



Ulster County Human Services Transportation Plan

September 2024





Ulster County Human Services Transportation Plan (HSTP)

Prepared for:

Ulster County Transportation Council
September 2024

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Contents

Section 1: Introduction and Policy Overview	1
Background	1
Forward-Thinking HSTPs	4
Section 2: Existing Transportation Services	6
Public Transit Systems	7
Human Services Agencies and Non-Profit Programs	10
Vehicle Fleets	12
Long Distance Bus and Rail Providers	13
Other Providers	13
Section 3: Existing Community Conditions and Public Engagement Activities	14
Demographics	15
Population Analysis	15
Communities with a Higher Propensity for Transit Utilization	17
Travel Patterns of Older Adults	28
Community Engagement Activities	34
Section 4: Needs Identification	36
Section 5: Strategy Development, Prioritization, and Evaluation	42
Identified Strategies	42
Prioritization Criteria and Evaluation Instructions	46
High Priority	47
Moderate Priority	48
Lower Priority	49
Mobility Coordination Committee	53
Mobility Manager	54
Transportation Guide	55
Driver Training	56
Microtransit	58
Appendix A: TAC Membership	60
Appendix B: TAC Meeting Presentations	62
Appendix C: Community Survey Findings Tech Memo	125
Appendix D: Agency/Community Interview Meeting Summaries	141

Title VI Policy Statement

The Ulster County Transportation Council (UCTC) is committed to ensuring that no person is excluded from participation in or denied the benefits of its metropolitan transportation planning process based on race, color, national origin, sex, age, disability, or economic status, as protected by Title VI of the Civil Rights Act of 1964 and related statutes and regulations. You may request additional information by contacting UCTC or reviewing the UCTC Title VI Plan.

Section 1: Introduction and Policy Overview

This report documents the 2024 Ulster County Human Services Transportation Plan (HSTP) developed for the Ulster County Transportation Council (UCTC), the Metropolitan Planning Organization (MPO) for the Kingston Urbanized area, and a portion of the Poughkeepsie-Newburgh Transportation Management Area (TMA).

The report is organized into the following chapters:

Section 1 provides background information and an overview of the purpose and goals of the plan.

Section 2 provides an inventory of current transportation services in the region, focusing on public transit and human service transportation providers, who are critical participants in the coordinated transportation planning process.

Section 3 assesses transportation needs in the region by examining current demographics and stakeholder feedback. It includes quantitative data (U.S. Census and American Community Survey) and qualitative data (input on needs from outreach participants and agency interviews).

Section 4 analyzes the supply and demand for transportation in the area to identify needs. The needs are then organized into actionable items and described.

Section 5 presents potential strategies to address each identified need and documents the prioritization process undertaken with stakeholders.

Section 6 of the report details a comprehensive set of recommendations and an implementation blueprint outlining the investment needs and time frames across various horizon years.

Appendix A lists the members of the UCTC Technical Advisory Committee (TAC).

Appendix B provides the summary findings from the agency interviews.

Appendix C summarizes the findings from the public survey.

Appendix D provides the summary findings from the community listening sessions and the public open house.

Background

The Ulster County Human Services Transportation Plan was developed to address the needs of individuals with disabilities and seniors with enhanced mobility needs. As a recipient of funding under the Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program, this document is required as a means of strategy development and prioritization that identifies the needs of those target populations within Ulster County. This requirement was put forth under the Safe Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA-LU), signed into law on August 10, 2005, and re-authorized under the Infrastructure Investment and Jobs Act (IIJA) on November 15, 2021. The requirements for procedures and spending under the Section 5310 Program have remained the same since the publication of the most recent circulars.

The Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program (5310) is a federal grant program overseen by the Federal Transit Administration (FTA) to improve mobility for seniors and individuals with disabilities. The 5310 program requires funding recipients to develop a Coordinated Human Services Transportation Plan (Coordinated Plan), which is developed with human services transportation operators and clients. Projects must be directly included in the Coordinated Plan or must address a stated need or strategy included in the plan to be eligible for funding.

The New York State Department of Transportation (NYSDOT) administers the program in New York. It allocates funding to large (over 200,000 people), small (50,000-200,000 people), and rural (fewer than 50,000 people) urbanized areas based on the size of the focus populations in those communities.

The 5310 program provides capital and operating funds for several expenses, further divided into “traditional” or “enhanced” projects. Eligible project types and the category for each are:

- Public transportation projects are planned, designed, and carried out to meet the unique needs of seniors and individuals with disabilities when traditional public transportation is insufficient, inappropriate, or unavailable.
- Public transportation projects that exceed the requirements of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101 et seq.) – enhanced.
- Public transportation projects that improve access to fixed-route service and decrease reliance on complementary paratransit – enhanced.
- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation – enhanced.

A minimum of 55% of 5310 funds must be spent on traditional projects, and up to 45% can be used for enhanced projects. The NYSDOT 5310 grant application further categorizes the activities

into vehicle purchase, other capital purchase, mobility management, and operating assistance.

Table 1.1 provides more information about the eligible projects within each category.

Grantees must supply a local share match for each program – 20% for capital and mobility management projects and 50% for operating assistance.

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

- Private non-profit corporations (traditional and enhanced projects),
- Public agencies where no private non-profits are readily available to provide the proposed service (traditional projects),
- Public agencies that the State has approved to coordinate services (traditional projects),
- All public agencies and operators of public transportation services (enhanced projects) and
- Indian Tribal Governments (traditional and enhanced projects).¹

About \$32 million will be allocated for the current (2024) 5310 funding solicitation in New York. Based on the federal formulas for 5310 funding allocation, the New York Metropolitan Area will receive \$20.3 million, large and small urban areas \$6.4 million and \$2.6 million, respectively, and another \$2.7 million distributed to rural areas. For UCTC, 5310 funds were available in the 2024 solicitation, totaling \$269,258²; operators carrying out service within the portion of the Poughkeepsie-Newburgh TMA are also eligible to apply for UCA 89 shares totaling \$966,305 in 2024. To distribute 5310 funds, NYSDOT solicits applications bi-annually and provides technical assistance and support to grant applicants by providing online webinars and the opportunity to review pre-applications with NYSDOT staff; UCTC staff participates on a regional review team to rate and rank applications; the team consists of TMA MPOs for Dutchess and Orange Counties, as well as NYSDOT staff.

¹ <https://www.dot.ny.gov/divisions/policy-and-strategy/public-transportation/specialized-transportation/5310/section%205310-application-material>

² <https://www.dot.ny.gov/divisions/policy-and-strategy/public-transportation/specialized-transportation/5310/section%205310-application-material>

Table 1.1 Project Type Summary

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

Source: <https://www.dot.ny.gov/divisions/policy-and-strategy/public-trans-respository/2023%202024%20FTA%205310%20Program%20Guidance%20FINAL.pdf>

Forward-Thinking HSTPs

In the changing landscape of public transportation, more forward-thinking human service transportation plans are implementing novel strategies to improve service delivery and close mobility gaps without expanding traditional bus fleets. These modern approaches primarily concern improving mobility for seniors and people with disabilities, who frequently face significant transportation barriers.

