

Coordinated Public Transit-Human Services Transportation Plan

A Program to Improve the Mobility of Elderly and
Disabled Persons in Dutchess County



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The logo for the Poughkeepsie-Dutchess County Transportation Council (PDCTC) features the letters "PDCTC" in a large, stylized, purple serif font. The letters are set against a background of three horizontal, light-colored lines that create a sense of depth and movement.

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Introduction

The [Poughkeepsie Dutchess County Transportation Council \(PDCTC\)](#) developed this Coordinated Public Transit-Human Services Transportation Plan (“Coordinated Plan”) in consultation with local human service agencies, public transportation providers, and elderly and disabled clients. The primary goal of the Coordinated Plan is to improve local transportation services for disabled and elderly persons by identifying their transportation needs, providing strategies for meeting those needs, and prioritizing transportation projects and services to improve the mobility of persons who are disabled and elderly. The Federal Transit Administration (FTA), along with other federal agencies, considers these two population groups to be transportation-disadvantaged, since they are more likely to have difficulty in providing their own transportation or accessing public transportation services. This new Coordinated Plan builds upon the previous Coordinated Plan completed in 2008.

About the PDCTC

The PDCTC serves as the designated Metropolitan Planning Organization (MPO) for Dutchess County. In accordance with the provisions set forth in the current federal transportation law – *Moving Ahead for Progress in the 21st Century (MAP-21)* – and 23 U.S.C. 134 and 49 U.S.C. 5303, the PDCTC is tasked with carrying out a cooperative and comprehensive multimodal transportation planning process within the County.

Federal transportation law requires that a U.S. Census-designated Urbanized Area be represented by an MPO, which

is responsible for ensuring that federal highway and transit dollars are committed through a locally driven, comprehensive planning process. The Council provides a forum for State and local officials to coordinate transportation issues and reach consensus on transportation plans and funding for transportation projects. The Council strives to ensure that federally funded projects are the products of a credible planning program, meeting the goals and priorities of the metropolitan area.

The PDCTC, acting as the local MPO decision-making body, is comprised of 16 voting members. Membership on the Council is based on a municipality’s urbanized area classification, with the urbanized cities and towns serving as permanent voting members and the remaining towns and villages serving on a rotating basis or as nominated by the Dutchess County Supervisors and Mayors Association. In addition, Dutchess County, the New York State Department of Transportation (NYSDOT), and the Metropolitan Transportation Authority (MTA) serve as voting members on the Council, while the Federal Highway Administration (FHWA), Federal Transit Administration (FTA), New York State Bridge Authority (NYSBA), and Dutchess County Planning, Public Works, and Public Transit serve as non-voting advisory members.

Federal Transportation Law

The requirement for the development of a Coordinated Plan stems from the former federal transportation law that was passed in 2005: *Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU)*. This law required that MPOs develop, as part of their

metropolitan transportation planning activities, a Coordinated Plan if they were to receive certain FTA funds. MAP-21, which took effect October 1, 2012, retains the Coordinated Planning requirement, but consolidated many federal programs and funding mechanisms from SAFETEA-LU.

MAP-21 Resources:

- [Text of MAP-21](#)
- Federal Highway Administration [MAP-21 Information](#)
- Federal Transit Authority [MAP-21 Information](#)
- [FHWA MAP-21 Summary](#)

Planning Guidance

The FTA issues guidance to MPOs in developing coordinated plans. The FTA's most recent guidance, [FTA Circular C.9070.1G](#), went into effect on July 7, 2014. As per the updated guidance, the FTA requires four elements in a Coordinated Plan:

1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
2. An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
3. Strategies, activities, and/or projects to address identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and

4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

Further, the FTA stipulates that seniors; individuals with disabilities; representatives of the public, private, and nonprofit transportation and human service providers; and other members of the public, participate in the development and approval of the Coordinated Plan. Please see the methodology section at the end of this chapter for additional information on how the Coordinated Plan was developed.

Federal & State Guidance, Case Law & Legislation

In addition to MAP-21 and FTA guidance, there are other federal, State, and local laws and initiatives that support or influence policies related to the provision of transportation services to elderly or disabled persons, and are therefore relevant to developing the Coordinated Plan.

For more information on employment and disability:

- [US Department of Labor – Office of Disability Employment Policy \(ODEP\)](#)
- [National Council on Disability](#)

Americans with Disabilities Act of 1990

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination to ensure that people with disabilities have equal opportunity for employment, State and local government services, public accommodations, commercial facilities, and transportation.

The FTA established regulations to ensure and implement the provisions of Titles II and III of the Americans with Disabilities Act under [Title 49, Part 37 of the FTA Code of Federal Regulations](#). These regulations set standards to ensure that vehicles and transportation facilities are designed and accessible to people with disabilities, and includes enforcement provisions for non-compliance.

Section 508 of the Rehabilitation Act of 1973

The [Rehabilitation Act of 1973](#) was enacted to fund plans, services, and studies, so that disabled individuals could prepare for and engage in gainful employment to the extent of their abilities. In 1986 the Act was amended to include [Section 508](#) and again amended in 1998 to require that Federal agencies make their electronic and information technology *equally accessible* to people with disabilities – meaning electronic information is to be disseminated in a single form that can be understood by all people, regardless of disability status. New York State also developed “[Accessibility of Web-Based Information and Applications Policy NYS-P08-005](#)”, establishing its own standards for web-based information for state entities and their consultants.

Presidential Executive Order 13330 of February 24, 2004

President Bush signed this Executive Order that established an Interagency Transportation Coordinating Council on Access and Mobility (CCAM) to improve mobility, employment opportunities, and access for persons who are transportation-disadvantaged. The CCAM is chaired by the Secretary of Transportation and the Council is composed of the Secretaries of Health and Human Services, Education, Labor, Veterans

Affairs, Agriculture, Housing and Urban Development, Interior, and Justice as well as the Commissioner of the Social Security Administration and the Chairperson of the National Council on Disability. The text of the Executive Order can be found here: <http://www.gpo.gov/fdsys/pkg/FR-2004-02-26/pdf/04-4451.pdf>.

The CCAM subsequently adopted a 2011-2013 Strategic Plan, creating priorities and objectives related to Coordinated Planning with the primary goal of improving mobility, employment opportunities, and access to community services for persons who are transportation-disadvantaged. The CCAM proposed doing this through four objectives: Strengthening the Coordinated Planning Process, Deploying Mobility Management, Enhancing Emergency Preparedness and Response, and Developing One-Call/One-Click Services. Detailed information can be found at the United We Ride Website: http://www.unitedweride.gov/Final_2011-2013_Simplified_Strategic_Plan.pdf.

United We Ride

The CCAM also developed [United We Ride](#), the federal government’s initiative to improve the availability, quality, and delivery of transportation services to disabled persons, the elderly, and people with low incomes. The role of United We Ride is to make recommendations that advance the goals of Presidential Executive Order 13330. More information including information related to the Council, federal and State Policy, Funding, Assessment and Tools, Partnerships, Technical Assistance, Training, and Resources can be found on their website: <http://www.unitedweride.gov/>

Olmstead Decision

The United States Supreme Court ruled in *Olmstead v L.C.* 527 U.S. 581 (1999) that unjustified segregation of persons with disabilities constitutes discrimination and violates Title II of the Americans with Disabilities Act. The Court said that public entities must provide community-based services to persons with disabilities when 1) such services are appropriate; 2) the affected persons do not oppose community-based treatment; and 3) community-based services can be reasonably accommodated, taking into account the resources available to the public entity and the needs of others who are receiving disability services from the entity.

NYS Governor Cuomo Executive Order Number 84 (2012)

In November 2012, Governor Cuomo issued Executive Order Number 84, creating the Olmstead Development and Implementation Cabinet (Olmstead Cabinet), which was directed to develop a plan to integrate disabled persons into independent living arrangements and competitive employment, consistent with the U.S. Supreme Court's decision in *Olmstead v. L.C.*

In 2013, the State's Olmstead Cabinet released its [Report and Recommendations of the Olmstead Cabinet](#), outlining strategies for State agencies to ensure that people with disabilities have the opportunity to live in the "most integrated setting" possible. In essence, New York is transitioning from centralized support services, such as State institutions, group facilities, and sheltered workshops, to community-based residential settings (i.e. apartments) and competitive-wage employment.

At the moment, the extent to which this State initiative impacts the need for specialized transportation has yet to be fully realized. However, it could have far-reaching impacts, as individuals with disabilities begin living and working in locations that may, or may not, provide the current level of transportation or specialized transportation services.

Benefits of Coordinated Planning

Human service agencies and their clients are directly impacted by the availability of accessible transportation. Without it, clients cannot access the services that will improve their lives. However, when it comes to transportation, these groups are rarely at the forefront of local transportation policy and decision-making; it is not their primary purpose. The Coordinated Planning process affords these groups the opportunity to inform policymakers, helping to ensure that the transportation needs of the elderly and disabled are heard. With input from transportation providers, discussions may reveal ways in which our transportation system can be improved, and the mobility of the elderly and disabled, increased. Improvements to transportation may include improved transit routing, optimization of existing routes, identification of locations for new service or connections to existing service, improved scheduling, or the reduction of travel times, to name just a few.

In addition, human service agencies and transportation providers may realize cost savings through the coordination of operations, purchase or sharing of vehicles, modification of existing service routes and times, or the purchase of scheduling software to assist volunteer organizations in scheduling

efficient trips. Resulting efficiencies will have the effect of not only improving transportation services for those who are more likely to not be able to provide their own transportation, but will help reduce agency costs, allowing vital funds to be spent on the important programs and services that our agencies provide.

By working together, the coordinated planning process can identify strategies for improvements in services that will allow people to age in place, create or maintain independence, and continue to be engaged in our community.

FTA Grant Programs and Coordinated Planning

The development of a Coordinated Plan may also result in financial benefits. In order for agencies to apply for federal grants for capital purchases and operating expenses, including specially-equipped buses or vans through the FTA's [Enhanced Mobility of Seniors and Individuals with Disabilities \(§5310\) Program](#), a Coordinated Plan is required.

The FTA section 5310 program provides assistance to private nonprofit groups in meeting the transportation needs of elderly and disabled persons when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. This includes enhancing mobility beyond traditional public transportation and ADA complementary paratransit services. Originally, this program provided funds strictly for capital purchases; however, MAP-21 expanded the program so that a portion of the funds may now be used to support operations and mobility management. See also the FTA Program Circular at:

http://www.fta.dot.gov/documents/C9070_1G_FINAL_circular-3.pdf

Prior to MAP-21, the [Job Access and Reverse Commute \(JARC\)](#) and [New Freedom](#) Programs were also included in the coordinated planning process. However, the consolidation of programs in MAP-21 resulted in the expansion of the 5310 program to include the New Freedom provisions, and reassigned the Job Access and Reverse Commute (JARC) program to the FTA Section 5307 Urbanized Area program.

Methodology

A variety of human service agencies and transportation providers serve the needs of disabled and elderly persons living in Dutchess County. Many of the human service agencies operate independently from one another, making it difficult for transportation planners to fully understand the scope of services available and, more importantly, not available in the area. Given the variety of services offered and locations served, reaching out to local agencies and transportation providers represents an essential first step in the Coordinated Planning process. Through our previous studies, the PDCTC has learned that trying to coordinate the needs of multiple agencies and groups is a challenging endeavor.

This Coordinated Plan follows the 2008 Plan and is organized around the four FTA planning elements identified earlier. Staff reviewed a wide variety of other Coordinated Plans and websites to glean best practices related to coordinated planning, and reviewed other relevant plans, reports, and initiatives in order to identify current gaps in transportation

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service as well as supportive information regarding those who are elderly and/or disabled. Work on the 2008 Coordinated Plan provided a base list of contacts that included human service agencies, transportation providers, and prior applicants of the FTA's Section 5310 grant program. The list was reviewed and updated over the summer of 2013.

The PDCTC drafted two separate surveys using the New York State Association of Metropolitan Planning Organization's (NYSAMPO) subscription to *Survey Monkey*. The first survey was sent in late 2013 to human service agencies and transportation providers in order to identify their transportation needs. To obtain the best response, the United Way of Dutchess-Orange Region agreed to forward the survey to their contacts in Dutchess County. A second survey to assess the needs of individuals was developed and sent in early 2014 to agencies, transportation providers, and the PDCTC's public information list with a request that it be forwarded to human service agency and elderly clients/ mailing lists. The PDCTC again coordinated with the United Way as well as the Dutchess County Office for the Aging and requested that the surveys be forwarded to their contacts. The survey was made available in English and Spanish via online and print versions. Sample surveys are included in Appendix A of this report.

The PDCTC also used Census data to locate concentrations of individuals with disabilities and the elderly in Dutchess County, as well as reviewed local area plans and studies to help inform the Plan regarding transportation needs.

A series of three focus group sessions were held to review the survey results, Census data, and local plans, and to engage in group discussions aimed at identifying possible solutions to gaps in transportation services and ways that agencies could better coordinate. Those who couldn't attend the sessions were asked to contact the PDCTC and voice their concerns. In addition, the PDCTC contacted agencies by phone to ensure the highest rate of participation possible. Fliers were mailed to 41 assisted living and senior housing facilities throughout Dutchess County, with information regarding where to access the survey and dates for the focus group sessions.

1. Inventory of Transportation Services

The PDCTC inventoried public and not-for-profit transportation providers and human service agencies to ascertain the number and type of vehicles being used, service coverage areas, and how service is being provided. Private, for-hire companies and livery were excluded from the inventory. This inventory was conducted to better understand the system and determine how and where service is being provided in order to identify gaps in service, and highlight possible opportunities for coordination among agencies.

