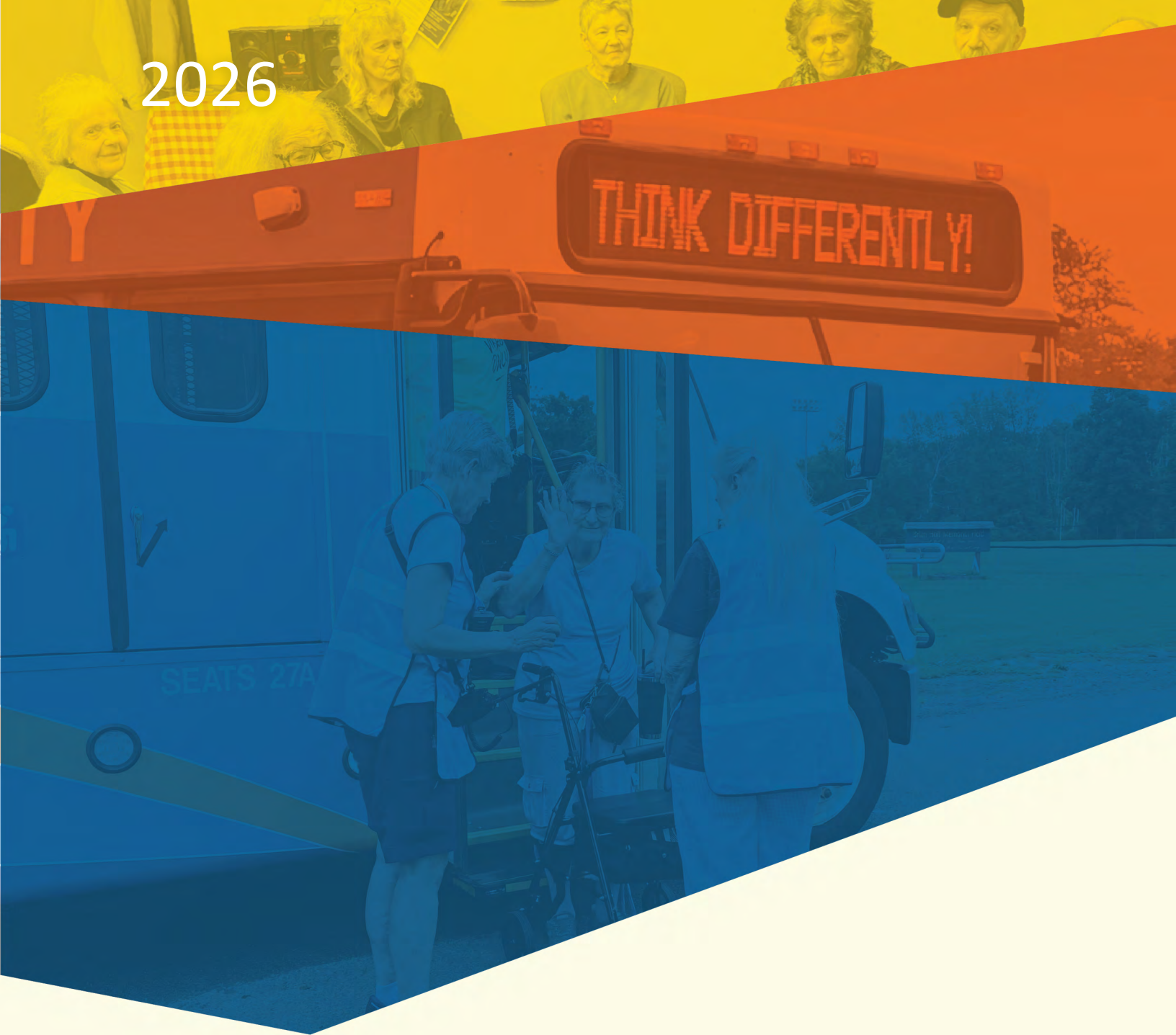




2026

Coordinated Plan

Public Transit-Human Services Transportation Plan

*Connecting Older Adults and People with Disabilities
to Care, Community, and Independence*

DUTCHESS COUNTY
TRANSPORTATION COUNCIL





DISCLAIMER

The preparation of this report has been financed in part through grant[s] from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation, under the State Planning and Research Program, Section 505 [or Metropolitan Planning Program, Section 104(f)] of Title 23, U.S. Code. The contents of this report do not necessarily reflect the official views or policy of the U.S. Department of Transportation.

TITLE VI STATEMENT

The Dutchess County Transportation Council (DCTC) is committed to compliance with Title VI of the Civil Rights Act of 1964, Restoration Act of 1987, and all related rules and statutes. DCTC assures that no person or group(s) of persons shall, on the grounds of race, color, age, disability, national origin, gender, or income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under all programs, services, or activities administered by the DCTC, whether those programs and activities are federally funded or not. It is also the policy of the DCTC to ensure that all of its programs, policies, and other activities do not have disproportionate adverse effects on minority and low income populations. Additionally, the DCTC will provide meaningful access to services for persons with Limited English Proficiency.

Prepared for: Dutchess County Transportation Council (DCTC)

Prepared by: Transpo Group

July 2026

Contents

Chapter 1. Introduction	1
Plan Organization	3
Chapter 2. Stakeholder & Public Outreach	4
Advisory Committee	4
Community Engagement	6
Chapter 3. Inventory of Transportation Services	10
Public Transit	11
Specialized Transportation Services	18
Non-Emergency Medical Transportation (NEMT) Services	21
Inter-Regional, Long-Distance Bus, and Rail Connections	22
Additional Transportation Providers	23
Chapter 4. Existing Community Conditions	26
Locations & Concentrations of Vulnerable Populations	27
Travel Trends	44
Chapter 5. Transportation Needs Assessment	50
Geographic Service Gaps	51
Temporal Service Gaps	52
Institutional Gaps	52
Informational Gaps	55
Ranking and Prioritizing Gaps & Needs by Importance	56
Chapter 6. Transportation Strategies	58
Chapter 7. Implementation Action Plan	64
Implementation and Funding Considerations	66
Implementation Actions	66
Chapter 8. Conclusion	75
Appendix 1. Community Survey (English)	76
Appendix 2. Community Survey (Spanish)	80
Appendix 3. Agency Survey	84
Appendix 4. Service Provider Listing	90

Chapter 1.

Introduction

The Dutchess County Transportation Council (DCTC), as the designated Metropolitan Planning Organization (MPO) for Dutchess County, developed this Coordinated Public Transit-Human Services Transportation Plan ("Coordinated Plan") in consultation with local human service agencies, public transportation providers, and older adults and people with disabilities.

Under federal law, projects must be derived from a locally developed Coordinated Plan to be eligible for funding through the Enhanced Mobility for Seniors and Individuals with Disabilities Program (Section 5310). The Section 5310 program is a federal grant program overseen by the Federal Transit Administration (FTA) that aims to improve mobility for older adults and people with disabilities.

The Coordinated Plan is drafted in close coordination with human services transportation operators and clients to ensure alignment with local priorities. Projects are eligible for Section 5310 funding only if they are directly included in a Coordinated Plan or if they address a specific need or strategy outlined in the plan.

In New York State, the 5310 program is managed by the New York State Department of Transportation (NYSDOT). Funding is allocated to large (over 200,000 people), small (50,000-200,000 people), and rural (fewer than 50,000 people) urbanized areas based on population. The NYSDOT 5310 grant program categorizes activities into capital purchases, mobility



The goal of the Coordinated Plan is to improve local transportation services for people with disabilities and older adults (age 65 and over), by identifying their transportation needs, developing strategies to meet those needs, and prioritizing transportation projects and services to improve their ability to access basic needs.



TABLE 1 SECTION 5310 PROJECT TYPE SUMMARY

Project Type(s)	Category	Eligible Activities
Vehicle Purchase, Other Capital Purchase	Traditional or Enhanced	Purchase buses from NYS OGS adult bus contract
		Benches, shelters, & passenger amenities
		Intelligent Transportation System (ITS) planning and technology such as automatic vehicle location system (AVL), mobile data terminals (MDT), and/or a dispatch system
		Other vehicle types not on OGS adult bus contract to support shared-ride services
		Radio equipment
		Support facilities and equipment
		Vehicle rehabilitation and overhaul
	Traditional	Computer hardware and software
		Preventive maintenance
	Enhanced	Accessibility improvements to non-key stations and stops
		Vehicles or equipment designed to accommodate oversized mobility aids beyond ADA requirements
Mobility Management	Traditional or Enhanced	Coordination of services for 5310 target populations
		ITS planning and technology directly supporting mobility management projects, such as a call center or a coordination and dispatch computer system
		Operation of transportation brokerage
		Support to plan and implement coordinated services
		Support of state and local coordination policy bodies and councils
		Travel training
Operating Assistance	Traditional or Enhanced	Transportation operating expenses for services provided to 5310 target populations
		Vouchers to support volunteer driver programs, taxis, or trips provided by human services agencies
	Enhanced	Accessible feeder services to commuter or intercity rail and bus where paratransit is not available
		Expanding ADA paratransit services

management, or operating assistance. Eligible expenses are then further categorized by whether they aim to meet or exceed the standards established by the Americans with Disabilities Act (ADA) of 1990: traditional vs enhanced. Grantees must also provide a local share match based on the activity category: 20% for capital and mobility management projects and 50% for operating assistance. Table 1 provides additional details about the eligible projects within each category.

Eligible project types and categories include:

- Public transportation projects planned, designed, and carried out to meet the unique needs of older adults and people with disabilities when traditional public transportation is insufficient, inappropriate, or unavailable.
- Public transportation projects that improve access to fixed-route service and decrease reliance on complementary paratransit.
- Projects focused on alternatives to public transportation that assist seniors and individuals with disabilities with transportation.

Traditional projects involve procuring vehicles or basic transportation equipment to provide transportation for seniors and people with disabilities. Non-traditional projects go beyond procuring vehicles and include operating assistance, travel training programs, mobility management, volunteer driver programs, voucher programs, and software.

In New York, organizations eligible to receive 5310 funds are limited to:

- Private non-profit corporations (traditional and enhanced projects)
- Public agencies where no private nonprofits are readily available to provide the proposed service (traditional projects)
- Public agencies that the State has approved to coordinate services (traditional projects)
- All public agencies and operators of public transportation services (enhanced projects) and
- Indian Tribal Governments (traditional and enhanced projects)

Over the past five years, the State of New York has received approximately \$26 million in 5310 funding to be distributed across the state. As part of the Mid-Hudson Valley Transportation Management Area (TMA) with Orange and Ulster counties, 5310 funds are available to transit providers in Dutchess County as part of NYSDOT's statewide suballocations. To distribute 5310 funds, NYSDOT solicits applications twice a year and offers technical assistance and support to grant applicants through online webinars and review opportunities. DCTC staff participate in a regional review team that evaluates and ranks applications; the team includes staff from the Dutchess, Ulster, and Orange County MPOs, as well as NYSDOT.

Plan Organization

The Coordinated Plan is organized as follows:

- **Chapter 2. Stakeholder & Public Outreach:** Summarizes stakeholder & public outreach activities used to guide the development of the Coordinated Plan.
- **Chapter 3. Inventory of Transportation Services:** Provides a detailed inventory of transit and specialized transportation services available in Dutchess County.
- **Chapter 4. Existing Community Conditions:** Identifies the locations of vulnerable populations across Dutchess County and related travel patterns.
- **Chapter 5. Transportation Needs Assessment:** Summarizes the transportation needs assessment developed for vulnerable populations in Dutchess County.
- **Chapter 6. Transportation Strategies:** Identifies strategies to address transportation needs.
- **Chapter 7. Implementation Action Plan:** Develops an action plan and identifies the next steps needed to implement proposed transportation strategies.
- **Chapter 8. Conclusion:** Summarizes the plan's key findings, needs, and recommended path forward for advancing coordinated mobility improvements in Dutchess County.

Chapter 2.

Stakeholder &

Public Outreach

In accordance with federal and NYSDOT requirements, this Coordinated Plan was developed locally through a collaborative process involving transportation providers, human services agencies and representatives, and extensive community input. Chapter 2 summarizes the stakeholder engagement activities that informed the plan, helped gather relevant information, and offered opportunities to review and validate key findings.

Advisory Committee

To help guide the development of the Coordinated Plan, we assembled an Advisory Committee composed of representatives from Dutchess County public-sector and human services agencies. The Advisory Committee’s main functions included the following:

- **Connectors:** Link the planning team with key community stakeholders, service providers, and underrepresented populations.
- **Guides:** Help shape the project’s direction and recommend engagement approaches.
- **Broadcasters:** Promote surveys, events, and plan activities within their networks.
- **Reviewers:** Provide critical feedback on findings, draft documents, and public input.

The Advisory Committee consisted of the following members:

- Amanda Sammon, Dutchess County Public Transit
- Mary Rose-Reedy, Dutchess County Office of the Aging
- Aisha Phillips¹, Dutchess County Department of Health
- Christie Bonomo-Gose, Dutchess County Community & Family Services
- Dana Hopkins, ThinkDIFFERENTLY
- Christine Sergent², North East Community Center
- Lisa Tarricone³, Taconic Resources for Independence
- Amy Smith, Dover Library

Six meetings were convened with the Advisory Committee, summarized in Table 2.

TABLE 2 ADVISORY COMMITTEE MEETINGS

Meeting	Date	Meeting Purpose
Advisory Committee Meeting #1	May 21, 2025	• Provide an overview of the project scope and timetable, synopsis of the Advisory Committee’s duties and responsibilities. • Acquire feedback on desired project outcomes and shared goals.
Advisory Committee Meeting #2	August 6, 2025	• Provide initial feedback from community engagement events. • Review demographic and travel pattern data. • Identify where additional public listening sessions should be held.
Advisory Committee Meeting #3	October 20, 2025	• Provide additional feedback from community engagement events. • Review of existing services. • Identification of initial gaps and needs.
Advisory Committee Meeting #4	December 11, 2025	• Ranking and prioritization of gaps and needs.
Advisory Committee Meeting #5	March 3, 2026	• Evaluation and vetting of proposed strategies.
Advisory Committee Meeting #6	May 19, 2026	• Review of draft Coordinated Plan.

¹ Aisha Phillips retired from Dutchess County Department of Health in early 2026 and was replaced by Amy Ghattas from March 2026-May 2026.

² Christine Sergent retired from North East Community Center in early 2026 and participated from May 2025 – February 2026.

³ Lisa Tarricone retired from Taconic Resources for Independence in early 2026 and participated from May 2025 – December 2025.

Community Engagement

We took part in two community engagement events early in the planning process to raise awareness of the Coordinated Plan and gather input from residents and stakeholders. Held in informal, accessible settings, the events offered opportunities to connect with community members who might not otherwise participate in formal settings or in other transportation planning efforts. They also helped to increase the plan's reach and visibility. The two events allowed us to share information about the plan, answer questions, and capture feedback on local transportation needs. By attending events already integrated into the community, we were able to reach a wide audience and collect perspectives from individuals who depend on various transportation services. The two community engagement events we attended were as follows:

- ThinkDIFFERENTLY Fitness & Field Day: June 26, 2025 at Bowdoin Park in Wappingers Falls
- Office for the Aging Senior Picnic: July 17, 2025 at Stissing Mountain High School in Pine Plains

Key take aways from these events included the following:

- Transportation users consistently identified service reliability as a primary concern.
- Service limitations, including restricted geographic coverage, limited hours, and vehicle availability, were commonly cited barriers.
- Seniors emphasized challenges related to geographic access and dependable service.
- Medical travel needs emerged as the most critical, with Poughkeepsie and Rhinebeck identified as key destination areas for healthcare appointments.

In addition to attending these two community events, we organized a series of targeted listening sessions to gather more specific feedback from the public and key groups, including older adults, people with disabilities, low-income individuals, and clients of human service agencies.

These sessions offered structured yet informal forums where participants could share their experiences, highlight transportation barriers, and discuss unmet needs related to access, affordability, reliability, and service availability. The sessions were purposely designed to focus on user perspectives and amplify voices that are often overlooked in transportation decisions.

Insights from community events and listening sessions were essential for identifying key transportation issues, service gaps, and priorities in the Coordinated Plan. The listening sessions were as follows:

- **Listening Session #1:** September 30, 2025 at the Poughkeepsie Senior Center
- **Listening Session #2:** October 15, 2025 at the Red Hook Community Center
- **Listening Session #3:** October 22, 2025 at the North East-Millerton Library

Key takeaways from the listening sessions included the following:

- Participants expressed a need for improved communication and clearer information about available transportation services, including paratransit.
- There is a strong interest in extended service hours, particularly for Flex Service.
- Participants indicated a desire for fewer service restrictions and greater access to door to door service, noting challenges with curb to curb service alone.
- The need for improved, up to date transportation websites was frequently identified.
- Participants emphasized the importance of a centralized source of transportation information to make services easier to understand and access.

Public Survey

In addition to in-person events, we conducted a survey to gather more input and insights to inform the Coordinated Plan. The survey launched on June 17, 2025, and remained open through July 28, 2025. The English-language survey was available throughout the full survey period, while the Spanish-language version was added on July 17, 2025, and remained available through the survey's close. The survey was promoted through the DCTC website, posted on-board local transit vehicles, shared at public pop-up events, and distributed by Advisory Committee members to their agency clients. Responses were collected electronically via an online platform or on paper. We received 118 responses, including 50 paper responses. The responses provided valuable insights into people's thoughts about transportation issues in the area. Key themes and findings from the survey included the following:

Barriers

- **Disability affecting mobility:** A large proportion of respondents reported mobility-related disabilities, most often difficulty walking or climbing stairs, with nearly 40% indicating some form of physical limitation.
- **Service Accessibility:** Many individuals with disabilities emphasized the need for ADA-compliant vehicles, easier access to transit stops, and more inclusive service design.
- **Vehicle Access:** Most households owned at least one vehicle, but nearly one-quarter reported no vehicle, leaving residents reliant on transit, family/friends, or specialized services.
- **Unmet transportation needs:** Approximately 40% of respondents miss trips at least once a month due to limited-service hours, unavailable routes, and concerns about cost.
- **Information and coordination gaps:** Over 40% of respondents were unsure who to contact regarding transportation issues, highlighting the need for improved communication campaigns, centralized information, and client support services. Many respondents rely on printed schedules or agency websites, which are not always up to date.

Insights

- **Travel as a daily need:** Nearly half of respondents reported leaving their homes each day, often for essential activities such as shopping and errands (86%) or medical and dental appointments (81%). This underscores the vital role transportation plays in maintaining everyday health and independence.
- **Aging out of driving ability:** Most respondents reported that they can currently drive independently. However, many acknowledged that this independence may not be permanent, reinforcing both the ongoing needs of current non-drivers and the future mobility needs of aging drivers who will eventually require alternative transportation options.
- **Demand for improved service models:** Respondents prioritized door-to-door service, affordable options, longer service hours, and expanded coverage areas.
- **Transportation as a lifeline:** Open-ended feedback consistently framed transportation as essential – not a luxury – for maintaining health, independence, and community connections, particularly for older adults and people with disabilities.
- **Core Areas for Growth:** In open-ended comments, respondents called for expanded coverage, enhanced ADA accommodations, and more reliable intercity and evening services.

These findings emphasize the need to improve specialized and accessible transportation, affordability, and service coordination to help older adults, people with disabilities, and other vulnerable residents reliably meet their daily needs. See Appendix 1 for a comprehensive summary of the survey.



LISTENING SESSION #2 AT THE RED HOOK COMMUNITY CENTER

Stakeholder Agency Engagement

Beyond community outreach, we conducted targeted interviews with transportation providers and partner agencies serving Dutchess County to gather operational and system-level perspectives that are sometimes absent from public input. These discussions aimed to complement community feedback by identifying challenges in service delivery, funding and contract limitations, staffing and vehicle shortages, coordination obstacles, and regulatory requirements that directly impact how transportation services are delivered. The interviews were also supplemented by a survey specifically aimed at transportation providers. By engaging providers alongside vulnerable populations, we gained a better understanding of both rider experiences and the practical issues faced by agencies. This approach helps ensure the Coordinated Plan addresses on-the-ground needs, while remaining practical, coordinated, and feasible.

Interviews with local service providers and partner agencies, along with survey results, revealed ongoing and interconnected transportation

challenges for Dutchess County residents who depend on specialized, demand-response, and human service transportation. Across providers, limited-service hours emerged as a primary barrier. Many human service agency transportation programs do not run early mornings, evenings, weekends, or holidays, restricting access to jobs, education, medical appointments, and daily activities. Geographic coverage gaps were also notable, especially in rural communities in northern and eastern Dutchess County, where low population densities and high operational costs limit the possibility of expanding service.

Accessibility concerns went beyond vehicles to also the built environment. Poor pedestrian infrastructure, long distances to stops, traffic safety issues, and inconsistent adherence to Americans with Disabilities Act (ADA) and Public Right-of-Way Accessibility Guidelines (PROWAG) standards hinder access to transit. Cognitive disabilities and limited access to technology also restrict clients' ability to use reservation-based or app-dependent services independently. Affordability remained a concern, especially for the Flex service and those without smartphones.

Key Findings

- **Cost Constraints:** Transportation providers consistently identified cost pressures, including vehicle procurement and maintenance, insurance, training, and delayed reimbursements, as major constraints to capacity. Contract and funding restrictions further limit flexibility, frequently restricting trips to non-emergency medical purposes and constraining inter-agency coordination.
- **Waning Workforce:** Driver shortages, especially for CDL-qualified and accessibility-trained drivers, in some cases can even lead to temporary service suspensions.
- **Coordination Opportunities:** While informal collaboration among providers is common, coordination largely depends on personal relationships rather than structured systems. The lack of a centralized transportation information hub, a shared scheduling platform, or a referral database results in inefficiencies and information loss.
- **General Alignment:** Providers strongly supported investing in centralized information systems, driver and rider training, expanded service areas and hours, and more flexible, user-friendly demand-response options. Along with the public, these improvements were viewed as essential to creating a more accessible, reliable, and equitable transportation network for vulnerable populations across the county.

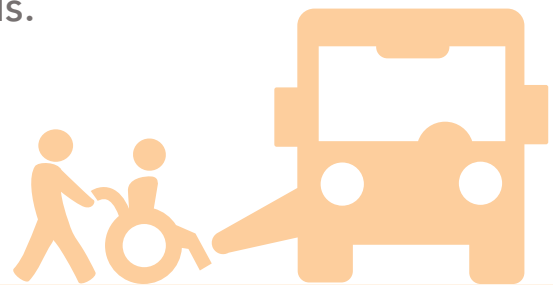


LISTENING SESSION #3 AT THE NORTH EAST-MILLERTON LIBRARY

Chapter 3.

Inventory of Transportation Services

Chapter 3 describes the transit and specialized transportation services available in Dutchess County. This information was gathered through agency surveys, targeted interviews, and a review of reports and records, including summaries of provider operating profiles, fleet details, ridership figures, and program performance. It establishes the baseline conditions for assessing system effectiveness and identifying service overlaps or gaps. The findings from this inventory inform the framework used to analyze unmet transportation needs.



All of the Dutchess County public transit vehicles are ADA accessible. The buses used for fixed route service all have ramps, and the vans used for demand response service have lifts. Drivers are also trained in ADA protocol and FTA requirements in addition to customer service.

TABLE 3 DCPT FIXED ROUTE OVERVIEW

Routes	Places Served	Monday - Saturday	Sunday
A – Poughkeepsie to Fishkill	Poughkeepsie, Wappingers Falls, Fishkill	6:00 a.m. to 11:45 p.m. Every hour	10:15 a.m. to 7:30 p.m. Every 2-3 hours
B – Poughkeepsie to Beacon	Poughkeepsie, Wappingers Falls, Fishkill, Castle Point VA Center	5:30 a.m. to 12:00 a.m. Every hour	9:15 a.m. to 6:45 p.m. Every 2-3 hours
C – Poughkeepsie to Tivoli	Poughkeepsie, Hyde Park, Rhinebeck, Red Hook, Tivoli	5:30 a.m. to 11:30 p.m. Every 1-2 hours	No Sunday service
D – Poughkeepsie to Millbrook	Poughkeepsie, Pleasant Valley, Millbrook	5:45 a.m. to 9:30 p.m. Every 2-3 hours	No Sunday service
E – Poughkeepsie to Pawling	Poughkeepsie, LaGrange, Billings, Union Vale, Beekman, Pawling, Wingdale	5:30 a.m. to 12:00 a.m. Varying headways	9:00 a.m. to 10:00 a.m. 6:00 p.m. to 7:30 p.m. Varying headways
F – Beacon to Hopewell Junction	Beacon, Fishkill- Walmart, East Fishkill-iPark	8:15 a.m. to 11:00 p.m. Every 2 hours and 15 minutes	No Sunday service
G – Poughkeepsie to Beacon Free Loop	Poughkeepsie, Beacon	6:00 a.m. to 8:00 p.m. Every 30 minutes	10:00 a.m. to 6:30 p.m. Every 30 minutes
J – Poughkeepsie Northside	Poughkeepsie Transit Hub, ShopRite, Dutchess Community College	6:15 a.m. to 6:45 p.m. Every hour	No Sunday service
K – Poughkeepsie Southside	Poughkeepsie-Vassar Brothers Medical Center, Hudson Plaza, Galleria, South Hills	7:15 a.m. to 10:00 p.m. Every hour	No Sunday service
L – Poughkeepsie Main St	Poughkeepsie Train Station, Transit Hub, Adams Fairacre Farms	6:45 a.m. to 8:00 p.m. Every 30 minutes	9:15 a.m. to 6:00 p.m. Every hour
M – Poughkeepsie Eastside	Poughkeepsie High/Middle School, Maplewood Apartments	6:30 a.m. to 5:45 p.m. (Monday-Friday only) Every hour	No weekend service
P – Poughkeepsie Westside	Poughkeepsie High/Middle School, Train Station, Transit Hub	6:00 a.m. to 5:15 p.m. (Monday-Friday only) Every hour	No weekend service
Poughkeepsie-Amazon Express	Poughkeepsie, Wappingers Falls, Fishkill-Walmart, East Fishkill	5:15 a.m. to 7:15 a.m. 5:15 p.m. to 7:15 p.m. Every hour	No Sunday service

Source: Dutchess County Public Transit

Public Transit

Dutchess County Public Transit (DCPT), a division under County Public Works, is the primary provider of public transit in Dutchess County. DCPT operates fixed route, ADA paratransit, Dial-A-Ride, and Flex services. All vehicles in the DCPT fleet are ADA accessible and support mobility access across the following service types, as described here.

Fixed Route

Dutchess County offers 13 fixed routes, 11 of which follow a hub-and-spoke pattern centered on the Poughkeepsie Transit Hub (located on Market

Street in the City of Poughkeepsie). The other two routes include a Beacon Free Loop and a route linking Beacon, Fishkill, and Hopewell Junction. Figure 1 shows DCPT’s fixed route system.

The Fixed Route service area spans 210 square miles and serves the major population centers of Dutchess County. In 2024, DCPT provided over 900,000 passenger trips covering about 1.4 million vehicle revenue miles. Annual operating expenses totaled over \$14 million, which represents a cost per passenger trip of \$15.70. Table 3 outlines the fixed routes, their schedules, and the locations they serve.

