequent Service [Ulster County Area Transit (UCAT)]
7	Publicity about what is available is crucial. Bus station in Kingston is disgusting.		Passenger Information [Adirondack Trailways], Quality of Passenger Facilities and Infrastructure [Adirondack Trailways]
8	Please fix the UCat service in New Paltz!		General Criticism [Ulster County Area Transit (UCAT)]
9	The ability to safely transport my bicycle is sometimes an important consideration in choosing between public transit, using my car, or possibly not going at all. Car pooling is also an important option. The Park and Rides lots are a great resource for cyclists, hikers, shoppers, and entertainment seekers wanting to car pool--not just commuters.	I'm lucky enough to have a car.	Other [MTA Metro-North commuter rail]
10	Exert pressure to consolidate county transit services into regional network		Connectivity between Services [General ]
11	The greatest frustration, and reason why i don't use Dutchess Loop more frequently is the schedules. I do not want to stand at a bus stop for 30 minutes or longer waiting for a late bus. I will gladly take a later or earlier bus, but I don't want to stand out there on route 9 waiting for a bus! Please adjust the schedules to reflect the reality of traffic. bus drivers have given me feedback that the schedules are inaccurate and that's the way it is. If buses all have GPS now, it seems some review of the realistic routes that buses take would contribute greatly to more accurate schedules.	i need to be on time and can't risk being on a late bus	More Frequent Service [Dutchess County Public Transit], Passenger Information [Dutchess County Public Transit]
12	I would like to see bus service between where I live in Highland NY and Stewart Airport in Newburgh NY.		New Services or Destinations [General ]
13	Create a true intermodal transit hub in Kingston. Promote and encourage transit-oriented development.		New Services or Destinations [Ulster County Area Transit (UCAT)]
14	I'm motivated complete this survey because I believe enhancing the funding for more access to public transportation in the tri-county area would increase tourism and heighten I local usage if it were more of an option than only one's own vehicle.		New Services or Destinations [Ulster County Area Transit (UCAT)]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
15	a bus coming from Kingston straight to New York City straight thru 9W I could pick it up in Marlboro on 9W		More Direct Service [General ]
16	Parking can be an issue at Poughkeepsie train station. Need better parking. Would like to access trains in Rhinecliff but parking there is worse. I still have to drive 30 minutes to home from Poughkeepsie. Not good access from where I live but driving into the city is nuts.	I just wish there was better access to trains MTA north of Poughkeepsie	Parking Issues [MTA Metro-North commuter rail]
17	Would like to see more rail service replace busses, increase infrastructure for railways, add rail service to Stewart airport.		More Direct Service [MTA Metro-North commuter rail], Quality of Passenger Facilities and Infrastructure [MTA Metro-North commuter rail], More Direct Service [MTA Metro-North commuter rail]
18	Please expand transit service throughout the region, paying special attention to connection/transfer scheduling.		New Services or Destinations [Ulster County Area Transit (UCAT)], Connectivity between Services [Ulster County Area Transit (UCAT)]
19	I would like a bus that goes from Hannaford Plaza in Kingston down Broadway and also down Ulster Ave toward the mall. There is a city bus that goes there but a long wait (an hour!) between Ucat arrival and Citibus departure. These schedules could be coordinated maybe? I'd also like a UCAT but that goes to Margaretville, NY. Right now they only go to Belleayre. That would be good. As I get older I foresee depending on the bus more and more. Thank you!	not enough transfer to other buslines that match the UCAT schedule. I can only go to UCAT stops and nowhere else.	Connectivity between Services [Ulster County Area Transit (UCAT)], More Direct Service [Ulster County Area Transit (UCAT)], New Services or Destinations [Ulster County Area Transit (UCAT)]
20	Enhanced dial a bus, trolleys, and improved park and ride with transit options.		Parking Issues [Adirondack Trailways], Other [General ]
21	Northern New Paltz- we need more stops.		New Services or Destinations [Adirondack Trailways]
22		Takes too long with transfers	
23	more buses for round the clock coverage		Expand Weekday Service Hours [Adirondack Trailways], More Weekend Service [Adirondack Trailways]
24	UCAT should NOT stop running for 90 minutes during the day on the Kingston/Saugerties run! Also, why are there no buses to Newburgh on wk.ends ?	No Kingston City buses on Sunday!	More Frequent Service [Ulster County Area Transit (UCAT)], More Weekend Service [Ulster County Area Transit (UCAT)]
25	Keep schedules current and correct. Be on time! Keep buses in good mechanical condition.		Service Reliability [Adirondack Trailways], Quality of Vehicles [Adirondack Trailways], Passenger Information [Adirondack Trailways]
26		prison ride to the prison	New Services or Destinations [Ulster County Area Transit (UCAT)], Connectivity between Services [MTA Metro-North commuter rail]
27	make transfers more clear		Connectivity between Services [MTA subway or local bus]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
28	I think it would make infinite sense to restore commuter rail service on the west side of the hudson to at least New Paltz/Highland if not all the way to Kingston. The economical benefits this will provide to the region will far out way the negative repercussions it would have. It would do more for this region then all the money spent on rail trails and other projects (walkway over the hudson) that locals barley even use.	need commuter service west of hudson upstate	New Services or Destinations [MTA Metro-North commuter rail]
29	The bus shelter at the Park & Ride in New Paltz should be bigger. Lot of people get on there.	Bringing my family with me to NYC and easier/cheaper just to drive when we are all going.	Quality of Passenger Facilities and Infrastructure [Adirondack Trailways], Fare Issues [Adirondack Trailways]
30	The Shortline Bus Service is not reliable and when the buses are available, they often arrive and leave past the scheduled time.		Service Reliability [Shortline/Coach USA]
31	Add a commuter rail system to Kingston, ny from New York city		New Services or Destinations [MTA Metro-North commuter rail]
32	The easiest way to increase usage of the trains is too get new trains and faster trains. It can't 1.5 hours to go 60 miles, that is absurd.	Train too slow	Quality of Vehicles [MTA Metro-North commuter rail]
33	better train service		General Criticism [Shortline/Coach USA]
34	Extend Hudson to rhinebeck. More parking at beacon. 1 more morning express train on the Hudson line		New Services or Destinations [MTA Metro-North commuter rail], Parking Issues [MTA Metro-North commuter rail], More Direct Service [MTA Metro-North commuter rail]
35	Have links to other nearby transit services on each transit service website. Also, please revise the layout of UCAT bus schedules to be more reader-friendly. I've been up here over 6 months and still have trouble understanding it.		Connectivity between Services [Ulster County Area Transit (UCAT)], Passenger Information [Ulster County Area Transit (UCAT)]
36		Always drive to airports	
37	Deeper discounts for daily users or, one-to-one tax write offs for commuting to and from work.		Fare Issues [Adirondack Trailways]
38	Add more busses have the train stop in Kingston ny get rid of Kingston city bus		More Frequent Service [Ulster County Area Transit (UCAT)]
39	More express buses		More Frequent Service [Shortline/Coach USA]
40	For years there has been discussion about Maglev train but nothing has happened but hey let's keep raising taxes and transit costs into something that is constantly broken. If we let the 'free markets' decide and get government out then and only then will we be able to move forward. I'm tired of this states fraud, abuse, and corruption. Thanks!		General Criticism [General ]