Public bus operations such as Dutchess County Public Transit (DCPT) and the City of Poughkeepsie are publically funded through federal, State, and local funding and are open and available for everyone’s use. Transportation provided by human service agencies is more specialized, with many agencies providing transportation to their clients in support of their particular programs. Some transportation providers such as Friends of Seniors and North East Community Center provide transportation as a standalone service without requiring users to have a particular affiliation with a human service agency for any other reason, but simply because the provision of transportation is part of their mission.

Public Transportation

Public bus transit plays an important role in the County’s transportation system, by providing travelers with transportation alternatives to the private automobile. This benefits those who do not own a car and those who cannot drive, including young people, older adults, and disabled

persons, as well as those who prefer not to drive. Transit service also offers more convenient access than the private car to jobs and destinations in the New York City metro area and other transit-oriented locations. Transit also enables employees and customers to access businesses, services, shopping areas, and other destinations. Lastly, transit benefits the environment, especially regional air quality, by reducing vehicle trips.

Dutchess County benefits from a diverse range of transit services, but access to these services is neither universal nor evenly distributed across the County. This unevenness is due to limited resources for the operating costs of transit, as well as insufficient population densities to support robust transit service in parts of the County, especially the east and north. Changes in future development patterns or demographics may support improved or additional service in presently underserved areas.

Two public bus providers operate in Dutchess County: the Dutchess County Division of Public Transit (DCPT) and the City of Poughkeepsie bus system. Both operate fixed route service using a variety of ADA equipped buses, with Dutchess County also providing demand response service.

Dutchess County Division of Public Transit (DCPT)

Dutchess County operates a bus system that provides fixed route service on major road corridors, connecting the higher population density areas to major activity centers in the County. The DCPT system operates seven fixed routes, running along major corridors such as Routes 9, 9D, 44, 52, and 55. Generalized DCPT service locations are shown in Table 1.

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Table 1. Dutchess County Public Transit Bus Routes

Route	Primary Service Areas
Route A	Poughkeepsie-Wappingers Falls-Fishkill
Route B	Poughkeepsie-Wappingers Falls-Beacon
Route C	Poughkeepsie-Hyde Park-Rhinebeck-Tivoli
Route D	Poughkeepsie-Millbrook-Wassaic-Dover
Route E	LaGrange-Union Vale-Beekman-Pawling
Route F	Beacon-Fishkill-Hopewell Junction
Route G	Beacon

1. Route A, via Routes 9 and 52: Poughkeepsie to Poughkeepsie Galleria, Wappingers Falls, Fishkill, Dutchess Mall, and Beacon.
2. Route B, via Route 9 and 9D: Poughkeepsie to Poughkeepsie Galleria, Wappingers Falls, Fishkill, and Beacon (with service to Dutchess Stadium).
3. Route C, via Routes 9 and 9G: Poughkeepsie to Dutchess Community College, Hyde Park, Rhinebeck, Red Hook, and Tivoli.
4. Route D, via Routes 44 and 343: Poughkeepsie to Pleasant Valley, Millbrook, Wassaic, and Dover.
5. Route E, via Route 55: LaGrange to Billings, Union Vale, Beekman, and Pawling.
6. Route F, via Routes 9 and 52: Poughkeepsie to Beacon, Fishkill, and Hopewell Junction.
7. Route G, via local streets connecting Beacon Train Station, DIA, Main Street, Post Office, Beacon Theater, East Main Street, Teller Avenue, and Wolcott Avenue.

Fares on the DCPT bus system vary by passenger type and fare program. As of 2015, DCPT used the following fare structure:

1. Single Trip One-Way Fare: \$1.75.
2. Senior Citizens, Medicare Card Holders, Children (aged 5 to 12), Students, and Veterans: \$0.75 per single trip.
3. Monthly Commuter Pass: \$45.00 - designed for individuals who commute during regular business hours.
4. Monthly Ride-Anytime Pass: \$62.00 - designed for frequent passengers, valid on all buses and at all times.
5. ADA Complementary Paratransit Service: \$3.50 per bus/one way.
6. Special Transit Card: \$0.75 per single trip - designed for disabled passengers, valid on all buses and at all times.

In addition to the seven fixed routes, DCPT operates three RailLink routes, which provide peak period bus service to the Poughkeepsie, New Hamburg, and Beacon train stations. These routes are designed to meet peak hour commuter trains operated by Metro-North Railroad.

DCPT also provides three non-fixed route bus services that are particularly relevant to the Coordinated Plan:

1. **ADA Complementary Paratransit:** mandatory complementary paratransit service for Dutchess County and the City of Poughkeepsie. This serves individuals who live within ¼ mile of a City bus or DCPT fixed route and have a disability that precludes them from riding the fixed route service. Service operates same days and times as the existing fixed route schedule and reservations must be made one day in advance. Riders must complete an ADA Paratransit Application.

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2. **Dial-a-Ride (DAR):** demand-responsive service open to the general public. Municipalities contract with the County for the service. Different services run each day depending on the area and riders must register to use the service by calling DCPT or registering online. To register, passengers must be a resident of a municipality with a current contract and the trip must originate in one of those municipalities. As of 2015, the DAR service operated by DCPT served six communities: City and Town of Poughkeepsie, and Towns of East Fishkill, Fishkill, Hyde Park, and Wappinger. The North East Community Center also contracts with DCPT for a special demand-response service in the northeastern section of the County (see Figure 1).

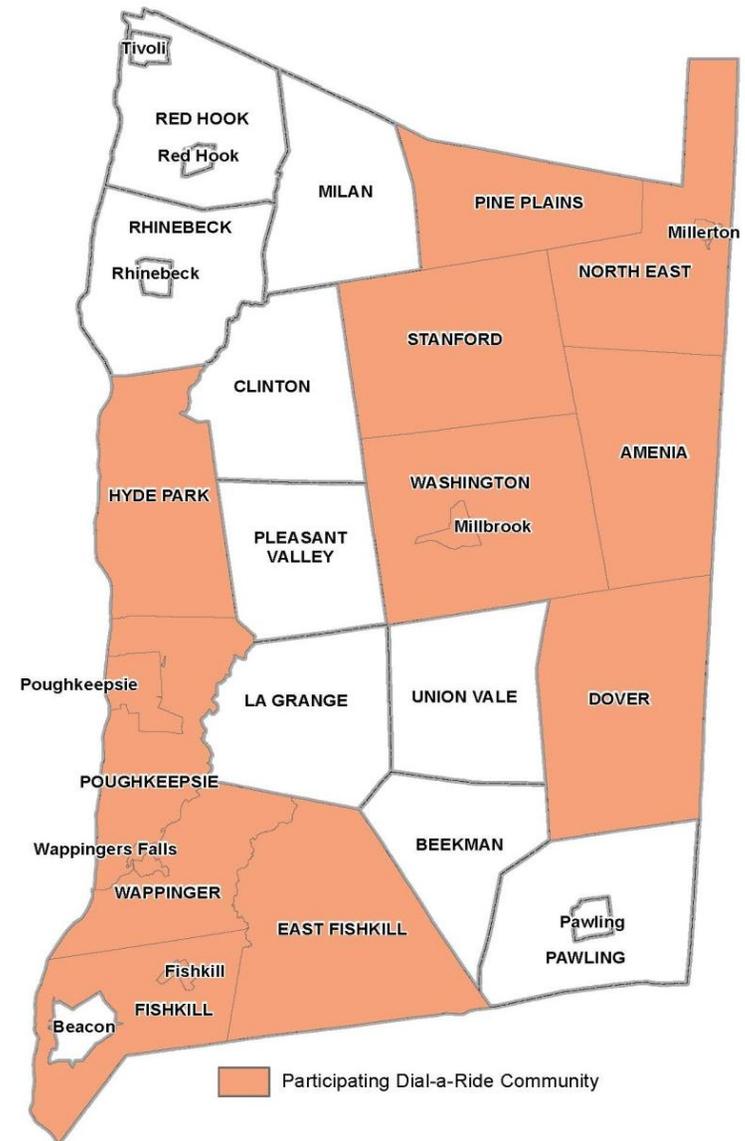
The 2015 cost to municipalities for Dial-A-Ride Service in Dutchess County was \$230 per day, which equates to almost \$12,000 per year for one day of service per week. Municipalities may contract with DCPT for additional days.

3. **Flex Service:** demand-responsive, curb to curb service open to the public in areas without fixed-route service and outside the $\frac{3}{4}$ mile ADA-required areas. Riders must fill out an application to use the service and reservations must be made in advance. The service is provided Monday-Thursday during limited hours.

City of Poughkeepsie

Poughkeepsie operates a bus system that provides fixed route service in and around the Poughkeepsie area. The area's high population density and proximity to major activity centers

Figure 1. Dial-A-Ride (DAR) Communities in Dutchess County (2015)



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makes it conducive to transit service. All of the City's fixed routes operate Monday – Friday, with most routes operating on Saturdays (with the exception of the Shopper's Special that does not operate on Saturday), albeit, with limited hours.

1. Galleria - primarily operates along South Road (Route 9) between Downtown Poughkeepsie and the Poughkeepsie Galleria. Service is also provided to Price Chopper and Stop & Shop.
2. Shopper's Special - operates along Main Street, Fulton Avenue, Forbus Street, and Dutchess Turnpike, providing service to Vassar College, K-Mart, Stop & Shop, Poughkeepsie High School, Downtown, and Poughkeepsie Train Station.
3. Main Street - primarily operates east-west along Main Street, with access to K-Mart, Stop & Shop, and Vassar College to the east, Main & Market and the Civic Center Downtown, and the Poughkeepsie Train Station.
4. Northside - provides service to Dutchess Community College, Marist College, Mid-Hudson Regional Hospital, and the Culinary Institute of America.
5. Special - operates throughout the City and includes service to various public schools.
6. Southside - operates along Main Street, Hooker Avenue, College Avenue, Beachwood Avenue, and South Road, providing service to Price Chopper, Stop & Shop, Downtown, and Vassar Brother Medical Center.

Fares on the Poughkeepsie bus system vary by passenger type and fare program. As of 2015, the City used the following fare structure:

1. Adult (12 years old and over): \$1.75 per single trip.
2. Senior Citizens, Students, Medicare, and Disabled passengers: \$0.75 per single trip.
3. Veterans: \$0.75 per single trip.
4. Children (6-11 years old): \$0.75 per single trip.
5. Children under 6 years old: Free.
6. Transfers: \$0.30 per single trip.

DCPT provides the mandated ADA Complementary Paratransit service on behalf of the City of Poughkeepsie.

Regional Bus Service

Inter-county bus services are provided by a variety of public and private operators:

1. Ulster County Area Transit (UCAT) runs the Ulster-Poughkeepsie LINK bus, which provides weekday and weekend service between Rosendale, New Paltz, Highland and the Poughkeepsie Metro-North Station. UCAT can also be used to connect to Trailways regular service to White Plains.
2. Leprechaun Lines operates weekday commuter service between Beacon, Poughkeepsie, and Stewart Airport and between Poughkeepsie, Wappingers Falls, Fishkill, and White Plains in Westchester County. It also provides weekend service between Stewart Airport, Beacon, and New York City.
3. Coach USA/ShortLine provides regular service between Rhinebeck, Poughkeepsie, and Fishkill in Dutchess County and New York City (via Newburgh and northern New Jersey), as well as service between Poughkeepsie and Binghamton.

4. Trailways provides regular service between Poughkeepsie and Albany, New York City, Long Island, and other destinations (via Kingston and Newburgh). NYSDOT contracts with three companies to provide inter-county public bus services to Dutchess County:

Human Service Agency Transportation

A variety of human service agencies, organizations, and transportation providers offer transportation using agency vehicles or via third-party vendors. This inventory was compiled with input from the various agencies that responded to our outreach efforts, or from online resources. The agency, a description of available vehicles, and a brief description of service is provided below.

1. **Castle Point Veterans Medical Center** – The U.S. Department of Veterans Affairs at Castle Point is the transportation hub of this region’s transportation service for injured and ill veterans. The organization operates six buses that transport veterans between U.S. Department of Veterans Affairs facilities. In addition, the volunteer Disabled American Veterans (DAV) group operates a fleet of vehicles (eight vans, five cars and two Truck/SUVs) to provide free transportation to VA medical facilities. Buses are driven by paid drivers and vans are driven by volunteers who are coordinated by VA staff.
2. **Cardinal Hayes Home for Children** – Transportation is provided to clients using one bus and 28 vans.
3. **Community Resources and Services Center of Pawling** – Transportation for residents of Pawling, NY to Putnam County, Connecticut and the Poughkeepsie area is provided free of charge for medical appointments and shopping for residents of Pawling. The agency operates one agency vehicle and coordinates volunteers that drive their own personal vehicles.
4. **Community Senior Transportation Program** – Recreation and shopping trips are provided to residents of the Towns of LaGrange and Pleasant Valley who share ownership of a van. Volunteer drivers are coordinated by Friends of Seniors. No medical transport is provided and the vehicles are not wheelchair accessible. Trips are available on Tuesdays and Thursdays.
5. **Deveraux Foundation** – This not-for-profit private agency provides direct transportation for clients using 18 buses for services in Dutchess, Columbia, and Ulster Counties.
6. **Dutchess County Department of Community and Family Services (DCFS)** – Transportation is provided via two vans and 34 cars to County residents for medical and shopping trips. In addition, transportation is also purchased from a third-party provider.
7. **Dutchess County Department of Mental Hygiene** – Transportation service is provided free of charge to low-income adults, seniors, general public and those pursuing counseling/substance abuse. The agency uses agency owned vehicles, one car and one van, for Health/Medical appointments, job related trips and educational trips.
8. **Dutchess County Office for the Aging** –Transportation service to eight friendship centers throughout Dutchess County is provided free of charge using eight agency vehicles. After transporting individuals to friendship centers, the vehicles are then used to deliver meals before

returning to the friendship centers to bring participants home.