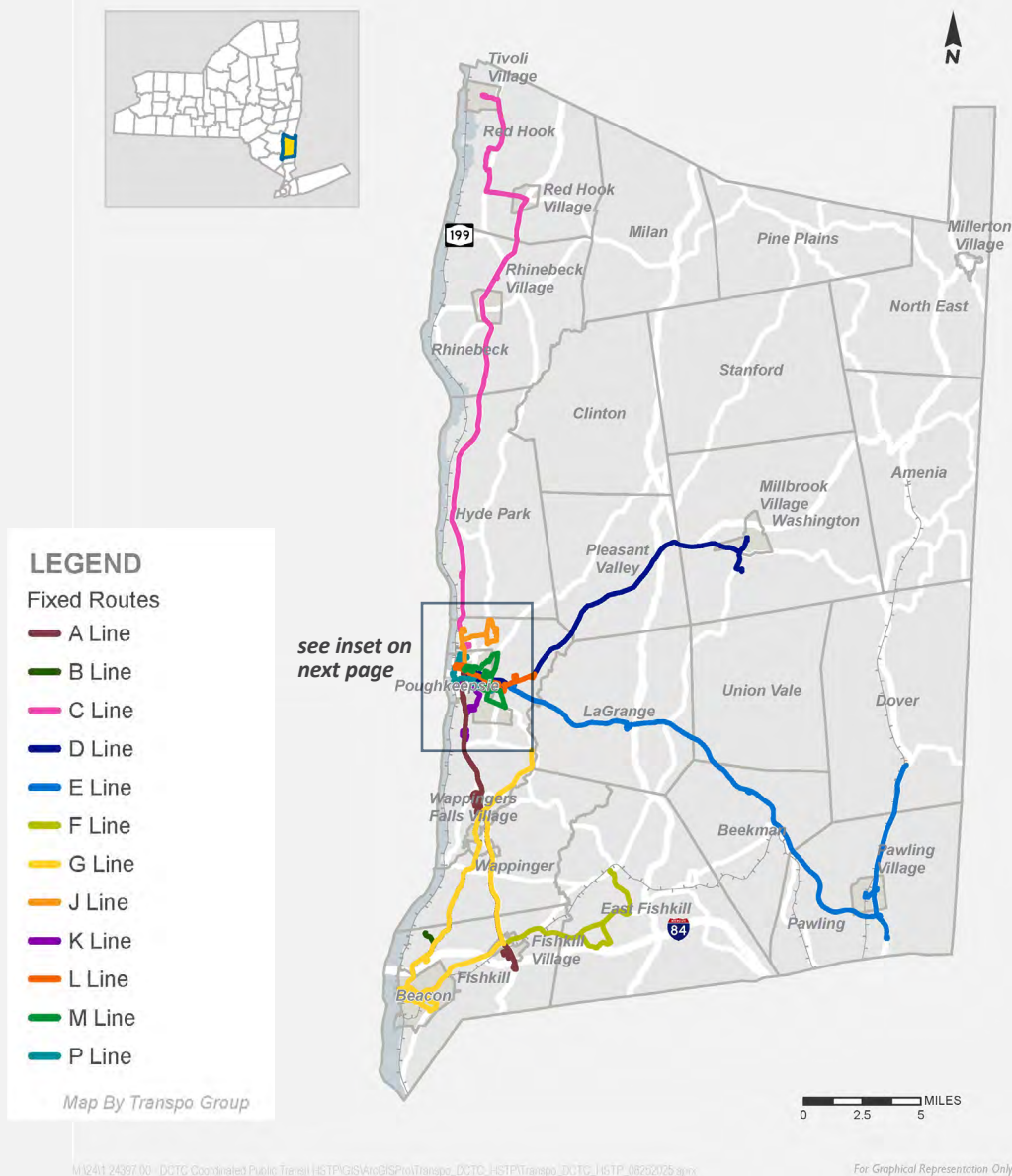


FIGURE 1 DUTCHESS COUNTY PUBLIC TRANSIT FIXED ROUTE SYSTEM

Source: Dutchess County Public Transit

TABLE 4 DCPT FIXED ROUTE FARE TYPES

Pass Type	Full Fare	Reduced Fare
Single Ride Pass	\$1.75	\$0.75
Unlimited Pass - Day	\$5.00	\$2.50
Unlimited Pass - Week	\$21.00	\$10.50
Unlimited Pass - Month	\$62.00	\$31.00
Commuter Pass (44 ride maximum)	\$45.00	N/A

Source: Dutchess County Public Transit

Fixed Route Fares

Transit riders can pay their fare in cash when boarding a vehicle. Patrons can also pre-pay, either online with credit or debit cards, or in-person at the DCPT office with cash, checks, or money orders. DCPT offers regular and reduced fares, with children under 5 traveling free. Reduced fares are available with proper identification for the following populations:

- Seniors (age 60+)
- Veterans
- Children (age 5-12)
- Students
- People with disabilities

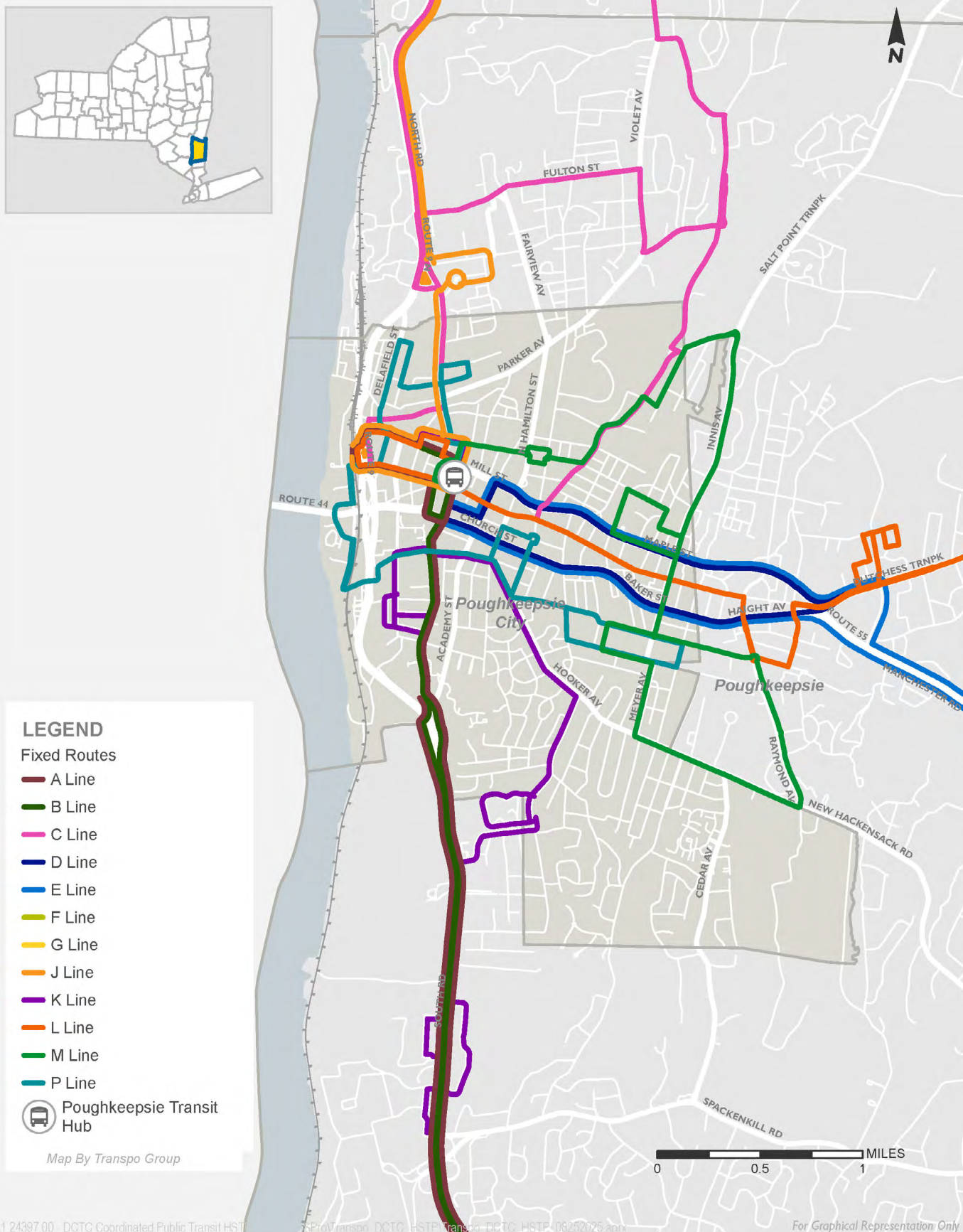


FIGURE 1 DUTCHESS COUNTY PUBLIC TRANSIT FIXED ROUTE SYSTEM (INSET)
 Source: Dutchess County Public Transit

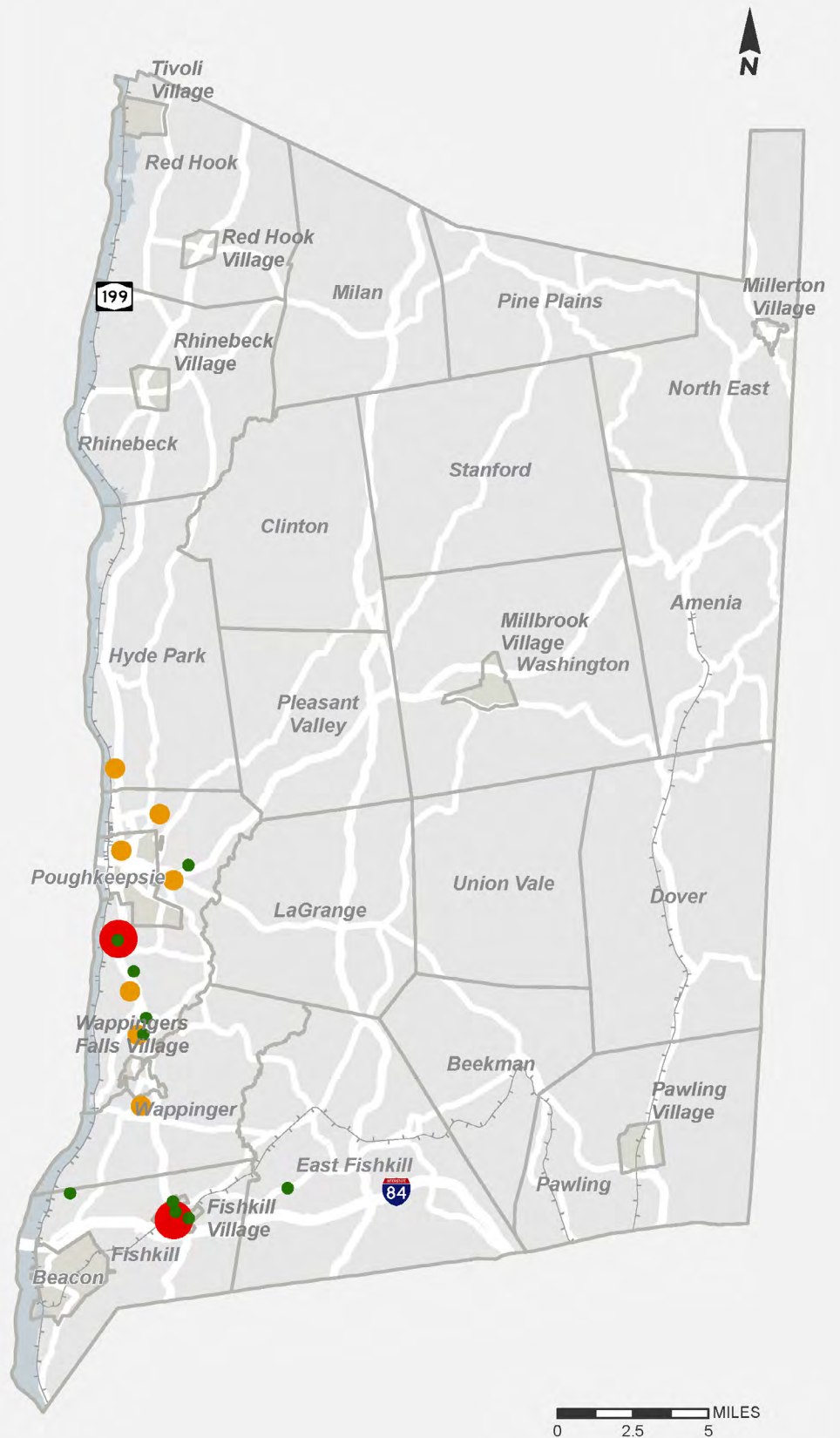
ADA Paratransit

Required by the Americans with Disabilities Act (ADA), DCPT's ADA-compliant paratransit service provides accessible, curb-to-curb bus transportation for individuals traveling within $\frac{1}{4}$ of a mile of a fixed-route route. Public transit riders whose disability prevents access to the fixed-route system are eligible for this service (a passenger's care attendant can also ride free). Passengers must apply and meet the medical qualifications to be eligible. General parameters for this service are listed here:

- **Operating Hours:** Same hours as the associated DCPT fixed route in operation at time of pick up or drop off (typically Mon-Sat 5:00 a.m. to 12:06 a.m., Sun 9:00 a.m. to 7:33 p.m.)
- **Fares:** \$3.50 general fare
- **Booking:** Within business hours, the day before the requested trip to 30 days in advance
- **Eligibility:** Persons with disabilities who cannot access fixed route transit or a fixed route transit bus stop

Figure 2 shows the top paratransit origins and destinations for January-April 2025. The locations are concentrated in the southwest part of the county, due to the focus of services in that area. Many are along the Route 9 corridor. The top five origin and destination locations include:

1. Dutchess Dialysis (2585 South Road, Poughkeepsie)
2. Walmart (26 W Merritt Blvd, Fishkill)
3. Interfaith Towers (66 Washington Street, Poughkeepsie)
4. Poughkeepsie Town Senior Center (14 Abes Way, Poughkeepsie)
5. Wappinger Town Hall (20 Middlebush Road, Wappinger)



M:\2411 24397.00 - DCTC Coordinated Public Transit\HSTP\GIS\ArcGISPro\Transpo_DCTC_HSTP\Transpo_DCTC_HSTP_08252025.aprx

For Graphical Representation Only

FIGURE 2 TOP ORIGIN/DESTINATION LOCATIONS FOR PARATRANSIT

Source: Dutchess County Public Transit



TABLE 5 DCPT DIAL-A-RIDE OVERVIEW

City or Town	Route	Days Available
City of Poughkeepsie	Local, South Road Malls, Adams Fairacre Farms, 44 Plaza	Monday-Friday
	1 Bushwick Dr, LaGrange	Thursday
	Fishkill, 129 Clove Branch Road, East Fishkill	2nd Tuesday
Town of East Fishkill	Local	Monday & Friday
	Beacon	Monday only
	Fishkill	Monday, Wednesday, Friday
	South Road Malls	Wednesday
Town of Fishkill	Local & Beacon	Tuesday (all year) & Thursday (July-December)
	Poughkeepsie & South Road Malls	Tuesday (all year) & Thursday (July-December)
Town of Hyde Park	Local	Tuesday
	City & Town of Poughkeepsie	Tuesday
	South Road Malls	Tuesday
	Fishkill	Last Tuesday
Town of Poughkeepsie	Local, City, & Town of Poughkeepsie	Monday, Thursday, Friday
	Fishkill	1st Monday only
	Local, City, & Town of Poughkeepsie	Monday, Wednesday, Friday
	Fishkill	1st Wednesday only
Town of Wappinger	Local	Monday-Friday
	Poughkeepsie & South Road Malls	Tuesday & Thursday
	Fishkill	Monday & Wednesday
	Castle Point	Tuesday & Friday

Source: Dutchess County Public Transit

Flex Service

Flex Service is a demand-response transportation program serving Dutchess County. It provides origin-to-destination rides in areas with limited or no fixed-route public transit, without favoring any specific population group. This includes travel within cities, towns, and villages, as well as between them, except for the City of Poughkeepsie, which already has extensive fixed-route service. Passengers must register in advance to use this service.

- **Operating Hours:** Mon-Fri (8:00 a.m. to 5:00 p.m.)
- **Fares:** \$5.00 within a city, town, or village, \$6.00 between cities, towns, and villages
- **Booking:** 3 to 30 days in advance
- **Eligibility:** All passengers

Dial-A-Ride

Dutchess County offers Dial-A-Ride service to municipalities that contract with the County. This municipally sponsored service is an origin-to-destination option available to the public in participating communities and supplements fixed route and ADA-compliant paratransit services (see Figure 3 and Table 5). Passengers must register to use the service. Operating hours and eligibility criteria are consistent across all Dial-A-Ride services. Fares and booking procedures differ slightly in the City of Poughkeepsie, where same-day service costs \$7.

- **Operating Hours:** Mon-Fri (8:15 a.m. to 4:15 p.m.)
- **Fares:** \$3.50 general fare advanced booking, \$7.00 same-day fare (only available in the City of Poughkeepsie), \$1.00 seniors (60+), veterans, Medicare, and people with disabilities
- **Booking:** 3 to 30 days in advance, except same day to 30 days in advance for City of Poughkeepsie Dial-A-Ride
- **Eligibility:** All passengers

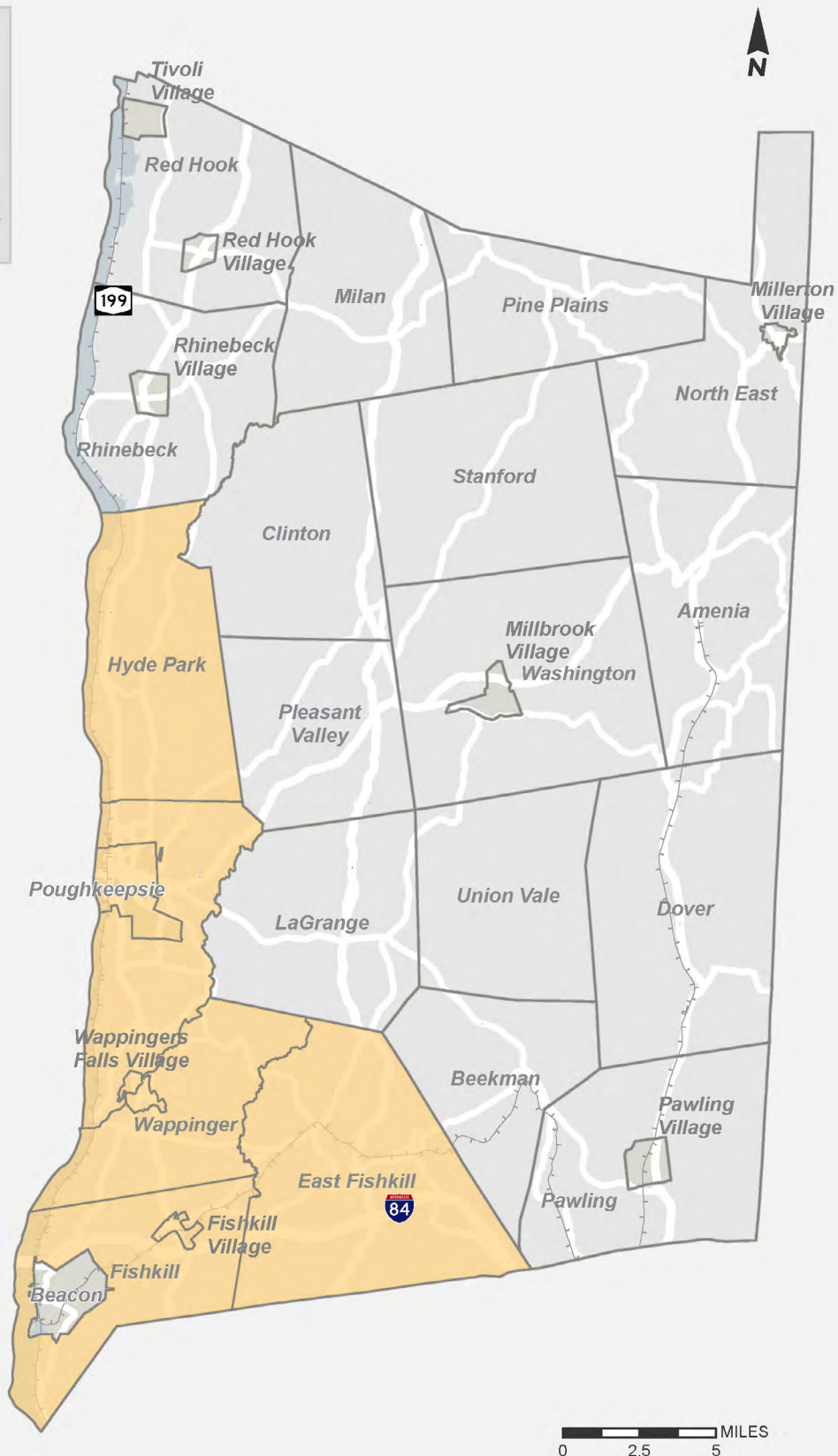


FIGURE 3 PARTICIPATING DIAL-A-RIDE MUNICIPALITIES

Source: Dutchess County Public Transit



Specialized Transportation Services

Several human service agencies in Dutchess County provide transportation services that supplement existing public transit options. These services vary in how they are accessed. Some are widely available to older adults, people with disabilities, or residents of participating municipalities, while others are limited to specific agency clients, program participants, trip types, service areas, or other eligibility criteria. Most require advance reservations and are operated by paid or volunteer drivers using buses, vans, minivans, or cars. Common trip purposes include medical appointments, shopping, and recreational activities.

Human service agency transportation can act as an alternative or complement to Dutchess County's Dial-A-Ride, Flex, and other ADA paratransit services. Sometimes, transportation is directly linked to a specific program or organization. Other times, a municipality may outsource transportation to a nonprofit provider instead of using DCPT-administered Dial-A-Ride. A major benefit of human service agency transportation is its operational flexibility, allowing providers to respond more directly to individual rider needs on a case-by-case basis. However, these services are often limited by staffing, funding, vehicles, and program-specific eligibility requirements.

Abilities First

Abilities First provides direct, indirect, and coordinated transportation services to about 1,500 people with developmental needs. Trips for up to 250 clients are managed daily with 98 vehicles, 24 of which are wheelchair accessible. Almost all staff members at Abilities First assist with driving operations, providing trip support seven days a week across Dutchess, Ulster, and Orange counties, at no cost to clients.

Anderson Center for Autism

The Anderson Center for Autism provides support to clients through demand-response services, recurring trips, and special-event transportation. The service operates with a fleet of 101 vehicles, serving about 40 clients on a typical day.

Astor Services

Astor Services is a community-based behavioral health organization that provides clinical, educational, and case management programs across the Hudson Valley. This includes home- and community-based services, family-driven care, and a partial hospitalization program for children. These programs generally take place outside DCPT's service hours, which makes transportation difficult. Astor Services mainly supports children and families, and transportation is not a central part of their programs. Most clients rely on other modes of transportation due to the lack of direct services.

Cardinal Hayes Home for Children

Cardinal Hayes is among the largest transportation providers in Dutchess County, dedicated to assisting individuals with developmental and physical disabilities. Since using DCPT's fixed-route service would be impractical for their clients due to their disabilities, they provide direct transportation to about 45 clients daily, using 36 vehicles, 21 of which are wheelchair accessible. Cardinal Hayes staff offer free trip services at scheduled times, Monday through Friday, as well as on weekends and evenings as needed.

Catholic Charities Community Services of Dutchess County

Catholic Charities manages the 'Friends of Seniors' program, which provides trips for Dutchess County residents aged 60 and older. While agency staff schedule trips, the program relies heavily on volunteer drivers, with about 40 volunteers and a small fleet of vehicles they supply. Mainly, they transport seniors to medical appointments and grocery stores from their homes. However, wheelchair assistance and transportation for those who need oxygen tanks or specialized equipment are not offered.

Community Action Partnership of Dutchess County (CAPDC Beacon)

CAPDC operates a limited transportation service with two vehicles, assisting low-income individuals and people with disabilities. They also manage the Retired and Senior Volunteer Program (RSVP), which provides transportation to the Beacon Senior Friendship Center for older residents of Beacon who lack a personal vehicle. These residents may also qualify for weekly trips to Walmart or Rite Aid in Fishkill, offering an hour of shopping.

Community Resources and Center of Pawling

Transportation is provided free of charge to Pawling residents for medical appointments and shopping in the Poughkeepsie area, as well as in nearby Putnam County and Connecticut. Certain food pantry orders may also be delivered. The agency operates one vehicle and coordinates volunteers who drive their own personal vehicles.

Community Senior Transportation Program (LaGrange & Pleasant Valley)

Recreation and shopping trips are available for residents of the Towns of LaGrange and Pleasant Valley. No medical transportation is offered, and the only vehicle available is not wheelchair accessible. Trips are scheduled on Tuesdays and Thursdays, providing an hour of shopping.

Devereux Foundation (Dutchess, Columbia, and Ulster Counties)

Deveraux is a non-profit private agency that provides direct transportation for clients to medical appointments, daily activities, and work in Dutchess, Columbia, and Ulster Counties.

Dutchess County Department of Community and Family Services

Transportation is arranged or provided on a case-by-case basis for clients. Employees sometimes use County vehicles to transport clients as a last resort.

Dutchess ARC

Transportation is provided to clients by two staff members. Approximately 40 clients are served each day for various purposes: medical, educational, employment, recreational, and more. Free transportation services are available daily during normal business hours, except for special trips.

Dutchess County Office for the Aging

Dutchess County Office for the Aging (OFA) oversees senior services, manages the New York Connects program, and partners with various



nonprofit transportation providers through contractual agreements. Transportation is provided free of charge to eight Friendship Centers across the county, using eight agency vehicles. After transporting individuals to the centers, the vehicles deliver meals and then return to the centers to pick up participants and bring them home.

Grace Smith House

Transportation services are offered to Grace Smith House (Poughkeepsie) residents through an agency-owned van and a contracted taxi service.

Hudson River Housing

Hudson River Housing assists individuals and families facing housing insecurity, but transportation often remains the missing link to stability. They have a small fleet of vehicles primarily used in the Poughkeepsie area.

In Flight, Inc.

In Flight offers transportation for people with developmental disabilities and operates one of the largest fleets among surveyed providers. Every day, 37 agency-owned vehicles are used for medical appointments, shopping, recreation, educational, and job-related trips. Client transportation services are available during normal business hours, Monday through Friday, and on weekends as needed.

Lutheran Care Center at Concord Village

This non-profit private agency offers various programs, including a residential home for older adults in Poughkeepsie. Transportation is available six days a week (Monday through Saturday) for their adult day health care program and for residents of their community housing program.

Mid-Hudson Addiction Recovery Centers

This not-for-profit private agency uses six vehicles to provide transportation for clients to attend medical appointments, go shopping, participate in recreational activities, attend job-related events, and engage in educational activities.

North East Community Center (NECC) - Care Car and Northeast Dutchess Transit

This program prioritizes individuals who need transportation to medical, mental health, social service, and other essential appointments. Transportation is provided to residents of the towns of Amenia, Dover, North East, Pine Plains, Stanford, and Washington, as well as the villages of Millerton and Millbrook. Trips must begin within the service area but can end outside the county. The program mainly serves senior citizens, veterans, and the homebound, but also transports others when a vehicle and driver are available. They operate four vehicles in total, including two wheelchair-accessible vehicles and a new 10-passenger van equipped with a ramp. Rides are free; donations are accepted.

Furthermore, NECC operates Northeast Dutchess Transit, a wheelchair-accessible van that serves the towns of Amenia, Dover, North East, Pine Plains, and Washington, along with the villages of Millerton and Millbrook.

Over 60 and Thriving in Rhinebeck

The Town of Rhinebeck’s “Over 60 and Thriving in Rhinebeck” program offers a free Senior Transportation Service to help older residents stay active and independent. The service is available to Rhinebeck residents aged 60 and over who can board the vehicle without help. Transportation is provided on Tuesday and Thursday mornings to important community destinations, including local grocery stores, the Starr Library, and shops within the Village of Rhinebeck. Trips are free, but reservations are required, and seating is on a first-come, first-served basis. Participants must complete an application through the Town Clerk’s Office before scheduling rides.

People USA

Transportation is provided to individuals who are disabled, low-income, seniors, veterans, those seeking employment or education, re-entry parolees, and Medicaid recipients pursuing counseling. The agency maintains a fleet of vehicles and procures transportation services from third-party vendors.

Non-Emergency Medical Transportation (NEMT) Services

The New York State Department of Health manages the state’s Medicaid program, including NEMT services that allow Medicaid recipients to access eligible healthcare. Social and recreational trips for individuals with traumatic brain injuries are also covered. The department contracts with Medical Answering Services LLC, a private transportation broker that oversees NEMT services statewide. Overall, New York is divided

into downstate and upstate regions, each with its own contact number for scheduling services.

Dutchess County is part of the upstate region. The transportation broker’s responsibilities include determining Medicaid recipient eligibility, operating call centers, handling trip reservations, assigning trips to enrolled transportation providers, and conducting quality assurance and quality control. They also engage in outreach to customers and other stakeholders. The provider network for New York State includes public transit and paratransit services, as well as private taxi and livery companies, private wheelchair van services, and personal vehicles operated by Medicaid recipients or others. Transportation brokers are tasked with assigning each Medicaid recipient’s trip to the most appropriate and lowest-cost provider for that individual and their trip. Key providers of NEMT transportation in Dutchess County include the following:

Clove Coach

Clove Coach is an ambulette service that transports individuals in wheelchairs. It operates from 7:00 a.m. to 5:00 p.m. on weekdays, with a fleet of 13 vehicles.