	Please let us know if you have any other thoughts or ideas on how to improve regional transit service in the Mid-Hudson Valley. Please keep in mind that this survey is primarily interested in regional or inter-city transit.	When or if you don't use transit, what are the reasons you choose not to?	Theme Tags
41	<p>I have been a Coach USA rider from the Newburgh Park and Ride for roughly 8 years (Monroe for 3 prior) In Those 8 years, service has been consistently inconsistent. At least 2 times a week busses do not show up at all. Probably 3 to 4 times a week busses are late. (This is just the morning commute to Manhattan). I haven't ridden the busses earlier than 530am in a long time but the 610 and 630 busses are the biggest culprits. and these are the 2 first express busses out of Newburgh. Now calling the Company does nothing. the person who answers the phones there is probably the rudest person they have working. They have no interest in keeping customers happy, nor do they feel they have to. If you complain, their response is " take the train if you don't like it". This is because Coach USA has no competition in the area. They are the sole bus service, besides taking the train which is too expensive. Which in recent Train rate increases have pushed more and more people to ride the bus, with out Coach USA making necessary accommodations for this passenger influx. The Company as a whole is Horrible, drivers think they are beyond reproach, Supervisors and directors of the company don't care about passenger concerns and issues. Busses are not well kept, More often than not the busses wreak of urine from the bathrooms not being flushed out regularly. Something needs to be done to put CoachUSA and shoreline in check. They need competition, besides a train service that is so overpriced it actually costs more than some weekly income to get to work for a month on the train. I hope this movement gains ground and forces Orange, Ulster, Rockland etc. to form some sort of Commuter coalition, that will hold these companies accountable, but not just the companies, the individuals in charge of them. Hit'em where it hurts, When their bottom line is in trouble they will make the changes.</p>		<p>Desire for Competition [Shortline/Coach USA], Issues With Drivers/Staff [Shortline/Coach USA], Quality of Vehicles [Shortline/Coach USA], Service Reliability [Shortline/Coach USA]</p>
42	<p>We need more TIMELY buses going to the City. MTA rail prices need to go down. More shuttles from the Newburgh bus station to Beacon</p>		<p>Service Reliability [Shortline/Coach USA], Fare Issues [MTA Metro-North commuter rail]</p>
43	<p>More express busses</p>		<p>More Frequent Service [Shortline/Coach USA]</p>
44	<p>Having a train to the city on the other side of the river would be very convenient. I take the bus to the city because it is much easier than driving 40 minutes to the train, but if there were a train closer to me, that would be my preferred form of transportation.</p>		<p>New Services or Destinations [MTA Metro-North commuter rail]</p>
45	<p>Easier transportation to Newburgh and more frequent</p>		<p>More Direct Service [Ulster County Resident], More Frequent Service [Ulster County Resident]</p>
46		<p>Get a ride</p>	
47	<p>more comfortable seats</p>		<p>Quality of Passenger Facilities and Infrastructure [Ulster County Area Transit (UCAT)]</p>
48		<p>Car</p>	
49	<p>All could benefit from better coordination between Ulster and Dutchess Counties schedules and sharing of schedules/connections on their websites</p>		<p>Connectivity between Services [Ulster County Area Transit (UCAT)], Passenger Information [Ulster County Area Transit (UCAT)]</p>