9. Friends of Seniors_– Transportation is provided by volunteers who use their personal vehicles to bring elderly individuals to medical appointments and food shopping. Trips are coordinated by agency staff. Wheelchair service is not available and transport is not available to individuals who require the use of oxygen tanks or specialized equipment.
10. **Gateway Community Industries** –Transportation is provided to clients using two vans and one car for a wide variety of trip types.
11. **Grace Smith House** – Transportation service for residents is provided in an agency-owned van as well as via contracted taxi service.
12. **In-Flight, Inc.** – Transportation is provided to clients of residences using agency-owned vehicles (two buses, 15 vans. and one car) for medical appointments, shopping, recreational, educational, and job related trips.
13. **Lutheran Care Center at Concord Village** – This not-for-profit private agency provides transportation to residents who are disabled, low-income, and seniors. Transportation is provided via three agency buses and third party providers for medical trips.
14. **Mid-Hudson Addiction Recovery Centers** – This not-for-profit private agency provides direct transportation for medical appointments, shopping, recreational, job related and educational purposes for clients using four vans, one car, and one truck/SUV.
15. **North East Community Center (NECC)** – Transportation service is provided to the Town of North East, Village of

Millerton, Town of Amenia, Town of Dover, and Wassaic hamlet via the Care Car. The Care Car program is staffed by volunteers who drive their own vehicles with trips being coordinated by the NECC. The Care Car will bring individuals to medical, social-service, and other appointments. They primarily serve senior citizens, but will transport others if a car and driver are available. Care car rides are fee, but donations are accepted. In addition, Northeast Dutchess Transit operates a wheelchair accessible bus service through Dutchess County Public Transit that serves the Towns of Amenia, Dover, North East, Pine Plains, Stanford, and Washington.

16. **PEOPLE, Inc.** – Transportation is provided to those who are disabled, low-income adults, seniors, veterans, those seeking employment or education, re-entry parolees, and those pursuing counseling for those on Medicaid. The agency maintains a vehicle and also purchases transportation from third party vendors.

Findings

Where public transit bus routes exist in Dutchess County, they provide steady, reliable, curb-to-curb service. Transit routes and schedules are pre-determined, enabling travelers to effectively schedule trips. However, public transit, is not available in all municipalities, does not operate 24 hours per day, nor on Sundays. Public transit also cannot provide individual assistance in helping passengers onto the bus, or with packages or bags. To supplement bus service, some municipalities contract with Dial-A-Ride services to transport residents to their destinations on predetermined days.

A wide variety of human service agencies provide transportation using many kinds of vehicles including buses, vans, minivans, SUVs, trucks, and cars that are driven by paid and volunteer drivers. They provide trips for medical appointments and shopping, and some will take passengers to recreational destinations. The strength of human service agency transportation is that there is a higher degree of flexibility in administering their programs, which means that they are better able to respond to individual needs on a case-by-case basis. However, many human service agencies require up to two weeks lead time to schedule trips in order to match riders with volunteer drivers which makes them less able to respond to last minute emergency appointments.

Public transit systems do not have the ability to provide the specialized, door-through-door service that many of our residents need. As budgets are continually tightened, we should support human service agencies in their efforts to provide supportive transportation service to their clients.

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2. Demographic Data

Planning Area

Dutchess County is located halfway between New York City and Albany, at the center of the Hudson Valley. Surrounding counties include Orange and Ulster Counties to the west; Columbia County to the north; Putnam County to the south; and Berkshire County, MA, Litchfield County, CT, and Fairfield County, CT to the east (see Figure 2). Dutchess County is home to 30 municipalities, including the cities of Beacon and Poughkeepsie. According to the 2010 Census, Dutchess County's population totaled 297,488.

The PDCTC analyzed demographic data to locate areas within Dutchess County that have concentrations of elderly or disabled populations. The previous Coordinated Plan used detailed decennial Census tables from the 2000 Census. Subsequently, the [U.S. Census Bureau](#) changed the way it collected and published the data. Previous Census data provided detailed data, but were published once every 10 years, resulting in data that was less timely.

In order to provide data on a more frequent basis, the U.S. Census Bureau introduced the [American Community Survey](#) (ACS) in 2005. Through the ACS, the U.S. Census Bureau annually surveys 40 million homes per year on a wide variety of topics and publishes yearly estimates (in one, three, and five-year estimates) to keep the data timely and pertinent. However, as the data is a *sample*, there is an associated Margin of Error that prevents the

For more information about the American Community Survey (ACS), please see the [ACS website](#).

estimates of smaller geographies (such as blocks and block groups), from being reliable due to the small sample size. The decennial census is still administered every ten years, but has been limited to a simple list of ten questions. For our purposes, we analyzed age data using decennial Census data from 2010, and relied on the ACS 2009-2013 5-year estimates at the municipal level for disability data.

Figure 2. Regional Map



Elderly Population - Aged 65 and Over

According to the U.S. Census Bureau, Dutchess County’s total population in 2010 was 297,488 persons, of which 40,304 people (13.5 percent) were age 65 and over. This represents an increase of approximately 6,700 people (1.5 percent) in that age category since the 2000 Census. Table 2 shows the percent of the population aged 65 and over by municipality, as ranked from highest to lowest percent (see also Figures 3, 4, and 5).

The municipalities with the highest percentages of people age 65 and over are the Town and Village of Rhinebeck, Village of Millbrook, Village of Red Hook, and Towns of Washington, Amenia, North East, Pine Plains, and Village of Fishkill. The Towns of Fishkill, Clinton, Hyde Park, Pawling, and Milan, the Village of Pawling, the Towns of Stanford and Poughkeepsie, and the Village of Wappingers Falls also maintain a higher-than-average percentage of older adults. Of the top five municipalities where the percent of older adults exceeds the County average of 13.5, three are villages. In fact, six of Dutchess County’s eight villages exceed the County average. Villages are popular due to their small scale and walkability, as well as a concentration of goods and services from which to choose. We expect that Villages will continue to be popular among older individuals who opt for low or maintenance-free living such as homes on smaller lots, apartments, and townhomes.

As the median age increases in the County, we also expect that more people may want to downsize, moving from large, decentralized, suburban locations that necessitate driving to most every location, to a Village environment, where residents can walk to shops and appointments, or take the

Table 2. Percent of Population aged 65 and Over by Municipality.

	Municipality	% over 65	On public transit route	Participates in Dial-A-Ride
Above County Average	Rhinebeck village	26.8%	Y	N
	Rhinebeck town	25.9%	Y	N
	Millbrook village	23.1%	Y	Y
	Red Hook village	19.8%	Y	N
	Washington town	17.8%	Y	Y
	Amenia town	17.6%	Y (Limited)	Y
	North East town	17.5%	N	Y
	Pine Plains town	16.9%	N	Y
	Fishkill village	15.8%	Y	Y
	Fishkill town	15.4%	Y	Y
	Clinton town	15.4%	N	N
	Hyde Park town	14.7%	Y	Y
	Pawling town	14.7%	Y	N
	Milan town	14.6%	N	N
	Pawling village	14.0%	Y	N
	Stanford town	13.8%	N	Y
	Poughkeepsie town	13.8%	Y	Y
Wappingers Falls village	13.6%	Y	Y	
	Dutchess County, New York	13.5%		
Below County Average	LaGrange town	13.4%	Y	N
	Union Vale town	13.1%	Y (Limited)	N
	Poughkeepsie city	13.0%	Y	Y
	Wappinger town	13.0%	Y	Y
	Millerton village	12.6%	N	Y
	Red Hook town	12.1%	Y	N
	Pleasant Valley town	12.1%	Y	N
	Beacon city	11.7%	Y	N
	Tivoli village	11.4%	Y	N
	Dover town	11.2%	Y (Limited)	Y
	East Fishkill town	10.7%	Y	Y
Beekman town	8.7%	Y	N	

Source: U.S. Census Bureau, 2010. Town data does not include Village data.

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Figure 3. Percent Aged 65 and Over by Municipality (2010)

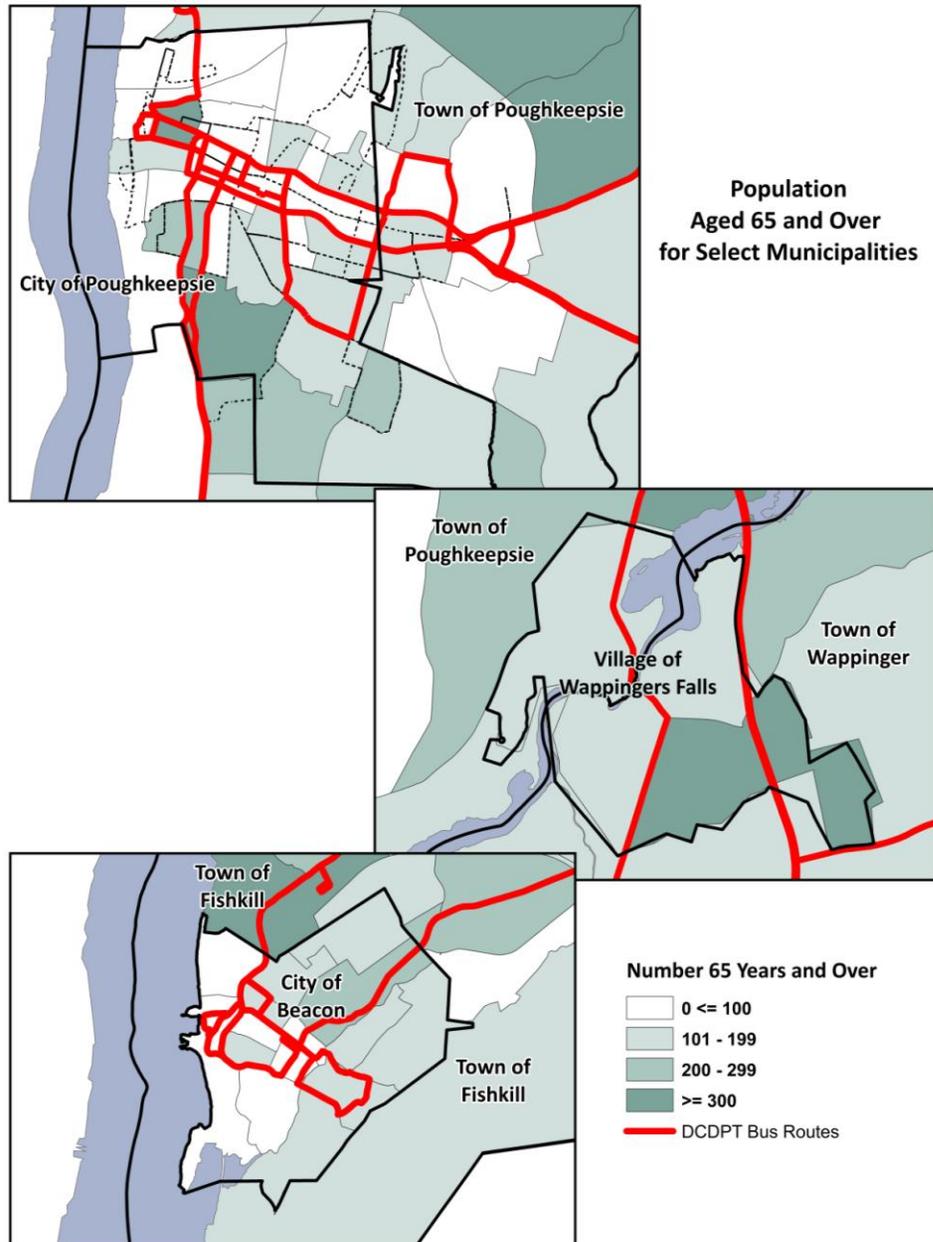


Figure 4. Population Aged 65 and Over by Census Block Group (2010)



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Figure 5. Population Aged 65 and Over by U.S. Census Block Group (2010) (Select Municipalities).



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bus or Dial-A-Ride services that is available in some locations (see Chapter 1, Figure 1).

Another way to identify trends in age is to look at trends in median age. In 2010, the median age of Dutchess County’s population was 40.2 years old, which was higher than the median age of New York State at 38 and the United States at 37.2. The County’s median age increased from 2000-2010 by 4.5 years, a notable rate of increase that was faster than the State or nation. However, the median age is increasing across all geographies at various rates. This is a trend we expect will continue due to the increase in life expectancy and the aging of the Baby Boom population (those born 1946-1964). The Census Bureau analyzed the nation’s age structure and issued a report in May 2014: [An Aging Nation: The Older Population in the United States](#), and stated that the nation’s older population will nearly double in the next 20 years and noted that healthcare related industries are already showing growth.

“On January 1, 2011, the oldest Baby Boomers will turn 65. Every day for the next 19 years, about 10,000 more will cross that threshold.” – Pew Research. [Article here](#). Additional Resources: [Age and Sex Composition: 2010, U.S. Census Bureau, Issued May 2011](#)

[Cornell Program for Applied Demographics](#) (Cornell PAD) has projected age and population for New York State and its Counties. Table 3 shows how the component of population age 65 and over is expected to increase over time. According to the estimates, in the year 2015 the percentage of people age 65 and over is relatively the same for New York and Dutchess County. However, in future years, the percent of

people age 65 and over in Dutchess County is expected to be slightly higher than New York State.