Dutchess County Office for the Aging: GoGo Grandparent

GoGo Grandparent is an on-demand transportation service for seniors in Dutchess County who are not on Medicaid and have no other transportation options. The service provides limited free rides within the county for non-emergency medical appointments or to visit loved ones in the hospital. It is available to clients registered with the Office for the Aging. GoGo Grandparent operates in areas where Uber and Lyft drivers serve in Dutchess County.



Dutchess County Office of Veterans Affairs: GoGo Veterans

GoGo Veterans is an on-demand transportation service for Dutchess County veterans with limited travel options. The service provides two free rides per month for medical appointments, including visits to Veterans Affairs (VA) hospitals and local healthcare providers. Veterans can also receive one free ride per month to grocery stores, pharmacies, or personal visits. GoGo Veterans operates in areas where Uber and Lyft drivers serve in Dutchess County.

Inter-Regional, Long-Distance Bus, and Rail Connections

The following inter-regional services originate outside Dutchess County and provide access to one or more locations within the county.

Ulster County Area Transit

Ulster County Area Transit (UCAT) operates the Kingston-Poughkeepsie LINK bus, which runs every 2 to 3 hours on weekdays and Saturdays from Kingston, Rosendale, New Paltz, and Highland in Ulster County to the Poughkeepsie Metro-North Railroad Station and Poughkeepsie Transit Hub. Additionally, the Ulster-Poughkeepsie LINK offers extra service to the Poughkeepsie Train Station every day of the week, with buses arriving every 2 to 3 hours.

Leprechaun Lines

Leprechaun Lines provides weekday commuter service connecting towns in Dutchess County, such as Poughkeepsie, Wappingers Falls, and Fishkill, to the Westchester County business and transit hub of White Plains. The route follows a general corridor along Route 9, offering an alternative to rail commuting for Hudson Valley residents. While the schedule is designed around peak weekday work hours, the service links Dutchess County to the larger New York City metro area. Prices for a 10-trip package range from \$55 to \$65. Leprechaun Lines also operates the Newburgh - Beacon Shuttle, which connects the Beacon Metro-North Railroad Station with Newburgh, along with limited service to Stewart International Airport. The shuttle runs on weekdays at various times throughout the day and, in 2026, was a fare-free service.

Metro-North Railroad

Metro-North Railroad offers commuter train service between Dutchess County and the New York City metropolitan area. It operates eight train stations in Dutchess County: Poughkeepsie, New Hamburg, and Beacon on the Hudson Line; and Wassaic, Ten Mile River, Dover Plains, Harlem Valley-Wingdale, and Pawling on the Harlem Line. Seasonal stops are also available at the Breakneck Ridge (Hudson Line) and Appalachian Trail (Harlem Line) trailheads. Each station has its own parking lot, and four stations, Poughkeepsie, Beacon, Pawling, and Harlem Valley-Wingdale, provide connecting bus service. In the Dutchess County service area, one-way fares range from \$17.75 to \$21 during off-peak hours and from \$24.00 to \$28.50 during peak hours to Grand Central Terminal in New York City. Discounts are available for children and seniors.

Amtrak

Dutchess County is served by four Amtrak lines: the Empire Service to Niagara Falls, the Ethan Allen Express to Burlington, VT, the Maple Leaf to Toronto, and the Lake Shore Limited to Chicago. The Empire Service offers daily trips from New York City to Niagara Falls, making stops in Dutchess County at Poughkeepsie and Rhinecliff. The route heads north to Albany before turning west across the state. On certain days, additional trains run between 11:30 a.m. and 3:00 p.m. and between 6:00 p.m. and 8:45 p.m. at Poughkeepsie. Fares vary based on the distance traveled.

Additional Transportation Providers

The following taxi and limo services, as well as transportation network companies, operate in Dutchess County:

Taxi/Limo Services

There are multiple taxi companies operating in Dutchess County, including but not limited to:

- A Special Occasion Limo Service (Fishkill)
- All Transportation Network (Poughkeepsie)
- ANN Transportation (LaGrange)
- Anthony's Taxi Service (Poughkeepsie)
- Atlas Airport & Limo Service, Inc. (Wappingers Falls)
- Chariot Limo Town Car Service (Red Hook)

- Clearport Limo & Taxi (Beacon)
- Custom Carriage/Adriano (East Fishkill)
- Mahogany Ridge Transportation (LaGrange)
- Mar-Go Limousine & Car Service (East Fishkill)
- Mid-Hudson Limousine Service (Poughkeepsie)
- Northeast Transport Services, Inc. (Red Hook)
- Over The Top Limousine (Pawling)
- Pawling Taxi (Pawling)
- Red Hook/Rhinebeck Cabs (Red Hook)
- Shamrock Limousine Service (Beacon)
- Taximan (Amenia)
- The Cedar Bus Company (Poughkeepsie)
- Tony's Taxi Limo (Poughkeepsie)
- Ulster Express Taxi (Poughkeepsie)
- Village Taxi (Tivoli)

Ride-Hailing Companies (Uber & Lyft)

Ride-hailing services, also known as Transportation network companies (TNCs), connect people looking for rides with drivers who use their personal vehicles for payment via smartphone apps such as Uber and Lyft. Availability depends not only on the number of drivers but also on their willingness to travel longer distances and serve less populated areas. In Dutchess County, these services are mainly available in more urban areas, including Poughkeepsie, Beacon, and along the Route 9 corridor in the western part of the county.



TABLE 6 SELECTED DUTCHESS COUNTY PROVIDER FLEET OVERVIEW

Agency Name	General Category	Vehicle Type	Number of Vehicle Type	Equipped with Lift or Ramp	Max. # Spaces for Passengers in a Wheelchair	Max. Spaces for Non-wheelchair Passengers	To be Replaced Within 2 Years
Community Action Partnership for Dutchess County	SUV	Jeep Latitude	1	No	0	5	Yes
	Van	Ford Transit	1	No	0	12	No
Cardinal Hayes	Bus	Bus	3	Yes	3	2	
	Bus	Bus	2	Yes	3	4	
	Van	Vans	31	Yes	1-2	1-6	
DCPT	Bus	Gillig Low Floor	6	Yes	2	36	0
	Bus	Gillig Low Floor	2	Yes	2	29	0
	Bus	Gillig Low Floor	2	Yes	2	23	0
	Bus	El Dorado Axess	10	Yes	3	30	10
	Bus	El Dorado EZ-Rider II	3	Yes	3	32	0
	Bus	El Dorado EZ-Rider II	21	Yes	2	23	23
	Bus	Freightliner StarTrans PS/2	11	Yes	2	27	0
	Bus	International AC/UC	3	Yes	2	20	3
	Bus	Ford Cutaway	3	Yes	2	25	No
Friends of Seniors	SUV	Toyota Sienna Hybrid	1	Yes	1	6	0
	SUV	Toyota Suburban Sienna	1	No	0	12	0
Hudson River Housing	Bus	Mini-bus	1	No	1	15	0
In Flight	SUV	MiniVan	26	Yes	1	7	9
	Van	Transit Van	2	Yes	1	7	0
	Bus	Bus	8	Yes	0	10	6
	Van	Express Van	1	No	0	10	1
NECC	Bus	Bus	2	Yes	1	2	0
	SUV	SUV	2	No	0	4	0
OFA	Bus	Bus	3	Yes	2	0	0
	Van	Van	7	No	0	0	0
	SUV	SUV	2	No	0	0	0

Source: Dutchess County Transportation Providers

Fleet Information

Across the listed agencies, the total fleet size is about 155 vehicles, including 80 buses, 42 vans, and 33 SUVs. DCPT has the largest fleet with 61 vehicles, followed by In Flight with 37 and Cardinal Hayes with 36, while other providers operate much smaller fleets. The fleet also highlights ADA accessibility, with many vehicles equipped with lifts or ramps, especially among the larger bus fleets. DCPT's entire fleet is ADA accessible, and Cardinal Hayes, along with several other providers, maintains vehicles that accommodate wheelchair users, typically with 1 to 3 wheelchair spaces

per vehicle. Some smaller SUVs and vans are not lift- or ramp-equipped, indicating a mix of fully accessible transit vehicles and limited-capacity support vehicles. Lastly, around a third of the vehicles are scheduled for replacement within the next two years, mostly for DCPT and In Flight.

A detailed summary of fleet information, including ADA accessibility, is provided for select agencies that responded to a provider survey, as shown in Table 6. Aside from DCPT, most agencies have relatively small fleets, and the majority are equipped with a lift or ramp.



DUTCHESS COUNTY PUBLIC TRANSIT DISPLAYING A BUS AT THE THINKDIFFERENTLY FITNESS & FIELD DAY AT BOWDOIN PARK

Chapter 4.

Existing

Community

Conditions

Chapter 4 presents the results of the Existing Community Conditions analysis. As an initial step in identifying transportation needs for vulnerable populations, this analysis considers both demographics and travel patterns across Dutchess County.

Locations & Concentrations of Vulnerable Populations

Coordinated human services transportation plans prioritize populations that often face limited mobility options, namely, older adults, individuals with disabilities, and low-income populations. To fully capture transportation needs and service gaps, this plan also considers other disadvantaged and historically underserved groups, including people under 18, low-income adults, households without vehicles, minority populations, people with limited English proficiency, and veterans.

As of 2023, Dutchess County's population was about 300,000. Table 7 shows the proportions of households with lower incomes, persons with disabilities, and older adults. More than 120,000 residents are either over 65, have a disability, or live in poverty. The greatest overlap among these groups is in age and disability.

TABLE 7 INDIVIDUALS WITH DEMOGRAPHIC CHARACTERISTICS RELATED TO HUMAN SERVICES TRANSPORTATION

Groups	% of Total Population
Household Income under \$50,000	25%
With a disability	13%
Age 65 or older	19%

Source: 2023 ACS 5-Year Estimates

TABLE 8 MUNICIPALITIES WITH HIGHEST/ LOWEST SHARE OF POPULATION OVER 65¹

Municipality/Geography	% of Total Population
Town of Rhinebeck	33%
Town of Clinton	33%
Town of Washington	30%
Dutchess County Average	19%
Town of LaGrange	15%
City of Beacon	14%
Town of Beekman	14%

Source: 2023 ACS 5-Year Estimates

¹ Note that demographic data is taken from ACS surveys, which are developed as statistical samples, rather than comprehensive counts. As a result, the margins of error can vary by municipality and across each demographic, with higher margins of error for smaller municipalities.

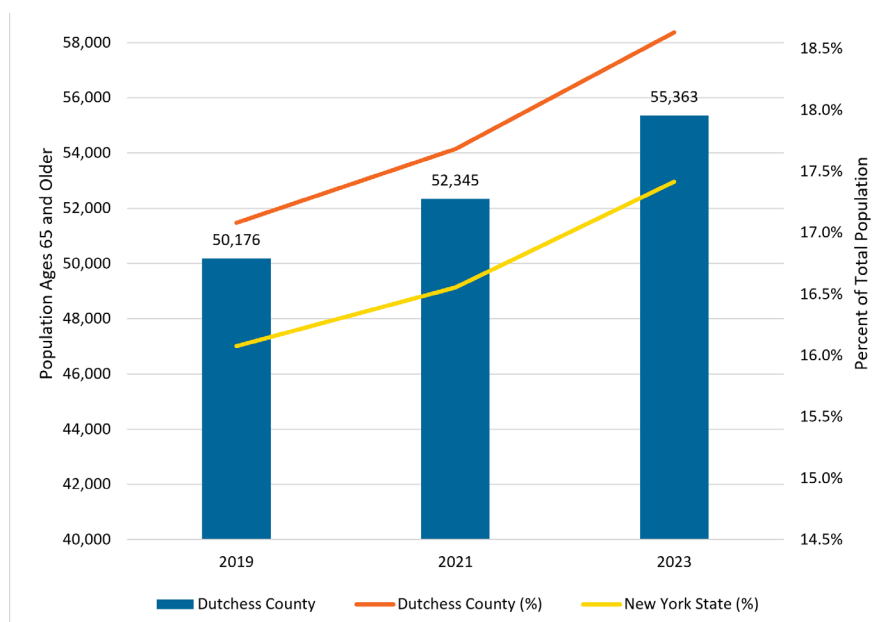


FIGURE 4: SHARE OF DUTCHESS COUNTY POPULATION AGED 65 AND OLDER, 2019-2023

Source: 2019 – 2023 ACS 1-Year Estimates

Older Adults

Older adults are identified as a key target group under the Section 5310 program. Planning for the transportation needs of people aged 65 and older is crucial, as many face reduced mobility, no longer drive, or depend on fixed incomes, which can hinder their access to medical care, nutrition, social services, and community activities. Providing reliable, accessible transportation options supports their independence, decreases social isolation, and enhances overall health, safety, and quality of life.

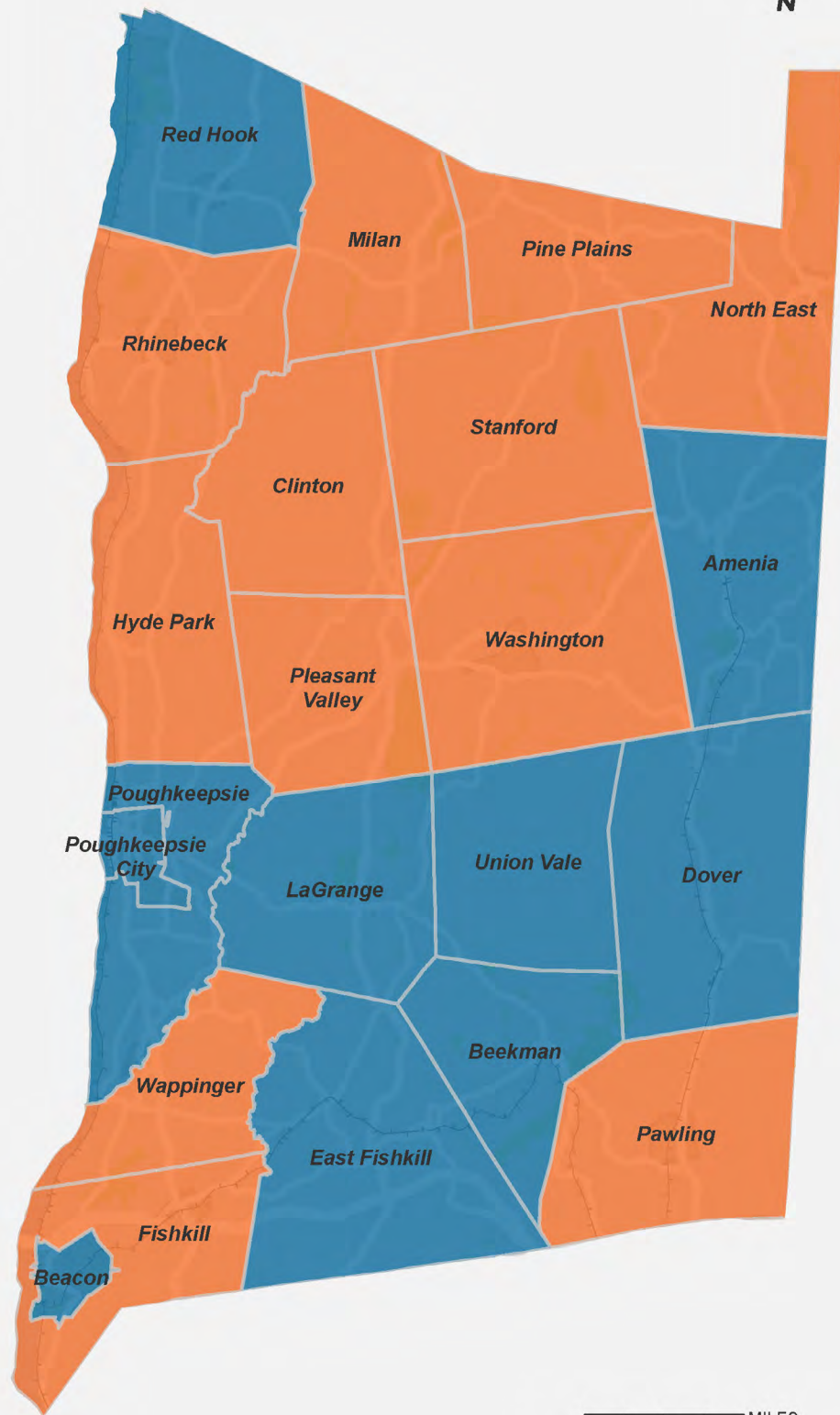
The proportion of people aged 65 and older in Dutchess County has been rising steadily since 2019. During the five-year span from 2019 to 2023, this share grew from 17% to just under 19%, as illustrated in Figure 4. This increase corresponds to an increase from 50,000 to about 55,000 older adults in Dutchess County. As of 2023, the percentage of older adults in Dutchess County is slightly above the statewide average of about 17%.

Concentrations of older adults in Dutchess County are further detailed in Table 8 and Figure 5. The municipalities with the highest percentage of residents over 65 include the towns of Rhinebeck,

Clinton, and Washington, each with at least 30% of their population being older adults. In contrast, the municipalities with the lowest share of residents over 65 are the towns of LaGrange and Beekman, as well as the City of Beacon, each with 15% or less of their population aged 65 or older.¹

Proportions of older adults at the municipal level for the entire county are shown in Figure 5. As reflected in Table 8, the municipalities with the highest shares of residents age 65 and older are concentrated in the northern part of Dutchess County, including the towns of Rhinebeck and Clinton, each at 33 percent, and Washington at 30 percent. Several southern and eastern Dutchess County municipalities also meet or exceed the countywide average of 19 percent, including the Town of Fishkill at 21 percent, the Town of Pawling at 20 percent, and the Town of Wappinger at 19 percent.

¹ Note that villages, including those located completely within town boundaries, are not included in demographic data for each town. Villages were not included as separate geographies because the American Community Survey estimates for several village-level populations carry relatively high margins of error, which limits their reliability for consistent countywide comparison.



Percentage Population
Aged 65 and Older

Below County Average

Above County Average

Municipalities

Map By Transpo Group

0 2.5 5 MILES

M:\2411 24397.00 - DCTG Coordinated Public Transit HSTP\GIS\ArcGISPro\Transpo_DCTG_HSTP\Transpo_DCTG_HSTP_08252025.aprx

For Graphical Representation Only

FIGURE 5 PERCENTAGE OF POPULATION AGED 65 AND OLDER BY MUNICIPALITY COMPARED TO COUNTY AVERAGE
Source: 2023 ACS 5-Year Estimates

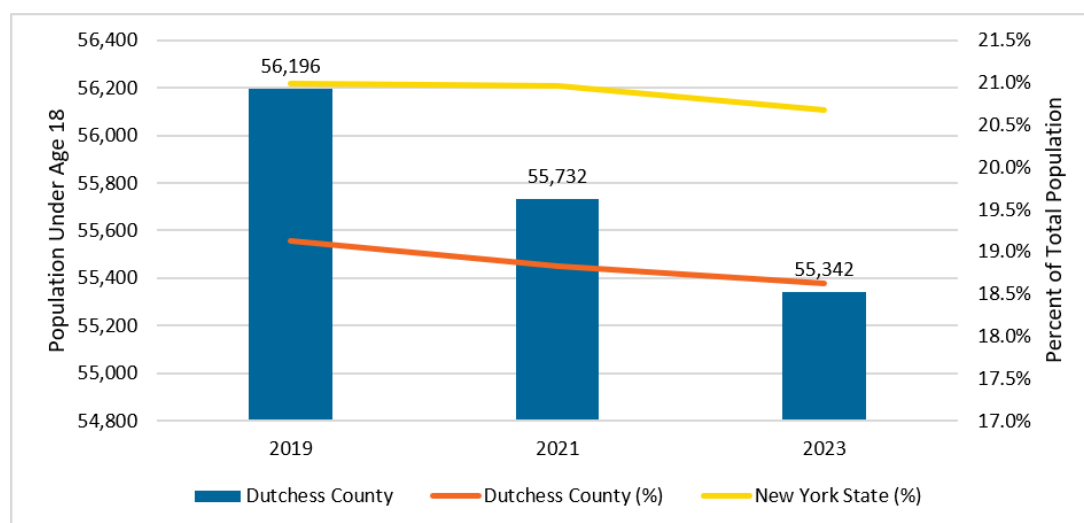


FIGURE 6 SHARE OF DUTCHESS COUNTY POPULATION UNDER 18, 2019-2023

Source: 2019 – 2023 ACS 1-Year Estimates

Population Under 18

While youth are not traditionally a primary focus of Section 5310, they are included in this analysis because they remain a crucial part of understanding local mobility needs. Youth under age 18 often cannot travel independently and may depend on caregivers, school transportation, or public transit to access education, recreation, jobs, and essential services. Considering youth in the analysis helps identify mobility barriers that impact household access, safety, and long-term opportunities. This is especially important for youth with disabilities, whose transportation needs may be less obvious in conventional transit planning, even though they are an important part

of the disability community and frequently face additional barriers to participation and access.

The percentage of the population under age 18 in Dutchess County has slightly declined since 2019. From 2019 to 2023, the youth share in Dutchess County dropped from 18.7% to 18.2%, as shown in Figure 6. This represents a small decrease of just under 1,000 young residents. In 2023, the youth percentage in Dutchess County is lower than the statewide figure of just over 21%.

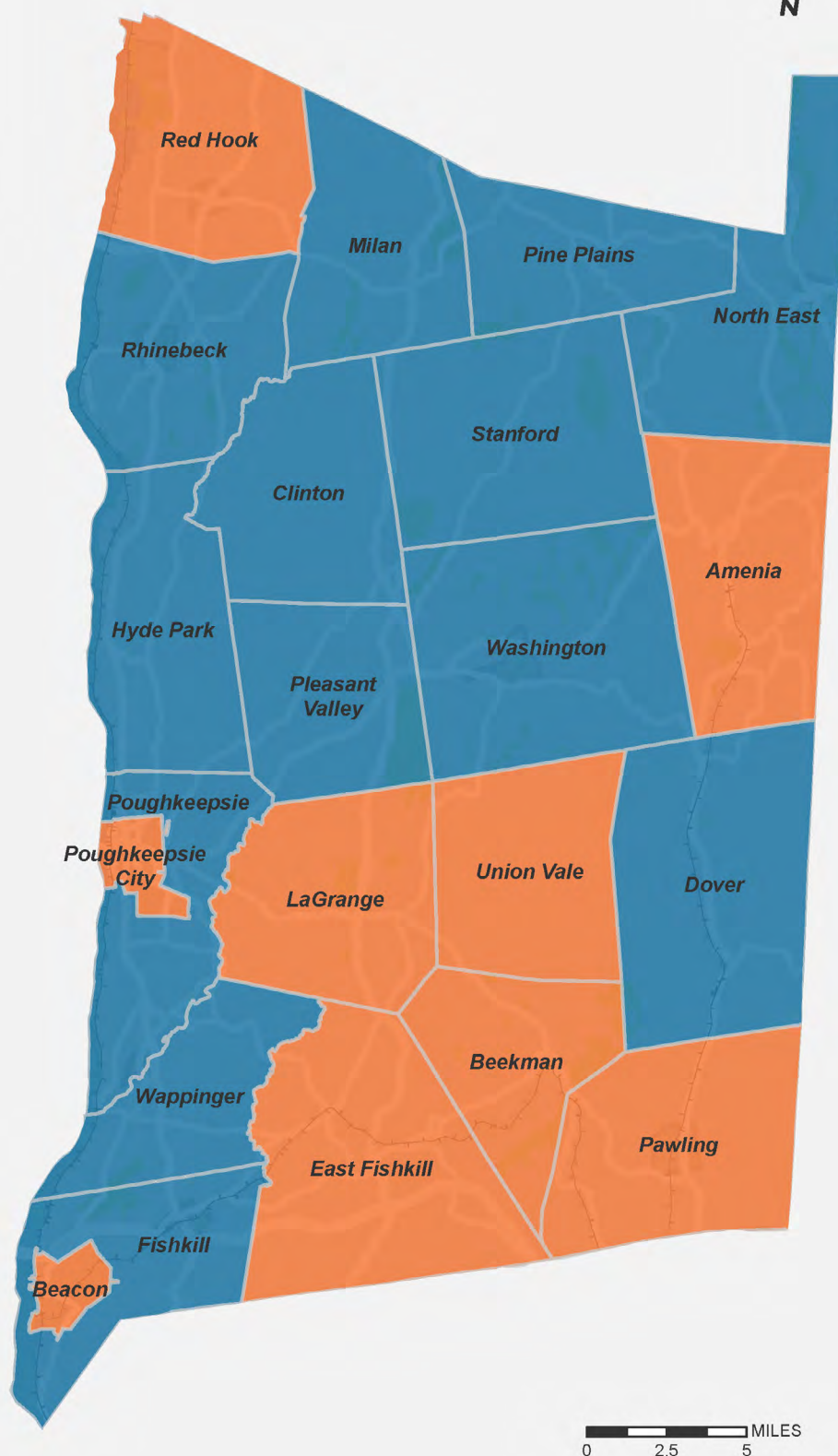
Concentrations of younger populations are further detailed in Table 9 and Figure 7. The municipalities with the highest percentage of residents under 18 include the Towns of East Fishkill, Union Vale, and LaGrange, each with at least 22% of its population under 18. In contrast, the municipalities with the lowest percentage of younger populations are Milan, Washington, and Rhinebeck, each with a proportion of 16% or less.

TABLE 9 MUNICIPALITIES WITH HIGHEST/ LOWEST SHARE OF POPULATION UNDER 18

Municipality/Geography	% of Total Population
Town of East Fishkill	24%
Town of Union Vale	24%
Town of LaGrange	22%
Dutchess County Average	19%
Town of Milan	16%
Town of Washington	13%
Town of Rhinebeck	11%

Source: 2023 ACS 5-Year Estimates

Proportions of the younger population at the municipal level are mapped in Figure 7. Those municipalities with a proportion of younger population above the Dutchess County average are primarily located in the southern half of the county. This also includes the cities of Beacon and Poughkeepsie, both urban population centers in Dutchess County.



Population Under 18
Percentage

Below County Average

Above County Average

Municipalities

Map By Transpo Group

0 2.5 5 MILES

M:\24\1 24397.00 - DGTG Coordinated Public Transit HSTP\GIS\ArcGISPro\Transpo_DGTG_HSTP\Transpo_DGTG_HSTP_06252025.aprx

For Graphical Representation Only

FIGURE 7 PERCENTAGE OF POPULATION UNDER 18 YEARS OLD BY MUNICIPALITY COMPARED TO COUNTY AVERAGE

Source: 2023 ACS 5-Year Estimates

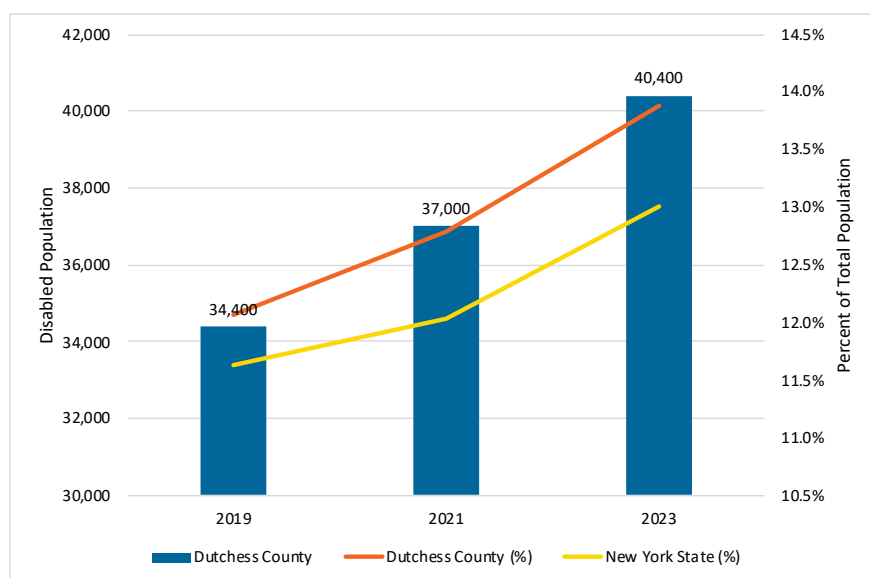


FIGURE 8 SHARE OF DUTCHESS COUNTY DISABLED POPULATIONS, 2019-2023

Source: 2019 – 2023 ACS 1-Year Estimates

People with Disabilities

People with disabilities are recognized as a key target group under the Section 5310 program requirements. People with physical, cognitive, or sensory disabilities may be unable to drive or use traditional fixed-route transit without accommodation. Planning for their transportation needs helps ensure accessible, reliable mobility options are available to support travel to medical appointments, employment, education, and community services.