## APPENDIX B – FINAL SET OF PUBLIC COMMENTS

### Comments by Dutchess County Residents

- Subject: We need better public transportation!!!
- Message: Hello, I use the Dutchess County bus system to get to work every day. It is extremely unreliable, which deters so many people from using it. We need more buses that run reliably and on time and that serve more locations. It is not fair to the people of the Mid-Hudson Valley, and it is not fair to the bus drivers. Not everyone can afford to have a car. Furthermore, a robust public transit system would cut carbon emissions in the area, which is a must. Yesterday, I saw a women in a wheelchair waiting at a bus stop. When a bus came by, she hailed it, and the bus driver shook his head at her and kept driving. This is unacceptable. We need better public transportation for all of us, and especially those who have no other option to get around!! I ended up helping her get to her location because the buses would not stop for her and she was waiting in the cold. This should never happen. Better public transportation in this region **MUST BE A PRIORITY!**
- Subject: Improvements
- Message: Growing up in Troy using the CDTA system provided freedom and mobility to get to places for recreation, education, and employment. It was reliable and dependable. My experience in the mid Hudson valley is the system here is unreliable and inadequate. There are poor linkages between and across counties. The Dutchess system has been hours late, literally, and calling the service number does nothing because they just provide the same inaccurate information. We need a reliable, effective system that links people and places that people can rely on to get to appointments and work on time.

### Comments by Orange County Residents

- Subject: Connect Mid-Hudson Valley Survey
- Message: To the Orange County legislature members in regard to our transportation system, My name is X and I live in downtown Newburgh and have been here 12 years. I rely on public transportation, in all forms, to get to and from work primarily and for other needs as well, 5-6 days a week. I have had several local jobs, one of which was at Adams Fairacre Farm Market in Newburgh. Two others are coaching jobs in NYC. I rode the local Transit Orange/Leprechaun Lines bus to/from Adams and take the Newburgh-Beacon airport shuttle to/from the Beacon train station. When I can. The schedule is very limited. Locally on Transit Orange/Leprechaun Lines, there is NO service Monday-Saturday after 7:00 pm (my last bus is 6:40 pm) limiting the time I'm able to work into the evening hours. There is NO Sunday service! Because of this, I have to take a \$6 one-way/\$12 round-trip cab which is unreliable at best not to mention the overall unpleasant experience dealing with the dispatchers. My job in the city currently requires me to be there in the mid to late afternoon. The last bus to the Beacon train station is 9:35 a.m. and service doesn't resume until late afternoon. Because of the unreliable and unpleasant experience of taking a cab (and they charge more than the car-share services for this ride at \$15 one-way or \$30 round-trip), I take Uber or Lyft at approximately \$12 one-way or \$24 round-trip). This added expense only makes an already expensive commute, that much more inaccessible to those looking for work (thus the reason I have to have several jobs). The return can be an issue as well as the last bus leaving Beacon is 9:20 p.m. and I often return later than 9:30 p.m. so must again, take Uber/Lyft. This is Monday-Friday. I do work occasional Saturday and Sundays and there is NO SERVICE provided on the weekends! How can there be NO bus or ferry service to and from Newburgh/Beacon on the weekends? There is much opportunity for both these areas