Table 3. Projected Population Percent Age 65 and Over.

	2015	2020	2025	2030	2035	2040
New York	14.6	15.8	17.2	18.3	18.5	18.2
Dutchess Co.	14.8	16.3	18.0	19.2	19.3	18.7

Source: Cornell PAD

As people age, their transportation needs change, as well as their need for services. Age and mobility issues may limit the ability of older drivers to use their personal vehicles for trips. Given that we expect an increase in our older population, we can expect to see a concurrent increase in the demand for services that allow people to age-in-place and remain socially engaged.

On the whole, Dutchess County is poised to experience the effects of an aging population as baby boomers retire and choose to age in place. This will result in increased demand for a variety of services, including transportation. And while we can expect places like our Villages to house some of this growth, the fact is that there will be no specific centralized location that we can clearly identify to direct our resources – growth in the number of older residents will occur across the County.

Figures 3, 4, and 5 provide an overview of where older individuals are living in Dutchess County, while Table 2 shows that as a percent of municipal population, Dutchess County’s northern municipalities have higher than County average percent of persons age 65 and over. This includes the Towns of Amenia, Clinton, Hyde Park, North East, Rhinebeck, Stanford

and Washington and the Villages of Millbrook and Rhinebeck and Red Hook. Other municipalities that exceed the Dutchess County average are the City of Poughkeepsie, Town and Village of Fishkill and the Town and Village of Pawling.

Many municipalities in the lower half of Dutchess County maintain younger populations as a proportion of their municipality. These municipalities include the Towns of Pleasant Valley, Poughkeepsie, LaGrange, Union Vale, Dover, Wappinger, East Fishkill, Beekman, and the City of Beacon. In addition, the Town of Red Hook and the Villages of Tivoli and Millerton both fall under the County Average.

Figure 6 charts the number of people over age 65 by block group. A review of block group information shows the highest numbers of older individuals in portions of Red Hook and Rhinebeck, as well as the Village of Millbrook, as well as areas in the City of Poughkeepsie and Village of Wappingers Falls (Figure 7).

Disabled Population

The [Americans with Disabilities Act of 1990](#) defines a disability as a “physical or mental impairment that substantially limits one or more major life activities.” According to the 2008-2012 ACS 5-Year Estimates, Dutchess County’s total civilian non-institutionalized population was 289,408, of which 35,984 people (12.4 percent) reported having a disability. The ACS asked respondents to self-identify disabilities that include the following conditions: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty.

The data reflected in Table 4 and Figure 6 includes all disability types. Respondents who reported any one of the six disability types were considered to have a disability. Due to the change in the questions, the ACS specifically recommends that disability data not be compared to previous data.

- **Cognitive Difficulty**: Due to a physical, mental, or emotional condition a person has serious difficulty concentrating, remembering, or making decisions.
- **Ambulatory Difficulty**: A person has serious difficulty walking or climbing stairs.
- **Independent Living Difficulty**: Due to a physical, mental, or emotional condition, a person has difficulty doing errands alone such as visiting a doctor’s office or shopping.

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Table 4. Percent of Population with a Disability by Municipality.

	Municipality	% Disabled ⁽¹⁾	On a public transit route	Participates in Dial-A-Ride
Above County Average	Amenia Town	23.1%	Y (Limited)	Y
	Tivoli Village	19.1%	Y	N
	North East Town	17.7%	N	Y
	Dover Town	16.3%	Y (Limited)	Y
	Red Hook Village	16.3%	Y	N
	Poughkeepsie City	16.1%	Y	Y
	Washington Town	16.0%	Y	Y
	Stanford Town	15.3%	N	Y
	Union Vale Town	15.1%	Y (Limited)	N
	Beacon City	14.6%	Y	N
	Rhinebeck Village	13.8%	Y	N
	Fishkill Village	13.6%	Y	Y
	Pine Plains Town	13.5%	N	Y
	Clinton Town	13.5%	N	N
	Millerton Village	12.9%	N	Y
	Hyde Park Town	12.8%	Y	Y
Rhinebeck Town	12.8%	Y	N	
	Dutchess County, New York	12.4%		
Below County Average	Pleasant Valley Town	12.0%	Y	N
	Wappingers Falls Village	11.9%	Y	Y
	Poughkeepsie Town	11.8%	Y	Y
	Millbrook Village	11.4%	Y	Y
	Beekman Town	11.2%	N	N
	Fishkill Town	10.7%	Y	Y
	La Grange Town	10.6%	Y	N
	Red Hook Town	10.4%	Y	N
	Pawling Town	10.2%	Y	N
	Milan Town	10.0%	N	N
	East Fishkill Town	9.9%	Y	Y
	Wappinger Town	9.0%	Y	Y
	Pawling Village	9.0%	Y	N

Source: 2008-2012 American Community Survey 5-Year Estimates. Town data does not include Village data. (1) Data is an estimate with an associated Margin of Error (MOE).

Approximately, 12.4 percent of Dutchess County residents stated that they have a disability. Figure 8 highlights those municipalities whose percent civilian non-institutionalized municipal population with a disability exceeds the Dutchess County average.

Data from the ACS indicated that the municipalities with the highest percentage of persons with disabilities (given as a portion of each municipality) included: the Towns of Amenia, Village of Tivoli, Towns of North East and Dover, Village of Red Hook, City of Poughkeepsie, Towns of Washington, Stanford, Union Vale, and the City of Beacon. The Villages of Rhinebeck and Fishkill, the Towns of Pine Plains and Clinton, the Village of Millerton, and Towns of Hyde Park and Rhinebeck also have a higher than Dutchess County average percent of people who have a disability. The data also shows that with the exception of Dutchess County's two cities and the Village of Fishkill, the municipalities with higher percentages of disabled persons are in the County's eastern and north-central areas.

Transportation is vital in keeping individuals that have disabilities engaged in the community. Whether trips are for medical appointments, work/day habilitation, shopping, or socialization/recreational opportunities, the provision for transportation affords those physically or cognitively unable to drive, a measure of independence, which is linked to a higher quality of life. Without transportation, individuals are reliant on others – usually family or other caregivers – for their transportation needs.

Figure 6. Percent of Population Above-Average for Disability.



Olmstead Cabinet

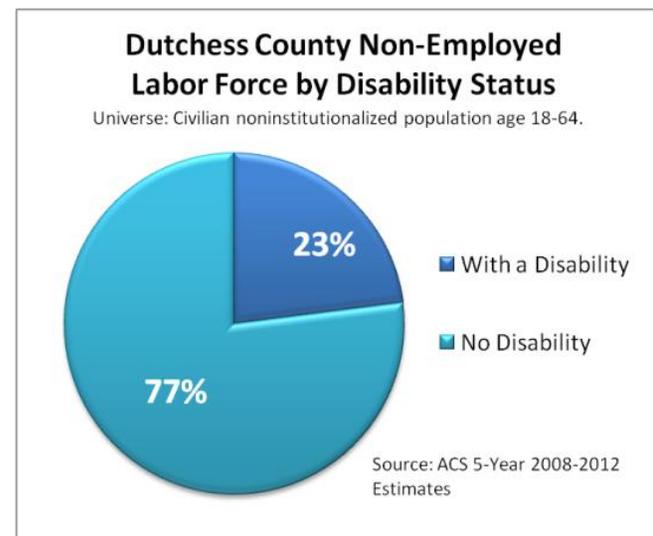
In a response to the Supreme Court’s decision regarding *Olmstead v. L.C.*, Governor Andrew M. Cuomo convened a special cabinet that reviewed numerous ways New York State can support the integration of people with disabilities from segregated to community-based settings, including transportation. The report, [*Report and Recommendations of the Olmstead Cabinet: A Comprehensive Plan for Serving New Yorkers with Disabilities in the Most Integrated Setting \(2013\)*](#) cites transportation services as being “fundamental to community living” and remarked that there will be “continued needs for coordination of disability transportation services.” The report goes on to say, “The partnerships formed by mobility management are meant to increase the available travel services for riders and create resource and service efficiencies for transportation providers.” However, the report stated that a significant number of disabled individuals receive Medicaid, and current non-emergency Medicaid transportation is only available to access medical care which is covered by Medicaid.

The report acknowledged the need for coordination of transportation resources so that disabled individuals can go to work or attend non-medical activities. Exactly how this would be accomplished is not addressed in the report, so it therefore remains a significant issue - more so given the strategy to deinstitutionalize and integrate disabled persons into market rate apartments and competitive jobs.

According to the U.S. Census Bureau (2008-2012, ACS 5-Year Estimates), the size of the civilian non-institutionalized population between the ages of 18-64 years old was approximately 185,266 people. Of those, 19,424 indicated

they were disabled with 7,361 people “employed”, and 12,063 people identifying themselves as “unemployed” or “not in the labor force,” as compared to 39,507 of people who did not indicate a disability. The significance of this statistic is that up to ¼ of Dutchess County’s non-working labor force is disabled, and that possibly some of these individuals may want to work or volunteer. There may be many issues that prevent them from obtaining employment, including access to transportation (see Figure 7). For more information, please see the Census Bureau’s July 2012 report, [*Americans With Disabilities: 2010*](#).

Figure 7. Disability Status of Non-employed Labor Force in Dutchess County.

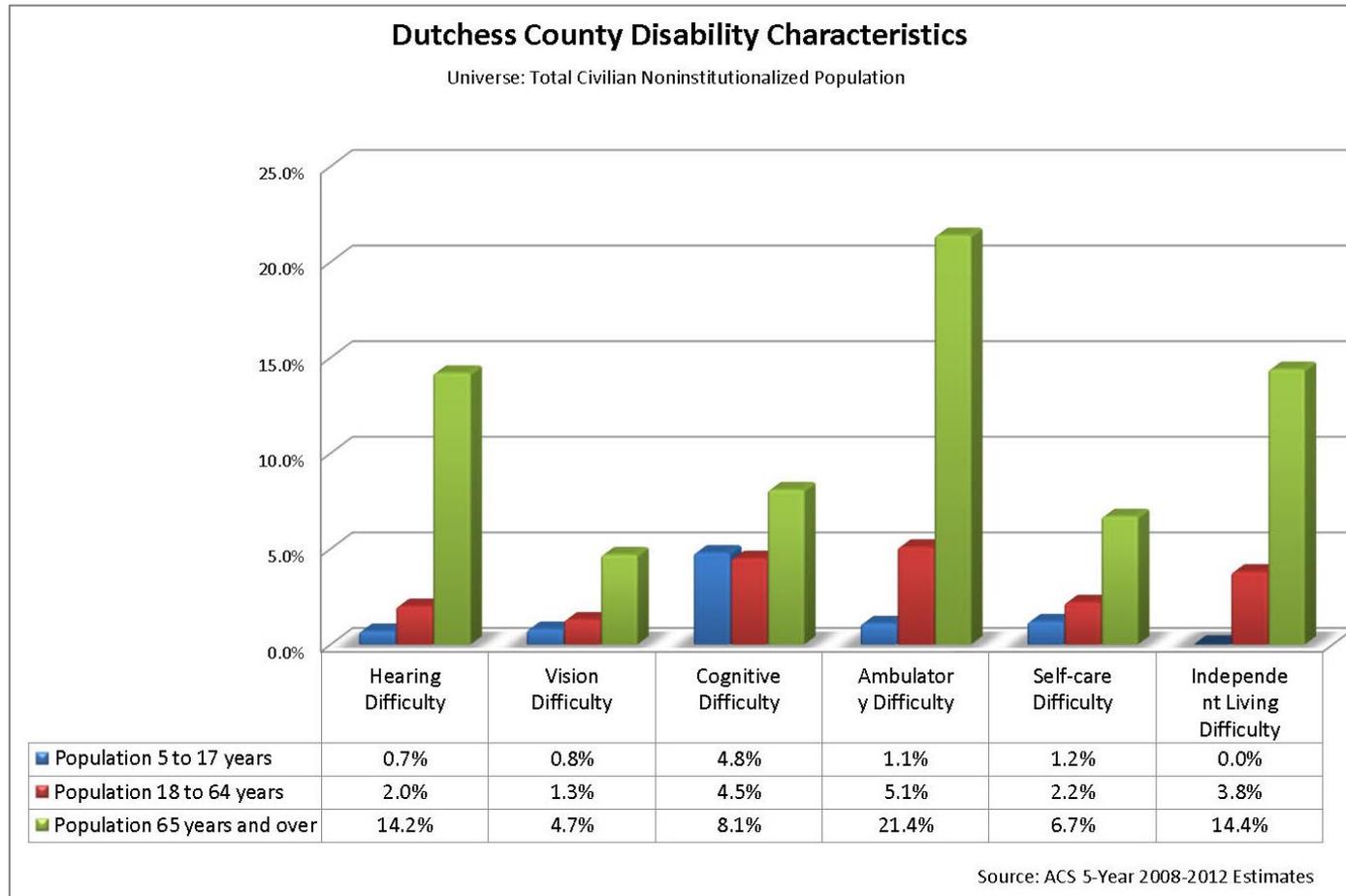


Further, as we age, many of us experience a variety of mobility issues. With the estimated increase in the percentage of the population aged over 65 years and over, we can expect to see an increase in the number of older adults who identify themselves as having a disability due to mobility, vision, or hearing issues. The 2008-2012 ACS 5-year Estimates estimated

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that 34.2 percent of Dutchess County residents age 65 and over have a disability, with ambulatory and independent living difficulties being reported as the top two self-described disabilities (see Figure 8).