As consumer expectations shift toward more immediate, on-demand services like those provided by companies such as Uber, public transportation is also changing. Incorporating new technologies enables a reimagining of how mobility services can be delivered via fixed-route systems and flexible paratransit options. These advancements are critical because they address broader needs and preferences, making transportation services more accessible and user-friendly.

The 5310 program's funding encourages the development of innovative approaches by allowing for the investment of new technologies and flexible service options. This is about more than just implementing new technology; it is about strategically deploying these tools to improve the effectiveness of transportation services. Transit agencies can use technology to develop more efficient routing systems, implement real-time tracking and communication, and offer on-demand transportation options, resulting in significantly shorter wait times and better overall user experiences.

These technological solutions benefit seniors and people with disabilities, giving them more autonomy and mobility options. They ensure that these people can receive transportation services tailored to their specific needs, improving their access to essential medical care, shopping, and social engagements.

Projects identified through this process, like other programs and grants, can be prioritized for funding through formula funds or enhancement programs if they align with established objectives. Programs

funded under 5310 must serve specific populations but can also be expanded as part of a more considerable coordination effort. This expansion allows 5310 programs to be used to seed mobility pilot projects, combining existing funding with new competitive grants to generate novel opportunities.

The funding sources that have been matched are high-level and competitive. Beyond traditional funding programs such as 5307, 5310, and 5311, the FTA and DOT have implemented competitive funding programs via the IIJA. These programs are intended to meet changing needs, particularly for transportation-disadvantaged populations frequently served by 5310-supported services.

These competitive programs receive 80% of their capital expenses from federal sources, including technology to support microtransit and flexible operations. This structure strongly supports developing and implementing innovative transportation solutions tailored to the needs of individual communities.

Table 1.2 provides a sampling of funding programs that may be available to Ulster County and provides a summary of program requirements.

This update to the Human Services Transportation Plan (HSTP) creates a significant opportunity for Ulster County and inspires a vision for reimagined 5310 programming and projects. This vision extends beyond improving mobility for seniors and people with disabilities; it envisions a future in which these improvements improve overall mobility throughout Ulster County, transforming how we move.

Although unsuccessful, UCTC's previous experience with a grant application to the New York State Energy Research and Development Authority (NYSERDA) for a microtransit project serves as a solid foundation for future endeavors. Microtransit, known for its flexibility and on-demand nature, was designed to supplement transportation options in areas underserved by traditional fixed-route services. This initiative demonstrates how technology has the potential to transform public transportation by improving service coordination, increasing real-time communication with customers, and simplifying administrative processes.

Table 1.2 Example Funding Programs

NAME	MAX GRANT VALUE	PURPOSE	ELIGIBLE RECIPIENTS	CURRENT FUNDING PERIOD	LOCAL MATCH
Innovative Coordinated Access and Mobility (ICAM)	\$4 M	to improve access to public transportation by building partnerships among health, transportation, and other service providers.	Designated recipients, states and local governmental authorities, private nonprofit organizations, operators of public transportation	Annually through 2026	20%
Enhancing Mobility Innovation	\$4 M	mobility for all – safe, reliable, equitable, and accessible services that support complete trips for all travelers. The program promotes technology projects that focus on the passenger experience and encourage people to get on board, such as integrated fare payment systems and user-friendly software for demand-response public transportation.	Providers of public transportation, Private for-profit and not-for-profit organizations, State, city or local government entities, Institutions of higher education	Annually through 2026	
NYSERDA Clean Mobility Program	\$100,000-\$3M	Program designed enhance access to public transportation and promote zero-emission, shared mobility options, particularly in under-served communities. The program operates in two phases: Planning and Demonstration. The Planning Phase, supported by up to \$100,000 per project, focuses on community needs assessments and mobility planning, while the Demonstration Phase, with up to \$3,000,000 per project, aims to implement the planned solutions.	Local governments, transit operators, community-based organizations, and local employers located in New York State.	2024	Does not require local match funding. NYSERDA will cover 100%

The lessons learned from the NYSERDA grant process were invaluable. They will guide future mobility improvements, particularly regarding how technology can be the foundation for innovative transportation solutions. 5310 funds technologies that support on-demand services, modernize call centers and empower mobility managers. These technologies can significantly improve the responsiveness and usability of transportation networks.

Furthermore, UCTC's current evaluation and system redesign of Ulster County Area Transit (UCAT) services is timely. This project offers a platform for reimagining what public transportation and mobility

might look like. By combining 5307 and 5310 funds for technology upgrades, UCTC can better allocate funds based on estimated usage, resulting in a more efficient and comprehensive service network.

This HSTP plan update provides a unique opportunity to shift from incremental improvements to a more comprehensive, integrated approach to system enhancement. With a strategic focus on technology and innovative service models such as microtransit, UCTC is well-positioned to lead a transformative shift in transportation service delivery that will benefit all Ulster County residents.



UCAT Fixed Route Bus

Section 2: Existing Transportation Services

This chapter of the Ulster County Human Services Transportation Plan summarizes the existing transportation services that serve Ulster County and organizations and programs that help those in need by covering the cost of transportation. The “family of transportation services” in Ulster County is provided by public transit systems, human service agencies/non-profit programs, and other private providers such as taxis or Transportation Network Companies (TNCs) like Uber or Lyft.

This family of transportation services is considered the “supply” side of mobility, which works in conjunction with the “demand” side, which will be discussed in Section 3.

Table 2.1 UCAT Fixed Routes

ROUTES	GEOGRAPHY SERVED	SERVICE HOURS	
		WEEKDAY	WEEKEND
Blue Route	Uptown and Downtown Kingston	6:30 a.m. to 8:30 p.m.; every 60 minutes	Saturday; 8:00 a.m. to 6:00 p.m.; every 90 minutes
CL Route	High Falls, Rosendale, New Paltz	5:20 a.m. to 8:30 p.m.; varying headways	No weekend service
EU	Ellenville, Napanoch, Stone Ridge, Kingston, SUNY Ulster	6:20 a.m. to 10:30 p.m.; every 60-120 minutes	Saturday; 7:50 a.m. to 6:05 p.m.; every 2-3 hours
KS	Kingston, Tech City, Saugerties	5:20 a.m. to 10:55 p.m.; every 60-120 minutes	Saturday; 7:50 a.m. to 6:00 p.m.; every 2-3 hours
KPL	Kingston, Highland, Poughkeepsie	5:20 a.m. to 9:15 p.m.; every 2-3 hours	Saturdays, Sundays; 7:45 a.m. to 6:30 p.m.; every 2-3 hours
Mall Loop	Town of Ulster Shopping Centers	8:40 a.m. to 5:15 p.m.; every 60 minutes	No weekend service
New Paltz Loop	SUNY New Paltz, New Paltz Shopping Centers	7:10 a.m. to 10:00 p.m.; every 30 minutes	Saturdays, Sundays; 7:50 a.m. to 6:20 p.m.; every 30-90 minutes
UPL	Rosendale, New Paltz, Highland, Poughkeepsie	5:15 a.m. to 10:40 p.m.; every 60-120 minutes	Saturdays, Sundays; 7:40 a.m. to 6:45 p.m.; varying headways
X Route	New Paltz, Plattekill, Newburgh	5:50 a.m. to 8:45 p.m.; varying headways	No weekend service
Yellow Route	Kingston, Port Ewen	6:30 a.m. to 8:30 p.m.; varying headways	Saturday; 8:00 a.m. to 5:45 p.m.; every 60 minutes
Z Route	Kingston, Woodstock, Phoenicia, Pine Hill	5:00 a.m. to 8:40 p.m.; varying headways	Saturday; 7:20 a.m. to 5:40 p.m.; every 1-3 hours
Rural Route*	Various Rural Locations	8:30 a.m. to 12:30 p.m.; 9:00 a.m. start on Monday	No weekend service