to provide this service. I do not use the ferry because that would involve finding a way to the ferry which for me, involves an additional 20-minute walk added on to an already long commute. I also have to comment that most regular bus riders do NOT get on at the current bus "transportation center" terminal or Park and Ride. It simply is not convenient for most as you need transportation there thus making it an unrealistic walk for most. Additionally, this location has signage indicating it is a Transportation Center but it is anything but! It is exclusive to Coach Bus Service and should show signage indicating this. The city of Newburgh needs a fully inclusive and information providing Transportation Center that is easily accessible to the riders in the City. I am asking you to PLEASE consider extending the bus service both locally in Newburgh AND with the Beacon-Newburgh Airport shuttle. It provides transportation to and from work for so many and with extended service, would open up badly needed work options. I would gladly pay more for both services! I might add that the newer and more spacious coach buses added to the Beacon-Newburgh shuttle should be promoted because it is a resource that many are unaware of. These shuttle buses are not clearly labeled and as such are not easily identifiable as public transit. There is little to no advertising for this service either! Thank you for your consideration and I hope to see the adoption of an extended bus schedule to better serve the City of Newburgh and the surrounding community.

- Subject: Newburgh-Beacon Shuttle
- Message: Before COVID, I was a daily commuter to New York City from Newburgh, NY, and I wanted to be sure to submit my experiences with the Newburgh-Beacon Shuttle since I did not see them reflected in the summary. I live two blocks from one of the shuttle stops, and using the shuttle would, in theory, have made my commute much more convenient! But I chose to walk quite a far bit out of my way to use the ferry instead of the shuttle because I found it to be a much more reliable and pleasant service. The biggest and most important reason was that I always knew where to find it, where exactly it would be going, and that I'd get there in roughly the time I expected. This is 100% of the purpose of mass transit, after all. I am a seasoned user of public transit, and very much enjoy taking it, as I find it preferable to being in a car, apart from the obvious cost advantages. But my experiences with the Newburgh-Beacon Shuttle did not bear this out. For a start, the schedule that's available is completely inscrutable. I know I am hardly the first person to say this. It's very difficult to determine which bus to take and in which direction it will be going, especially since there is no street signage at the corner stop. Even signage specifying waiting at one corner for going toward Stewart Airport vs another for going toward the train station with a simple schedule posted would be a huge step forward in clarity. If there was also the ability to indicate unscheduled route changes on the same pole (even with, for example, a flier taped to it), that would also help! It would also help to have some signage on each bus -- even a simple cardboard sign on the dash -- that indicates the direction and/or route and/or stop order for that shuttle. Unless there's some kind of indication, there's currently no way to be sure you'll end up where you want to go (in either direction!) unless you have a conversation with the driver. That's not efficient, scalable, or accessible. Once I ended up stuck out at the bus depot because I wasn't aware the shuttle even ran an express to the bus depot that did not make additional city stops. Then, once I had made that mistake, I could not board the NEXT shuttle that arrived because the shuttle driver was not permitted to take on a passenger that would be traveling within the city. So I waited for a Transit Orange bus instead. Apparently I was waiting in the wrong spot, because the bus didn't stop for me. I ended up becoming so frustrated that I asked a friend to pick me up and give me a ride home. This is not even close to the most frustrating story I've heard from other riders. Someone in my own household once, despite accounting for over two hours of travel time just in case of issues, still had to take an extraordinarily expensive cab ride to New York City so that he would not be late delivering a final exam to his college students. And this is before we even get to ticketing that does not rely on exact change, Google Maps route planning, or any of the many other efficiencies that are customary on mass transit elsewhere! It's expensive and time consuming to commute from Newburgh to NYC on Metro North. Any additional inefficiencies added to the basic trip make it totally unsustainable. An improved shuttle

would make a HUGE difference in the viability of long-term commuting, especially without a personal car, and also—in combination with extended hours and days of operation—open up Newburgh as a legitimate tourist destination. I urge everyone to take the public comments about the unpredictability and unreliability of service seriously. For everyone who "toughs it out," there are many people who just give up, and then that rider is lost forever. With just a few changes to make it a more rider-friendly experience, it could be a massive economic and social boon for the region. Thanks for your time and consideration.