Figure 8. Disability Characteristics by Age Cohort in Dutchess County.



3. Relevant Plans & Studies

The PDCTC began work on this Coordinated Plan by reviewing relevant County and local plans, seeking to capture those planning policies and recommendations that best support the goal of improving elderly and disabled mobility – more often than not, similar themes arose from these plans. The PDCTC referred to these themes as it developed the recommendations needed to fulfill coordinated planning requirements in MAP-21. These plans and their recommendations were also reviewed at the focus sessions held in 2014, where human service agencies were asked to think about including transportation needs in their plans to assist with future Coordinated Planning.

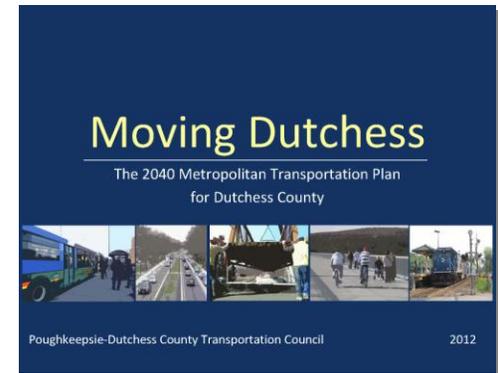
Plans and documents from other entities and organizations, as well as the PDCTC, were studied at length. A number of documents and concepts proved most valuable in developing the Coordinated Plan. These included the current long-range transportation plan, *Moving Dutchess*, the Dutchess County Office for Aging Service Needs Assessment, and the Dutchess County Transit Development Plan. These and other documents and concepts, coupled with FTA planning guidance, helped shape the strategic direction of the Coordinated Plan. Some of the more relevant plans are summarized below:

Moving Dutchess (2011)

[*Moving Dutchess*](#) is the PDCTC’s long-range metropolitan transportation plan (MTP), which is updated every five years. As required by MAP-21, a long range plan must be developed to guide future investments in transportation. *Moving Dutchess* analyzed Dutchess County’s multi-modal transportation

system, and made specific project-level recommendations to address a variety of modal options and organized them into the following categories: Highway Maintenance, Highway Operations, Pedestrian/Bicycle, Planning Study, Safety, Travel Demand management, and Transit.

Although not specifically listed as part of this report, highway, bridge, pedestrian/bicycle, and safety projects, as well as planning studies all support the movement of people at a base level. However, when we speak of projects related to transportation for the elderly and disabled, travel demand, transit projects and, to some degree, planning studies feature more prominently in the efficient movement of people, and so are listed below (by MTP project category and project code):



Transit

1. TR-1: Upgrade the existing transit hub on Market Street in the City of Poughkeepsie to allow for off-street passenger boarding; includes new shelters. (Note: this was completed in fall 2013).
2. TR-1, TR-3, TR-15, TR-16, TR-25, TR-26: Bus replacements for the DCPT and City of Poughkeepsie bus systems (2012-2040).

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3. TR-4, TR-5, TR-19, TR-20, TR-29, TR-30: Operating Assistance for the DCPT and City of Poughkeepsie bus systems (2012-2040).
4. TR-6, TR-7, TR-17, TR-18, TR-27, TR-28: Preventive maintenance activities for the DCPT and City of Poughkeepsie bus systems (2012-2040).
5. TR-8: Operating assistance for the Newburgh-Beacon ferry between the City of Newburgh and Beacon Train Station.
6. TR-9: Poughkeepsie Train Station rehabilitation.
7. TR-10 Beacon Train Station parking expansion.
8. TR-11, TR-12: Wassaic Metro-North Rail Yard Expansion and Wassaic Train Station parking expansion.
9. TR-13: Expand marketing of bus transit services for the DCPT and City of Poughkeepsie bus systems.
10. TR-14: Poughkeepsie-White Plains Commuter Bus Service.
11. TR-21: Develop and implement a coordinated ITS architecture for the DCPT and City of Poughkeepsie bus systems.
12. TR-23: Install bus stop shelters at major bus stops for the DCPT and City of Poughkeepsie bus systems.

Travel Demand Management

TDM-1: Promote Travel Demand Management in Dutchess County, including *511NYRideshare*.

Planning Studies

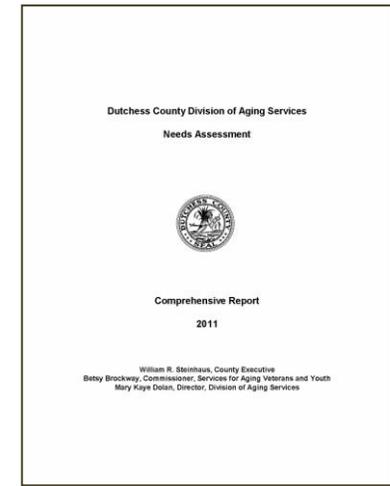
1. PS-1: Conduct sidewalk inventories and develop sidewalk improvement strategies for cities, villages, and town centers.

2. PS-5: Complete a Regional Transit Study for the TMA (Dutchess, Orange, and Ulster counties)
3. PS-6: Update the County's Bicycle and Pedestrian Plan, incorporating local sidewalk studies and addressing access to trails, ADA requirements, and bicycle routes (Note: *Walk Bike Dutchess* was completed in 2014)

Dutchess County Division of Aging Services Needs Assessment (2011)

Formerly known as the Dutchess County Division of Aging Services, the Dutchess County Office for the Aging conducted a Needs Assessment in 2011 in conjunction with the development of its *Four Year Plan*. The Needs Assessment aids the *Four Year Plan*, which sets priorities and directs future funding decisions. The Needs Assessment was conducted by the Office for the Aging with three main goals:

1. Assess the conditions of elderly people that may limit their ability to remain in or return to their homes and to participate in family and community life.
2. Quantify the extent of the needs of elderly people in Dutchess County for supportive services, nutrition services, legal services, and senior centers.
3. Identify unique needs of minority groups, those over age 75, and those who are older and of low-income.



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The Needs Assessment relied on input from a variety of surveys and other sources: Senior Survey, Key Informant Survey, Caregiver Survey, requested information log from Dutchess NY Connects Intakes, Public Hearings, Dutchess County Community Health Report, National Unmet Needs for Services Data, Outcomes and Client Satisfaction Data, Advisory Board, and directed surveys to target populations. These sources revealed the following elder issues:

1. Senior Survey (all seniors): 356 of 2,100 people who answered the survey (16 percent) said that transportation (for medical, shopping, recreational, etc.) for seniors is a “problem” in the County.
2. Key Informant Surveys: 82 percent of those who worked with seniors ranked transportation as the number one problem.
3. Dutchess County Community Health Survey: approximately 47 percent of those aged 60-74, and 51 percent of those 75 and over, indicated “Unsafe driving/roads” as one of their top four concerns.
4. Public Hearings: the greatest concerns, as expressed by participants, were related to unmet transportation needs and the needs for senior center activities.

In addition, the Needs Assessment referred to the federal government’s General Accountability Office (GAO) 2008 Health and Retirement Study, which looked at meal services, home-based care, and transportation services (all of which require transportation) and found:

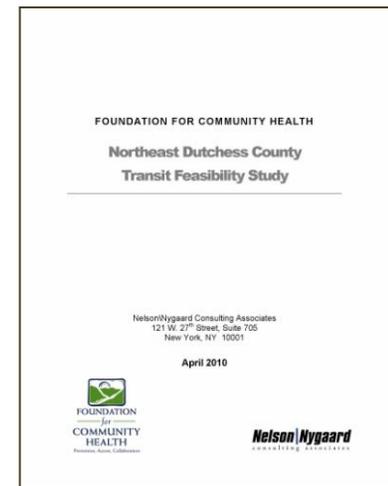
1. An estimated 21 percent of individuals over the age of 65 are likely to need transportation services, and of the

- agencies that provide transportation services, an estimated 26 percent struggle to meet all transportation requests
2. Nine percent of an estimated 17.6 million low-income older adults received meals services (with the GAO suggesting the need could be even greater)
3. Approximately 29 percent of all older adults experience difficulties with daily activities, indicating that some form of home-based care might be warranted.

The 2011 Needs Assessment concluded that transportation was one of the most important areas of unmet needs for seniors in Dutchess County.

Northeast Dutchess County Transit Feasibility Study (2010)

The Foundation for Community Health commissioned and funded a Feasibility Study to analyze the transportation needs of eastern Dutchess County residents. The Feasibility Study focused on destinations of those living in the Harlem Valley and revealed that residents frequent many destinations in central Dutchess, the Harlem Valley, and Connecticut, in addition to medical and shopping hubs, such as Poughkeepsie. The Feasibility Study recommended the provision of a Dutchess County fixed route service, supplemented by a point-deviated service that allowed a greater distance and more time to access individuals who lived beyond the standard ¾ mile limit that currently exists. The



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Study also recommended an alternative that would result in the addition of a future new transportation service provider.

Recommendations were dependent on the outcome of the Dutchess County Transit Development Plan, but included three options for Dutchess County Flex Service including Fixed Route, Point-Deviated Route, and Demand Response alternatives. The final recommended route for Dutchess County Flex Service included a mixture of fixed route and point deviated service, where buses would run a fixed route, but would be allowed a greater distance and more time to access individuals who lived beyond the federally-mandated three-quarter mile limit.

In addition, the Feasibility Study suggested that changes in the DCPT bus schedule would not be enough, and that a new independent operator should establish service. The new service would address the needs that Dutchess County's Flex Service could not accommodate. These recommendations consisted of demand-response, town day services, and a regional shopping shuttle service. The Task Force recommended that a fixed route and point-deviated route would be the most preferred alternative.

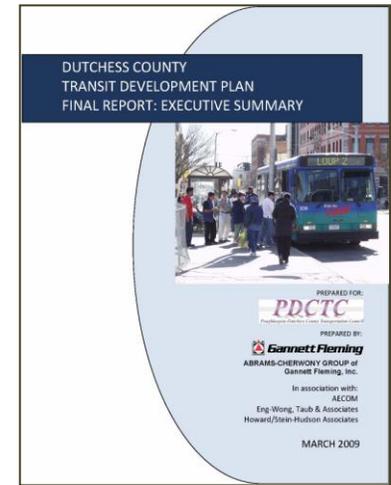
Dutchess County Transit Development Plan (2009)

In early 2009, the PDCTC completed a Transit Development Plan for Dutchess County. The TDP made a number of recommendations to improve the efficiency of the two local bus systems (Dutchess County Public Transit and City of Poughkeepsie). The TDP relied on quantitative and qualitative measures to evaluate the two systems, including a diagnostics analysis of all routes to measure performance and productivity.

The project was managed by an Advisory Committee, made up of members from organizations with an interest in public transit; this included human service agencies such as the Dutchess County Office for the Aging, Department of Mental Hygiene, and Taconic Resources for Independence, Inc. – a private, non-profit advocacy group for disabled persons.

The TDP relied on extensive public outreach to gather input on how to improve service. This outreach consisted of three components: holding a series of interviews with various stakeholder groups (e.g. community organizations), conducting a series of intercept surveys at major trip destinations (e.g. Galleria Mall), and two public meetings. Of this outreach work, three of the stakeholder group discussions – Community Organizations, Dutchess County Agencies, and Medical/Health Care Providers – relate most to this Coordinated Plan. In these discussions, stakeholders raised important concerns about current transit service and the state of transportation for disabled and senior populations:

1. Schedules are difficult to understand and use, especially for persons with cognitive disabilities, the elderly, and the sight impaired. (Note: DCPT has since reformatted its bus schedules).



2. Because the schedules are so complex, people with disabilities and the elderly are intimidated by the bus systems (i.e. DCPT). Some clients are also afraid of being stranded.
3. DCPT and City of Poughkeepsie bus systems are too limited in geographic coverage, hours of operations, and frequency of service for people to rely on them for all their transportation needs.
4. Rural areas such as the Harlem Valley, which has a growing senior population, are underserved by the DCPT.
5. Service does not respond to non-traditional work schedules. Agencies report that their clients must turn down jobs due to limited service on Sundays or evenings; being retail oriented, these jobs are predominately located along Route 9 from Poughkeepsie south to Fishkill.
6. Drivers do not announce stops. This is not only a concern for sight impaired passengers, but for all passengers, since many locations do not have street signs.
7. The Dial-A-Ride program should be expanded.
8. The bus systems should better serve recreational areas to improve people's quality of life.
9. Medical providers noted that the availability of public transportation reduces the transportation costs of social service programs. Some must rely on private taxis, which are expensive and sometimes unreliable.
10. Occasionally, clients cannot make an ADA paratransit reservation three days in advance, because of last minute or unexpected medical appointments.
11. Many stops are not marked nor lighted at night, which lowers people's sense of safety and security; flag stops are also unreliable.

The TDP also included a survey of passengers on all City of Poughkeepsie and DCPT bus routes, which allowed existing passengers to comment on transit service; the survey also solicited information about age, income, employment status, and trip purpose. Relevant findings for this Coordinated Plan included:

1. Senior citizens (65 years old and above) accounted for only 3.4 percent of DCPT and 5.8 percent of City of Poughkeepsie passengers, well below their proportion of the County's total population.
2. Passengers tend to have lower income, with almost 30 percent of DCPT and over 50 percent of City of Poughkeepsie passengers having annual incomes below \$15,000.
3. Many passengers use the systems to commute to work, over 55 percent and 37 percent of DCPT and City of Poughkeepsie passengers respectively.
4. Many passengers are dependent on transit: over 44 percent of DCPT and 68 percent of City of Poughkeepsie passengers have no vehicle; additionally, only 44 percent of DCPT and 36 percent of City of Poughkeepsie passengers have a driver's license.
5. Relatively few passengers paid the discounted disabled fare, only three percent and nine percent for DCPT and the City of Poughkeepsie respectively.
6. In terms of improvement priorities, riders generally wanted more frequent service, more weekend service, and longer service hours.