*Rural route provides shopping rides for various rural locations per **Table 2.2**

Public Transit Systems

Ulster County Area Transit (UCAT) provides the only public transit services in Ulster County. Connections are available to Newburgh, Orange County, and Poughkeepsie, where additional public transit services are available.

Ulster County Area Transit (UCAT)

Ulster County Area Transit (UCAT) is the backbone of public transportation in Ulster County, offering a diverse range of transit alternatives customized to the community's requirements. UCAT provides fixed-route bus services connecting significant

urban, suburban, and rural parts of the county, allowing access to jobs, education, healthcare, and recreational activities. UCAT also provides paratransit services to people with disabilities. In addition to its regular routes, UCAT operates a Senior Transportation Program and a rural shopping shuttle. Headquartered in Kingston, UCAT's service area includes approximately 350 square miles with connections in Kingston, Saugerties, New Paltz, Ellenville, Highland, Newburgh, Port Ewen, and various rural communities of Ulster County.

Fixed-Route Services

UCAT operates 14 fixed bus routes, including local routes serving urban areas, routes connecting rural areas to urban areas, and shuttle services providing connections with recreational and commercial areas of interest. **Table 2.1** lists UCAT's fixed routes with the general service area and operating hours.

<i>Table 2.2 Rural Route Service Areas by Days of the Week</i>				
MONDAY 9:00 A.M. TO 12:30 P.M.	TUESDAY 8:30 A.M. TO 12:30 P.M.	WEDNESDAY 8:30 A.M. TO 12:30 P.M.	THURSDAY 8:30 A.M. TO 12:30 P.M.	FRIDAY 8:30 A.M. TO 12:30 P.M.
Pine Hill	Bearsville	Marlboro	Gardiner	Kingston
Big Indian	Willow	Highland	Clintondale	Saugerties
Shandaken	Woodstock	Esopus	New Paltz	Lake Katrine
Phoenicia	West Hurley	Ulster Park	Tillson	
Mt. Tremper		Port Ewen	Rosendale	
Boiceville			High Falls	
West Shokan				
Shokan				

UCAT’s fixed routes make connections at several key facilities and transfer points in Ulster County, including:

- Rosendale Park & Ride, 1056 NY-32, is located off of SR 213 near Rondout Creek in Rosendale. This facility is served by UCAT, Trailways of New York, and allows for carpool parking. Amenities include a sheltered waiting area with restrooms and 60 parking spaces.
- Highland Park & Ride is located off of SR 299 in Highland. UCAT serves this facility and allows for carpool parking. Amenities include a sheltered waiting area and parking spaces for 90 vehicles.
- Poughkeepsie Metro-North Railroad Station, 41 Main Street, is located off of N Water Street in Poughkeepsie. This facility is served by UCAT, Dutchess County Public Transit, Short Line Bus, Leprechaun Lines, Amtrak, Metro-North, and Zipcar Carshare. Amenities include restrooms, public phones, sheltered waiting areas, bike racks/lockers, and parking spaces for 1,123 vehicles.
- Poughkeepsie Financial Plaza Parking Deck is at 41 Civic Center Plaza in Poughkeepsie. UCAT and Dutchess County Public Transit serve this facility. Amenities include sheltered waiting areas and parking spaces for 186 vehicles.

UCAT fixed-route services currently operate at no fare.

Fixed-route buses are accessible to people with disabilities, can accommodate passengers using mobility devices, and are equipped with bike racks.

In 2022, 287,045 passenger trips were provided on UCAT fixed routes.





UCAT Rural Route Bus, Z Route in Pine Hill, NY

Paratransit Services

Ulster County Area Transit's Paratransit Service offers pre-scheduled shared-ride demand-response transportation for those unable to use fixed route services due to a handicap. The application process for this service is decided by each individual's functional capacity to ride fixed-route services. Paratransit service is available up to $\frac{3}{4}$ mile from local fixed routes on weekdays during the same hours as fixed-route service. On weekdays, rides can be scheduled between 8:00 a.m. and 4:00 p.m. Service can be scheduled the day before and up to seven days before the day of travel, while same-day requests may be handled if space permits.

Paratransit rides typically cost \$3 one-way or \$4 for trips beyond the $\frac{3}{4}$ mile radius and up to 1.5 miles

outside the fixed-route service. However, at the time of this document's publication, UCAT has waived fares for all rides on its system and utilizes county funds to cover the rider cost under its "free fare" system. Riders who make regular travels can set up a subscription to avoid having to book each trip separately. Subscription services are intended for travels that follow a consistent pattern in origin, destination, time, and days of the week. Once a subscription is created, there is no need for any additional arrangements unless the rider's travel requirements change. However, it is crucial to know that repeated no-shows for subscription services may result in suspension or cancellation of the subscription.

In 2022, UCAT's Paratransit service transported 6,743 passengers.

Human Services Agencies and Non-Profit Programs

This section includes descriptions of services provided by human services agencies and non-profit programs operating partially or entirely within Ulster County.

Ulster County Veterans Services Agency

Ulster County Veterans Services Agency supports veterans and their families in obtaining medical, disability, pension, and education benefits from the US Department of Veterans Affairs and the NYS Department of Veterans Affairs. Services are available to all veterans and their families throughout the County.

UCVSA provides daily transportation from Kingston to the VA Medical Center in Albany. As part of that service, veterans in the Ellenville and Boiceville corridors are collected at designated pickup points to accommodate the scheduled route. They also provide on-demand and pre-scheduled services to dialysis, other healthcare provider appointments, and other life-supporting destinations.

All UCVSA services are scheduled at least one day in advance and are available 24 hours per day.

Ulster County Office for the Aging

The Ulster County Office for the Aging serves all Ulster County seniors aged 60 and older, providing access to transportation services through several contracts and partnerships. The Office for the Aging contracts with UCAT for one full-time vehicle and operator for the Senior Transportation Program. Trips to medical services and scheduled shopping trips are available pre-scheduled. Riders must be 60 or older and registered with the Office for the Aging to reserve a ride. Passengers can reserve two round trips to medical appointments and one weekly trip for shopping.