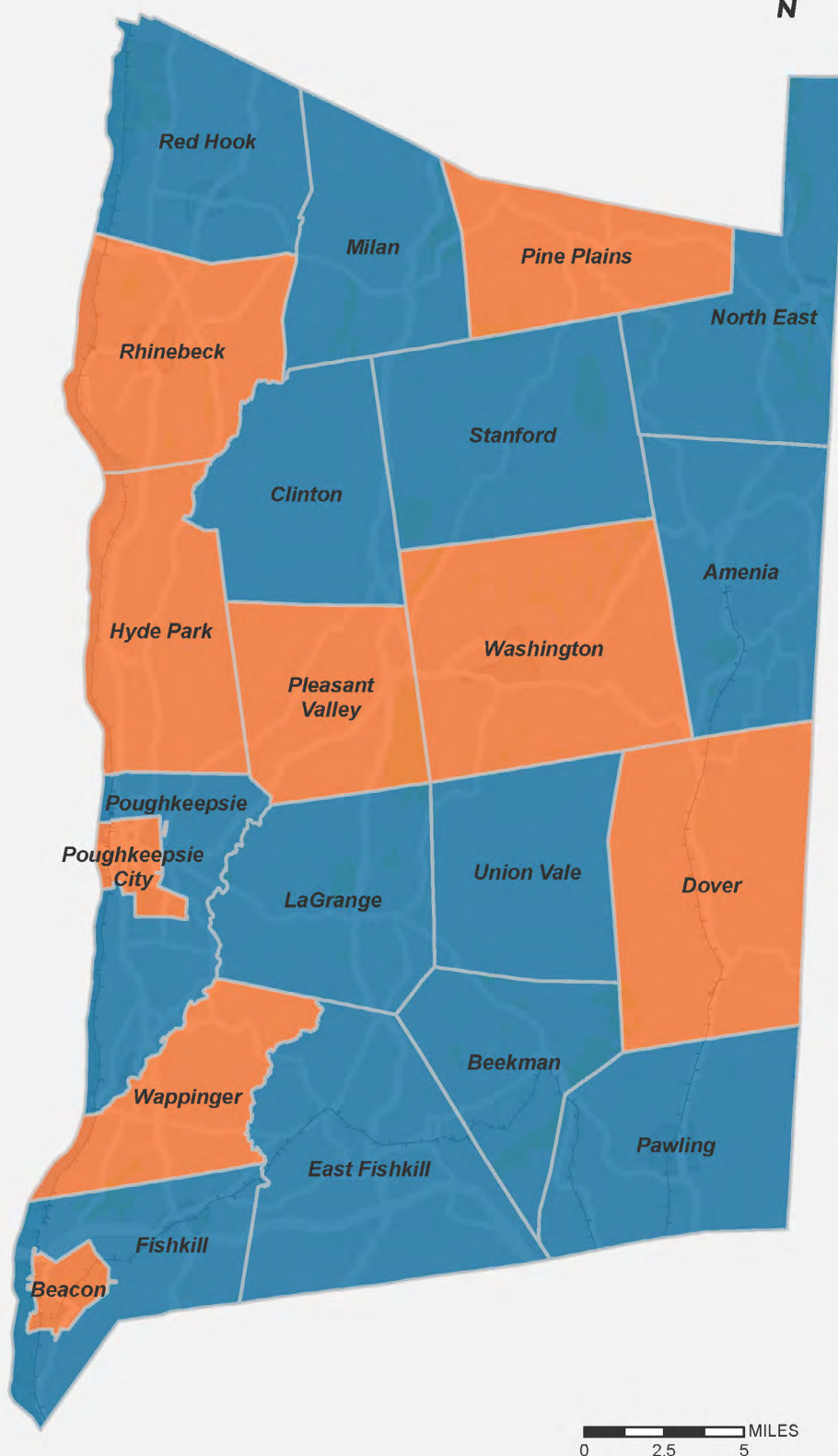
TABLE 10 MUNICIPALITIES WITH HIGHEST/LOWEST SHARE OF INDIVIDUALS WITH DISABILITIES

Municipality/Geography	% of Total Population
Town of Washington	19%
City of Poughkeepsie	18%
Town of Hyde Park	17%
Dutchess County Average	13%
Town of East Fishkill	9%
Town of Union Vale	9%
Town of Stanford	7%

Source: 2023 ACS 5-Year Estimates

The number of people with disabilities in Dutchess County has grown slightly. From 2019 to 2023, this share increased from approximately 12% to 14%, as shown in Figure 8. This represents an increase of about 6,000 people, bringing the total to just over 40,000 individuals. The percentage of people with disabilities in the County is slightly higher than the statewide average of just over 13%.

Concentrations of individuals with a disability are detailed in Table 10 and Figure 9. The towns of Washington, Hyde Park, and the City of Poughkeepsie have the highest proportion of people with disabilities (17% or more). In contrast, the municipalities with the lowest share of people with disabilities (under 9%) are the towns of East Fishkill, Union Vale, and Stanford. Figure 9 displays the proportion of people with disabilities at the municipal level compared to the Dutchess County average. Municipalities above the county average are distributed across several parts of the county, including some in the northern, central, eastern, and southern regions. Mapping does not reveal a single concentrated cluster; instead, it shows a scattered pattern of higher disability rates, with other municipalities throughout the county below the statewide average.



Disabled Population Percentage

- Below County Average
- Above County Average
- Municipalities

Map By Transpo Group

0 2.5 5 MILES

M:\24\1 24397.00 - DCTC Coordinated Public Transit HSTP\GIS\ArcGISPro\Transpo_DCTC_HSTP\Transpo_DCTC_HSTP_08252025.aprx

For Graphical Representation Only

FIGURE 9 PERCENTAGE OF PEOPLE WITH DISABILITIES BY MUNICIPALITY COMPARED TO COUNTY AVERAGE

Source: 2023 ACS 5-Year Estimates

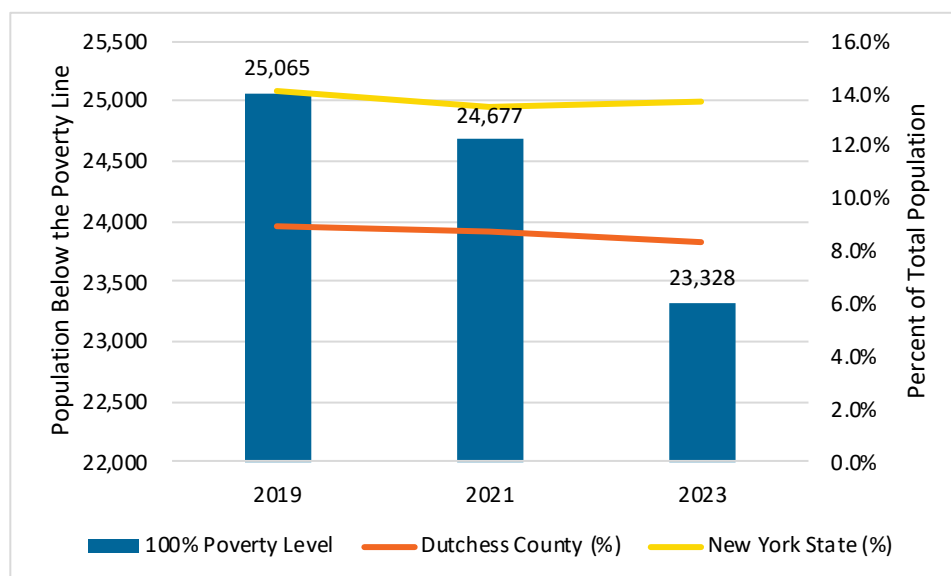


FIGURE 10 SHARE OF DUTCHESS COUNTY POPULATION BELOW THE POVERTY LINE, 2019-2023
Source: 2019 – 2023 ACS 1-Year Estimates

Low-Income Residents

Low-income residents are a vital group to include in coordinated transportation planning, as transportation expenses can be a major burden and limit access to key opportunities. People with limited financial resources may not have reliable access to a personal vehicle and often rely heavily on public transit or human service agencies to reach jobs, education, healthcare, childcare, and social services.

The share of low-income adults, defined for the countywide analysis as those living below the poverty line in Dutchess County, has slightly

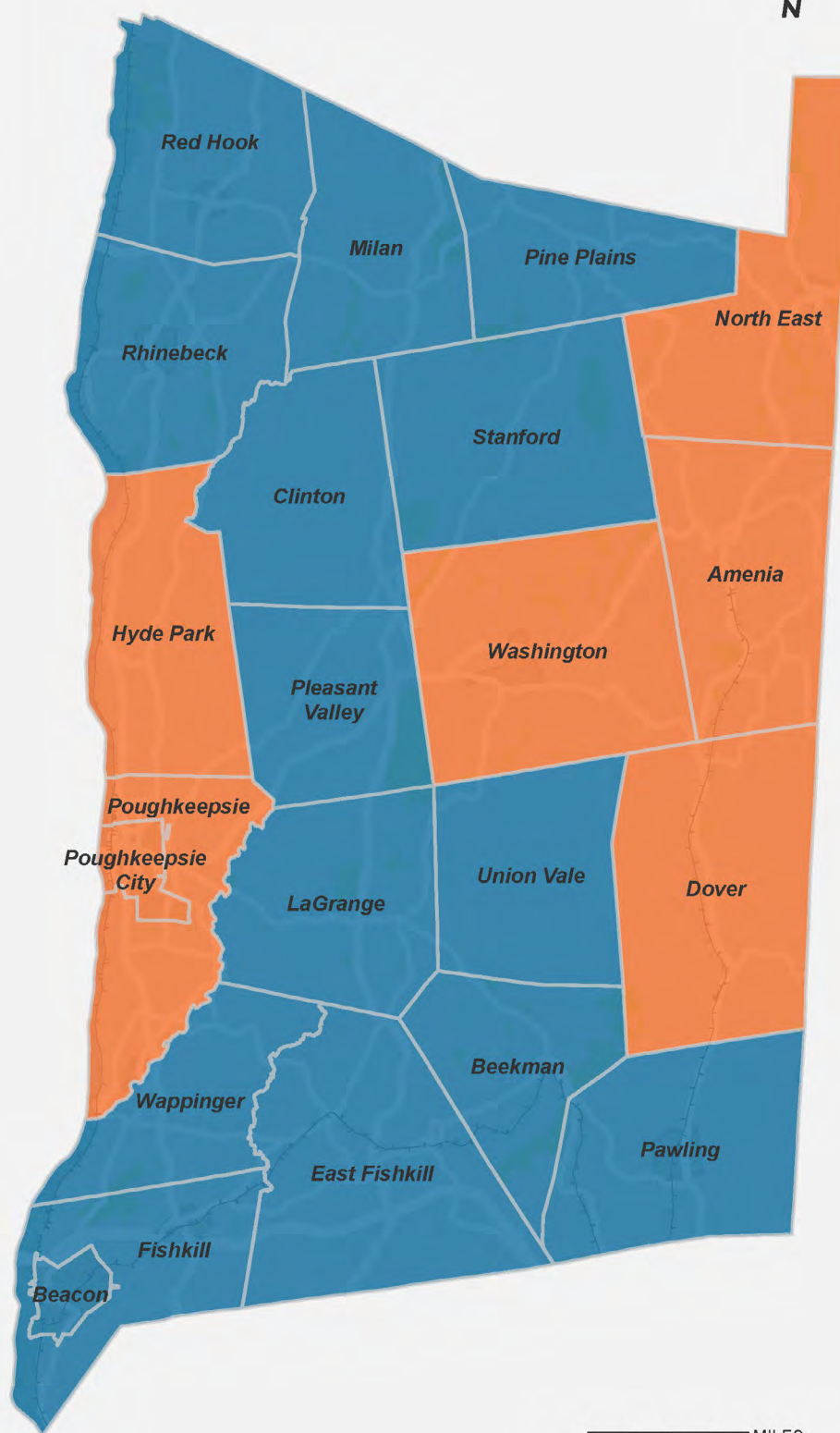
decreased since 2019. Over the 2019-2023 five-year period, the percentage of the population living below the poverty line has dropped from 9% to 8.3%, as shown in Figure 10. This represents a decrease of nearly 2,000 people living in poverty, from about 25,000 to just over 23,000. As of 2023, the percentage of individuals living in poverty is lower than the statewide rate of 14%.

Concentrations of low-income households, defined as those households with an income below \$50,000 for the individual municipality analysis are shown in Table 11 and Figure 11. The municipalities with the highest share of households earning less than \$50,000 include the City of Poughkeepsie and the towns of Washington and Amenia, each with at least 33% of households below that income level. In contrast, the towns with the lowest proportions of low-income households are Beekman, Pleasant Valley, and East Fishkill, each having less than 17%. Proportions of low-income households at the municipal level are shown in Figure 11. Municipalities with a higher proportion of low-income households than the Dutchess County average are mainly located in and around Poughkeepsie, as well as in the county's rural eastern communities, including Dover, Amenia, North East, and Washington.

TABLE 11 MUNICIPALITIES WITH HIGHEST/LOWEST SHARE OF HOUSEHOLDS WITH A TOTAL INCOME BELOW \$50,000

Municipality/Geography	% of Total Population
City of Poughkeepsie	43%
Town of Washington	40%
Town of Amenia	33%
Dutchess County Average	25%
Town of Beekman	17%
Town of Pleasant Valley	16%
Town of East Fishkill	11%

Source: 2023 ACS 5-Year Estimates



Household Income <\$50K
Percentage

Below County Average

Above County Average

Municipalities

Map By Transpo Group

0 2.5 5 MILES

M:\24\1 24397.00 - DGTG Coordinated Public Transit HSTP\GIS\ArcGISPro\Transpo_DGTG_HSTP\Transpo_DGTG_HSTP_06252025.aprx

For Graphical Representation Only

FIGURE 11 PERCENTAGE OF LOW-INCOME HOUSEHOLDS (TOTAL INCOME BELOW \$50,000) BY MUNICIPALITY COMPARED TO COUNTY AVERAGE

Source: 2023 ACS 5-Year Estimates

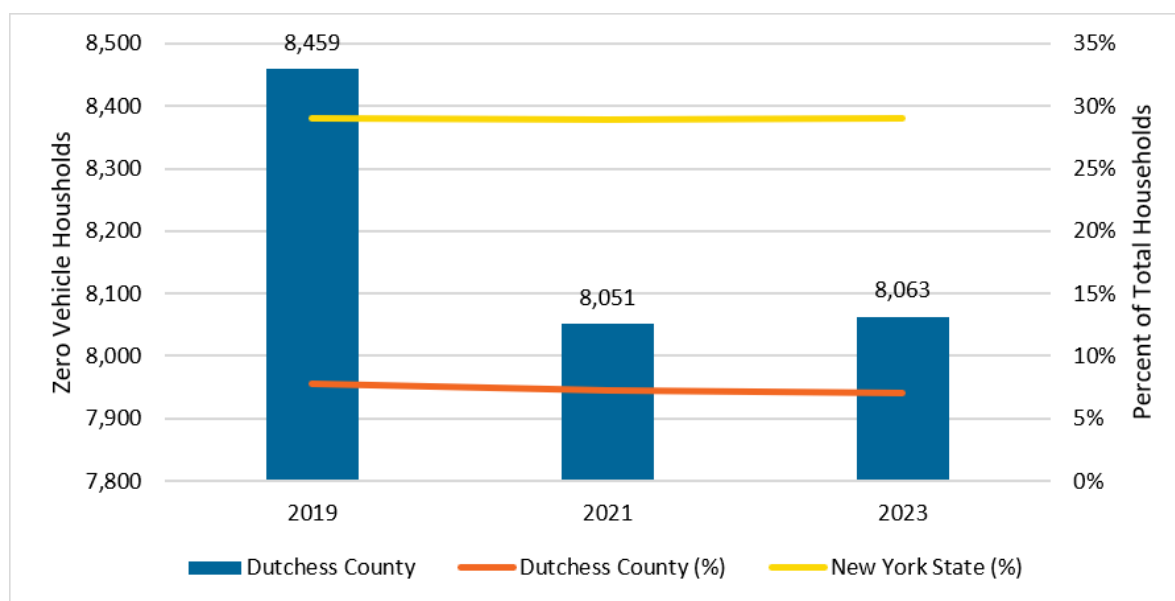


FIGURE 12 SHARE OF DUTCHESS COUNTY ZERO VEHICLE HOUSEHOLDS, 2019-2023

Source: 2019 – 2023 ACS 1-Year Estimates

Zero Vehicle Households

Zero-vehicle households are a vital group to consider in coordinated transportation planning, as residents without a personal vehicle depend entirely on public transit, walking, biking, or human service transportation to meet daily needs. This dependence can pose challenges in areas with limited-service coverage, infrequent schedules, or poor access to employment, healthcare, grocery stores, and social services.

The share of households without a vehicle in Dutchess County has slightly decreased since 2019. During 2019-2023, the proportion of zero

vehicle households dropped from 7.8% to 7%, as shown in Figure 12. This represents a decline of roughly 400 households, with just over 8,000 households lacking a vehicle in 2023. As of 2023, the percentage of households without a vehicle in Dutchess County is lower than the statewide average of 29%, though the statewide figure is partly influenced by New York City, where very high densities make zero-vehicle households common.

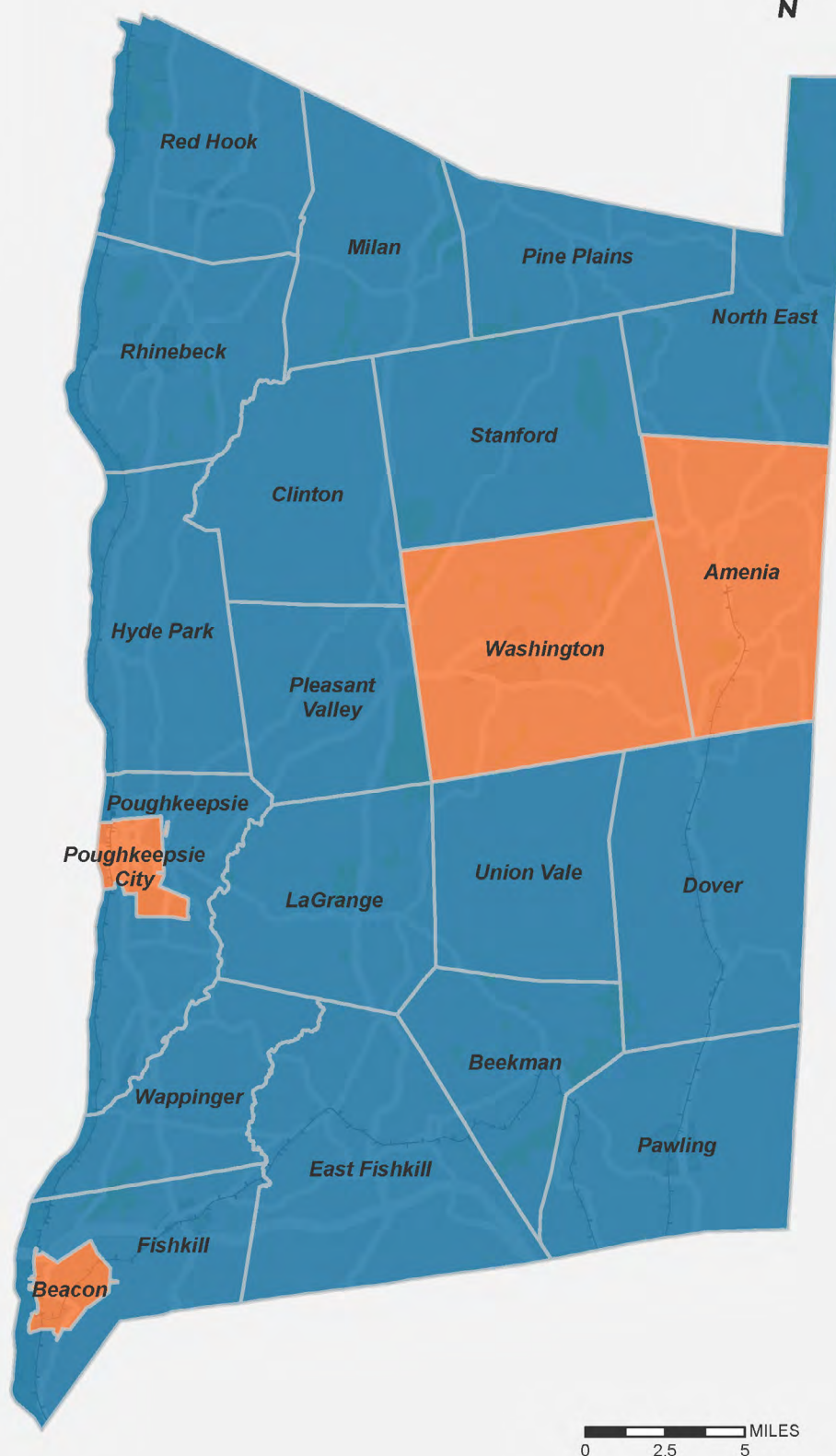
Concentrations of zero-vehicle households in Dutchess County are detailed in Table 12 and Figure 13. The municipalities with the highest percentages of zero-vehicle households include the City of Poughkeepsie and the towns of Washington and Amenia, each exceeding 8%. Conversely, the municipalities with the lowest proportions are Milan, Beekman, and Stanford, all below 2%. It is important to note that the countywide average is heavily influenced by the City of Poughkeepsie and, to a lesser degree, the Town of Washington. More than half of Dutchess County's municipalities have zero-vehicle households at or below 5%.

Proportions of households with zero vehicles at the municipal level are shown in Figure 13. Four municipalities have a proportion of zero-vehicle households higher than the Dutchess County average. These include the cities of Poughkeepsie and Beacon, as well as the rural towns of Washington and Amenia to the east.

TABLE 12 MUNICIPALITIES WITH HIGHEST/LOWEST SHARE OF ZERO VEHICLE HOUSEHOLDS

Municipality/Geography	% of Total Population
City of Poughkeepsie	21%
Town of Washington	12%
Town of Amenia	9%
Dutchess County Average	7%
Town of Milan	2%
Town of Beekman	1%
Town of Stanford	< 1%

Source: 2023 ACS 5-Year Estimates



Zero Vehicle Household Percentage

- Below County Average
- Above County Average
- Municipalities

Map By Transpo Group



M:\2411 24397.00 - DCTC Coordinated Public Transit HSTP\GIS\ArcGISPro\Transpo_DCTC_HSTP\Transpo_DCTC_HSTP_08252025.aprx

For Graphical Representation Only

FIGURE 13 PERCENTAGE OF ZERO VEHICLE HOUSEHOLDS BY MUNICIPALITY COMPARED TO COUNTY AVERAGE
Source: 2023 ACS 5-Year Estimates

Race and Ethnicity

Race and ethnicity remain important factors in coordinated transportation planning, even though Section 5310 mainly focuses on enhancing mobility for older adults and people with disabilities. Communities of color have historically faced disparities in investment, service access, and opportunities, and these inequities can influence how older adults and people with disabilities encounter transportation barriers. Recognizing transportation needs across different racial and ethnic groups helps ensure that mobility strategies are tailored to community needs, support fair access to jobs, healthcare, education, and essential services, and promote inclusive transportation options for the populations this plan aims to serve.

The proportion of the non-white population in Dutchess County has grown since 2019. Between 2019 and 2023, the share of non-whites increased from 29% to 34%, as shown in Figure 14. It is also noted that Dutchess County's black population declined from 11% to 9%. The growth in the non-white population mainly came from Hispanic groups (rising from 13% to 16%) and individuals identifying as two or more races (up from 2% to 5%).

Concentrations of non-white populations in Dutchess County are further detailed in Table 13 and Figure 15. The municipalities with the highest proportions of non-white residents include the cities of Poughkeepsie and Beacon, as well as the Town of Poughkeepsie, each with a non-white population exceeding 35%. In contrast, the towns of Washington, Milan, and Clinton have the lowest proportions, each with less than 14% non-white residents. Notably,

the City of Poughkeepsie has a significantly higher non-white population, constituting well over half of its residents. Furthermore, most municipalities in Dutchess County have a non-white population of at least 20%.

Proportions of the non-white population at the municipal level are shown in Figure 15. Four municipalities have a non-white population share above the Dutchess County average, mainly in the county's urban areas. This includes the Cities of Poughkeepsie and Beacon, as well as the Towns of Poughkeepsie and Wappinger

Limited English Proficiency

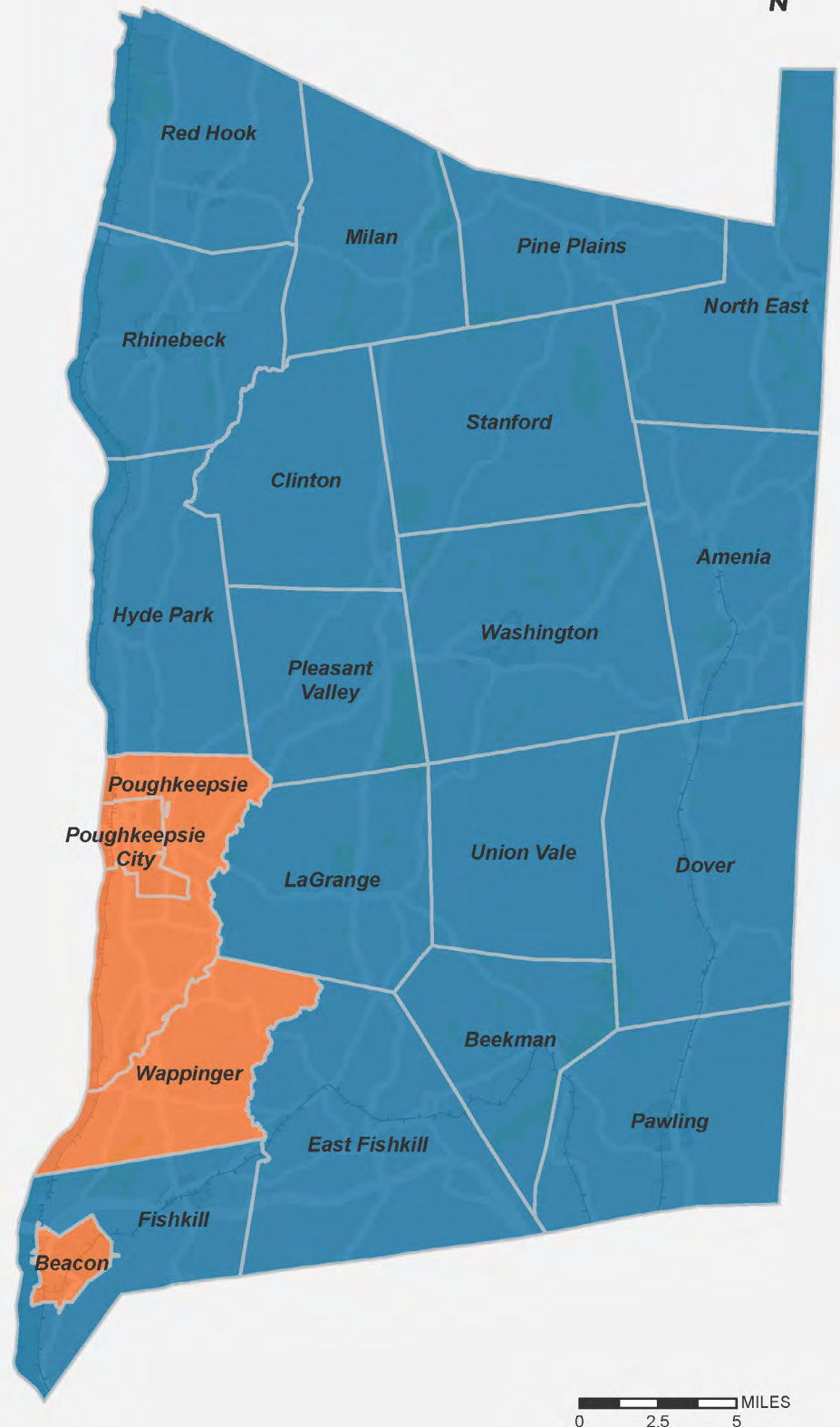
Individuals with Limited English Proficiency (LEP) are also an important consideration in coordinated transportation planning, including within a Section 5310 framework focused on older adults and people with disabilities. Language barriers can hinder understanding of routes, schedules, fares, eligibility requirements, and how to access transportation services. For older adults and people with disabilities, these challenges can further restrict access to healthcare, employment, community activities, and other vital services. Considering LEP populations in the planning process helps ensure that transportation strategies are accessible, clear, and fair, while also supporting broader inclusion and complying with federal civil rights requirements.