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The TDP's final recommendations were proposed as a potential five-year implementation schedule regarding service, capital acquisitions, and financing:

Service Recommendations:

1. Reduce DCPT bus routes from thirty to six.
2. Expand curb-to-curb service (paratransit/Flex Service) and coordinate with Dial-A-Ride.
3. Revise hours of operation for City Bus and DCPT.
4. Add Saturday, Sunday, and Weekend Service on some routes.
5. Add Routes as funding is available:
 - DCPT Bus
 - Route C: DCC via 9G
 - Route G: Harlem Valley via 22
 - Route H: Galleria – Hopewell Junction
 - Route J: Cross-County North
 - New Hamburg Rail Link B
 - City Bus
 - Route 3 to Galleria
6. Revise fare policies of DCPT and City Bus to be consistent.
7. Develop marketing and Public Information.

Capital Recommendations:

1. Expand revenue fleet by purchasing additional vehicles (40 DCPT, eight City Bus).
2. Provide consistent treatment of bus stop locations and signs.
3. Install 20 bus shelters at major transit stops throughout the service area.
4. Monitor and identify the need for park and ride lots.

The TDP noted that service providers cannot control land use and that municipalities, being decision-making bodies can have a positive impact for their constituents by providing pedestrian infrastructure (90 percent of DCPT and City Bus riders walk some portion of their trip) and requiring transit considering in site plans.

Coordinated Public Transit-Human Services Transportation Plan (2008)

The PDCTC's previous Coordinated Plan identified two distinct areas within the County: the communities along the Hudson River with direct transportation to many services and medical facilities along Route 9, and the rural northern/eastern/Harlem Valley areas of the County, with more complex connections and greater terrain differences. The 2008 Coordinated Plan identified the need for larger capacity vehicles for the urban areas and smaller vehicles for the rural areas and the cities of Beacon and Poughkeepsie, as well as the Village of Wappingers Falls as needing special attention due to their high density of elderly, disabled and low income populations. Additional recommendations were as follows:

1. Replace agency vehicles due to excessive wear and tear.
2. Provide additional vehicles to human service agencies to meet growing needs.
3. Explore the feasibility of allowing DCPT vehicles to operate outside the County.
4. Provide travel training to those persons not familiar with the Dutchess County DCPT and City of Poughkeepsie bus systems.
5. Market various bus services should be expanded and targeted toward the disabled, elderly, and low income

residents as increasing the use of existing services could help alleviate the demands placed on human service agencies.

6. Give priority considerations should be given to the cities of Beacon and Poughkeepsie as well as the Village of Wappingers Falls due to their concentration of elderly, disabled, and low income populations.
7. Improve connections between high-density residential areas and employment centers should receive priority for implementation.

Senior Transportation Services in Dutchess County (2007)

The Center for Governmental Research (CGH) was commissioned to study senior transportation in Dutchess County in order to assess the current demand for transportation service, estimate projected demand, and to identify options for addressing demand. The Services Study recommended the following short- and long-term recommendations regarding transportation for seniors within Dutchess County:

Short Term Recommendations

1. Increase understanding of senior transportation needs through a comprehensive survey that will explore issues not revealed by census data analysis
2. Promote coordination among senior transportation providers in order to leverage resources, increase capacity in the system, and increase ease of access to information and service for consumers
3. Enhance fixed-route and demand-response systems to better serve seniors including feeder services and route deviation options, using available data on the need for

services to promote Dial-A-Ride and improving call center operations, and recruiting volunteers to provide senior assistance on Dial-A-Ride vehicles

4. Continue identification of one or more organizations within the county who might be interested in becoming a local affiliate of a national program to improve delivery of transportation services to seniors (ITN) in order to potentially take advantage of funding opportunities that will become available.

Long Term Recommendations

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

The report also cited the expected growth in the senior population over the next 25 years and stated that it is important for human service agencies within the county to meet projected needs.

Dutchess County Coordinated Public Transit-Human Services Transportation Plan

Dutchess County Coordinated Transportation Services Study (2003)

The PDCTC contracted with Urbitran Associates to study transportation as it related to human service agencies in order to provide recommendations to improve services. A study advisory group was formed to oversee the process, and after consideration of three different alternatives, a series of recommendations were selected as the locally preferred option. The recommendations included a list of improvements (administrative, operative, and vehicle maintenance), as well as a financial plan and implementation process.

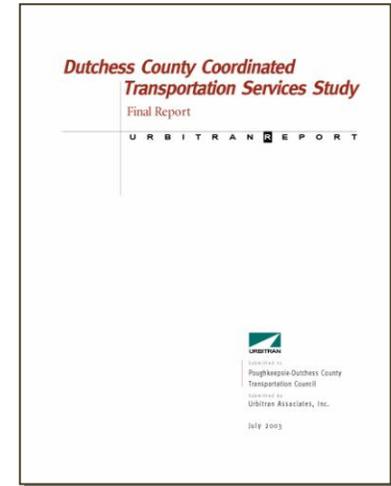
Administrative

1. the list of recommendations included: adding agency routes in the next subscription service contract, initiate employer-based subscription service, transform some DCPT fixed routes to point deviated routes, allow the general public to use agency transportation services, expand Dial-A-Ride service to additional communities and work with existing communities to increase service, consolidate agency vehicle maintenance at a single location, coordinate agency vehicle purchases and purchase only accessible vehicles. Upon review, agencies determined that their services were too specialized (Office for the Aging) or that additional runs with passengers from other day programs would be difficult or there was unlikely to be ample ridership.
2. Coordinate contracted subscription services

Operations

1. Initiate a pilot program that provides subscription trips to a major employer or employment center

2. Transform select DCPT routes that are currently fixed into route deviation to increase their coverage
3. Allow general public riders to utilize agency-based transportation programs only when it is possible to accommodate them on existing trips. (Note: ARC, DC and Rehab programs subsequently determined that this recommendation would adversely affect the provision of service to their clients and that it would not be possible to implement this recommendations in the near future).
4. Maintain Dial-A-Ride service as an option for additional communities willing to support it.
5. Work with existing Dial-A-Ride communities to maintain days of services and hours of operation



Vehicle Maintenance

1. Coordinate vehicle maintenance for all agency vehicles at a single location
2. Coordinate vehicle purchases among agencies
3. Purchase only wheelchair accessible vehicles

Conclusion

After review of the various plans and studies, a number of common themes emerged:

1. Growing Need - The need for senior transportation services is not diminishing, and in fact, will expand as people age in place.
2. Expansion in the North and East - Future bus transit in the Harlem Valley and Route 22 corridor should be continually examined and implemented, when feasible.
3. Marketing - The marketing of public transit, including provisions for travel training and written material needs to be developed in a way that is accessible to all, including individuals with disabilities.
4. Expanded Hours - Expand the operating hours and days for public transit bus services.
5. Ongoing Issue - Level of interest in transportation is high given the number of studies on the topic.

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4. Identification of Unmet Transportation Needs, Gaps, and Duplication of Services

Though there are a wide variety of needs and gaps related to transportation services for the disabled and elderly, most can fit into one of four general categories: capital, operations, mobility management, and policy/education. These categories allow us to better organize issues into possible projects and strategies.

A need could be the identification of a specific location where service is needed, but doesn't currently exist, or it could be that more vehicles are necessary to take people where they need to go. A need might also take the form of better technology such as scheduling software in order to route buses more efficiently, or a maintenance contract that allows multiple agencies to realize cost savings through shared services. Regardless of the type, the Coordinated Planning process is designed to identify these needs and prioritize strategies to address them in order to provide better service.

There are many public transit and human service agencies that provide transportation service to users and clients in Dutchess County, and thus, many separate systems. These systems provide transportation in many ways and include: public fixed-route systems, demand-response, paratransit, not-for-profit specialized service, volunteer driver programs, and taxi cabs. Trips may be provided for a variety of reasons including medical appointments, shopping, recreation, or social purposes.

To help identify transportation needs and inform the plan, the PDCTC used a variety of methods to elicit input from human service agencies, transportation providers, and clients including surveys, stakeholder interviews and forums, phone calls, emails, and paper mailings.

Surveys

In 2013, surveys were emailed to human service agencies and transportation providers. In addition, the notification regarding the survey was sent to the [United Way of Dutchess-Orange Region](#) who agreed to pass the information to their list of Dutchess County human service agencies. Agencies were asked to coordinate the distribution of individual surveys to their clients. The PDCTC also coordinated with the Dutchess County Continuum of Care, again, to reach out to as many agencies as possible. A list of Continuum of Care Member Organizations is included in Appendix A. Two types of surveys were made available – one for agencies, and a second for individuals. The survey for individuals was offered in both English and Spanish. A total of 35 agency and 115 individual responses were received. Some agencies that had separate locations or divisions provided separate responses. Appendix B includes a Survey example.

Agency Responses

The PDCTC received 35 responses from human service agencies and transportation providers, which revealed the following:

1. 73 percent of responding agencies classify themselves as “Not-For-Profit, Private Agencies.”
2. Half of the agencies do not provide transportation.

3. For agencies that provide transportation, 53 percent use agency vehicles and 27 percent use agency vehicles and volunteers.
4. Only 27 percent of agencies with vehicles perform their own maintenance.

Many of the agencies cited concerns about the lack of paid and volunteer drivers; a need for more vans and buses (with wheelchair positions); more frequent public transportation; transportation on weekends, evenings, and off-hours; assistance for clients carrying packages including “door *through* door” service; and frequent transportation for specialized medical care such as chemotherapy and dialysis.

Individual Responses

The PDCTC asked human service agencies to forward the survey for individuals to their contacts and clients in an effort to garner input from those who use, have used, or hope to use transportation services. The Dutchess County Office for the Aging sent the survey link to their contacts through their eNewsletter, and the North East Community Center mailed paper copies to their clients. In total, 115 responses were received which revealed:

1. 60 percent of respondents identified themselves as being age 60 and over.
2. 44 percent of respondents lived within the towns of Amenia, Dover, and Pine Plains.
3. Top destinations included the City of Poughkeepsie – followed by Dover, Town of Poughkeepsie, Amenia, Millbrook, and Pawling.
4. Sharon, CT was the number one out-of-county destination.

5. Individuals indicated they used demand response services, followed by volunteer drivers.

Staff noted that a high percentage of the individuals that responded to the survey resided in eastern Dutchess County or received transportation via Care Car and volunteers at the North East Community Center. While the individual results are relatively skewed to eastern Dutchess residents, survey results showed that popular destinations for these residents are already within the Route 22 corridor in the Harlem Valley. Provision for a route in this corridor and more frequent service to Millbrook should be considered in the future if funds allow.

Respondents expressed several common concerns: trips were too long; they needed help with packages; they would use public transport but vehicles are not permitted to turn around or back in their driveway; there are not enough volunteer drivers; and they suggested the following for new service routes: a dedicated Red Hook-Rhinebeck-Hyde Park bus route, change to transport to the Wassaic train station to better coincide with train departures, a bus stop for Wingdale, and a route from Millerton to Poughkeepsie.

One issue with the survey was the lack of participation by people with disabilities. This was due, in part, to the inability to directly contact disabled persons as there is no all-encompassing list or network. In addition, we could only infer one or two survey respondents to have a developmental disability. Agency representatives of the cognitively disabled indicated that many clients do not have the capability to respond on their own and that staff, advocates, or caregivers

would need to fill out the responses. As part of our outreach efforts, PDCTC staff met with Taconic Resources for Independence (TRI). TRI works to support individuals living with a disability.

Focus Sessions

The PDCTC held three focus sessions for human service agencies in 2014. The sessions were held at the Dutchess County Planning Department and were attended by fourteen agencies. At each session, staff provided an overview of the Coordinated Planning process, reviewed results of the surveys, and then opened the meetings for group discussions. The sessions revealed unique needs of the elderly and disabled populations, in addition to the special needs and circumstances of those with cognitive disabilities. Elderly individuals cited issues with mobility and the physicality of traveling such as limited ability to carry grocery bags, bus trips being too long, and the frustration of living along or near a bus route but being unable to get to the end of the driveway to board the bus.

Representatives for cognitively disabled persons relayed concerns regarding the security of individuals traveling alone. In addition, representatives of several agencies voiced great concern regarding the future implications of the Olmstead Decision, deinstitutionalization, and the State's "front door policy," which is promoting people with cognitive disabilities to gain competitive jobs and live independently in apartments. At the moment, the full effects of this law have yet to be realized, but it is anticipated that effects could be far reaching in a county such as Dutchess that has limited public transportation.

While many of the key recommendations regarding these two groups may be the same, the Coordinated Plan recognizes that the actual provision or implementation of services may need to be modified or programmed for the specialized needs of different client groups and abilities.

Additional Outreach

Though the surveys proved very helpful in gathering input, not every agency or client could be reached or had the ability to fill out the form, which is why staff engaged in other outreach efforts for the Coordinated Plan.

Phone Interviews

Staff conducted phone interviews with individuals as part of the Coordinated Planning process and for those that could not attend the forums. Many times, those agencies contacted by phone revealed that they did not provide transportation or directed us to those that do.

Other Meetings

In addition, PDCTC staff attended Dutchess County Continuum of Care and Community Impact Coalition meetings to inform participants of ongoing Coordinated Planning efforts and to invite them to participate in focus sessions or call the department regarding transportation needs of their clients.