Vehicles are ADA accessible, and senior service transportation is operated curb to curb. The Office for the Aging frequently services the mall area in the Town of Ulster, SUNY Ulster in Stone Ridge, Kingston Plaza, the Ulster County Department of Social Services, and SUNY New Paltz.

Furthermore, the Office for the Aging oversees the Neighbor-to-Neighbor program in Ulster County. The program helps seniors by providing free transportation to medical appointments, grocery shopping, and other necessary errands. The service is a volunteer-based program that depends on volunteers' willingness to offer their personal vehicles to transport seniors. The Neighbor-to-Neighbor program explicitly connects volunteers with community members who need transportation. This service is critical for those who are unable to drive due to age, disability, or financial constraints, as it allows them to attend medical appointments, pick up groceries, and access other necessary services. Currently, the Neighbor-to-Neighbor volunteer program has 16 volunteers. It specializes in transportation to non-emergency medical appointments and needs, shopping assistance, in-home mental health services, and online/phone support.

Gateway Industries

Gateway Industries is a not-for-profit organization dedicated to serving individuals with disabilities by providing them with vocational training and employment opportunities. An essential part of its support system is offering transportation services designed to ensure all participants can access its programs and workplaces without barriers. Transportation services are available on fixed routes from 6:30 a.m. to 4:30 p.m. on weekdays, transporting pre-scheduled program clients to defined services and supported employment. The fees for this service are proportionate to the distance of

the trip. Gateway also offers an on-demand service 24 hours per day, seven days per week, for their residential facilities and programs. These services must be scheduled 48 hours in advance. Fleet vehicles are not wheelchair-accessible, and UCAT is contracted for trips that require wheelchair access.

The Arc Mid-Hudson

The Arc Mid-Hudson is a not-for-profit organization supporting individuals with intellectual and developmental disabilities and their families throughout Ulster, Greene, and Putnam Counties. Among its comprehensive services, The ARC offers specialized transportation services tailored to meet the unique needs of its clientele. This essential service ensures that individuals can access The ARC's programs, medical appointments, educational opportunities, and community activities. Designed to enhance independence and facilitate participation in daily life, The ARC's transportation services are a lifeline for many families and individuals, providing them with the means to engage fully in their communities. The Arc offers fifteen (15) fixed routes and demand-response services for clients who access Arc programs and services. People living at Arc residential facilities also provide transportation services for individual needs and access to day programs. Vehicles provide services from 6:00 a.m. to 10:00 a.m. and from 2:00 p.m. to 6:00 p.m., Monday through Friday. Trips must be scheduled at least 24 hours in advance.

Family of Woodstock

Family of Woodstock is a human services agency focused on crisis prevention services, including a network of shelters, childcare programs, and case management services. The agency runs six shelter programs, where shelter staff may transport clients to appointments. Agency staff also frequently transport clients using staff-owned vehicles. On an as-needed basis, volunteers may also provide transportation. Available transportation services are designed to assist individuals and families lacking personal or public transportation access. The program

primarily aims to support older adults, the disabled, those facing financial hardships, and residents in areas underserved by public transit. Typical trips include transportation to medical appointments, job opportunities, educational institutions, essential shopping excursions, and access to social services. Top destinations include Walmart, Ulster County Department of Social Services, Kingston Plaza, and shopping destinations in the Town of Ulster.

Jewish Family Services

Jewish Family Services of Ulster County (JFSUC) is a non-profit organization that provides a wide range of social services to the community, including vital transportation services for seniors via their Volunteer Assistance Program. Volunteers, who are trained and supervised, provide rides to seniors for medical appointments, grocery shopping, and other essential errands. This assistance enables seniors to access critical appointments and life activities, maintain independence, and reduce social isolation. In addition, the program offers friendly visiting and calling services, which can help with transportation needs. JFSUC also works with other community initiatives, such as the Office for the Aging's Neighbor-to-Neighbor program, to provide comprehensive support to seniors in the region.

RUPCO (Rural Ulster Preservation Company)

RUPCO (Rural Ulster Preservation Company) is a not-for-profit organization that has significantly impacted Ulster County, New York, through various community and housing services, including targeted transportation solutions. While RUPCO is widely recognized for its efforts in affordable housing and community development, it also addresses the critical need for accessible transportation among the residents it serves. This includes providing transportation assistance to low-income individuals, seniors, and those with disabilities, facilitating access to essential healthcare, employment opportunities, and social services. RUPCO's transportation program is designed to enhance mobility, reduce isolation, and support the

Table 2.3 Transportation Provider Fleets

PROVIDER	FLEET SIZE (TOTAL VEHICLES)	GENERAL VE- HICLE TYPE	ADA ACCE- SIBILITY	VOLUNTEER DRIVERS/ VEHICLES?	SERVICE TYPE
UCAT Fixed Route	30	35-Foot Transit Vehicle, (40-person capacity)	Yes	No	Public Fixed Route
UCAT Demand Response	6	35-foot transit vehicle (40-person capacity)	Yes	No	Public Demand Response
UCAT Paratransit	5	5 Vans	Yes	No	Paratransit
Veterans Service Agency	6	1 Minibus	Yes	No	Eligibility specific demand-re- sponsive and volunteer driver reservation service
		2 Cutaways	Yes		
		2 Sedans	No		
Office for the Aging	0			No	Eligibility specific demand-re- sponsive reservation service
Gateway Industries	25	12 Vans	Yes	No	Eligibility specific demand-re- sponsive reservation service
		7 Minivans	No		
		6 Sedans	No		
The Arc	17	10-15 Passenger Vans	Yes	Yes	Eligibility specific demand-re- sponsive reservation service
		5 Cutaways			
		2 Minivans			
		1 Transit Connect			
Family of Woodstock	6			Yes	Eligibility specific demand-re- sponsive reservation service
Jewish Family Services	16	Sedans	No	Yes	Eligibility specific demand-re- sponsive reservation service
RUPCO	4	1 L Duty	Minivan has lift	No	Eligibility specific demand-re- sponsive reservation service
		1 Minivan			
		2 Sedans			
Catskill Neighbors	0	Personal vehicles	None	Yes	Eligibility specific demand-re- sponsive reservation service

independence of vulnerable community members, thereby contributing to Ulster County communities' overall well-being and sustainability. Transportation services are available via shuttle services between RUPCO-owned properties and housing units throughout Ulster, Greene, and Orange County.

Catskill Neighbors

Catskill Neighbors is a not-for-profit organization primarily focused on providing accessible transportation services to its community members in the Catskill areas. This organization recognizes the vital need for reliable transport to enhance residents' quality of life, particularly those elderly, disabled, or financially disadvantaged. They offer volunteer driver rides to medical appointments, grocery stores, and

other essential services throughout Ulster County. Catskill Neighbors is dedicated to ensuring that all community members have the means to access necessary care and resources. Their mission is centered on fostering independence, promoting inclusivity, and enhancing the mobility of every individual they serve, thereby strengthening the communal fabric of Ulster County through the power of connection and support.