- Subject: -
- Message: Have you guys thought about redesigning the whole system - Orange County buses are all numbered and have proper destinations -Expanded bus network that is shared with both commuter buses and local buses -Transit Orange routes are more spread out and cover much more -Modern bus fleet and system -Trackers and timing on the bus -Later times and Night/Sunday service for costumers -Flexible transit -Better connections to Metro-North trains -all buses should connect into other counties maybe Pennsylvania to improve liability and connect new markets -System map that is much more organized and have better way finding -Electronic bus signs with times posted at bus stops -A way to connect to the community and general public so that they have a say in public transit.
- Subject: Public Transportation Comments
- Message: Hello! I'm a resident of Newburgh and before the pandemic was a frequent user of public transportation and plan to use it in the future as well. While I appreciate that Newburgh has public transportation and it has saved me from walking extra miles on top of what I had to do in some cases, I would love to see it improved. One thing in particular I experienced in Autumn 2019 was walking from my previous job on mount airy road all the way to Walmart to catch the 5:30pm bus back to Broadway , only to notice that, almost everyday there was only a bus at 5:00pm and 6:00pm. For that to happen everyday, not just as a once in a while thing, is not okay. Another problem I face and seems many others face is the lack of being able to figure out the Newburgh- beacon bus situation. It seems that, even if someone knows it exists, they're usually not entirely sure of the schedule, fare, route, stops, etc, for this important piece of infrastructure to truly help the residents of Newburgh. And that's if they even know about it to begin with, which many people don't know. Another issue I face is the lack of destinations. It's easier to get to the rural and far out parts of dutchess county with their bus system, and even getting from Newburgh to most places in Ulster county is easier than going from Newburgh to Goshen, something that discourages the largest city in the county from being able to participate in County government or even take care of business done at the county level unless that have a car or pay for a very pricey rideshare or taxi. Finally, expanding the bus service in Newburgh to new route that would serve people outside of its current, limited routes, as well as the current times, which in my experience as an overnight worker, did not serve my needs at all, and there are likely many other situations where expanded service times would be helpful. Thank you for your time, I hope these comments on my experiences with public transportation can help us get the system we need in Newburgh and beyond.
- Subject: City of Newburgh Bus transportation
- Message: I am very grateful for the bus service here in the City of Newburgh. I have been a rider for decades. Like any service, there is always room for improvement. For instance, hard copies of the bus schedule should be available for passengers to take home and stationary LARGE PRINT schedules posted in the front, middle and back of the bus for easy review. Newburgh is a very diverse city and perhaps adding French/Creole as a language for information would help our increasing Haitian population. For the most part drivers are friendly and helpful, however a few could use a fresher course in customer service

and be reminded that their attitude has the potential to either brighten or dim a passengers mood. And bus drivers should be more compassionate to folks running for the bus. They could be going to work and the driver pulling off could be detrimental to their livelihood. Also, the corners of Liberty St and Broadway seems to be the hub. Perhaps we could have a clock there to ensure we our phones, watches are synchronized. On occasion drivers have pulled 2 minutes early according to my phone. Lastly, buses do not seemed to be cleaned thoroughly. I take the first bus sometimes and there is already trash under the seats and stationary fresheners would be a great help and make a long ride more pleasant. There's more but that's it for now. Wishing all involved a Happy Healthy 2021!!