It is noted that margins of error for LEP populations are very high, compared to other demographics. This is especially the case for many of Dutchess County's municipalities. As a result, the proportions of the LEP population were not broken down by municipality. It is noted that the average proportion of the LEP population in Dutchess County was 5.4% as of 2023. The City and Town of Poughkeepsie are the sole municipalities with a calculated LEP population above the County average.

TABLE 13 MUNICIPALITIES WITH HIGHEST/ LOWEST SHARE OF NON-WHITE POPULATION

Municipality/Geography	% of Total Population
City of Poughkeepsie	66%
City of Beacon	36%
Town of Poughkeepsie	36%
Dutchess County Average	33%
Town of Washington	14%
Town of Milan	14%
Town of Clinton	9%

Source: 2023 ACS 5-Year Estimates



Non White Population
Percentage

- Below County Average
- Above County Average
- Municipalities

Map By Transpo Group

0 2.5 5 MILES

M:\24\1 24397.00 - DCTC Coordinated Public Transit\HSTP\GIS\ArcGISPro\Transpo_DCTC_HSTP\Transpo_DCTC_HSTP_08252025.aprx

For Graphical Representation Only

FIGURE 15 PERCENTAGE OF NON-WHITE POPULATION BY MUNICIPALITY COMPARED TO COUNTY AVERAGE

Source: 2023 ACS 5-Year Estimates

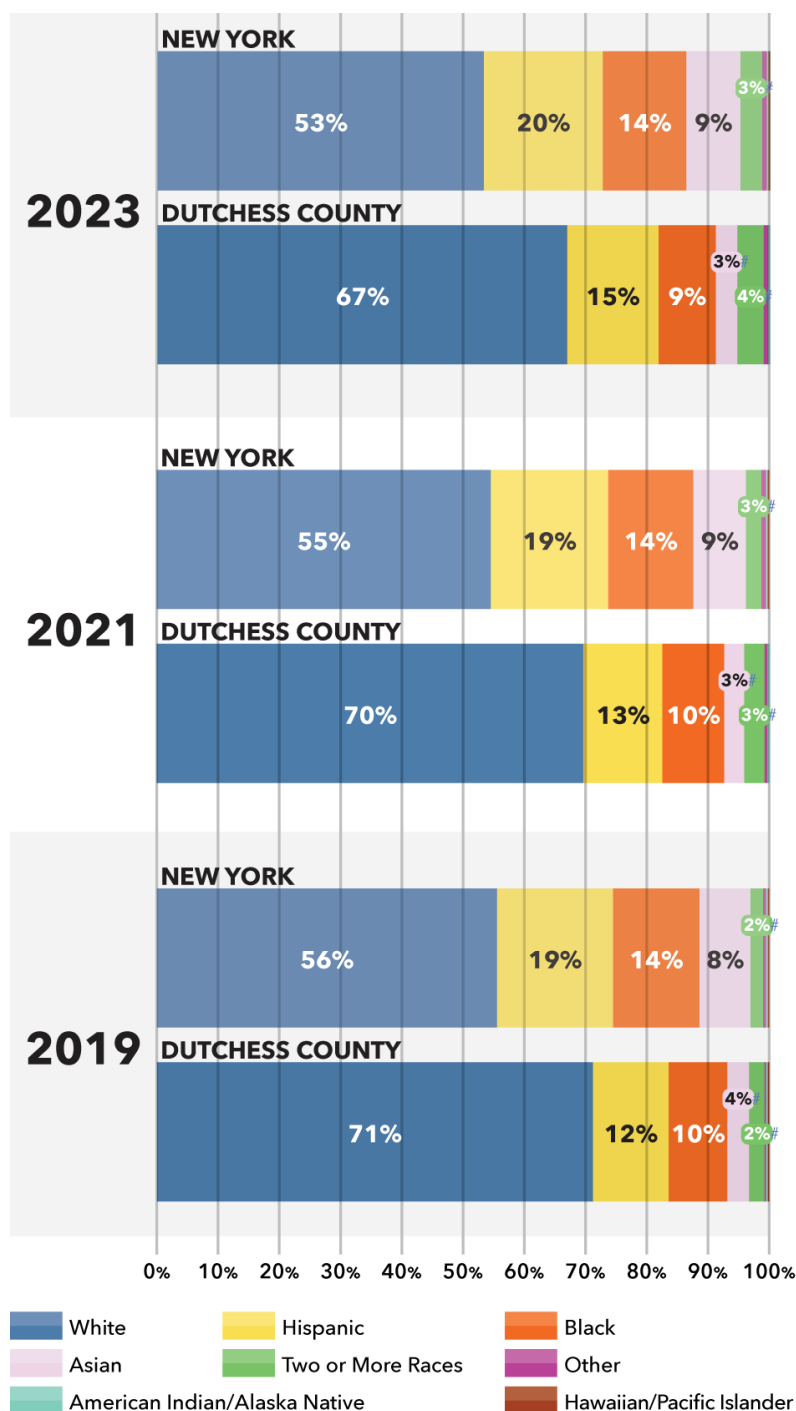


FIGURE 14 BREAKDOWN OF DUTCHESS COUNTY POPULATION BY RACE, 2019-2023¹

Source: 2023 ACS 5-Year Estimates

¹ Note 2020 figures were excluded due to a generally higher margin of error for such figures as a result of the COVID-19 pandemic.

Veterans

Veterans are also an important consideration in coordinated transportation planning, especially because many depend on transportation to reach healthcare, mental health services, employment, education, and veterans' support programs. In the context of Section 5310, this group is particularly relevant because many veterans overlap with the program's target populations, such as older adults and individuals with disabilities. Section 5310 is specifically designed to support the mobility needs of seniors and people with disabilities, and a significant portion of veterans have service-connected disabilities, making veterans an important related group to include in the planning process. Including veterans in this analysis helps ensure that transportation strategies address the mobility barriers they may encounter when accessing essential services and community opportunities.

The share of veterans in Dutchess County has slightly declined since 2019. From 2019 to 2023, the veteran share dropped from 5.9% to 4.8%, as shown in Figure 16. This indicates a decrease of about 2,300 veterans in Dutchess County, bringing the total to just over 11,500. The veteran proportion in Dutchess County remains somewhat higher than the statewide rate of 3.9%.

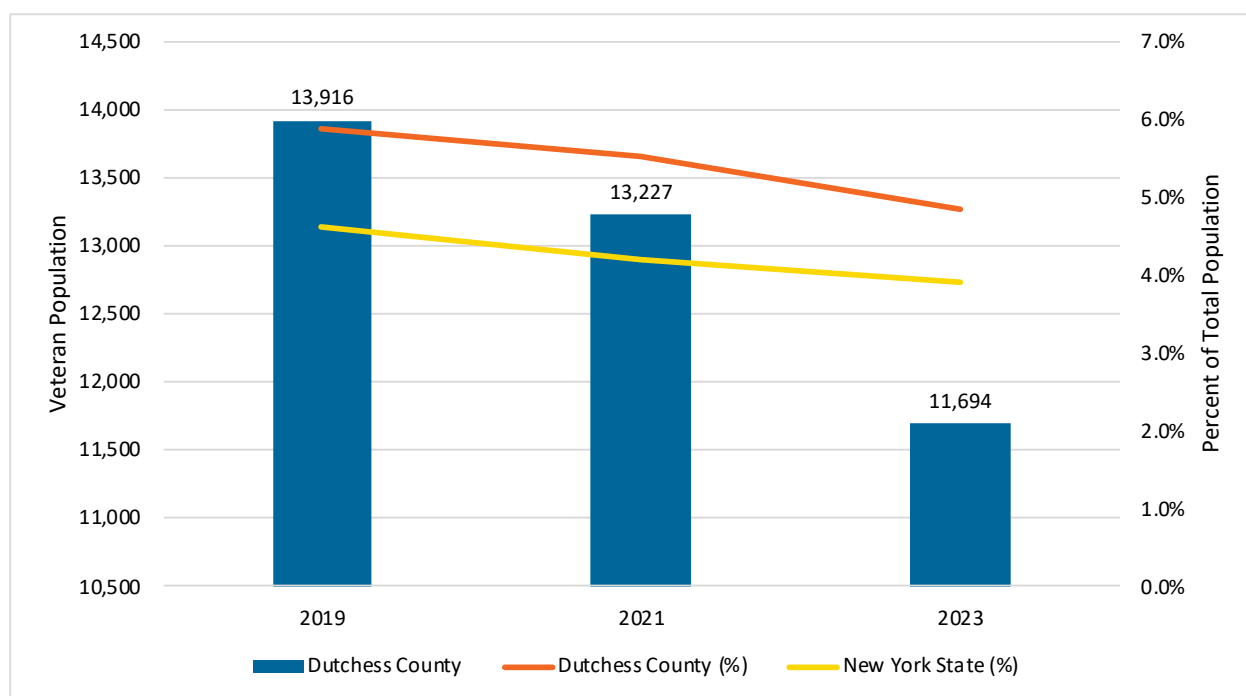


FIGURE 16 SHARE OF DUTCHESS COUNTY VETERAN POPULATION, 2019-2023

Source: 2019 – 2023 ACS 1-Year Estimates

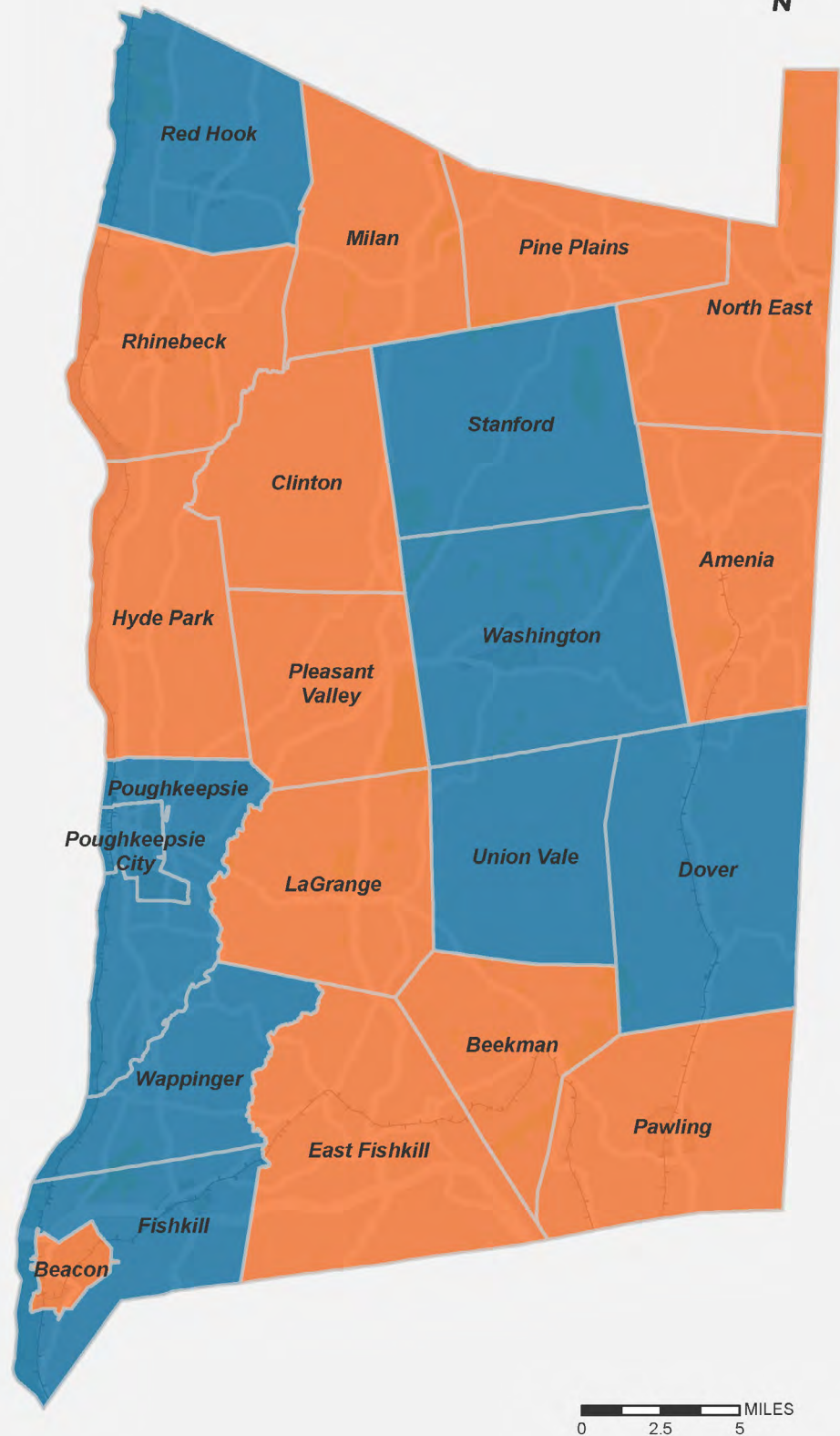
Veteran concentrations are further detailed in Table 14 and Figure 17. The towns with the highest share of veterans are Clinton, Pine Plains, and Rhinebeck, each with about 7% or more veterans. In contrast, Poughkeepsie, Red Hook, and Union Vale have the lowest shares, each with less than 4% veterans.

Proportions of veterans at the municipal level are shown in Figure 17. Municipalities with a veteran population above the Dutchess County average are spread across the county. This includes a mix of urban, suburban, and rural areas, suggesting that Dutchess County's veteran population is widely dispersed rather than clustered in specific locations.

TABLE 14 MUNICIPALITIES WITH HIGHEST/ LOWEST SHARE OF VETERANS

Municipality/Geography	% of Total Population
Town of Clinton	7%
Town of Pine Plains	7%
Town of Rhinebeck	7%
Dutchess County Average	5%
City of Poughkeepsie	4%
Town of Red Hook	3%
Town of Union Vale	2%
Town of Clinton	9%

Source: 2023 ACS 5-Year Estimates



Veteran Population Percentage

- Below County Average
- Above County Average
- Municipalities

Map By Transpo Group

0 2.5 5 MILES

M:\24\1 24397.00 - DCTC Coordinated Public Transit HSTP\GIS\ArcGISPro\Transpo_DCTC_HSTP\Transpo_DCTC_HSTP_08252025.aprx

For Graphical Representation Only

FIGURE 17 PERCENTAGE OF VETERANS BY MUNICIPALITY COMPARED TO COUNTY AVERAGE

Source: 2023 ACS 5-Year Estimates

Key Takeaways: Identification of Vulnerable Populations

Across Dutchess County, vulnerable populations with the greatest need for coordinated human services transportation are unevenly distributed, highlighting both urban and rural challenges. Older adults, people with disabilities, low-income households, zero-vehicle households, and other transportation-disadvantaged groups together make up a significant portion of county residents, with notable overlap among age, disability, and income. While population growth and decline vary by demographic group, the analysis indicates that over 120,000 residents, or 40% of the county population, fall into one or more priority categories for this Coordinated Plan. These populations often face compounded mobility barriers related to affordability, accessibility, service availability, and dependence on others for transportation.

Spatially, concentrations of vulnerable populations vary by location. Urban areas, especially the City of Poughkeepsie and, to a lesser degree, the City of Beacon, show the highest proportions of low-income households, zero-vehicle households, non-

white populations, and people with limited English skills. These areas demand frequent, affordable, and accessible fixed-route and demand-response services. Meanwhile, several rural and eastern towns, including Amenia, North East, Washington, and Dover, also have higher concentrations of low-income households, zero-vehicle households, older adults, and veterans. In these regions, lower population densities, longer travel distances, and fewer transportation choices worsen mobility challenges and heighten dependence on specialized and human service transportation.

Overall, the analysis demonstrates that transportation disadvantages in Dutchess County are not limited to a specific area or population group. Urban centers face issues related to size, affordability, and service coordination, while rural communities encounter gaps in coverage, frequency, and accessibility. These findings emphasize the need for a coordinated transportation approach that is flexible, geographically responsive, and attentive to diverse demographic needs. Identifying population clusters and overlapping areas provides a data-driven foundation for prioritizing investments, enhancing service coordination, and aligning transportation solutions with the communities most dependent on human services transportation.

Travel Trends

In addition to the geographic concentration of vulnerable populations, we also aimed to understand travel trends more broadly. To enhance the previous analysis, we used Replica, a commercial data product that serves as a synthetic travel survey database with advanced relational features. Instead of relying solely on traditional surveys or direct observation, Replica creates a simulated population by combining real-world datasets, including U.S. Census demographics, land use, employment data, transit schedules, traffic volumes, and location-based service data. The term “synthetic” describes this modeled approach, where individuals are statistically generated and assigned realistic demographic traits and travel behaviors based on actual data inputs. This simulated activity closely mimics real travel patterns, enabling detailed, privacy-protected analysis across different regions and population groups.

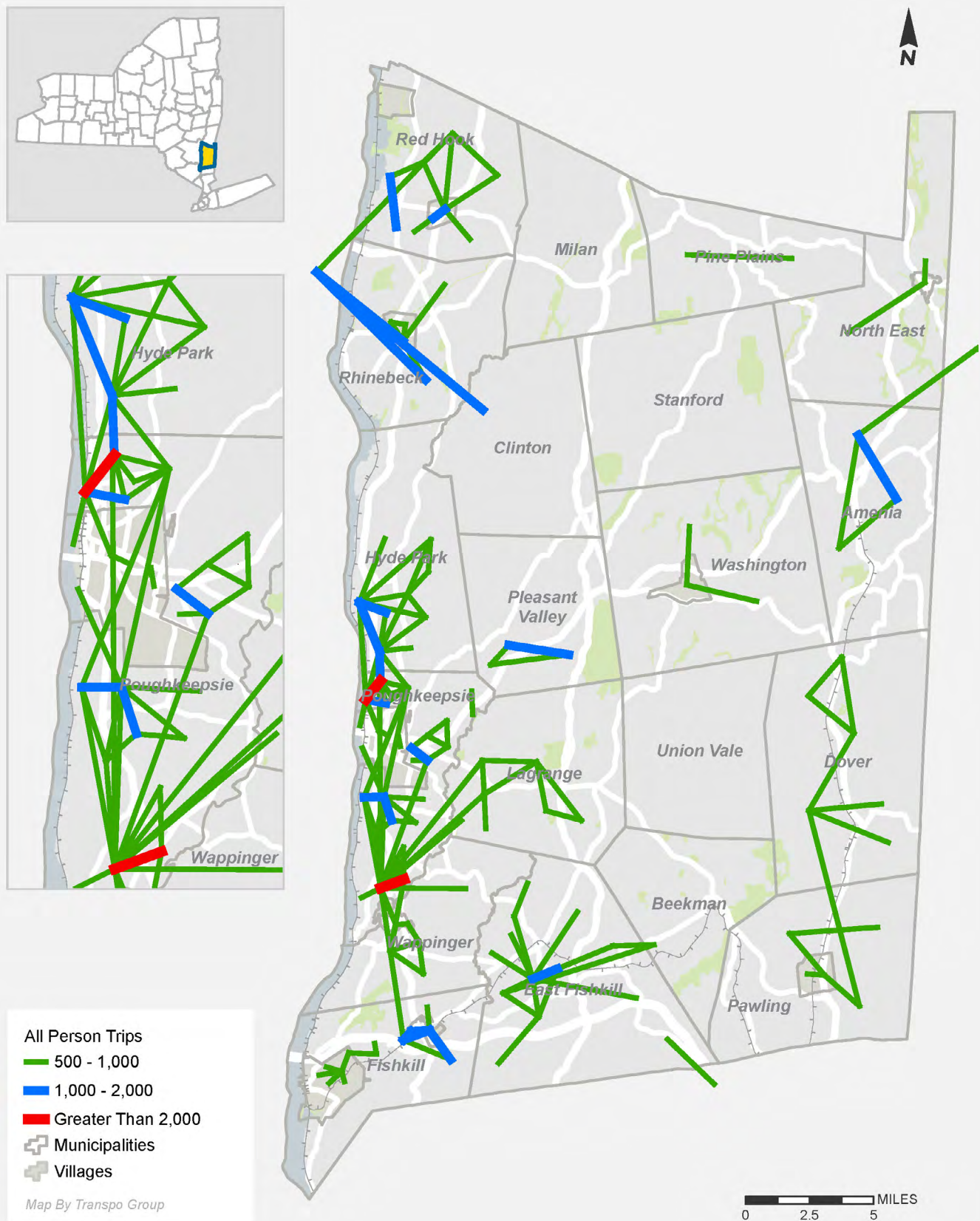
Replica data are combined from various sources, including the decennial Census and American Community Survey datasets, Census Transportation Planning Package (CTPP) data, Longitudinal Employer-Household Data (LEHD), in-vehicle GPS traces validated against FHWA records, and published count data such as average annual daily traffic (AADT). Replica data can be created as a representative day (either a weekday or Saturday) within a specific season.

Replica is a synthetic, modeled dataset and does not represent a direct observation or a complete census of actual person trips. It is used in this analysis as a planning-level tool to better understand likely travel patterns, relative trip concentrations, and broad origin-destination relationships. Because Replica depends on statistical modeling and the integration of multiple source datasets, results may include estimation errors, localized anomalies, or patterns that do not fully match observed conditions. Therefore, the findings presented here should be seen as indicative of general travel behavior rather than precise counts or exact trip-making activity on any individual corridor or in any specific location.

Replica models the type of data that would be generated by a custom regional travel survey, which is often missing in many parts of the country. Besides offering survey-like data where none exists, a key benefit of Replica data is that it is designed to represent all types of travel (vehicle, transit, bicycle, and pedestrian trips) rather than a small sample of a region’s travel. This small sample, usually just a low single-digit percentage or less, is what regional household travel surveys can realistically collect.

For this analysis, Replica data was filtered to focus on the travel patterns of specific groups most likely to use human service transportation. Since Replica does not include information about people with disabilities, the analysis included zero-vehicle households, individuals aged 65 and older, and households with low and limited annual incomes (less than \$50,000). In addition to these filtered trips, all trips are also shown for comparison. The Replica data used for this analysis comes from the North Atlantic Fall 2024 dataset and represents travel activity on a typical single weekday during fall 2024. The trips in the Replica dataset are unchained, meaning each is modeled as a discrete trip rather than part of a continuous travel sequence or tour. Each map depicts a different population of trip-takers, so lines of the same color in different maps represent different numbers of trips.

Figure 18 displays all person trips, regardless of demographics or income. A significant portion of these modeled trips occur in higher-density areas of Dutchess County, including along the US Highway 9 corridor. This includes trips within the City of Poughkeepsie and to the south around the Poughkeepsie Galleria. There is also a notable concentration of trips into and out of Kingston from the northwest parts of Dutchess County, such as Rhinebeck, Clinton, and Red Hook, and to a lesser degree, trips within the Town of Amenia. Consistent with individual demographic travel patterns, there are few cross-county trips and limited travel in the county’s rural central and northern areas. On one hand, this may suggest lower densities and fewer vulnerable populations. It could also indicate unmet travel demand and needs.



M:\2411 24397.00 - DCTC Coordinated Public Transit HSTP\GIS\ArcGISPro\Transpo_DCTC_HSTP\Transpo_DCTC_HSTP_08252025.aprx

For Graphical Representation Only

FIGURE 18 TRIP DEMAND FOR ALL TRIPS

Source: Replica

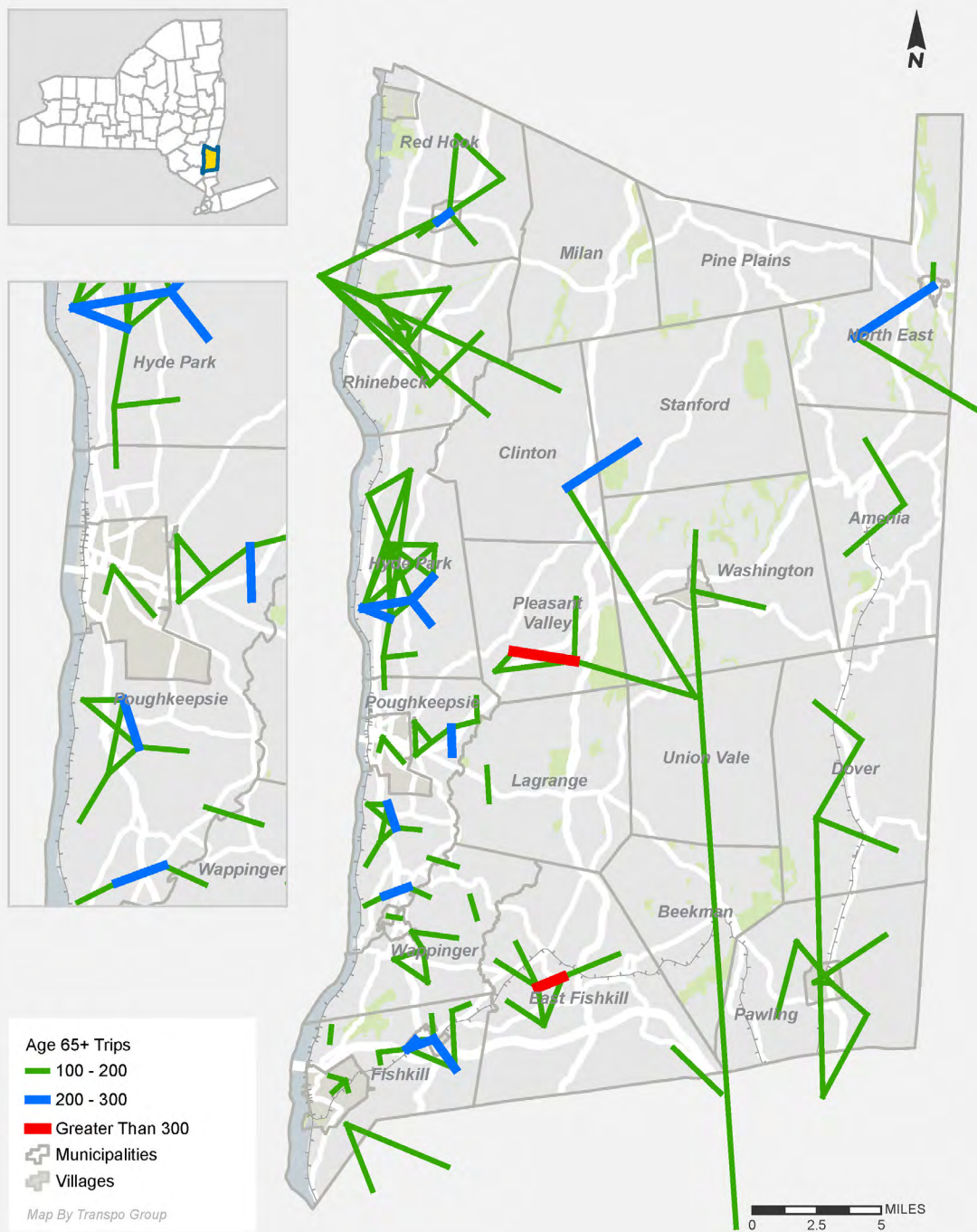


FIGURE 19 TRIP DEMAND FOR INDIVIDUALS AGED 65 AND OLDER

Source: Replica

Figure 19 illustrates the most common trip connections for older adults. The modeled trips among older adults are more spread out across the county and less frequent than those of other groups, whose trips are focused around urban areas. These trips also tend to be shorter and within the same municipality. Major locations with high trip concentrations include travel within the

Towns of East Fishkill and Pleasant Valley. Other important corridors with significant trip flows include travel between the Towns of Clinton and Stanford, as well as within the Town of Fishkill. It is also noted that there is a considerable number of trips into and out of Kingston from the northwest parts of Dutchess County.