Vehicle Fleets

A transportation service provider's fleet composition explains an agency's ability to transport clients needing service. **Table 2.3** describes each agency's fleet size and composition

Long Distance Bus and Rail Providers

Greyhound

Greyhound Lines operates intercity bus transportation throughout the county, stopping in Allaben, Bearsville, Bid Indian, Bloomington, Highmount, Kingston, Lake Hill, Mount Tremper, New Paltz, Phoenicia, Quarryville, Rosendale, Saugerties, Shady, Shandaken, Tillson, West Hurley, Willow, and Woodstock. Greyhound's services center around Kingston and New Paltz and provide strategic connectivity for travelers.

Adirondack Trailways Bus

Adirondack Trailways provides bus service to several communities and towns within Ulster County. Kingston and New Paltz serve as central hubs for Adirondack Trailways services and offer connections to destinations within New York State and beyond. Additional services are available along significant corridors and serve communities such as Shokan, Boiceville, Phoenicia, Big Indian, Pine Hill along NY SR-28, and Rosendale and Saugerties along NY SR-32.

Other Providers

Taxis

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

- Accord-Kerhonkson, based in Accord
- Woodstock Transportation & Taxi, based in Woodstock
- Woodstock Car Service, based in Woodstock
- Rhinecliff Annandale Red Hook Taxis Service, based in Kingston
- Abe's Taxi Service, based in Ellenville

Transportation Network Companies

Transportation network companies are ride-hailing services that match individual drivers operating their personal vehicles for payment with people seeking rides through a smartphone technology interface such as Lyft or Uber.



Section 3: Existing Community Conditions and Public Engagement Activities

Needs for specialized transportation services in Ulster County were identified by reviewing demographics and travel patterns compared to available services and through an extensive engagement program consisting of agency interviews, small-group community listening sessions, a public open house, and a community survey. This section of the Ulster County Human Services Transportation Plan presents the findings related to transportation needs from each of the above activities. It concludes with a summary of unmet needs.

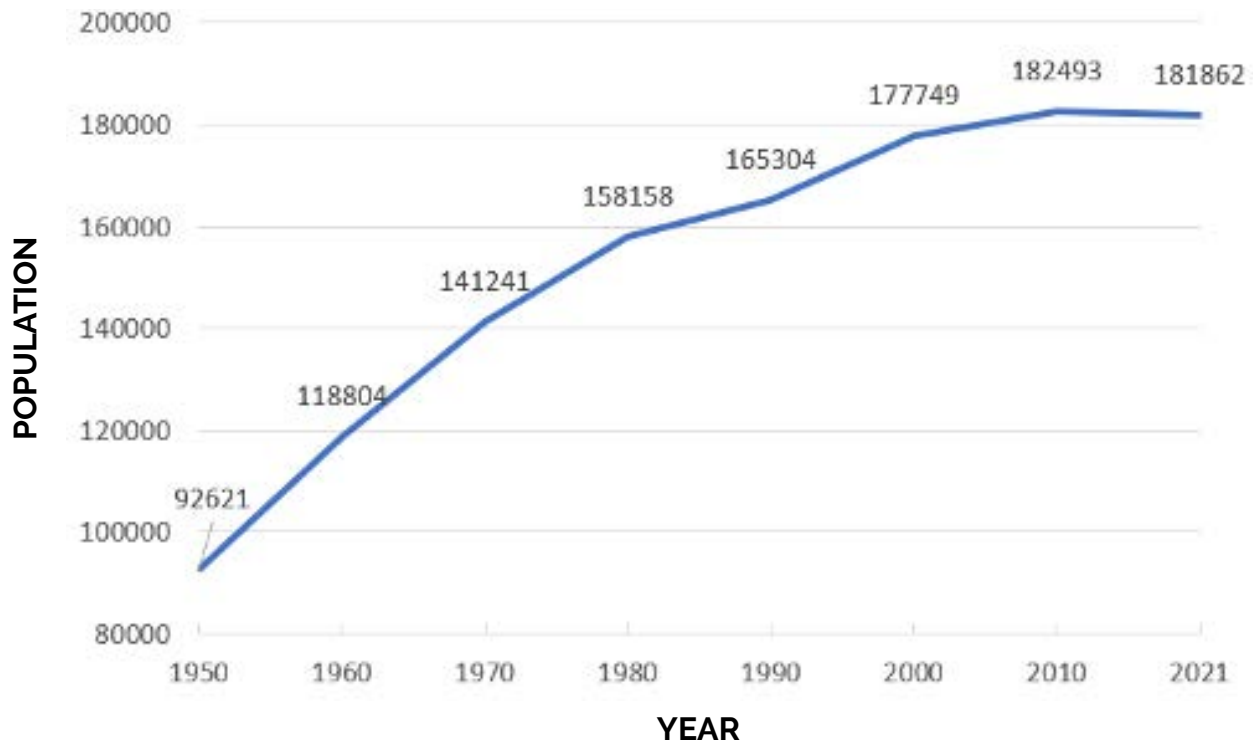


Figure 3.1 Population in Ulster County

Note: 10-year counts per U.S. Census data. 2021 count per ACS 5-year estimates.

Demographics

This section analyzes current and future population trends in Ulster County for this planning effort and the demographics of population groups that often depend on transportation options beyond an automobile. Data sources for this analysis include the 2020 U.S. Census and the American Community Survey (ACS) 2021 5-year estimates.

This demographic analysis and input from regional stakeholders and others through the outreach activities provide a broad transportation needs assessment. This assessment can develop strategies to meet identified needs, expand mobility, and generate recommendations to improve regional coordination.

Population Analysis

This section examines the current population and population density in Ulster County and discusses population projections for the region.

Total Population

Figure 3.1 shows the U.S. Census population counts for Ulster County from 1950 to 2020. Ulster County has mostly increased each decade since 1950 but at a decreasing growth rate. Between 1950 and 1980, Ulster County's population grew by 71%, but after 1980, growth slowed dramatically. Between 1980 and 2010, the population grew only 15%. The change from 2010 to 2021 marks the first decrease in population from 182,493 to 181,862.

Ulster County is moderately populated, with approximately 182,000 people over 1,161 square miles. Generally, the county is rural but contains a series of small communities. The County's 21 towns and cities range from the City of Kingston, with 23,972 people, to the Town of Hardenburgh, with 111 residents. In addition, the county has three villages contained within a larger town: Ellenville in Wawarsing and New Paltz and Saugerties, which are contained within towns of the same name.