- 
- Subject: Bus transportation in the City of Newburgh.
- Message: I think the current busses used in the City of Newburgh are too long. This limits the streets they can service. Many of our streets are old and narrow which causes navigation problems for the busses. Many residents have trouble walking to bus stops. If more streets were accessible to bus use the ridership would increase. There are other bus companies who service Newburgh for trips across the Hudson river and to New Paltz. They use shorter busses. More bus runs per hour. Perhaps at 15 minute intervals. This would end long waits for busses during inclement weather. This would help the elderly and handicapped to not have to stand for long periods of time. Bus Shelters with seats for people. This would also help pregnant women and women carrying small children or women with children in general. I think all these ideas would increase ridership which would generate Operational Funds. We also need to contact our Governmental Agencies to obtain additional funds. Perhaps if we show them we are willing to change and expand they will see a valid reason to send us more funds. Thank You.

- Subject: Newburgh public transportation
- Message: Newburgh needs more reliable and better advertised public transportation options across the Hudson River to access MTA and jobs in beacon and other localities. What exists presently although affordable is poorly advertised and does not adhere to schedules or posted routes. Newburgh residents many of whom live in poverty without access to jobs and job opportunities should be served by reliable public transportation.

- Subject: Letter submission

- Message: To whom it may concern,

I am writing in response to the PDF report as well as the online presentation from December 2020 of the Connect Mid-Hudson Transit Study. I want to thank all departments and organizations involved. It's rewarding to reflect upon the robust transportation infrastructure that exists in our area. Additionally, it is exciting to think about all the potential that Orange County and the tri-county area of Orange, Dutchess, and Ulster counties have, and how transportation can help realize that potential.

In viewing the PDF of the report that the public was directed to download, I was somewhat surprised at the summary of comments from riders of Orange County Transit buses and the Newburgh-Beacon Shuttle. Some of the biggest concerns the Transportation Advisory Committee of Newburgh has heard from the public over the past two years were not represented in the summary, particularly those addressing unreliable service, fixing confusing or missing service information, and critical live updates for cancelled or rerouted buses.

As an advisory committee, we believe one of our main missions is to foster communication both ways between the public and elected or full-time officials. We want to help amplify the voice of the community.

And we want to aid government officials in any way we can to disseminate important or useful information to as much of the public as possible.

In pursuing this mission over the past two years, one of the most common areas of concern from the public has been bus service both in the form of Orange County Transit as well as the Newburgh-Beacon Shuttle. In fact, in early 2019 we did an informal survey and among the 51 respondents who reported using the bus regularly, 17 said reliability, consistency, and/or skipped stops were a concern. 20 of the 51 regular bus riders listed expanded hours and Sunday service as one of the two biggest improvements they would like to see.

We fully recognize that our survey is not scientific. Nor is it meant to contradict any findings from the Study. However, the responses we got are in line with comments we have heard from the public over the past two years about both Transit Orange bus service and the Newburgh-Beacon Shuttle. We think it is vitally important that this feedback is included in the Connect Mid-Hudson Transit Study which is why I, in full disclosure, was one of the people who submitted a comment in the original comment period.

In specific reference to the Newburgh-Beacon Shuttle service that runs between Orange and Dutchess counties, the top comments we've received (many of which all three members of my household have experienced on separate occasions) which I did not see detailed in the PDF report are:

- Unannounced route changes or cancelled buses with no advance warning, leaving potential riders out on a street corner for a bus that isn't coming.
- Printed schedule (attached) which is hard to decipher (especially with regards to the express buses to Stewart Airport and the route names (eg. AM-A, AM-B, is repeated three times)).
- Unclear sidewalk signage means first time riders do not know which corner to wait on and are sometimes skipped by bus driver.
- Buses not stopping to pick people up even when they are on the correct street corner.
- Lack of signage on buses themselves and lack of marketing means that most Newburgh residents do not know this otherwise very useful transportation service exists. Signage is small or nonexistent at the Beacon MNRRT train station. Buses themselves look like private for-hire buses so opportunity is missed to market existence of this very cost-effective service. Countless Orange County commuters we have spoken to did not know the shuttle even existed.
- Contractor (Leprechaun) is unresponsive when riders call with questions or critically urgent issues about no-show buses.

Again, I would like to thank everyone involved in creating this study and passing along its recommendations. There exists good transportation infrastructure in our area and the more people that know about it the better. Additionally, if the service providers and government policy can reflect the rider feedback that we and others have heard, our transportation network can be even stronger. I thank you for organizing this study, and I appreciate the opportunity to include the comments and experiences we have heard from the Newburgh and Orange County community. If you have any questions, would like to speak directly with riders, or would like to attend one of our monthly Committee meetings, please do not hesitate to reach out to me.