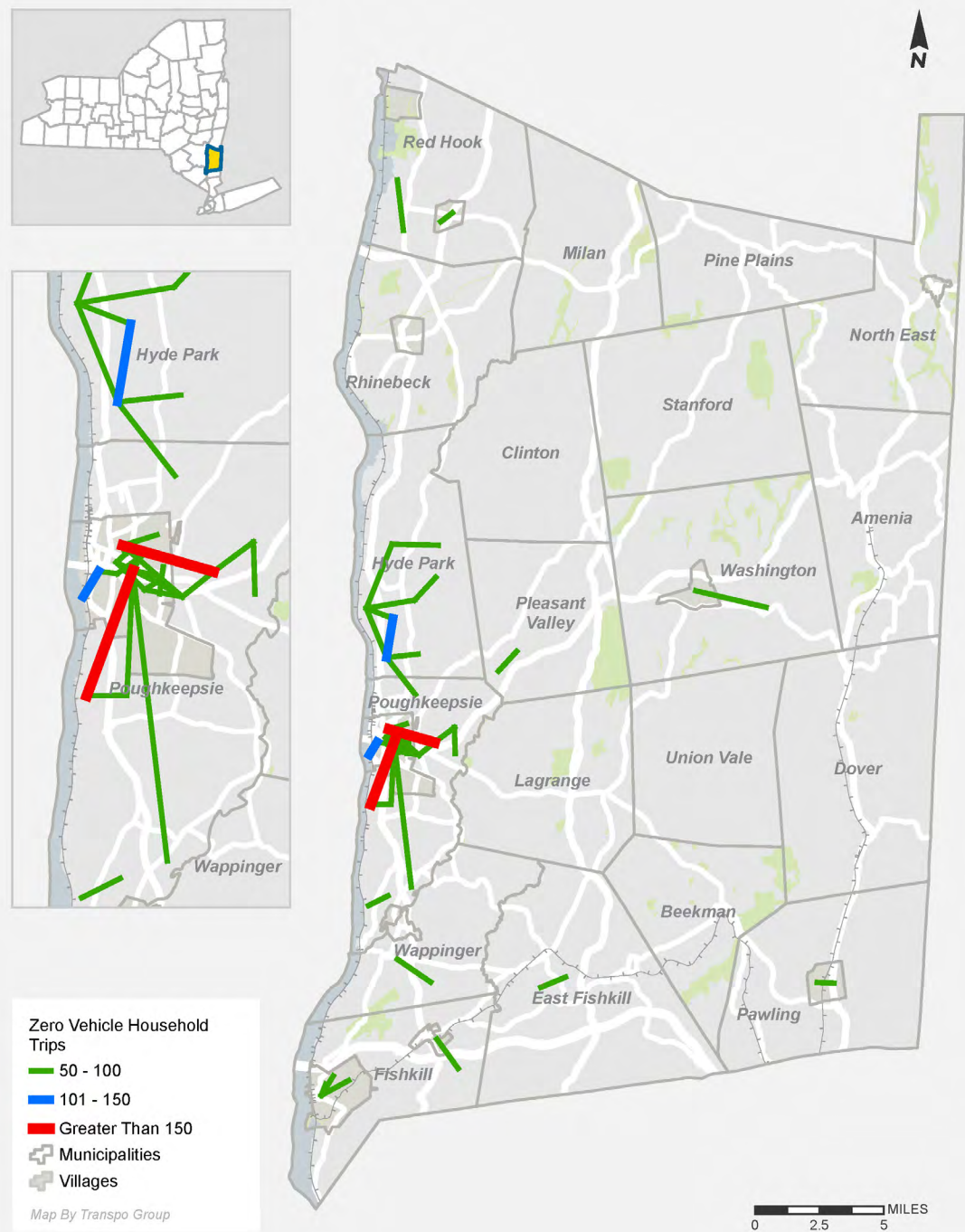


FIGURE 20 TRIP DEMAND FOR INDIVIDUALS FROM HOUSEHOLDS WITHOUT VEHICLES

Source: Replica

As shown in Figure 20, the modeled trips by households without access to a vehicle are concentrated around the City of Poughkeepsie. These areas align with demographic maps showing higher numbers of households without vehicles. In contrast, the City of Beacon, the other urban center in Dutchess County, does not have a high number of trips by households

without vehicles. It is also noted that there is not a high concentration of trips made by households without vehicles across much of the county, including most rural and lower-density municipalities. Although these areas generally have a low percentage of households with no vehicles, the absence of trip concentrations there could also suggest unmet travel demand and needs.

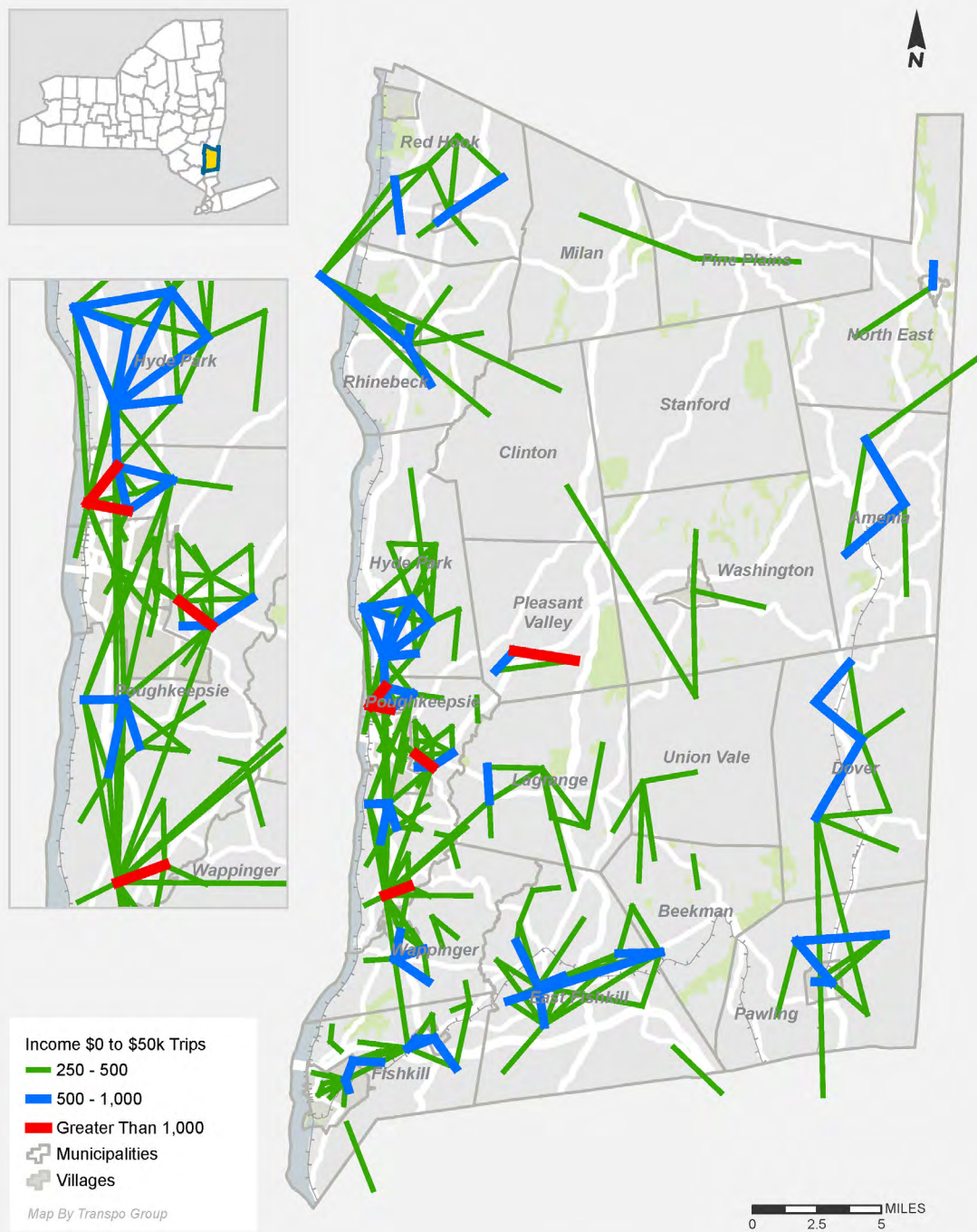


FIGURE 21 TRIP DEMAND FOR HOUSEHOLDS WITH INCOMES OF \$0-\$50,000

Source: Replica

As shown in Figure 21, the modeled trips made by people earning \$50,000 or less are concentrated around the Poughkeepsie area and between population and employment centers in the southern part of the county. This includes a high concentration of trips along Route 9 and within the Town of Pleasant Valley. In northern Dutchess County, there is also a sizable concentration of trips into and out of Kingston from the Rhinebeck

and Red Hook areas. Additional corridors with a significant number of trips include travel flows within the Town of East Fishkill and, to a lesser extent, between the towns of Pawling and Dover, as well as within the rural Town of Amenia. By comparison, fewer trips are made across the east-west corridors of Dutchess County and in the county's rural central areas.

Key Takeaways: Travel Trends

Replica data models overall travel demands and trip patterns for specific groups: zero-vehicle households, people aged 65 and older, and households with incomes under \$50,000. We acknowledge this analysis does not capture the full picture, as many trips are not included in the model. For instance, Replica does not incorporate travel information for people with disabilities. However, since there is often overlap among people with disabilities, older adults, zero-vehicle households, and low-income households, we can use these findings to estimate some trip demand and patterns for people with disabilities.

Trips made by lower-income households mainly focus on southern Dutchess County, especially around the City of Poughkeepsie and along the US Highway 9 corridor, which connects major population and employment centers. Additional significant travel flows occur between Rhinebeck and Red Hook, as well as to destinations in Kingston and within towns like Pleasant Valley and East Fishkill. In contrast, east–west travel across the county and trips within more rural central areas are limited, indicating lower densities and potential access barriers in those regions.

Travel patterns among older adults are more dispersed and mostly local. Compared to other groups, older adults tend to make shorter,

intra-municipal trips with fewer distinct regional corridors, indicating a reliance on nearby destinations for daily needs. However, pockets of higher activity are visible in East Fishkill, Pleasant Valley, Fishkill, and between Clinton and Stanford, as well as along the route between northwestern Dutchess County and Kingston. These patterns highlight the importance of local movement, adaptable routing, and demand-response services designed for shorter trips that support aging in place.

Trips made by zero-vehicle households are mainly concentrated in the City of Poughkeepsie, reflecting demographic patterns with higher numbers of households without access to a personal vehicle. Outside of Poughkeepsie, trip activity among zero-vehicle households is limited, including in rural areas where vehicle ownership is higher but transportation options are fewer. This lack of observed trips may indicate suppressed or unmet demand rather than an absence of need. Among all trip-makers, travel patterns mainly show north–south movement along major routes and minimal activity in rural areas, highlighting an ongoing challenge for the Coordinated Plan: balancing high-demand urban corridors with strategies that meet mobility needs in lower-density areas where transportation options are limited but essential.

Chapter 5.

Transportation

Needs Assessment

Chapter 5 presents the findings of the assessment of unmet transportation needs for Dutchess County. The assessment utilizes existing resources, including the Inventory of Existing Transportation Services, Current Community Conditions, and insights from stakeholder participation and public feedback to thoroughly identify unmet transportation requirements and mobility gaps for vulnerable populations in Dutchess County.

Chapter 5 is summarized into the following key themes of unmet transportation needs and mobility gaps:

- **Geographic:** Especially prominent in the rural and eastern portions of Dutchess County, based on existing Dutchess County Public Transit (DCPT) service.
- **Temporal:** Service coverage is limited during evenings and on weekends, particularly for non-fixed routine options.
- **Institutional:** In addition to DCPT and other public transit options, there are multiple providers of specialized transportation services, each governed by different policies and subject to distinct challenges, making coordination difficult.
- **Informational:** Related to the ability for users and potential users to access reliable, easy-to-decipher information on transportation options in Dutchess County.

Each theme includes an explanation of the transportation shortcoming, along with supporting evidence of the need or gap. Findings from this assessment will serve as a foundation for developing strategies and prioritizing recommendations.

Geographic Service Gaps

Several parts of Dutchess County have limited transportation options, especially in the northern and eastern parts of the county. Dutchess County's demand-responsive Flex service offers origin-destination transportation to regions without fixed-route service. However, for many communities, this is the only transportation option available, aside from private, specialized, or eligibility-based services such as transportation network companies (TNCs), taxis, or ambulettes.

Locations in Dutchess County not served by DCPT fixed route or Dial-A-Ride include the towns of Clinton, Stanford, Milan, Pine Plains, North East,

and the Village of Millerton. Additionally, for the towns that do not participate in the county's Dial-A-Ride program, which is the majority, fixed-route service is often limited to a small geographic area or corridor, leaving many locations without public transportation outside the Flex service option. This affects large parts of the towns of Beekman, Pawling, LaGrange, Dover, Union Vale, Pleasant Valley, Washington, Amenia, Milan, and Pine Plains. As mentioned at the Community Listening Session, many users and potential users live outside Dutchess County's town centers and main corridors.

Although these parts of Dutchess County are much less populated, as shown in the Countywide Demographics and Travel Patterns analysis, they are home to clusters of vulnerable populations and are not well-served by current transportation options. These groups include older adults, younger adults, low-income residents, households without vehicles, people with disabilities, and veterans. Consequently, there is a need for more efficient transportation services with expanded coverage to serve vulnerable populations throughout Dutchess County.

Geographic gaps in service also include limited cross-county options and a lack of connections to key destinations outside Dutchess County. Outside of specialized services, cross-county options are limited to two of DCPT's fixed-route services (Routes D & E), both operating in the southern half of Dutchess County at reduced frequencies compared to routes serving only urban areas. Out-of-county connections are available through various providers. As discussed in the Inventory of Transportation Services, Ulster County Area Transit (UCAT) and Leprechaun Lines provide service between the City of Poughkeepsie and Kingston, Poughkeepsie and White Plains, and between Beacon and Newburgh, respectively. Metro-North Railroad also offers connections via two rail lines to points south. However, there are no public transit connections to Connecticut from Dutchess County, including Danbury, a population and economic center. Additionally, many specialized transportation services in Dutchess County mainly operate within the county or exclusively within the Hudson Valley.

Temporal Service Gaps

Persistent gaps in transportation services, identified in Dutchess County's 2021 Coordinated Plan, still exist. These gaps are visible both in hours and days of service. Regarding hours, some DCPT fixed-route services run into the late evening, with seven routes operating past 9:00 p.m. These include routes between the City of Poughkeepsie and Fishkill, Beacon, Tivoli, Millbrook, Pawling, and Hopewell Junction, as well as Route K, which serves the southern neighborhoods of the City of Poughkeepsie. However, fixed-route services serving the City of Poughkeepsie's eastern and western neighborhoods end at 5:15 p.m. (Route P) or 5:45 p.m. (Route M). Additionally, as mentioned earlier, fixed-route services primarily serve Poughkeepsie and certain corridors in the southern and western parts of the county.

Outside the fixed-route service areas and in many rural parts of Dutchess County, public transit is unavailable in the evenings. The Flex service operates until 5:00 pm on weekdays, and Dial-A-Ride stops operating after 4:15 pm on weekdays. This absence of evening service likely makes it difficult to rely on these services for employment in key industries such as retail, healthcare, and warehousing.

Besides the need for more evening services, there is also a demand for increased weekend services. Neither the Flex service nor the Dial-A-Ride service operates on weekends, leaving large parts of Dutchess County without transit options on Saturdays or Sundays. Dutchess County's fixed-route service provides comparable service on Saturdays as on weekdays, but less service on Sundays. Like the issues caused by a lack of evening service, reduced weekend service affects the ability to depend on transit for access to jobs, especially in the retail, medical, and warehousing sectors.

Although specialized transportation services can address some service gaps, most are designed to serve specific populations and trip types, with eligibility rules, service areas, and policies that restrict broader use. Many are limited to certain trips, such as medical visits or program-related travel, and often operate with limited funding, vehicle availability, and staff. Consequently, these services can be hard to access, often require advance scheduling, and may not accommodate spontaneous or non-essential trips, restricting their ability to fully meet the diverse transportation needs of residents across Dutchess County.

Institutional Gaps

Institutional gaps refer to challenges arising from policies, practices, and organizational structures that affect the planning, operation, and delivery of transportation services in Dutchess County. These gaps include barriers transportation providers face in operating and maintaining services, as well as issues riders encounter due to institutional constraints, coordination problems, or administrative requirements within the transportation system. This includes the following:

Lack of Systemwide Cohesion

Geographic and temporal service gaps in Dutchess County partly result from limited systemwide coordination among transportation providers. The county's transportation network includes various public, nonprofit, and private operators, each with different service models, funding sources, service areas, and eligible populations. Although this multi-provider setup offers diverse transportation options, it also creates coordination challenges that can reduce the overall system's effectiveness and efficiency.

Feedback from the Community Listening Sessions shows that many transportation services don't work together seamlessly from the customer's perspective. Participants explained feeling confused by overlapping service areas, duplicate services, and differences in operating hours, eligibility, and reservation rules. Sometimes, multiple providers operate in the same general area or serve similar trip purposes, but gaps still exist during certain times of day, on weekends, or for cross-jurisdictional trips.

Transportation providers also highlighted challenges related to system-wide cohesion. Many services are restricted by specific funding requirements, operating agreements, and service mandates that limit their ability to deviate from established routes, schedules, or geographic service areas, even when a minor adjustment might seem feasible or beneficial from a rider's perspective. Additionally, many human service agencies limit eligibility to clients who participate in their programs. These constraints do not indicate poor performance but instead reflect the reality that different services are designed to meet various programmatic objectives and serve distinct populations. A list of service providers and their eligibility requirements is available in Appendix A.

A lack of systemwide cohesion also extends beyond services originating in Dutchess County. As noted in the Inventory of Transportation Services, regional providers such as Ulster County Area Transit (UCAT) and Leprechaun Lines operate intercounty routes connecting Poughkeepsie to Kingston and Beacon to Newburgh, respectively. While these services play an essential role in regional mobility, coordination across county lines, agencies, and funding structures can be limited, further complicating trip planning for riders whose travel needs cross jurisdictional boundaries.

Taken together, these factors highlight the need for better coordination, communication, and strategic alignment among transportation

providers. Improving system-wide cohesion doesn't mean making all services the same, but rather creating better methods to reduce duplication, fill gaps, and better align services with the diverse funding sources, responsibilities, and populations served throughout Dutchess County.

Ongoing Driver Shortage

As is common across much of the country, Dutchess County transportation providers continue to face a driver shortage. This challenge involves attracting and keeping drivers for public transit services, as well as volunteer drivers for specialized transportation programs. The driver shortage is a complex issue caused by multiple interconnected factors, including the following:

- **Compensation competition:** School districts often offer higher wages, more predictable schedules, and stronger benefit packages than public transportation and human services transportation providers, making it difficult for transit agencies to compete for qualified drivers.
- **Licensing and training requirements:** Transit vehicles typically require drivers to hold a Commercial Driver's License (CDL), which requires additional training, testing, and ongoing certification. These requirements can create a barrier to entry for prospective drivers and lengthen the time it takes to onboard new employees.
- **Drug testing requirements:** Transportation operators report that mandatory drug testing, particularly for marijuana, is a growing challenge. Although marijuana use is legal under New York State law, it remains prohibited for safety-sensitive transportation positions under federal regulations. This discrepancy can disqualify otherwise qualified applicants and limit the available labor pool.

- **Regional labor shortages:** Broader labor shortages across the region, particularly in lower-wage and safety-sensitive occupations, continue to affect Dutchess County transportation providers. Increased competition from other sectors offering less stringent requirements, more flexible schedules, or remote work options further constrains recruitment and retention.
- **Job demands and working conditions:** Driving positions often include split shifts, evening and weekend work, physically demanding tasks (such as assisting passengers), and heightened responsibility for passenger safety, all of which can contribute to burnout and higher turnover.

Considering these challenges, it is important to identify and support strategies that enhance driver recruitment and retention, such as competitive pay, workforce development and training programs, flexible scheduling when possible, and targeted investments through Section 5310 funding to help stabilize and strengthen the specialized transportation workforce.

Last Mile/Last Foot Accessibility

The challenges of last-mile and last-foot accessibility in Dutchess County arise from several interconnected factors. First, the county's geography features an older housing stock, hilly terrain, and a mix of urban, suburban, and rural neighborhoods. Beyond the main population centers in the southern and western parts of the county, homes and residential developments are often more spread out, with greater distances between origins, destinations, and transit stops.

Building on broader issues related to a lack of systemwide cohesion, last-mile and last-foot challenges are further complicated by differences in service design and operational policies among transportation providers. From a rider's perspective, access can vary greatly depending on the service used. Some services provide door-to-door or door-through-door assistance, while

others are limited to curb-to-curb service. For older adults and individuals with disabilities, especially those with mobility limitations, visual impairments, or balance issues, the distance between the curb and a residence or destination can act as a significant barrier to safe and independent travel.

From a provider perspective, last-mile and last-foot constraints closely relate to vehicle features and operational needs. Vehicle size, turning radius, ground clearance, and accessibility features decide if drivers can safely navigate narrow residential streets, steep driveways, private lanes, or areas with limited turnaround space. Larger buses and cutaway vehicles may be limited to curbside pickups due to safety, roadway design, or liability concerns. Conversely, smaller vehicles may be more suitable for door-to-door service but are often more difficult to acquire given available procurement methods.

Additional factors such as limited sidewalks, uneven pavement, seasonal weather conditions (including snow and ice removal), and insufficient lighting can further worsen last-foot challenges, especially in older neighborhoods and rural areas. These conditions create inconsistencies in service availability and accessibility, which can confuse riders and make it hard for providers to address within existing operational and funding limits.

Language Accessibility

As shown in the Provider survey, there is still a need for translation and interpretation services for non-English-speaking users, with more than a third of human services transportation providers reporting that their clients include fewer than 50% English speakers. Translation services are often available for provider websites and some printed materials. However, transportation providers noted that language barriers when communicating with users by phone, in person, or on buses can be difficult.

Affordability

There is still a need for more affordable transportation options across the county, especially for the Flex service and Dial-A-Ride. As highlighted in the Community Listening Sessions, fares over \$5.00 for the Flex service can be difficult for frequent riders. As mentioned earlier, for many users, the Flex service is their only public transportation choice. The base fare for Dial-A-Ride is \$3.50, which is relatively affordable. However, same-day fares are doubled. Additionally, although seniors, veterans, Medicare recipients, and people with disabilities pay a reduced flat fare of \$1.00, this lower rate does not apply to lower-income populations or households without vehicles who do not belong to those groups.

Informational Gaps

As shown in the Inventory of Transportation Services, Dutchess County is covered by a variety of transportation providers, including fixed-route, paratransit, demand-response, intercity, ambulette, and private or specialized operators. However, there is limited knowledge of the full range of transportation choices available, as highlighted in both the Community Listening Sessions and the Community Survey.

For example, most Community Listening Session participants reported being unaware of Dutchess County's Flex Service, and nearly half of Community Survey respondents said they were unsure whom to contact with transportation questions. These findings suggest that although services may exist, they are not always visible, well understood, or easy for residents to access. Information about Flex is not immediately available on the same webpage as the fixed routes.

Informational gaps are worsened by the absence of a single, centralized, web-based resource that allows residents to easily find transportation options across providers, understand eligibility requirements, and learn how to access or schedule services. Instead, information is spread across multiple agency websites, printed materials, and contact points, making it hard for riders to navigate the transportation system and find the services that best fit their needs.

At the same time, relying solely on digital tools does not fully address the needs of all riders. Many older adults and people with disabilities prefer human-assisted or analog methods, such as phone support or printed materials, to learn about services or schedule trips. These preferences are especially evident in rural areas of Dutchess County, where limited broadband and inconsistent cell coverage can hinder access to online resources. These factors highlight the importance of a coordinated approach that combines a centralized, web-based transportation information platform with accessible, non-digital support options to ensure fair access to transportation information throughout the county.

Ranking and Prioritizing Gaps & Needs by Importance

During the fourth Advisory Committee meeting, participants were asked to rank key transportation gaps and needs based on perceived importance and overall significance for inclusion in the Coordinated Plan. The process involved live polling with Menti, followed by a facilitated discussion to interpret and contextualize the results. The outcome of this ranking exercise is shown in Figure 22.

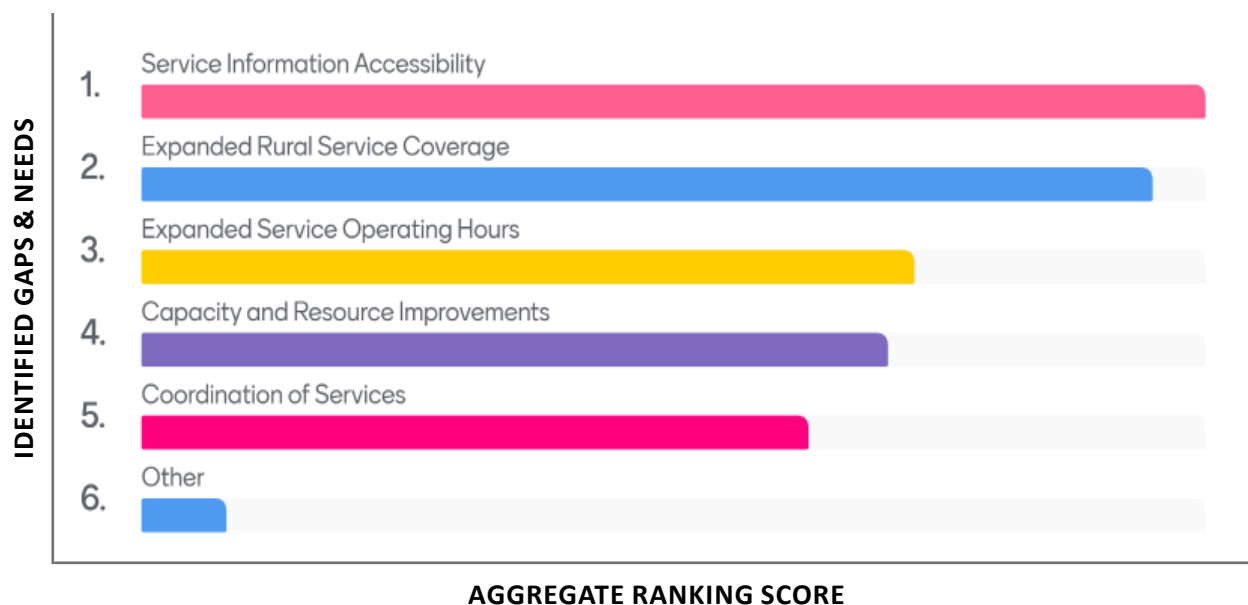


FIGURE 22 ADVISORY COMMITTEE RANKING OF GAPS & NEEDS

Source: Advisory Committee polling exercise, Advisory Committee Meeting #4

Overall, Advisory Committee members strongly agreed that access to clear, reliable transportation information is the most important factor affecting the effective delivery and use of transportation services in Dutchess County. This need was ranked first, followed by expanded rural service coverage and longer service hours.

The Advisory Committee was also asked to prioritize the same key transportation gaps and needs for addressing through potential strategies. The outcome of this prioritization exercise is shown in Figure 23. The results of the prioritization process largely mirrored the previous poll. The main difference in prioritization arises from the need to focus on coordinating services rather than capacity and resource improvements.

As discussed throughout this plan, prioritizing access to service information reflects the complexity of Dutchess County's transportation network, which includes many public, nonprofit, and private providers offering a wide variety of services. These services operate under different policies on eligibility, geographic coverage, hours of operation, reservation

requirements, and fare structures. While this diversity allows transportation providers to serve specific populations and trip purposes, it also creates challenges for users and potential users trying to understand which services are available and how to access them.

The absence of a centralized, easy-to-understand source of transportation information worsens these issues. Without clear, consistent, and accessible details, residents might not know about services that could help them, misunderstand eligibility rules, or see gaps in service that could be filled by existing programs. This lack of understanding reduces the effectiveness of even well-planned transportation services.