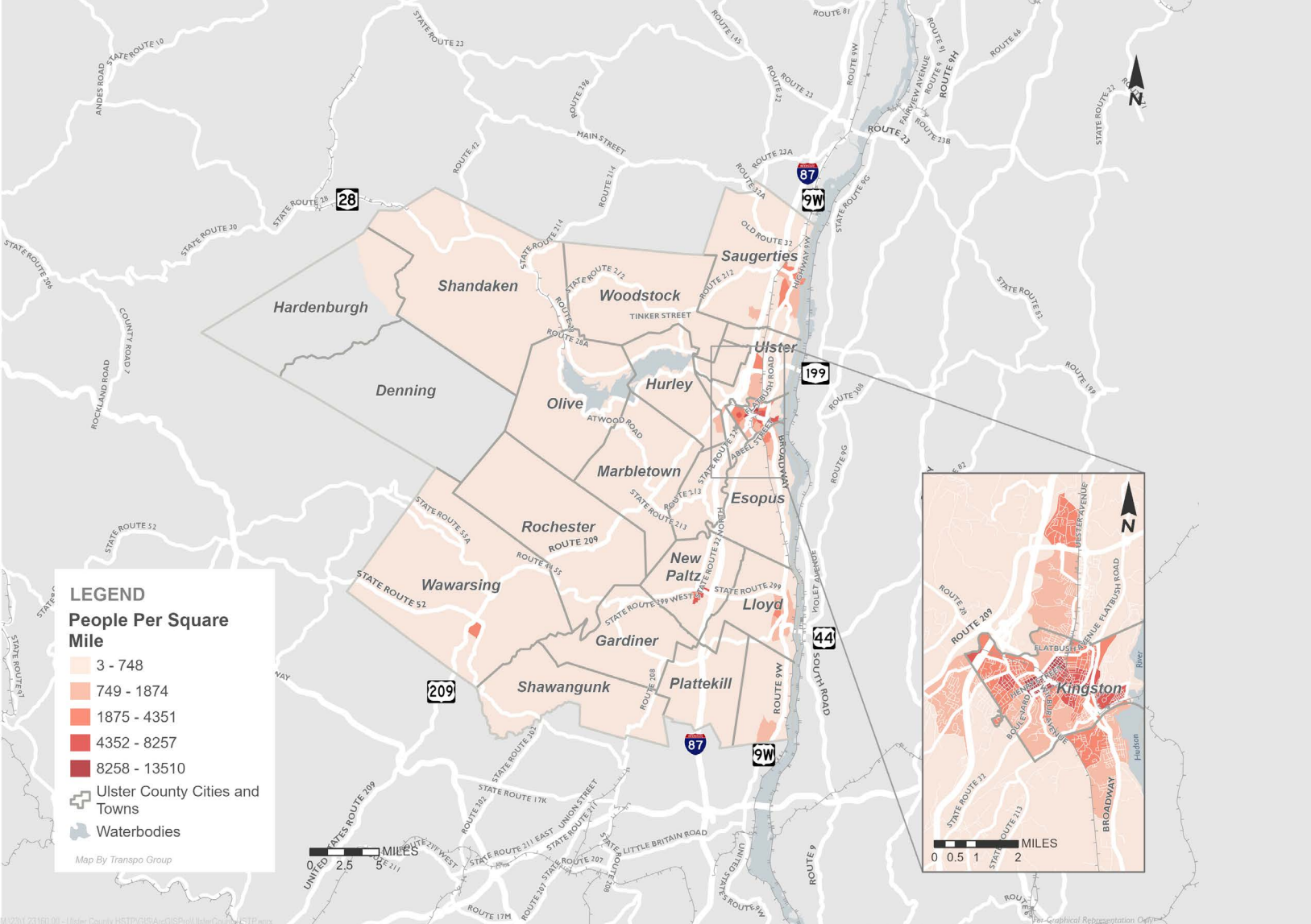


Figure 3.2 Ulster County Persons per Square Mile by Block Group

Population Density

Population density is critical when determining a community's most appropriate transportation mode. It often indicates the type of feasible public transit services within a study area. Typically, an area with a density of 1,000 persons per square mile will sustain some form of daily fixed-route transit service. An area with a population density below 1,000 persons per square mile may be a better candidate for some form of fixed-scheduled or demand-response services.

Figure 2 shows the region's population density at the census block group level. As shown in **Figure 3.2**, the

largest population centers in Ulster County are found in the City of Kingston and the towns of Saugerties, New Paltz, Shawangunk, and Wawarsing. These five municipalities represent approximately 46 percent of the county's population. The more densely populated areas tend to be towards the east of the county near the Hudson River and proximate to Interstate 87, while areas in the west, such as Denning, Hardenburgh, and Shandaken, have relatively low population densities and are more representative of a rural environment.

Population Forecast

Recent future forecasts for the region anticipate low population growth and perhaps even a population decrease. **Figure 3.3** shows that population estimates for Ulster County vary widely depending on the source. Older estimates show a steadily increasing trend, while newer estimates show a decreasing trend.

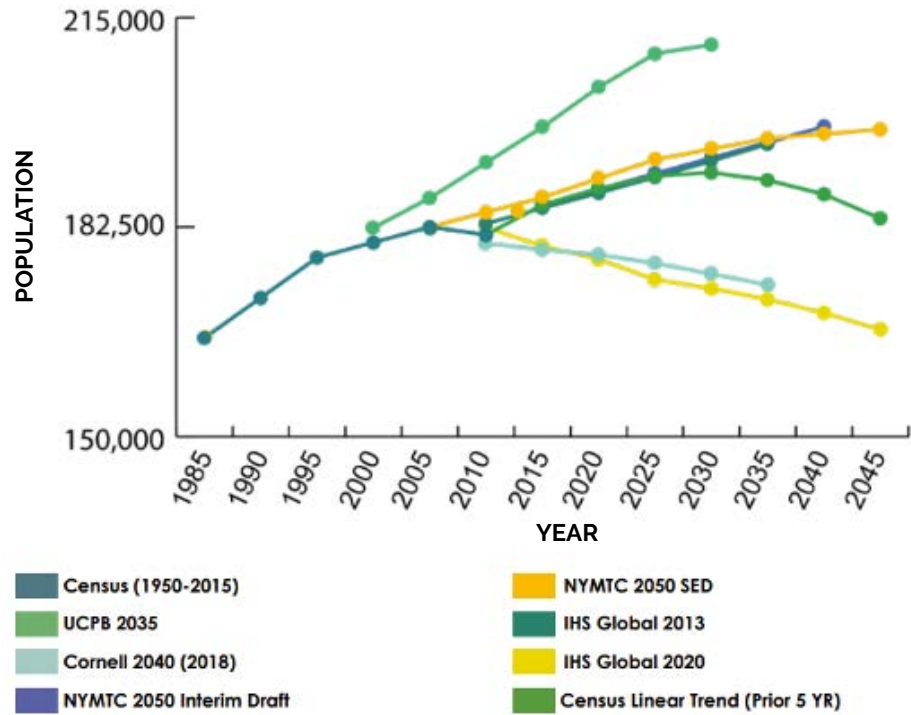


Figure 3.3 Ulster County Population Projections

Source: Ulster County Long Range Transportation Plan 2045, 2020

Communities with a Higher Propensity for Transit Utilization

Public transportation needs are partly defined by identifying the relative size and location of those segments within the general population that are most likely to depend on transit services. The following population groups are considered more likely to be transit-dependent and are described in this section:

- Populations 65 years and older
- Disabled populations
- People living without access to an automobile
- Veterans
- People with limited English proficiency (LEP)
- People living in households below the poverty line

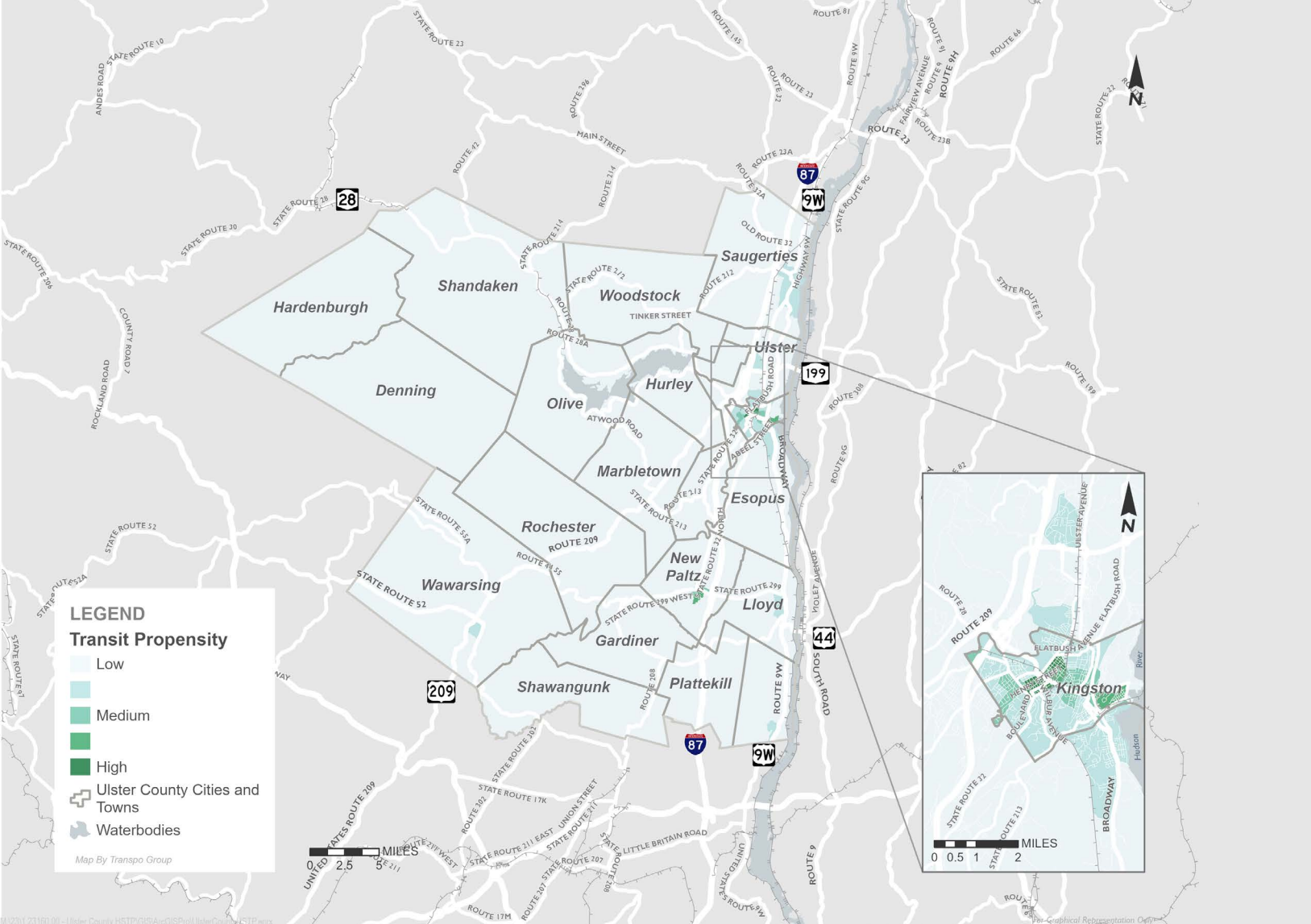


Figure 3.4 Ulster County Transit Propensity

Transit Propensity

Transit propensity is an index used to understand how likely the population in an area is to use transit services. It is calculated based on a set of demographic characteristics that influence ridership. These characteristics include population density, total employment, the number of households without access to a car, and the number of service sector jobs within the census block group. **Figure 3.4** displays the overall transit propensity for Ulster County by census block group.

Block groups with high scores have populations where factors that affect transit needs and access

are compounded, such that a large portion of the population needs transit. Conversely, block groups with low scores may still have individuals or groups with transit needs, but more is needed to make up a significant share of the population.

The transit propensity index shows that Ulster County generally has a low level of expected transit ridership in its more rural and western areas. However, pockets of high transit propensity exist in the more densely populated areas, such as the City of Kingston. Other areas with notable levels of transit propensity include Lloyd, New Paltz, and Saugerties.