Mailings

Notifications of the initial public forums and invitations to participate in the survey were mailed to current Coordinated Plan contacts, adult homes, assisted living centers, and senior housing facilities that were suggested by the Dutchess County [Office for the Aging's website](#). The PDCTC also contacted the

local United Way which forwarded the survey notification to their list of Dutchess County Human Service Agencies.

Identification of Transportation Needs

Survey results, phone interviews, public forums and meetings with agency groups identified several issues relating to the ability of users to use or access the transportation system. Needs are grouped by category: operations, capital, mobility management, and policy/education.

Transportation Needs by Type

Capital

1. **New vehicles** – The coming rise in the number of people aged 65 and older (baby boomers), will result in increased demand for new, additional trips which will require additional buses, vans, personal vehicles (volunteers) and specialized vehicles with wheelchair positions and the ability to transport those using oxygen. In addition, new laws such as the Olmstead Act may result in additional demand for vehicles for the disabled population as housing needs evolve from homes with centralized locations to apartments.
2. **Replacement Vehicles** – as vehicles wear out they will need to be replaced in order to maintain a reliable fleet.
3. **Bus Shelters** – In order to facilitate the use of public transportation by those that are elderly and disabled, it would be advantageous to purchase bus shelters that are appropriately appointed with options for seating in order to protect users from the weather, and to provide a place to rest while awaiting transport.

4. **Sidewalks** – Connections between a person’s home and bus stop location may not be handicapped-accessible, or might preclude the use of public transit. The construction of new sidewalks, and the repair and upgrade of existing sidewalks may help in facilitating access to public transit.

Operations

1. **Off-Peak, Night, and Weekend Service** – For many clients and seniors, as well as the general public, public transit in off-hours is limited and virtually non-existent. This means that clients may be able to get to workshops, evening clinics, and jobs if along a bus route, but are unlikely to use the service to return home, affecting their decision to even attempt the trips at all.
2. **Provision of Service/Expansion of Service to Rural Areas** – Dutchess County is a very diverse County with large urban centers and smaller villages and hamlets amid suburban and agricultural land. This wide variety and distance between uses, accompanied by smaller population centers in outlying areas affects the ability to provide cost-effective public transit, especially to eastern Dutchess County. In addition, even when transportation service can be secured, clients experience long trips lengths.
3. **Advance Notification Requirements & Scheduled Pick-Up Times** – many demand-response services (e.g. Care Car and Friends of Seniors) require up to two weeks’ notice to schedule a trip. For regular medical appointments this is not as much of a concern as it is for unscheduled appointments that are necessary due to illness or emergency. In addition, while drop-off for medical appointments can be made relatively easily, delays in physician schedules at the office appointment cause

disruption in transportation service, and result in scheduling difficulties and additional wait times. In addition, some municipalities only contract for service once per week. This method of transportation does not work for clients who need more frequent service, such as those on dialysis.

4. **Funding** – Funding is needed to reimburse volunteer drivers for mileage costs. Currently, volunteer driver programs offer very flexible accommodations, as opposed to fixed-route or some point-deviated service routes, with some services even providing door-through-door service to their clients.

Mobility Management

1. **Lack of Volunteer and Paid Drivers** – Human service agencies, transportation providers, and users of the system have voiced concerns that more drivers are needed. Insurance requirements and company policies may require driver candidates to possess Commercial Drivers Licenses, the ability to perform stressful physical tests, and drug monitoring. These additional requirements may hinder potential drivers from seeking to apply for a driver position because of the unfamiliar and onerous requirements.
2. **Central Dispatching** – Staff from the Dutchess County Division of Public Transit (DCPT) and the County’s transit management company (i.e. First Transit) revealed that the DCPT office receives many inquiries regarding public transit – from asking how to get from an origin to a destination in-county, as well as how to get around using public transit out-of-county. In addition, [511NY](#), a service of the New York State Department of Transportation, routes any users who request to speak with an operator,

to DCPT. The Transit Administrator for DCPT indicated that many of the calls are handled by her personally, and that additional mobility management staff is necessary. She also indicated that Dutchess County is looking into downloading bus schedules into the 511NY database.

3. **511NY** – Currently, the information obtainable through 511NY for Dutchess County is confusing and might discourage people from using public transit. Maintenance of 511NY data for Dutchess County by a dedicated person that ensures correct and timely updates are made would be an asset to have.

Policy and Education

1. **Travel Training** – Unlike larger cities where a significant portion of the population is familiar and comfortable with using public transportation, Dutchess County is still a very auto-dependent county. Residents who have grown up here or have moved here but have never used public transportation do not feel comfortable in attempting to use a system where there is a potential to be stranded if they misinterpret schedules, or because they are apprehensive due to the unfamiliarity of the system and the “rules” of riding a bus.
2. **Olmstead Act and Deinstitutionalization** – Federal and State governments are promoting the integration of clients into apartments and competitive work environments and out of group homes, larger residential facilities, and day habilitation programs, etc. This is expected to shift the responsibility of transportation, in some respects, to family members and local governments.
3. **Liability** – Human service agencies are not necessarily opposed to sharing vehicles and rides. However, the

insurance and legal industry has raised questions of responsibility and liability concerns which results in the lack of collaboration in working together.

4. **Medicaid identification** – Some clients must carry Medicaid identification with them in order to receive transportation services. Parents and guardians are hesitant to give original documents to disabled family members out for fear that the documents will be lost or stolen, which results in public transportation not being used.
5. **Restriction of buses and vans to turn around in residential driveways** – Buses and vans are not authorized to turn around in, or back down driveways. Those with mobility issues or otherwise have the inability to walk to the end of their driveway will be limited from accessing transportation services, even if transportation is available.
6. **Assistance for those with mobility issues** – Both City Bus and DCPT permit no more than four shopping bags per person; often, there is no help getting on or off a bus for people carrying packages.
7. **Promotion of proximity to transit** – People who are in the market for a home or apartment need to know how close public transit is to a listing. This information would be helpful to have up-front and in a searchable format.

Gaps in Service

In addition to the above transportation needs, the Coordinated Plan identified two gaps in existing transportation services:

1. **Limited hours and days of service** – Currently, there are no overnight hours after bus service stops running.

Passengers who take a bus to work may not be able to return home if their shift ends after 11:00 pm. In addition, Sunday hours are not offered.

2. **Limited routes** – Bus transportation is limited to major transportation corridors, with limited access on County and local roads.

Duplication of Services

Our review of existing transportation services did not reveal any strict duplication in service. While there are volunteer driver programs and public transportations systems that cover the same geographic areas, they do not provide the same service, or duplicate service. In fact, the agencies and individuals alike have cited capacity issues: lack of available drivers, lack of service/vehicles, and request for more frequent service – all indicating that more service is needed.

It is anticipated that transportation services for individuals with cognitive disabilities will undergo some degree of change which has yet to be determined. The Olmstead Decision will have the effect of decentralizing residences in favor of (individual) apartments. Naturally, the provision for public transportation is more easily achieved if residential uses occur along transportation corridors, but this cannot be guaranteed. In addition, even if individuals are located along a bus route, other considerations may result in the need for specialized transportation. The future may reveal that some form of specialized bus transport may still be needed.

5. Coordinated Strategies & Priorities

This Coordinated Plan recommends ways for human service agencies, transportation providers, and public transit operators to address the transportation needs outlined in Chapter 4. As applicable, this Coordinated Plan incorporates strategies and recommendations and strategies from the 2008 Plan.

Capital

1. Purchase new vehicles with preference given for vehicles with wheelchair positions.
2. Purchase replacement vehicles.
3. Fund preventative maintenance activities such as replacement of worn brakes and tires and oil changes.
4. Purchase bus stop shelters and benches as requested or as needed to facilitate use of transit.
5. Purchase fuel for use by human service agencies through a joint bid or contract to reduce costs, which could include the use of County fuel purchasing contracts and assistance by Dutchess County.
6. Construct additional sidewalks and ADA accessible ramps or other necessary equipment to facilitate the use of public transit at key destinations and activity centers.
7. Purchase automated announcer systems for buses to aid in communicating next stop information.
8. Purchase/develop Intelligent Transportation System (ITS) software and applications to assist in accessing transit schedules and making trips.
2. Structure new Dial-A-Ride service with regular, predetermined destinations to allow users to plan trips accordingly.
3. Support transportation services for specialized medical care for patients who require life-sustaining frequent treatment such as chemotherapy and dialysis, which require frequent medical trips.
4. Expand DCPT point-deviated service and paratransit to one mile or more if deemed operationally feasible.
5. Explore fuel reimbursement for volunteer drivers with preference for those that are outside of bus routes or provide feeder or door-through-door service.
6. Provide systematic reviews of existing bus routes, including an examination for potential service expansions and route modifications. Reviews should be conducted on a regular basis to suggest ways to increase system efficiency and increase ridership, and should be accomplished as part of a transit subcommittee of the PDCTC.
7. Provide more public transportation in the evening and weekend hours on DCPT Routes A and B, and add service on Sundays.
8. Support operational cost saving measures by human service agencies and transportation providers to include, but not be limited, to group insurance and centralized maintenance of vehicles.
9. Recruit paid and volunteer drivers for human service agencies and public/quasi-public agencies.
10. Investigate the provision of shared vehicles among human service agencies, including the grouping and sharing of trips by agency or agency type.

Operations

1. Encourage all communities to participate in the County's Dial-A-Ride program.

11. Assist individuals who have Limited English Proficiency in accessing transportation services.

Mobility Management

1. Employ a mobility manager at DCPT to assist with scheduling transportation, educating clients on how to access and ride transit services, and acting as a central dispatch office for interested human service agencies.
2. Upgrade 511NY data with the current DCPT and City of Poughkeepsie bus schedules to enable greater accessibility of public transit schedules.
3. Assess the interest in identifying a human service agency or transportation provider that is willing to host a central LISTSERV, if deemed valuable by human service agencies.
4. Purchase scheduling software for interested human service agencies to coordinate trips between clients and volunteer drivers.
5. Increase the marketing of transportation services by public transit agencies and human service agencies.
6. Investigate the provision for group discounts/shared rides for human service agency clients that use taxi service.

Policy and Education

1. Form a subcommittee of the PDCTC, that includes representatives of human service agencies and transportation providers that becomes well-versed in the transportation issues of the elderly and disabled, that meets periodically (2-3 times per year), and brings relevant items to the technical committee for discussion.

2. Provide travel training and develop and distribute travel training materials. Training should be provided by DCPT, the City of Poughkeepsie, and human service agencies.
3. Notify agencies of FTA Section 5310 funding opportunities.
4. Attend periodic human service agency meetings in order to identify and understand the transportation needs of human service agencies and their clients to be brought back to the PDCTC subcommittee on Transit (see Policy and Education Strategy #1).
5. Ensure that public transit information is accessible to people with disabilities and the elderly. This would pertain to both printed materials and on-line information.

Conclusion

Human service agencies provide a critical role in providing transportation to their clients. Oftentimes, this service bridges the gap that standard public bus service simply cannot fill. In doing so, it allows people to age in place, as well as provides a safe way for people with special needs to be accommodated so that they may reach their necessary destinations.

The PDCTC expects to see an increase in the need for specialized transportation services in the near future due to the aging of our population and, for some members of our disabled population, a gradual move from centralized housing and work locations to independent living and competitive jobs. We will continue to interact and exchange ideas with human service agencies and transportation providers to better understand local transportation needs and offer solutions when possible.

Appendix A (Survey)

2014 POUGHKEEPSIE-DUTCHESS COUNTY COORDINATED PUBLIC TRANSIT HUMAN-SERVICES...

This survey is intended to inform the 2013 Coordinated Public Transit Human Services Transportation Plan for the Poughkeepsie-Dutchess County Transportation Council. The plan seeks to identify the transportation needs of the elderly and disabled.

There are many ways to get from one place to another, and there are many groups and agencies that help us get there. Some of us rely on friends or family, ride public transit, reserve a ride on a specially-equipped van, or use a taxi to get to where we need to go. The aim of this survey is to learn more about the current system, and to see if we can suggest ways to make it better.

We appreciate your time in taking this survey.

All answers are provided for informational purposes only and are not shared with any other agency, except as part of the aggregate and anonymous data reports and analyses.

If you have any questions about the survey or how to complete it, please contact Jennifer Coccozza at 845-486-3600 or jcoccozza@dutchessny.gov. Completed surveys are to December 27, 2013.

1. Which of the following populations do you represent (check all that apply)?

- | | |
|---|---|
| <input type="checkbox"/> Disabled | <input type="checkbox"/> Seniors (ages 60+) |
| <input type="checkbox"/> Low-income | <input type="checkbox"/> Veterans |
| <input type="checkbox"/> Children (ages 12 and under) | <input type="checkbox"/> General Public |
| <input type="checkbox"/> Adolescents (ages 13-17) | <input type="checkbox"/> Seeking employment/education |
| <input type="checkbox"/> Adults (ages 18-59) | |

Other (please specify)

2. Please indicate the type of transportation you utilize (check all that apply).

- Fixed route bus service (defined routes and fixed schedules)
- Demand Response (Dial-A-Ride, Taxi, or other as needed)
- Volunteers drive me to my destinations
- Agency van
- I drive my own vehicle
- My family drives me
- Walk

Other (please specify)

3. How many different places do you visit on weekdays (Monday-Friday)?

4. How many different places do you visit on the weekend (Saturday and Sunday)?

5. What areas within Dutchess County do you need to travel to most, for trips such as medical appointments, shopping, or visiting friends or relatives (check all that apply)?