A strong foundation of public awareness and understanding is essential for effectively implementing the strategies outlined in this Coordinated Plan. To improve mobility access, especially for older adults, individuals with disabilities, and other transportation-disadvantaged groups, users, human service agencies, and community stakeholders need a clear understanding of available transportation options

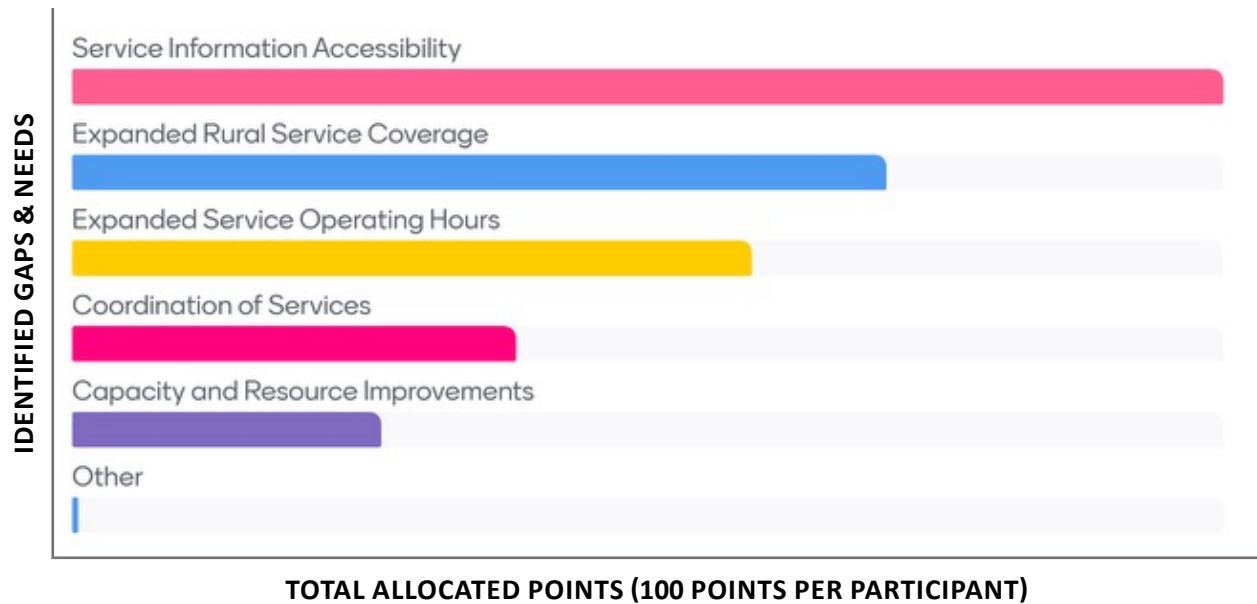


FIGURE 23 ADVISORY COMMITTEE PRIORITIZATION OF GAPS & NEEDS
 Source: Advisory Committee polling exercise, Advisory Committee Meeting #4

and how these services work. Enhancing access to transportation information is, therefore, not just a service improvement but also a vital step in maximizing the impact of future investments and coordinated mobility strategies in Dutchess County.

At the same time, the ranking and prioritization process confirmed that access to information is only one part of a broader set of transportation needs. Expanded rural service coverage, longer evening and weekend hours, better coordination among transportation providers, affordability, and last-mile/last-foot accessibility also remain key barriers to mobility. Together, these themes form the foundation for the strategies proposed in Chapter 6 and the implementation actions identified in Chapter 7, ensuring that the Advisory Committee’s ranking and prioritization exercise is reflected in the plan’s recommended path forward.

Chapter 6.

Transportation Strategies

Chapter 6 outlines a variety of strategies to address the identified needs for improving services for seniors and people with disabilities in Dutchess County. Following the New York State NYSDOT guidance for the Section 5310 program, this plan uses a comprehensive and locally based planning process to identify and implement key strategies to bridge mobility gaps and meet the specific needs of these groups.

Strategies to be Considered

STRATEGY 1:

Create a Centralized Transportation Information Hub

Develop a single, reliable source of transportation information to help residents, service providers, and caregivers easily locate and access available mobility options throughout Dutchess County.

Key Elements

- Create a centralized, publicly accessible repository of transportation services, including public transit, nonprofit providers, volunteer driver programs, and municipal services.
- Provide information in plain language, multiple languages, and accessible formats, including large-print and ADA-compliant digital materials.
- Offer multiple ways to access information, including a website, printed guides, and phone-based assistance.
- Establish a process for regular updates and coordination with service providers to ensure that information remains accurate.

STRATEGY 2:

Improve Marketing and Outreach for Transportation Services

Raise awareness of existing transportation options by improving marketing and outreach and distributing accessible materials to older adults, people with disabilities, and service providers.

Key Elements

- Develop clear, easy-to-understand guides that explain available transportation services and how to access them.
- Distribute materials through trusted community partners such as libraries, senior centers, healthcare providers, and social service agencies.
- Conduct targeted outreach to rural communities and populations that may be less familiar with available services.
- Coordinate messaging across agencies to ensure consistent information about available mobility options.

STRATEGY 3: Establish a Mobility Management Function

Create a mobility management function to coordinate transportation resources, support service providers assisting clients with trip planning, and identify opportunities to improve system connectivity.

Key Elements

- Provide a dedicated point of contact to help agencies and community organizations navigate transportation options for clients.
- Maintain and manage the centralized transportation information hub and related resources.
- Identify service gaps and opportunities for improved coordination among transportation providers.
- Support the development of new mobility initiatives and pilot programs that address community needs.

STRATEGY 4: Establish a Standing Mobility Coordination Committee

Establish a standing committee of transportation providers, human service agencies, and community stakeholders to improve communication, coordination, and collaboration across the transportation network.

Key Elements

- Convene regular meetings of public transit providers, human service agencies, nonprofit transportation providers, and community representatives.
- Share information about existing services, program changes, and emerging mobility needs.
- Identify opportunities for coordination, partnerships, and shared initiatives.
- Include representation from older adults and people with disabilities to ensure the system reflects user needs.

STRATEGY 5: **Expand and Strengthen Volunteer Driver Program**

Support expanding volunteer driver programs to offer flexible transportation options for older adults and people with disabilities, especially in rural areas and for specialized trips.

Key Elements

- Expand recruitment and training of volunteer drivers through nonprofit and community partners.
- Provide support for mileage reimbursement, insurance coverage, and program administration.
- Increase awareness of volunteer driver programs through coordinated outreach and information resources.
- Focus volunteer services on trips that may be difficult to serve through traditional transit, such as grocery shopping, personal appointments, or social activities.

STRATEGY 6: **Improve Data Sharing and Technology Coordination**

Explore opportunities to improve coordination among transportation providers by enabling better data sharing, adopting compatible technology platforms, and enhancing trip-planning tools.

Key Elements

- Evaluate opportunities to share scheduling data and transportation service information across agencies.
- Explore compatible software platforms or shared tools that improve trip planning and service coordination.
- Identify barriers to data sharing, including privacy requirements, and develop solutions where feasible.
- Use improved data coordination to support better planning, reporting, and identification of service gaps.

STRATEGY 7: Improve Rural Mobility Options for Older Adults and People with Disabilities

Support the development of flexible and community-based transportation options that improve mobility for older adults and people with disabilities in rural areas where traditional transit services may be limited.

Key Elements

- Explore partnerships with municipalities, nonprofit organizations, and community groups to expand transportation options in rural communities.
- Encourage the development of locally tailored solutions, such as microtransit services, municipal or inter-municipal dial-a-ride programs, or volunteer-based programs.
- Identify opportunities to coordinate services with existing programs that provide transportation for older adults and people with disabilities.
- Focus on solutions that address geographic service gaps while complementing existing public transit services.

STRATEGY 8: Address Professional Driver Recruitment and Workforce Challenges

Develop strategies to address transportation workforce shortages by supporting driver recruitment, training, and retention for agencies providing transportation services to older adults and people with disabilities.

Key Elements

- Explore partnerships with workforce development programs and training providers to expand the pool of qualified drivers.
- Promote coordinated recruitment and training initiatives for transportation providers across the county.
- Identify opportunities to support CDL and non-CDL driver training programs that serve public transit providers and nonprofit transportation programs.
- Encourage collaboration among agencies to address workforce challenges and share best practices.

STRATEGY 9:

Support Right-Sized Vehicle Procurement and Shared Purchasing Opportunities

Explore opportunities to improve transportation service efficiency by supporting the use of appropriately sized vehicles and identifying joint vehicle procurement opportunities for agencies that provide transportation services.

Key Elements

- Encourage the use of smaller or right-sized vehicles where appropriate to improve cost efficiency and service flexibility.
- Explore joint procurement or purchasing partnerships that allow agencies to leverage economies of scale when acquiring vehicles.
- Identify opportunities to support nonprofit and municipal providers that may lack resources to independently purchase accessible vehicles.
- Monitor state and federal policy changes that may allow greater flexibility in vehicle procurement and fleet management.

STRATEGY 10:

Develop a Coordinated Trip Brokerage and Flexible Transportation Pilot

Establish a program that allows a designated entity, such as Dutchess County or a nonprofit partner, to arrange transportation for older adults and people with disabilities through contracted transportation providers, when existing services cannot meet specific mobility needs.

Key Elements

- Define the brokerage model, including the identified coordinating entity, target users, eligible trip types, and service parameters.
- Establish trip intake, screening, and referral protocols to match riders with the most suitable transportation provider based on trip purpose, accessibility requirements, location, and timing.
- Partner with qualified public, nonprofit, and private providers to provide trips through the brokerage network in accordance with accessibility and procurement requirements.
- Prioritize brokerage-supported trips that target documented gaps, such as rural connections, specialized trip needs, and services during evenings or weekends.
- Assess the pilot based on demand, cost, trip results, customer benefits, and how well the brokerage model enhances coordination and mobility.

Chapter 7.

Implementation

Action Plan

The strategies identified and outlined in the previous chapter of this Coordinated Plan reflect key transportation needs and priorities in Dutchess County and provide clear direction for addressing service gaps and coordination challenges. Chapter 7 builds on this foundation by outlining how these strategies can be translated into actionable steps and carried forward through implementation.

These strategies establish a framework to improve mobility for older adults and people with disabilities throughout Dutchess County. The actions described here convert these strategies into a series of actionable steps that can be implemented by Dutchess County, local municipalities, human service agencies, transportation providers, and other partners.

Early steps focus on enhancing communication and raising awareness of existing services, which were identified as a barrier to service use. Later steps aim to strengthen institutional collaboration, support new mobility management functions, and address service gaps in rural areas and for specialized travel needs.

Improving mobility requires ongoing collaboration among public agencies, transportation providers, nonprofit organizations, and community stakeholders. As the Metropolitan Planning Organization (MPO) for Dutchess County, DCTC, with support from Dutchess County agencies, can help facilitate this collaboration and assist with implementing the actions outlined in this plan.

This plan contains actions that support or are connected to each other. Each action is tailored to the local context and needs, serving as a starting point for developing projects. The aim is to ensure that proposed projects align with priorities and are ready for funding and implementation.

To support informed decision-making, planning-level cost estimates for capital, operational, and administrative costs are provided, as described below:

- **Capital Costs:** Expenses for vehicles, technology, and hardware.
- **Operational Costs:** Ongoing expenses such as maintenance, driver salaries, insurance, software subscriptions, and contracts with operators.
- **Administrative Costs:** Costs associated with hiring new staff, along with time and resources for coordination, administration, and ongoing project management.

To convey planning-level cost expectations, this chapter uses a relative dot-ranking scale in which a single dot represents a low cost, two represent medium, and three represent high.

Each action has also been assigned an implementation time frame to facilitate planning:

- **Short-term (0 - 2 years):** Quick wins and near-term actions that can be advanced rapidly or with modest planning.
- **Mid-term (2 - 5 years):** Actions that require additional planning and resources.
- **Long-term (5+ years):** Actions that require significant investment, planning, and coordination.



HOW TO USE THIS ACTION PLAN

This Action Plan is intended to help Dutchess County, DCPT, nonprofit organizations, human service agencies, transportation providers, municipalities, and community partners move from planning to implementation. The actions should be used as a practical starting point for developing projects, strengthening partnerships, and identifying opportunities for funding.

For nonprofit organizations and human service agencies, the Action Plan can help identify where transportation needs experienced by clients align with countywide mobility priorities. Agencies can use the actions to shape future grant applications, coordinate with transportation providers, participate in mobility management efforts, and document unmet needs for older adults and people with disabilities.

For DCPT, Dutchess County, and DCTC, the Action Plan can support coordination across agencies, guide future planning and service discussions, and help connect eligible projects with appropriate funding sources. While not every action is expected to be led by a single agency, the plan provides a shared framework for advancing improvements collaboratively over time.



Implementation and Funding Considerations

Funding eligibility and implementation pathways are important considerations in moving from recommended strategies to actionable projects. This discussion is intended to help local partners understand which actions may be advanced in the near term using existing resources, which may require additional coordination or local match, and which may be better positioned for future grant opportunities.

The Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 U.S.C. § 5310) offers formula funding to support transportation for older adults and individuals with disabilities when current public transportation options are unavailable, inadequate, or unsuitable. In New York State, the Section 5310 program is managed by the New York State Department of Transportation through a competitive process, with federal oversight provided by the Federal Transit Administration.

Section 5310 funds may be used for both traditional and nontraditional projects that improve mobility for the program's target populations. Traditional projects typically involve capital investments, such as vehicles, lifts and ramps, technology, mobility management, non-emergency medical transportation, and the procurement of transportation services. Nontraditional projects may include capital or operating activities aimed at expanding mobility options or increasing access to transportation, such as travel training, volunteer driver programs, accessible pathways to stops, signage and wayfinding, and incremental costs associated with enhanced service approaches. Generally, Section 5310 provides for a federal share of up to 80 percent for capital expenses and up to 50 percent for operating assistance.

Implementation Actions

The following actions outlined here are provided to ground recommendations in Dutchess County's local needs, conditions, and implementation context. Many of these actions could potentially be funded through Section 5310 or other sources, but actual eligibility and execution will depend on project design, sponsor eligibility, local match availability, annual funding levels, and NYSDOT program priorities at the time of application. Program guidance, state priorities, and funding availability may also change over time. In this context, ongoing support for the capital, operating, and mobility management needs of local transportation providers remains a key priority in Dutchess County, including vehicle replacement, fleet maintenance, accessibility improvements, and related investments necessary to sustain safe, reliable, and accessible services for older adults and people with disabilities. And though not specified as an action, supporting the basic capital and operational needs of transportation providers remains a fundamental, recommended use of 5310 funds by the DCTC.

The implementation timelines and planning-level cost estimates included in this action plan are therefore intended as a practical framework for organizing next steps, supporting local coordination, and identifying projects that may be feasible as funding opportunities become available.

ACTION 1: Develop a Coordinated Transportation Communications and Information Program

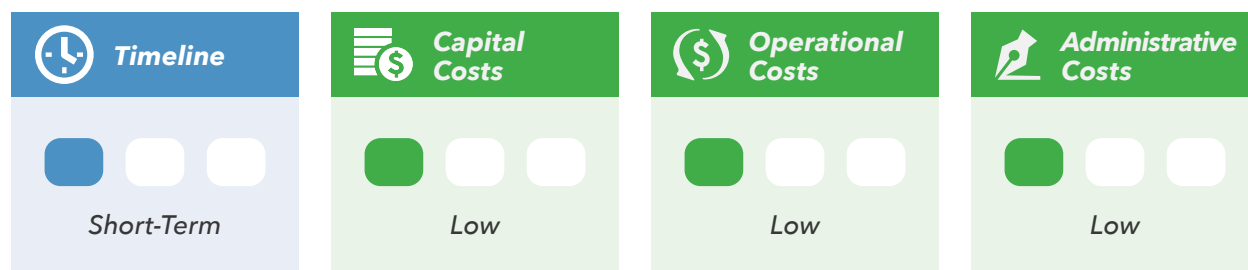
This action would establish a coordinated communication program and a centralized information hub to provide a single, authorized source of information about transportation services.

The coordinated communications program includes targeted outreach and marketing materials specifically created for older adults and people with disabilities, including printed resources. These guides and informational materials could be shared through trusted community partners such as senior centers, healthcare providers, libraries, and social service agencies.

To augment the communication campaign, a centralized information hub would serve as an online repository of transportation offerings, enabling users to find services, understand eligibility requirements, and learn how to access transportation options for various trip types. The information gathered during the development of this Coordinated Plan, which outlines existing programs, could serve as the basis for this resource.

Dutchess County could lead the initial development and identify partners for long-term success. Over time, the responsibility for maintaining and updating the information hub could shift to the mobility management function (see Action 3).

The estimated costs are comparatively low. Staff position(s), whether new or existing, would be needed to support and manage the information hub. The implementation phase would require ongoing funding for staff monitoring and support.



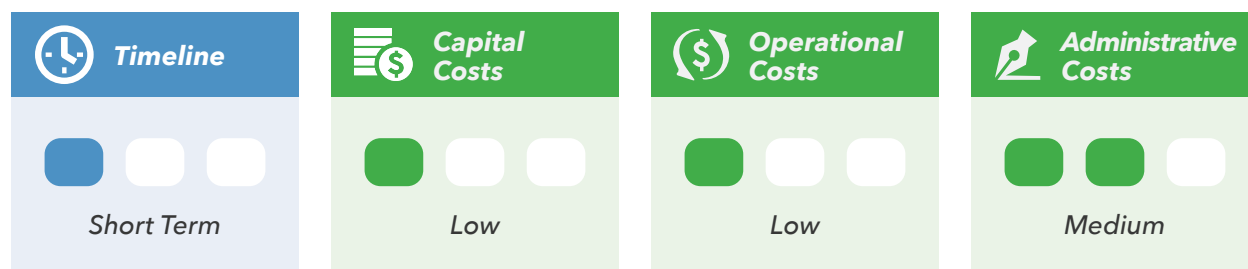
ACTION 2: Establish a Mobility Coordination Committee

The Mobility Coordination Committee would consist of representatives from transportation providers, human service agencies, nonprofit groups, municipal governments, and other key stakeholders, including older adults and people with disabilities. Many agencies collaborate informally, but there is no formal forum to support ongoing communication and coordination. The committee would meet regularly to ensure that projects move forward.

The committee's responsibilities would include sharing information about service changes, discussing mobility challenges, identifying opportunities for coordination (such as developing pilot programs), and supporting the implementation of actions outlined in this plan. Other coordination opportunities could involve reviewing eligibility requirements and understanding service duplication and gaps, thereby improving resource sharing.

During its initial stages, Dutchess County could convene and facilitate the committee. Over time, the committee could shift toward a more collaborative structure where participating organizations jointly guide its direction and priorities. A Memorandum of Understanding (MOU) or another agreement could be signed to ensure long-term commitment and collaboration.

The strategy is highly cost-effective, with no itemizable capital costs, minimal operational expenses, and low administrative costs. Participation primarily involves staff time spent attending meetings and contributing to the committee's efforts.



ACTION 3: Establish a Mobility Management Function

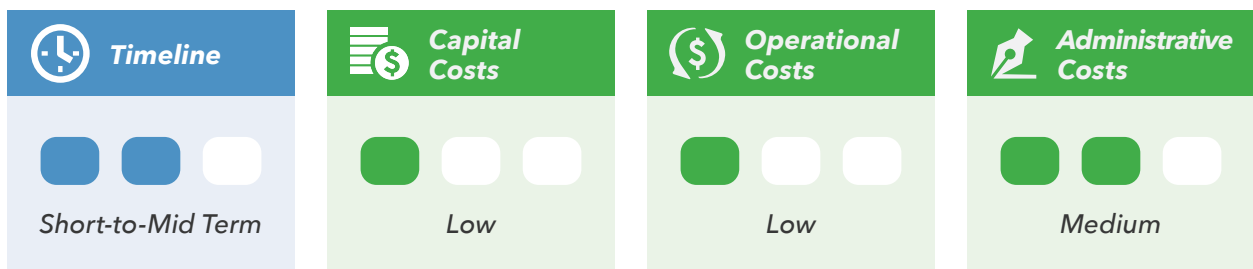
A mobility manager can play a vital role in enhancing coordination among transportation providers and supporting agencies that help clients access transportation services. This role focuses on assisting organizations that guide individuals through transportation options and developing new partnerships and strategies, rather than directly arranging trips.

The mobility manager could oversee and grow the centralized transportation information hub and help develop outreach and marketing materials (see Action 1). The mobility manager could also help the Mobility Coordination Committee (see Action 2) by creating meeting agendas, advancing projects, and leading project evaluation processes.

Additionally, the mobility manager could offer technical support to agencies that help individuals with transportation needs, such as by reviewing complex trip requests submitted by partner organizations and providing guidance on available transportation options. This “concierge-style” support would enable human service agencies to better serve their clients while maintaining their role as the primary point of contact for those individuals.

The mobility manager could be part of Dutchess County government or managed through a contractual agreement with a nonprofit or consulting organization. Regardless of how it is set up, the role would focus on supporting coordination and filling gaps in the mobility network.

Implementing this position is expected to require minimal initial capital and operational expenses, along with moderate administrative costs.



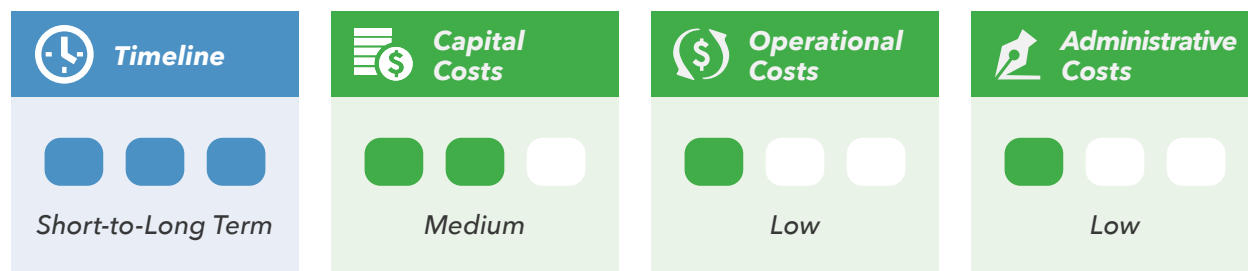
ACTION 4: Improve Data Sharing and Technology Coordination

Transportation providers and agencies within Dutchess County use various scheduling platforms, trip-planning tools, and data systems. While these systems support individual programs, the lack of interoperability hinders coordination and makes it challenging to offer comprehensive trip-planning assistance.

The Mobility Coordination Committee, transportation providers, or the mobility manager could explore opportunities to improve data sharing and technology coordination. Initial efforts might focus on evaluating the scheduling platforms used by transportation providers and on identifying ways to share information across service platforms. Better data sharing could also result from cross-training staff on other programs and services, allowing them to refer riders to other options when available and appropriate.

When the additional resources and capacity needed become available, providers could consider further integration by using the same scheduling software – ideally, the one DCPT uses. Enhancing coordination among technology systems and eventually syncing scheduling software would facilitate future improvements to the centralized information hub and trip-planning tools.

Initial efforts, such as establishing a data-sharing protocol, could be accomplished with modest time and effort investments in the short term. Investing in technology solutions would be a long-term effort, given the significantly higher labor and capital costs needed for planning, initial implementation, and full functionality.



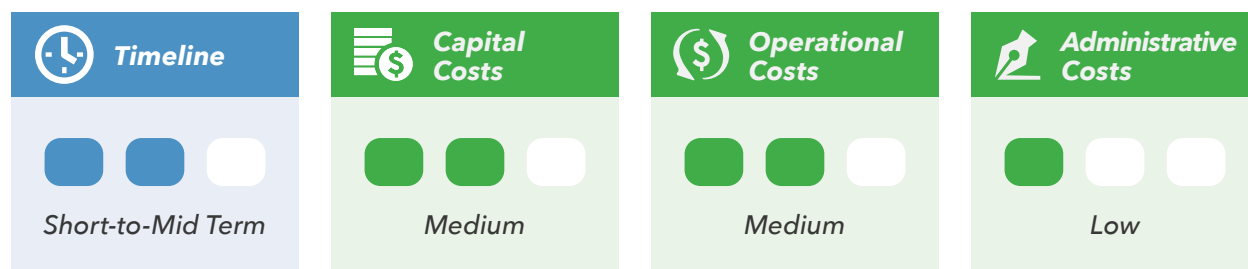
ACTION 5: Improve Rural Mobility Options

Transportation challenges are often more significant in rural areas of Dutchess County, where lower population densities make traditional fixed-route transit services difficult to maintain. Addressing these challenges requires flexible, locally tailored mobility solutions that complement existing services.

There is no single fix for improving rural mobility. Instead, multiple approaches should be considered, such as community-based transportation programs, efforts to expand the volunteer driver pool, and designated service days that connect rural areas to vital goods and services. Senior “Community Connector” days and similar strategies could be developed through public-private partnerships with local businesses, including grocery stores, medical facilities, and other service providers.

All initiatives should aim to complement existing public transit services and focus on trips that are difficult to serve through traditional transportation options. Dutchess County and/or local or nonprofit providers could create pilot programs, including planning, implementing, and managing services. This also offers an opportunity for local service providers to form partnerships to fill specific geographic or temporal gaps. The Mobility Coordination Committee and other key stakeholders could help prioritize service areas, days, and times.

Initial planning would be a short-term endeavor; full implementation would be a mid-term endeavor.



ACTION 6: Explore a Coordinated Transportation Brokerage Pilot

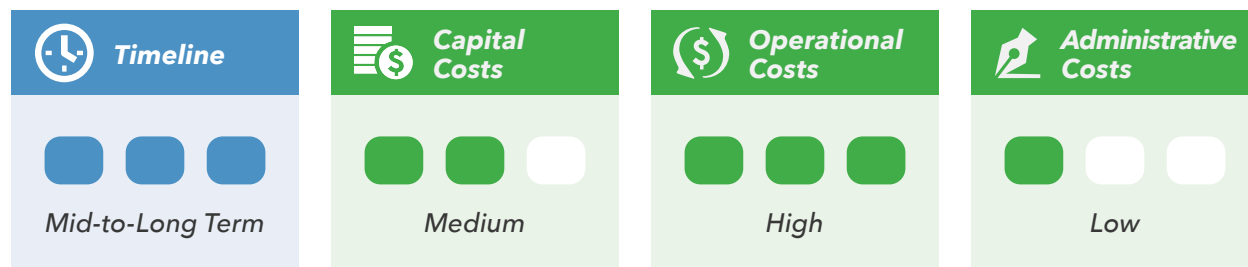
In some cases, mobility needs cannot be easily met by existing transportation services or traditional transit options. A potential solution is to explore flexible service models, such as arranging trips through contracted providers.

A coordinated transportation brokerage program could possibly fill these gaps. In this model, an organization such as Dutchess County or a nonprofit partner could organize trips for older adults and people with disabilities using qualified and vetted transportation providers, including nonprofit groups and private operators. This initiative could be launched as a pilot program to meet specialized transportation needs, such as rural trips, evening or weekend travel, or trips that cannot be served by existing options.

Pilot programs of this type can provide valuable insights into travel demand, service costs, and opportunities to expand mobility options in the future. If successful, the pilot could be expanded in stages, using data collection and analysis to improve service delivery.

Planning and collaboration among various stakeholders would be essential to coordinate the program, from technology deployment to service delivery. A turn-key brokerage contract could facilitate these processes. In a turn-key contract, a single contractor manages all project phases, from design to deployment. The contractor also supplies the vehicles, integrates technology, plans services, and oversees operations to provide a seamless, ready-to-use service. This method benefits organizations with limited staff, enabling them to quickly implement mobility solutions while minimizing operational oversight after selecting a contractor.

This action is likely to involve medium to high administrative costs and could begin in the mid-term, due to the need for program design, stakeholder coordination, procurement or contract management, trip administration, and possibly significant operating expenses, depending on the scale of the pilot and the number of trips offered. Capital costs could also range from medium to high, depending on the brokerage model, the number of vehicles needed, and whether the broker or contracted providers supply vehicles, technology, or other capital assets to the program. Lessons from the initial pilot would help shape future improvements and could support long-term expansion if the program proves to be necessary, effective, and financially sustainable.



ACTION 7: Support Workforce Development and Shared Driver Resources

Along with service coordination challenges, transportation providers across Dutchess County face driver shortages and resource constraints that limit their ability to sustain or expand services. This has become a national concern in the public transportation sector. Tackling these challenges may require efforts beyond the county level.

Potential initiatives could include coordinated driver recruitment and training programs, exploring shared vehicle procurement opportunities, and regional strategies to address workforce shortages among transportation providers. Discussions with workforce development agencies and colleges (such as Dutchess Works or Dutchess Community College) could provide opportunities to develop educational programs and identify new candidates for professional and volunteer roles. A list of the vehicles used across providers, including specific operational requirements, such as CDL requirements, could help inform training programs and ensure compliance with regulations.

A workforce recruitment initiative could expand on existing Dutchess County programs, such as Skilled Trades Fairs and related outreach efforts, by including CDL and transit operator career pathways. The effort could also utilize online platforms, job fairs, community events, and outreach to high schools, career centers, and workforce development partners to increase awareness of careers in public transportation. Messaging could highlight the benefits of transit employment, such as competitive pay, employee benefits, more predictable schedules than long-haul trucking, and the chance to provide a vital community service. The initiative could also emphasize health insurance, retirement benefits, and paid time off, while encouraging providers to improve work schedules, route assignments, training, and advancement opportunities as part of driver recruitment and retention strategies.

This effort could be led by Dutchess County, along with transit operators, school districts, and workforce partners.

Capital and operating expenses would be minimal, with a small initial investment in physical assets and low ongoing operating costs. Labor and administrative costs would be moderate, reflecting the investment needed to hire and train employees and manage the program. To ensure long-term sustainability, ongoing funding could be pursued to support training and retention. The program's success should be regularly monitored, with adjustments made to address emerging needs and industry trends.

This action could be implemented in two phases: planning and implementation. Initial efforts would include establishing partnerships, developing a curriculum, and identifying funding sources. Implementation would be a mid- to long-term effort, given the sustained coordination and support required.

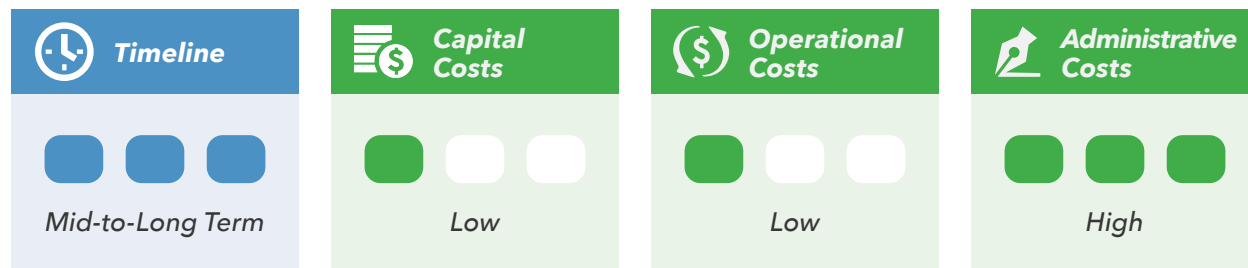


TABLE 15 ACTION PLAN MATRIX

Description	Possible Lead Agency	Supporting Partners	Timeframe	Implementation Notes
1. Coordinated Transportation Communications Program				
Create a communications program and a centralized information hub to improve awareness of transportation services for older adults and people with disabilities, utilizing trusted community partners to distribute resources.	Dutchess County	- Libraries - New York Connects - nonprofit transportation providers - senior centers - healthcare providers	Short-Term	Initial effort would focus on creating an online repository of transportation information that can evolve into more advanced trip-planning tools. Printed outreach materials would accompany the digital hub to reach populations that prefer non-digital resources.
2. Mobility Coordination Committee				
Create a standing committee composed of transportation providers, human service agencies, nonprofits, and community stakeholders to improve coordination and information sharing.	Dutchess County	- County Public Transit - OFA - DCFS - municipalities - nonprofit providers - disability service organizations - healthcare providers	Short-Term	The committee would serve as the primary coordination forum for implementing this plan. Over time the committee would become a collaborative structure led collectively by participating agencies.
3. Mobility Management				
Create a mobility management role to support coordination among agencies, maintain the centralized transportation information hub, assist organizations with complex transportation cases, and lead the mobility coordination committee.	Dutchess County	- County Public Transit - OFA - DCFS - nonprofit transportation providers - libraries - healthcare organizations	Short to Mid-Term	The mobility manager would primarily support agencies rather than directly arranging trips. Responsibilities include maintaining information/resources, assisting with transportation problem-solving for partner agencies, and supporting implementation of this plan.
4. Data Sharing and Technology Coordination				
Evaluate opportunities to improve data sharing and technology coordination among transportation providers, including scheduling systems and transportation planning tools.	Dutchess County	- Nonprofit transportation providers - OFA - County OCIS - municipalities operating transportation services	Short to Long-Term	Initial efforts would focus on improving data exchange and service information. Long-term opportunities may include integrating provider data into centralized planning tools.
5. Rural Mobility Options				
Develop flexible transportation options in rural areas such as community connector days, volunteer driver programs, municipal partnerships, and targeted pilot programs.	Dutchess County	- County Public Transit - OFA, rural municipalities - nonprofit transportation providers - community centers - volunteer programs	Short to Mid-Term	Pursue locally appropriate mobility solutions designed for rural areas and trip needs.
6. Coordinated Trip Brokerage Pilot				
Explore a pilot program to allow a designated entity to arrange trips through contracted providers when existing services cannot meet needs.	Dutchess County	- County Public Transit - OFA - DCFS - nonprofit providers - private transportation providers - municipalities	Mid to Long-Term	This pilot would function as a gap-filling service, arranging trips through qualified providers for specialized needs such as rural trips, evening travel, or situations where traditional services are unavailable.
7. Workforce Development and Shared Resources				
Coordinate driver recruitment and training initiatives and explore shared vehicle procurement among transportation providers.	Dutchess County	- County Public Transit - workforce development programs - community colleges - nonprofit providers - municipalities	Mid to Long-Term	These initiatives may ultimately be more effective if implemented regionally or at the state level, but the County can help coordinate participation and monitor opportunities for collaboration.

Chapter 8.

Conclusion

This Coordinated Plan establishes a practical framework for improving transportation for older adults and individuals with disabilities in Dutchess County. It reflects local conditions and priorities identified through data analysis, stakeholder engagement, provider coordination, and public input, turning those insights into strategies and actions that can guide future investments and implementation. The plan highlights several ongoing mobility challenges across the county, including geographic gaps in rural and eastern areas, limited evening and weekend services, difficulties in coordinating among multiple transportation providers and programs, and barriers to accessing clear, reliable information about available transportation options.

In response, the action plan provides a locally grounded framework to improve mobility through better communication, coordination, service enhancements, and targeted actions that Dutchess County, local municipalities, transportation providers, human service agencies, and other partners can undertake. Local municipalities can also support these efforts by improving the built environment to increase access to transportation, such as enhancing sidewalk connectivity, pedestrian crossings, bus stop access, and other first- and last-mile (and foot) conditions that affect how easily a person can reach and use available services.

Moving forward, ongoing collaboration among these partners will be vital for implementing the plan's recommendations and adjusting to evolving

needs. As agencies, nonprofit organizations, transportation providers, and other partners work to put this plan into action, they should also look for opportunities to strengthen overall accessibility practices, including clear and accessible communication, plain-language information about available services, eligibility criteria, reservation processes, and other measures that make transportation easier to understand and use.

In this way, this Coordinated Plan serves not only as a requirement for Section 5310 funding but also as a realistic, locally informed roadmap for strengthening mobility, access, and independence for the populations it aims to serve and for all Dutchess County residents.

Appendix 1.

Community

Survey (English)

Coordinated Plan: Community Survey

This survey will inform our 2026 update of the Coordinated Public Transit-Human Services Transportation Plan ("Coordinated Plan") for Dutchess County.

The Coordinated Plan, required every five years under federal law, helps us identify the transportation needs of older adults and people with disabilities. For additional background, please see our 2021 Coordinated Plan.

The survey includes 29 questions and takes about 15 minutes to complete. No questions are required, but your responses will serve a critical role in informing the 2026 Coordinated Plan, which enables us to secure federal funding.

We ask that responses be provided by July 20th, 2025. Answers will not be shared with any other agency, except as part of aggregate and anonymous data reports and analyses.

1. What is your age?

Select one

- ☐ Under 20
- ☐ 20 to 35
- ☐ 36 to 50
- ☐ 51 to 65
- ☐ 66 or above
- ☐ Prefer not to answer

2. What is your annual income?

Select one

- ☐ Less than \$25,000
- ☐ \$25,000 to less than \$50,000
- ☐ \$50,000 to less than \$100,000
- ☐ \$100,000 to less than \$200,000
- ☐ Over \$200,000
- ☐ Prefer not to answer

3. What is your employment status?

Select one

- ☐ Employed
- ☐ Unemployed
- ☐ Student
- ☐ Retired
- ☐ Unable to work
- ☐ Prefer not to answer

4. What is your zip code?

5. Do you have any disabilities?

Select one

- ☐ Difficulty walking or climbing stairs
- ☐ Difficulty doing errands alone
- ☐ Difficulty remembering, concentrating, or making decisions
- ☐ Deaf or difficulty hearing
- ☐ Blind or difficulty seeing
- ☐ Other:

6. Are you a veteran?

- ☐ Yes ☐ No
- ☐ Prefer not to answer

7. Are you able to drive?

- ☐ Yes ☐ No

8. Do you have a driver's license?

- ☐ Yes ☐ No

8A. If yes, Do you have access to a personal vehicle that you can drive?

- ☐ Yes ☐ No

9. How many vehicles does your household have?

- ☐ Zero ☐ 1
- ☐ 2 or more

10. Do you have a smartphone?

- ☐ No
- ☐ Yes, Android
- ☐ Yes, iPhone
- ☐ Yes, other smartphone type

10A. If yes, are you comfortable using your smartphone to look up information, make plans, book services, and pay for things?

- ☐ Yes ☐ No

11. How would you prefer to pay for transportation services?

- ☐ Cash
☐ Stored value card
☐ Over the phone (credit or debit)
☐ Fare box (credit or debit)
☐ Smartphone app
☐ Other:

12. Do you speak a language other than English at home?

- ☐ Yes ☐ No

12A. What language(s)?

13. How well do you speak English?

Select one

- ☐ Very well ☐ Not well
☐ Well ☐ Not at all

14. Which best describes you? "I live..."

Select one

- ☐ By myself
☐ With a spouse or partner
☐ With family (a parent, dependent children, or adult children)
☐ With relatives/extended family
☐ With friends/housemate
☐ In senior housing, group home, or assisted living facility
☐ Other:

15. Which of the following transportation options do you use regularly?

Select all that apply

- ☐ I walk or bike
☐ I drive
☐ I am driven by a friend or family member
☐ Public Transit
☐ ADA Paratransit
☐ Dutchess County Dial-A-Ride
☐ Dutchess County Flex Service
☐ Specialized transportation services provided by an agency or organization*
☐ Train (Metro-North Railroad or Amtrak)
☐ Taxi or Uber/Lyft
☐ Other:

15A. If you selected *Dial-A-Ride*, which *Dial-A-Ride* service(s) do you use?

15B. If you selected *specialized transportation services*, which do you use?*

16. How often do you make trips outside of your home? (choose the one that best describes your travel)

Select one

- ☐ Daily
☐ A few times a week
☐ A few times a month
☐ Less than twice a month

17. What type of trips do you make regularly?

Select all that apply

- ☐ Medical/dental
☐ Shopping/errands
☐ Work
☐ Visiting friends and family
☐ Social/recreational
☐ Educational
☐ Religious
☐ Volunteering
☐ Other:

18. How often do you miss a trip or are unable to make a trip you would like to take?

Select one

- ☐ A few times a week
☐ A few times a month
☐ Less than twice a month
☐ Never

* Note: Specialized transportation services are those that are limited to specific groups, such as veterans or people with disabilities, or to specific trip types, such as medical appointments.

Appendix 2.

Community Survey (Spanish)

Encuesta Comunitaria de DCTC

Esta encuesta servirá de base para nuestra actualización de 2026 del Plan Coordinado de Transporte Público y Servicios Humanos ("Plan Coordinado") para el Condado de Dutchess.

El Plan Coordinado, obligatorio cada cinco años según la ley federal, nos ayuda a identificar las necesidades de transporte de las personas mayores y las personas con discapacidad. Para obtener más información, consulte nuestro Plan Coordinado de 2021.

La encuesta consta de 29 preguntas y se completa en aproximadamente 15 minutos. No es obligatorio responder preguntas, pero sus respuestas serán fundamentales para la elaboración del Plan Coordinado de 2026, que nos permitirá obtener financiación federal.

Solicitamos que nos envíen sus respuestas antes del 20 de julio de 2025.

Las respuestas no se compartirán con ninguna otra agencia, excepto como parte de informes y análisis de datos agregados y anónimos.

1. ¿Cuál es su edad?

Seleccione una

- ☐ Menos de 20 años
- ☐ De 20 a 35 años
- ☐ De 36 a 50 años
- ☐ De 51 a 65 años
- ☐ 66 años o más
- ☐ Prefiero no responder

2. ¿Cuál es su ingreso anual?

Seleccione una

- ☐ Menos de \$25,000
- ☐ De \$25,000 a menos de \$50,000
- ☐ De \$50,000 a menos de \$100,000
- ☐ De \$100,000 a menos de \$200,000
- ☐ Más de \$200,000
- ☐ Prefiero no responder

3. ¿Cuál es su situación laboral actual?

Seleccione una

- ☐ Empleado/a
- ☐ Desempleado/a
- ☐ Estudiante
- ☐ Jubilado/a
- ☐ Incapaz de trabajar
- ☐ Prefiero no responder

4. ¿Cuál es su código postal?

5. ¿Tiene alguna discapacidad?

Seleccione una

- ☐ Dificultad para caminar o subir escaleras
- ☐ Dificultad para hacer diligencias solo/a
- ☐ Dificultad para recordar, concentrarse o tomar decisiones
- ☐ Sordo/a o con dificultad para oír
- ☐ Ciego/a o con dificultad para ver
- ☐ Otro:

6. ¿Es usted veterano/a?

- ☐ Sí ☐ No
- ☐ Prefiero no responder

7. ¿Puede conducir?

- ☐ Sí ☐ No

8. ¿Tiene licencia de conducir?

- ☐ Sí ☐ No

8A. Si respondió que sí, ¿tiene acceso a un vehículo personal que pueda conducir?

- ☐ Sí ☐ No

9. ¿Cuántos vehículos tiene su hogar?

- ☐ Ninguno ☐ 1
- ☐ 2 o más

10. ¿Tiene un teléfono inteligente?

- ☐ No
- ☐ Sí, Android
- ☐ Sí, iPhone
- ☐ Sí, otro tipo de smartphone

10A. Si tiene uno, ¿se siente cómodo/a usando su teléfono para buscar información, hacer planes, reservar servicios y pagar cosas?

- ☐ Sí ☐ No

11. ¿Cómo prefiere pagar por los servicios de transporte?

- ☐ Efectivo
☐ Sistema de pago de agencia
☐ Por teléfono (crédito o débito)
☐ Caja de tarifas (crédito o débito)
☐ Aplicación en el teléfono
☐ Otro:

12. ¿Habla en casa algún idioma que no sea inglés?

- ☐ Sí ☐ No

12A. Si respondió que sí, ¿qué idioma(s)?

13. ¿Qué tan bien habla inglés?

Seleccione una

- ☐ Muy bien ☐ No muy bien
☐ Bien ☐ Nada

14. ¿Cuál de las siguientes opciones lo describe mejor? "Yo vivo..."

Seleccione una

- ☐ Solo/a
☐ Con esposo/a o pareja
☐ Con familia (padres, hijos dependientes o hijos adultos)
☐ Con parientes/familia extendida
☐ Con amigos o compañero/a de cuarto
☐ En vivienda para mayores, hogar grupal o residencia asistida
☐ Otro:

15. ¿Qué opciones de transporte utiliza regularmente?*

Seleccione todas las que correspondan

- ☐ Camino
☐ Conduzco
☐ Me lleva un amigo o familiar
☐ Transporte público
☐ Paratransito ADA
☐ Dial-A-Ride del Condado de Dutchess
☐ Servicio Flex del Condado de Dutchess
☐ Servicios especializados (Con elegibilidad restringida)
☐ Tren (Metro-North Railroad o Amtrak)
☐ Taxi o Uber/Lyft
☐ Otro:

15A. Si seleccionó Dial-A-Ride, ¿qué servicio(s) utiliza?

15B. Si seleccionó servicios de transporte especializados, ¿cuáles utiliza?

16. ¿Con qué frecuencia sale de su hogar?

Seleccione una

- ☐ A diario
☐ Varias veces por semana
☐ Varias veces al mes
☐ Menos de dos veces al mes

17. ¿Qué tipo de viajes realiza regularmente?

Seleccione todas las que correspondan

- ☐ Médico/dental
☐ Compras/diligencias
☐ Trabajo
☐ Visitas a amigos y familiares
☐ Social/recreativo
☐ Educativo
☐ Religioso
☐ Voluntariado
☐ Otro

18. ¿Con qué frecuencia pierde un viaje o no puede realizar un viaje que le gustaría hacer?

Seleccione una

- ☐ Varias veces por semana
☐ Varias veces por mes
☐ Menos de dos veces por mes
☐ Nunca

*Nota: Los servicios de transporte especializados son aquellos que están limitados a grupos específicos, como veteranos o personas con discapacidades, o a tipos de viajes específicos, como citas médicas.

19. Cuando no puede hacer un viaje, ¿cuáles son las razones más frecuentes?*

Selecciona tus 3 razones más frecuentes

- ☐ El horario no se ajusta a mis necesidades
- ☐ No tengo acceso a un automóvil
- ☐ No hay nadie disponible para llevarme
- ☐ El transporte no está disponible cerca de mi casa
- ☐ El transporte no está disponible hacia mi destino
- ☐ El costo es demasiado alto
- ☐ El camino a la parada no es accesible o la parada no es accesible
- ☐ Los vehículos no son accesibles
- ☐ No me siento seguro/a en la parada
- ☐ Otro:

20. ¿Qué facilitaría el uso de servicios de transporte para los viajes que necesita o desea hacer?

Selecciona sus 3 necesidades principales

- ☐ Servicios de transporte de menor costo
- ☐ Servicio puerta a puerta
- ☐ Vehículos accesibles
- ☐ Asistencia para entrar/salir del vehículo
- ☐ Una fuente única de información
- ☐ Asistencia personalizada
- ☐ Capacitación sobre cómo usar los servicios
- ☐ Horarios más largos
- ☐ Ampliación del área de servicio
- ☐ Reducción de requisitos de elegibilidad
- ☐ Otro:

21. ¿Cómo accede a información sobre opciones de transporte?

Seleccione todas las que correspondan

- ☐ Horarios o información impresa
- ☐ Llamando al 211
- ☐ Llamando a la agencia
- ☐ Sitio web o aplicación
- ☐ Otro:
- ☐ Búsqueda en internet
- ☐ Televisión o radio
- ☐ Centros para personas mayores
- ☐ Amigos y familia

22. ¿Sabe a quién contactar si tiene una pregunta sobre transporte o necesita resolver un problema con transporte?

- ☐ Sí
- ☐ No

23. ¿Hay algún destino local o regional al que le resulte especialmente difícil llegar?

24. ¿Qué quiere asegurarse de que los proveedores de transporte, las agencias y/o los defensores sepan sobre el transporte?

25. Si está interesado/a en recibir actualizaciones sobre el Plan Coordinado, por favor proporcione su correo electrónico.

*Nota: Los servicios de transporte especializados son aquellos que están limitados a grupos específicos, como veteranos o personas con discapacidades, o a tipos de viajes específicos, como citas médicas.

Appendix 3.

Agency Survey

Please fill out the information in this form to the best of your agency's ability. As you begin to fill in text boxes, the grey boxes will disappear – they are just there to guide your input.

Contact name:

Title:

Telephone:

E-mail:

Agency name:

Physical address:

Mailing address:

Website:

1. Please provide a brief description of your agency/organization or program. (You may also attach a brochure or flyer to your email response)
2. Your agency type: (Select one)
 - ☐ Private, for profit
 - ☐ Private, non-profit
 - ☐ Public agency
3. Number of Dutchess County clients currently served by your agency:
 - Number of total clients/consumers enrolled
 - Average number of clients served daily
 - Estimated number of riders who require transportation assistance
 - Estimated number of riders who use a wheelchair or mobility device
4. Please identify the client population your agency serves: (Select all that apply)
 - ☐ Older adults
 - ☐ People with low incomes
 - ☐ Youth
 - ☐ General public
 - ☐ People with disabilities
 - ☐ Veterans
 - ☐ Other, please specify
5. What percent of your client base speaks English? (Select the one that most closely matches)
 - ☐ 100%
 - ☐ 75%
 - ☐ 50%
 - ☐ 25%
 - ☐ Other, please specify

6. Of your clients who either do not speak English or speak English only moderately well, what is their preferred language?
7. Do you offer translation services?
 - ☐ Yes
 - ☐ No
 - ☐ No, but we would like to in the future
8. What **best** describes your agency's transportation services (if any): (Select one)
 - ☐ We do not operate, contract for, or arrange transportation services
 - ☐ We directly operate transportation services
 - ☐ We contract with a third party to provide transportation services
 - ☐ We provide mix of directly operated and contracted transportation services
 - ☐ We subsidize transportation through the purchase of passes, fares, mileage reimbursement, etc.
 - ☒ We arrange for transportation by assisting with information; the client is responsible for booking and payment
 - ☐ We arrange for volunteer drivers to provide transportation services
 - ☐ Other, please specify
9. What types of trips does your agency provide transportation for? (Select all that apply)
 - ☐ Health/medical
 - ☐ Social/Recreational
 - ☐ Education related
 - ☐ Employment related
 - ☐ Grocery shopping
 - ☐ Other shopping
 - ☐ Senior center
 - ☐ Adult daycare
 - ☐ Religious
 - ☐ Connection to fixed route buses
 - ☐ Other, please specify
10. What level of passenger assistance is provided for users of your transportation service? (Select all that apply)
 - ☐ Curb-to-curb (drivers will assist)
 - ☐ Door-to-door (drivers will assist)
 - ☐ Fixed route with regular stops
 - ☐ Passengers can bring a companion
 - ☐ Service animals are allowed
 - ☐ Other, please specify
11. Please specify the **unmet transportation needs** communicated to you by your clients: (Select all that apply)

- ☐ Different or extended service times (e.g., operational hours, schedule timing, etc.)
- ☐ Additional service days (e.g., desire for weekend or holiday travel options)
- ☐ Additional service destinations (e.g., work, education, appointment, family, errands, recreation)
- ☐ Expanded service area
- ☐ Other, please specify
- ☐ Specific trips by origin and destination that cannot be made now. Please specify

12. What factor **most** limits your agency's ability to provide transportation services? (Select one)

- ☐ Lack of drivers
- ☐ Policy or insurance limitations
- ☐ Operations funding limitations
- ☐ Capital funding limitations
- ☐ Vehicle maintenance/operational limitations
- ☐ Lack of vehicles
- ☐ Other, please specify

13. Do you work with other agencies/organizations to provide transportation for your clients? If yes, please describe.

14. What are the barriers to increased coordination with other agencies? (Select all that apply)

- ☐ Geographic barriers
- ☐ Lack of physical capacity
- ☐ Lack of staff/funding to manage coordination
- ☐ Specific needs of client/customer base
- ☐ Organizational barriers/restrictions
- ☐ Lack of information about opportunities for coordination

15. What coordinated or joint effort would be most helpful in removing barriers and meeting rider needs? (Select top 3)

- ☐ Coordinated travel training programs for riders
- ☐ Centralized transportation information
- ☐ Marketing/awareness campaigns
- ☐ Joint use of vehicles among organizations
- ☐ Shared driver pool
- ☐ Coordinated services/operations/procurement (e.g. trip scheduling software, dispatch, capital purchases, maintenance, facilities, driver training etc.)
- ☐ Contracting out for service rather than direct operations
- ☐ Contracting to provide transportation to other agencies

- ☐ Service consolidation
☐ Not interested in coordination activities at this time
☐ Other, please specify

16. Are reservations required? If so, how much notice must be provided?

17. Do you accommodate late reservations if space is available?

18. How many total vehicles do you have available for client/customer transportation?

19. Please share, by vehicle type, the following information. If you have more vehicle types than fit, please add that information at the end of the document in question 26.

Type of vehicle	Total number	Equipped with lift or ramp	Maximum # of passengers in wheelchairs	Maximum # of ambulatory passengers	Need to be replaced within 2 years

20. How many vehicles are used to provide transportation on an average day?

21. Passenger load and vehicle utilization

- Average number of one-way passenger trips per **month** (*counting each round-trip as two one-way passenger trips*)
- Average number of vehicle miles per **month** (*average monthly number of miles traveled by your total fleet to transport rider*)

22. Days and hours of operation:

- Weekdays
- Saturdays
- Sundays
- Holidays
- Other operating hours

23. What are your typical peak weekday hours?

24. What are your typical peak weekend hours?

25. How many drivers does your program have?

- Paid drivers
- Volunteer drivers

26. What is your transportation budget for the current fiscal year, if available?

- a. For vehicle operations (drivers, maintenance, fuel)
- b. For bus passes, tickets, or tokens
- c. For taxi vouchers and other specialized transportation services
- d. Administration (advertising, marketing, fund raising)
- e. Vehicle replacement capital funds
- f. Insurance
- g. Mileage reimbursement
- h. Software
- i. Other, please specify

27. Indicate the funding sources for your transportation program (Select all that apply and specify as needed)

- ☐ Local, County, State Funding
 - Please specify
- ☐ Federal funding
 - ☐ FTA Section 5310 through NYSDOT
 - ☐ Community Development Block Grants
 - ☐ Health and Human Services
 - ☐ Other, please specify
- ☐ Other funding
 - ☐ Client fees
 - ☐ Private donations/grants
 - ☐ Passenger fares
 - ☐ Fundraising
 - ☐ Other, please specify

28. Does your agency plan to continue its client transportation services over the next five years? (Select one)

- ☐ Yes
- ☐ No
- ☐ Unsure

29. Is there anything else you would like to share with us?

Appendix 4.

Service Provider

Listing

Organization	Target Population	Restrictions	Trip Type	Notes	Contact
Catholic Charities "Friends of Seniors"	Older Adults		Non-emergency medical trips and grocery shopping	Run on donations/volunteers	845-485-1277
Community Action Partnership of Dutchess County / Beacon	Older Adults	Beacon Residents Only	Beacon Friendship Center and occasional shopping trips		845-452-5104
Pawling Resource Center	Older Adults	Pawling Residents Only	None-emergency medical trips and shopping trips (to Poughkeepsie, Putnam County, and Connecticut)		845-855-3459
Community Senior Transportation Program / LaGrange & Pleasant Valley	Older Adults	Residents of the towns of LaGrange and Pleasant Valley	Personal/recreational trips	1 hour of shopping; vehicle not wheelchair accessible	845-485-1277
Medical Answering Service	Medicaid Enrollees		Non-emergency medical trips	MAS does not provide transportation directly; they authorize/arrange transportation service requests	844-666-6270
North East Community Center (NECC)	Older Adults and Veterans	Residents of Amenia, Dover, North East, Pine Plains, Stanford, and the villages of Millbrook and Millerton	Non-emergency medical trips (Dutchess County & Sharon, CT), and personal/shopping -grocery, pharmacy, and laundry-trips (Dutchess County).		518-789-4259
The Town of Rhinebeck - Over 60 and Thriving	Older Adults	Rhinebeck Residents Only (Town and Village)	Local trips only (grocery stores, Starr Library, and Village of Rhinebeck shopping)		845-876-3409
Dutchess County - Office for the Aging - GoGoGrandparent	Older Adults		Non-emergency medical trips and outpatient procedures (non-medicaid only) or hospital visits	Operates via Uber/Lyft	845-486-2555
Dutchess County - Office for the Aging - Senior Friendship Centers	Older Adults		To/From Friendship Centers, with occasional shopping trips		845-486-2555
Dutchess County - Office of Veterans Affairs - GoGoVeterans	Veterans		Non-emergency medical trips and personal/shopping trips	Operates via Uber/Lyft	845-486-2060