- | | | |
|--|--|--|
| <input type="checkbox"/> City of Beacon | <input type="checkbox"/> Town of Milan | <input type="checkbox"/> Town of Wappinger |
| <input type="checkbox"/> City of Poughkeepsie | <input type="checkbox"/> Town of North East | <input type="checkbox"/> Town of Washington |
| <input type="checkbox"/> Town of Amenia | <input type="checkbox"/> Town of Pawling | <input type="checkbox"/> Village of Fishkill |
| <input type="checkbox"/> Town of Beekman | <input type="checkbox"/> Town of Pine Plains | <input type="checkbox"/> Village of Millbrook |
| <input type="checkbox"/> Town of Clinton | <input type="checkbox"/> Town of Pleasant Valley | <input type="checkbox"/> Village of Millerton |
| <input type="checkbox"/> Town of Dover | <input type="checkbox"/> Town of Poughkeepsie | <input type="checkbox"/> Village of Pawling |
| <input type="checkbox"/> Town of East Fishkill | <input type="checkbox"/> Town of Red Hook | <input type="checkbox"/> Village of Red Hook |
| <input type="checkbox"/> Town of Fishkill | <input type="checkbox"/> Town of Rhinebeck | <input type="checkbox"/> Village of Rhinebeck |
| <input type="checkbox"/> Town of Hyde Park | <input type="checkbox"/> Town of Stanford | <input type="checkbox"/> Village of Tivoli |
| <input type="checkbox"/> Town of LaGrange | <input type="checkbox"/> Town of Union Vale | <input type="checkbox"/> Village of Wappingers Falls |

6. In the average month, how many visits do you make to:

- A doctor's office or other medical appointment
- Shops and stores (please count each store separately)
- Recreational/Social visits or programs (friends, family, organizations)
- Other personal appointments (lawyer, business meeting, etc.)

7. Do you need to travel to places outside of Dutchess County? If yes, please indicate (check all that apply).

- No - All my destinations are in Dutchess County
- Yes - Ulster County, Kingston area
- Yes - Ulster County, Highland area
- Yes - Orange County, Newburgh area
- Yes - Orange County, Middletown area
- Yes - Sharon, CT
- Yes - Putnam County
- Yes (please specify below)

Please specify other destination

8. What is the primary purpose of your trips outside of Dutchess County?

- Doctor/Medical
- Shopping
- Personal
- Recreational / Social
- I rarely travel outside of Dutchess County

9. In what City, Town, or Village do you live?

- | | | |
|---|---|---|
| <input type="radio"/> City of Beacon | <input type="radio"/> Town of Milan | <input type="radio"/> Town of Wappinger |
| <input type="radio"/> City of Poughkeepsie | <input type="radio"/> Town of North East | <input type="radio"/> Town of Washington |
| <input type="radio"/> Town of Amenia | <input type="radio"/> Town of Pawling | <input type="radio"/> Village of Fishkill |
| <input type="radio"/> Town of Beekman | <input type="radio"/> Town of Pine Plains | <input type="radio"/> Village of Millbrook |
| <input type="radio"/> Town of Clinton | <input type="radio"/> Town of Pleasant Valley | <input type="radio"/> Village of Millerton |
| <input type="radio"/> Town of Dover | <input type="radio"/> Town of Poughkeepsie | <input type="radio"/> Village of Pawling |
| <input type="radio"/> Town of East Fishkill | <input type="radio"/> Town of Red Hook | <input type="radio"/> Village of Red Hook |
| <input type="radio"/> Town of Fishkill | <input type="radio"/> Town of Rhinebeck | <input type="radio"/> Village of Rhinebeck |
| <input type="radio"/> Town of Hyde Park | <input type="radio"/> Town of Stanford | <input type="radio"/> Village of Tivoli |
| <input type="radio"/> Town of LaGrange | <input type="radio"/> Town of Union Vale | <input type="radio"/> Village of Wappingers Falls |

10. Is the vehicle that transports you equipped to handle your needs? If not, please suggest ways to improve the vehicle in the space provided below.

- Yes - the vehicle meets my needs
- No - please tell us how the vehicle could be improved in the space provided below

Suggested improvement:

11. Is there anywhere you wish to travel that your transport vehicle can not or will not take you?

- No - My transportation service takes me everywhere I wish to go
- Yes - please describe below

Be as specific as possible:

THANK YOU! Your responses will help us answer some important questions regarding transportation needs in Dutchess County.

12. If you would like to add additional comments, please do so below.

13. If you would like to provide your contact information for possible future follow-up, please provide your email address or telephone number below:

14. If you would like to receive emails regarding upcoming meetings, news, reports, and other topics that we think you may be interested in please enter your email address below. We usually send out 1-2 emails a month. Our email list is not shared with those outside of the PDCTC.

For additional questions or comments, please contact:
Jennifer Cocozza, Senior Planner
Poughkeepsie-Dutchess County Transportation Council
27 High Street, 2nd Floor
Poughkeepsie, NY 12601
Ph: 845-486-3600
Email: jcocozza@dutchessny.gov

Concilio de Transporte del Condado de Dutchess y

2014 Coordinada de Servicios Humanos del Plan de Transporte de Tránsito Público

Esta encuesta tiene por objeto informar a la Coordinada de Servicios Humano del Plan de Transporte de Tránsito Público 2013 para el Concilio de Transporte del Condado de Dutchess y Poughkeepsie. El plan busca identificar las necesidades de transporte de las personas de la tercera edad, los discapacitados, y las personas con ingresos limitados.

Hay muchas formas de viajar de un lado a otro y hay muchos grupos y agencias que ayudan a lograrlo. Algunos de nosotros dependemos de amigos o familiares, tomamos el transporte público, reservamos un paseo en una camioneta especialmente equipada, e utilizamos un taxi para llegar a donde tenemos que ir. El objetivo de este estudio es aprender más sobre el sistema actual y para ver si podemos sugerir maneras de hacerlo mejor.

Apreciamos su tiempo en participar en esta encuesta.

Todas las respuestas son proporcionadas sólo con fines informativos y no serán compartida con ninguna otra agencia excepto como parte de los informes y análisis de datos agregados y anónimos.

Si usted tiene alguna pregunta acerca de la encuesta o sobre como completarla, por favor póngase en contacto con Jennifer Cocozza al 845-486-3600 o jjcocozza@dutchess.ny.gov . las encuestas completadas son hasta el 27 de diciembre de 2013.

1. ¿Cuál de las siguientes poblaciones representa usted (marque todo lo que corresponda)?

- | | |
|---|--|
| <input type="checkbox"/> discapacitado | <input type="checkbox"/> Personas de la tercera edad (edades 60 +) |
| <input type="checkbox"/> De bajos ingresos | <input type="checkbox"/> Veteranos |
| <input type="checkbox"/> Niños (menores de 12 años) | <input type="checkbox"/> público en general |
| <input type="checkbox"/> Adolescentes (13-17 años) | <input type="checkbox"/> Busco empleo / educación |
| <input type="checkbox"/> Adultos (18-59) | |

Otros (especificar)

Concilio de Transporte del Condado de Dutchess y

2. Por favor, indique el tipo de transporte que usted utiliza (marque todas las que correspondan).

- Servicio de autobús de ruta fija (rutas definidas y horarios fijos)
- Respuesta a la demanda (Dial-A-Ride, Taxi, u otro según sea necesario)
- Voluntarios me conducen a mis destinos
- camioneta de Agencia
- Conduzco mi propio vehículo
- Mi familia me da transporte
- caminar

Otros (especificar)

3. ¿Cuántos lugares diferentes visita durante los días laborales (lunes - viernes)?

4. ¿Cuántos lugares diferentes visita en el fin de semana (sábado y domingo)?

5. ¿Qué áreas en el condado de Dutchess se necesitan para viajar a la mayoría, para los viajes, tales como citas médicas, ir de compras o visitar a los amigos o familiares (marque todo lo que corresponda)?

- | | | |
|--|--|--|
| <input type="checkbox"/> Ciudad de Beacon | <input type="checkbox"/> Pueblo de Milán | <input type="checkbox"/> Pueblo de Wappinger |
| <input type="checkbox"/> Ciudad de Poughkeepsie | <input type="checkbox"/> Pueblo de North East | <input type="checkbox"/> Pueblo de Washington |
| <input type="checkbox"/> Pueblo de Amenia | <input type="checkbox"/> Pueblo de Pawling | <input type="checkbox"/> Aldea de Fishkill |
| <input type="checkbox"/> Pueblo de Beekman | <input type="checkbox"/> Pueblo de Pine Plains | <input type="checkbox"/> Aldea de Millbrook |
| <input type="checkbox"/> Pueblo de Clinton | <input type="checkbox"/> Pueblo de Pleasant Valley | <input type="checkbox"/> Aldea de Millerton |
| <input type="checkbox"/> Pueblo de Dover | <input type="checkbox"/> Pueblo de Poughkeepsie | <input type="checkbox"/> Aldea de Pawling |
| <input type="checkbox"/> Pueblo de East Fishkill | <input type="checkbox"/> Pueblo de Red Hook | <input type="checkbox"/> Aldea de Red Hook |
| <input type="checkbox"/> Pueblo de Fishkill | <input type="checkbox"/> Pueblo de Rhinebeck | <input type="checkbox"/> Aldea de Rhinebeck |
| <input type="checkbox"/> Pueblo de Hyde Park | <input type="checkbox"/> Pueblo de Stanford | <input type="checkbox"/> Aldea de Tivoli |
| <input type="checkbox"/> Pueblo de LaGrange | <input type="checkbox"/> Pueblo de Union Vale | <input type="checkbox"/> Aldea de Wappingers Falls |

Otros (especificar)

Concilio de Transporte del Condado de Dutchess y

6. En el mes promedio, ¿cuántas visitas Cómo se hace para:

- La oficina de un doctor u otra cita con el médico
- Tiendas y comercios (por favor, cuente cada tienda por separado)
- Visitas recreativas/sociales o programas (amigos, familiares, organizaciones)
- Otras citas personales (abogado, reunión de negocios, etc)

7. ¿Necesita viajar a lugares fuera del condado de Dutchess? En caso afirmativo, por favor indique (marque todas las que correspondan).

- No - Todos mis destinos están en el condado de Dutchess
- Sí - Condado de Ulster, área de Kingston
- Sí - Condado de Ulster, área de Highland
- Sí - Condado de Orange, área de Newburgh
- Sí - Condado de Orange, zona de Middletown
- Sí - Sharon, CT
- Sí - condado de Putnam
- Sí (sírvase especificar más abajo)

Por favor, especifique otro destino

8. ¿Cuál es el objetivo principal de sus viajes fuera del condado de Dutchess?

- Médico / médica
- compras
- personal
- Recreativo / Social
- Yo rara vez viajo fuera del Condado de Dutchess

Concilio de Transporte del Condado de Dutchess y

9. ¿En qué ciudad, pueblo o aldea vive usted?

- | | | |
|---|---|---|
| <input type="radio"/> Ciudad de Beacon | <input type="radio"/> Pueblo de Milán | <input type="radio"/> Pueblo de Wappinger |
| <input type="radio"/> Ciudad de Poughkeepsie | <input type="radio"/> Pueblo de North East | <input type="radio"/> Pueblo de Washington |
| <input type="radio"/> Pueblo de Amenia | <input type="radio"/> Pueblo de Pawling | <input type="radio"/> Aldea de Fishkill |
| <input type="radio"/> Pueblo de Beekman | <input type="radio"/> Pueblo de Pine Plains | <input type="radio"/> Aldea de Millbrook |
| <input type="radio"/> Pueblo de Clinton | <input type="radio"/> Pueblo de Pleasant Valley | <input type="radio"/> Aldea de Millerton |
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| <input type="radio"/> Pueblo de LaGrange | <input type="radio"/> Pueblo de Union Vale | <input type="radio"/> Aldea de Wappingers Falls |

10. Es el vehículo que transporta a usted preparado para manejar sus necesidades? Si no es así, sugerir formas de mejorar el vehículo en el cuadro a continuación.

- Sí - el vehículo se ajuste a mis necesidades
- No - por favor díganos cómo se podría mejorar el vehículo

Mejora i ento sugeride:

11. ¿Hay algún lugar que deseas viajar que su vehículo de transporte no puede o no tomar?

- No - Mi servicio de transporte me lleva a todos lados que quiero ir
- Sí - por favor describa abajo

Sea lo más específico posible:

¡GRACIAS! Sus respuestas nos ayudarán a responder a algunas preguntas importantes con respecto a las necesidades de transporte en el condado de Dutchess.

Concilio de Transporte del Condado de Dutchess y

12. Si usted desea agregar comentarios adicionales, puede hacerlo a continuación.

13. Si desea proporcionar su información de contacto para posibles futuros seguimientos, por favor escriba su dirección de correo electrónico o número telefónico a continuación:

14. Si usted desea recibir mensajes de correo electrónico con respecto a las próximas reuniones, noticias, informes, u otros temas que cree que puede estar interesado, por favor, introduzca su dirección de correo electrónico. Enviamos generalmente 1-2 correos electrónicos al mes. Nuestra lista de correo electrónico no es compartida con los que están fuera del PDCTC.

Si tiene preguntas o comentarios, por favor póngase en contacto con:

Jennifer Cocozza, Senior Planner

Consejo de Transporte del Condado de Poughkeepsie-Dutchess

27 High Street, 2nd Floor

Poughkeepsie, NY 12601

Ph: 845-486-3600

Email: jcocozza@dutchessny.gov