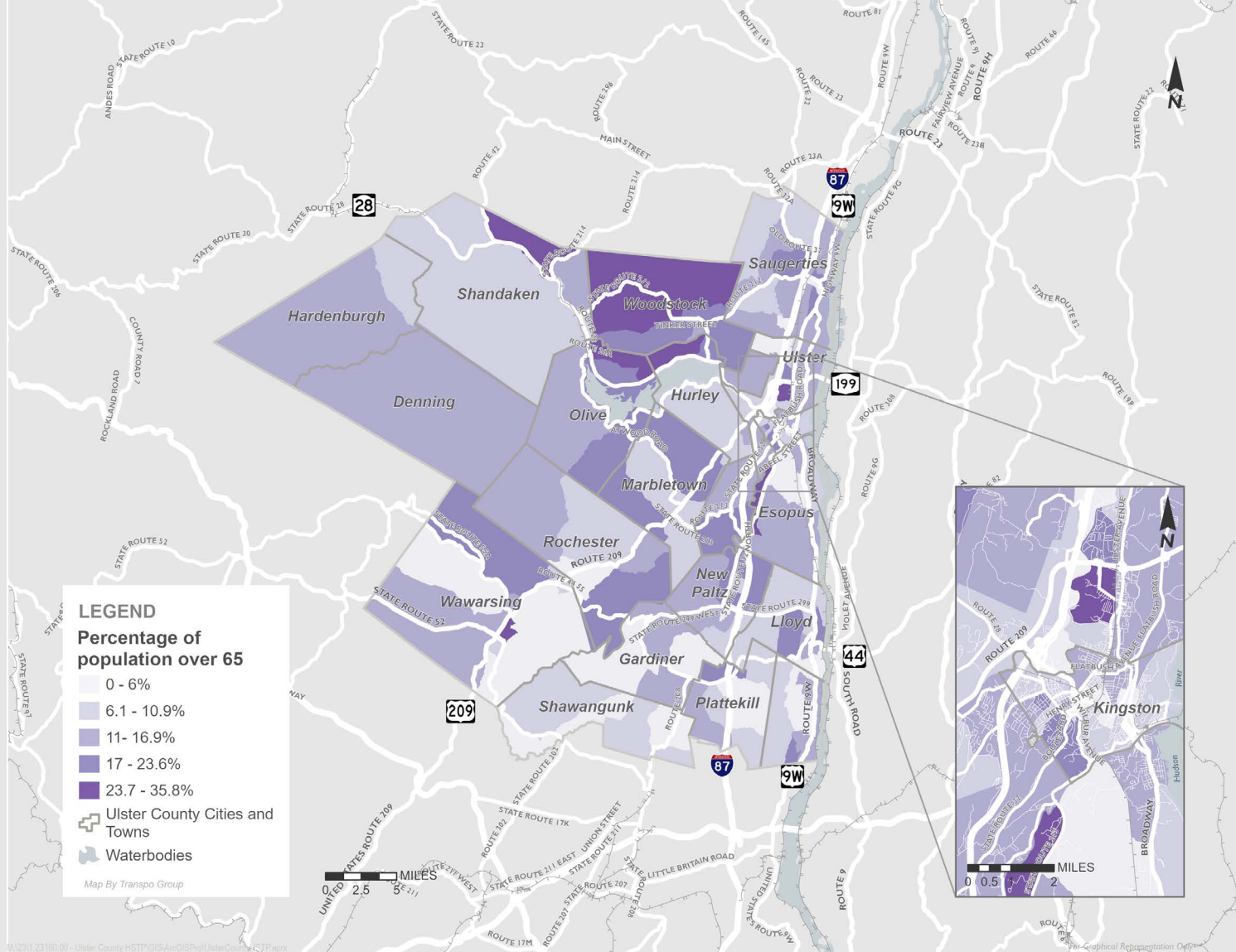


Figure 3.5 Ulster County Older Adults

Senior Adult Population

One of the socioeconomic groups that is more likely to be transit-dependent is the senior adult population, which consists of individuals ages 65 and older. Persons in this age group may begin to decrease their use of personal vehicles and rely more heavily on public transit. On average, Ulster County's population of individuals 65 and over makes up 20 percent of the total population. **Figure 3.5** shows the relative percentage

of seniors in the study area. In general, rural areas of the county have a higher percentage of seniors than areas within the cities. Even so, there are still notable concentrations of seniors within Kingston, Saugerties, and New Paltz. This is consistent with many rural areas in America, where populations in non-urbanized areas are seeing a trend of rapid aging in the demographic makeup of their communities.

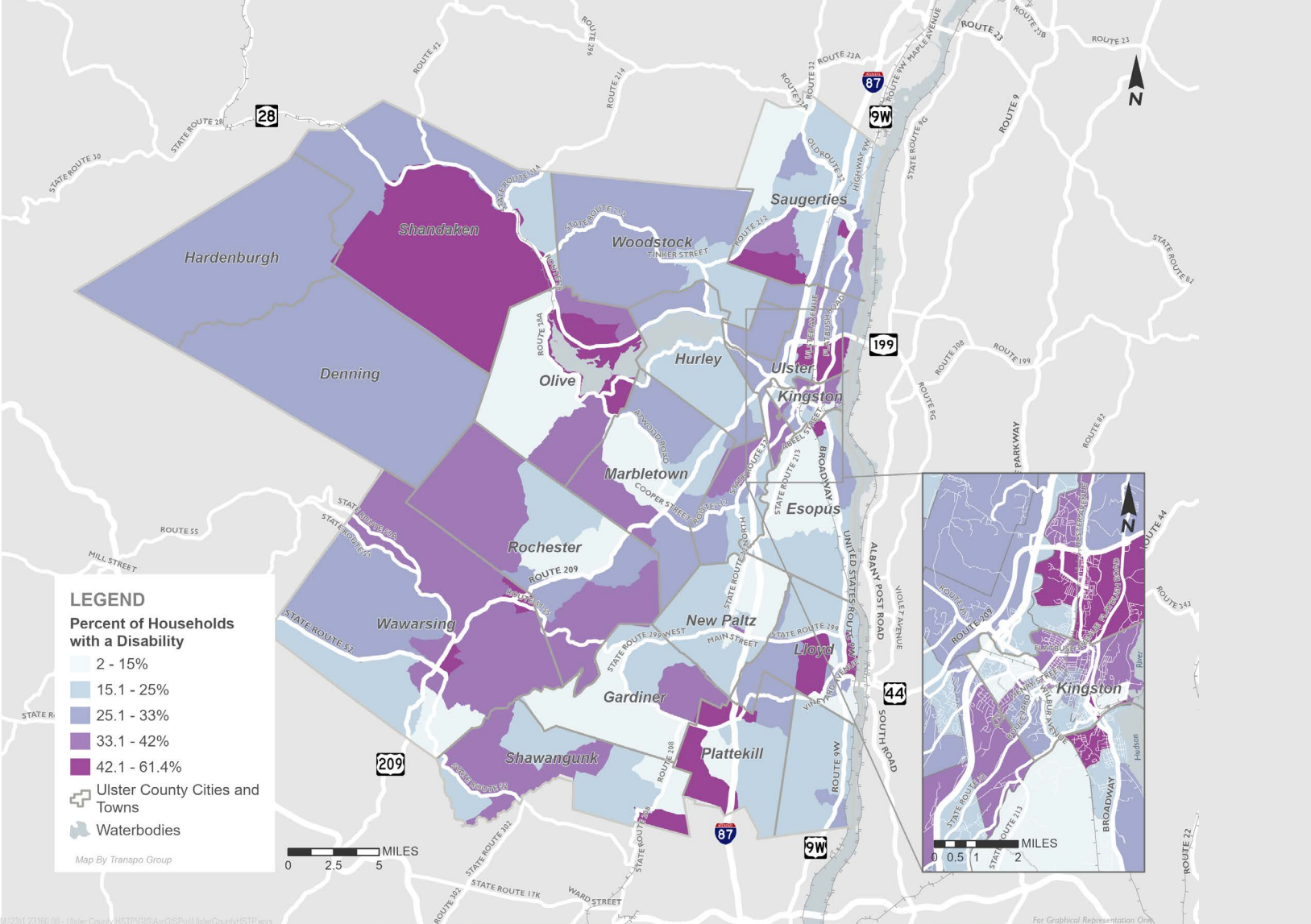


Figure 3.6 Ulster County Disabled Population

Individuals with Disabilities

Figure 3.6 illustrates the percentage of households with individuals with disabilities in the study area. People with disabilities that prevent them from owning or making it more challenging to own and operate a personal vehicle often rely on public transit for their transportation needs. Areas with high or very high percentages of households with disabilities are distributed throughout the county. There are large clusters in the county's more urban areas and more dispersed areas in the county's rural areas.

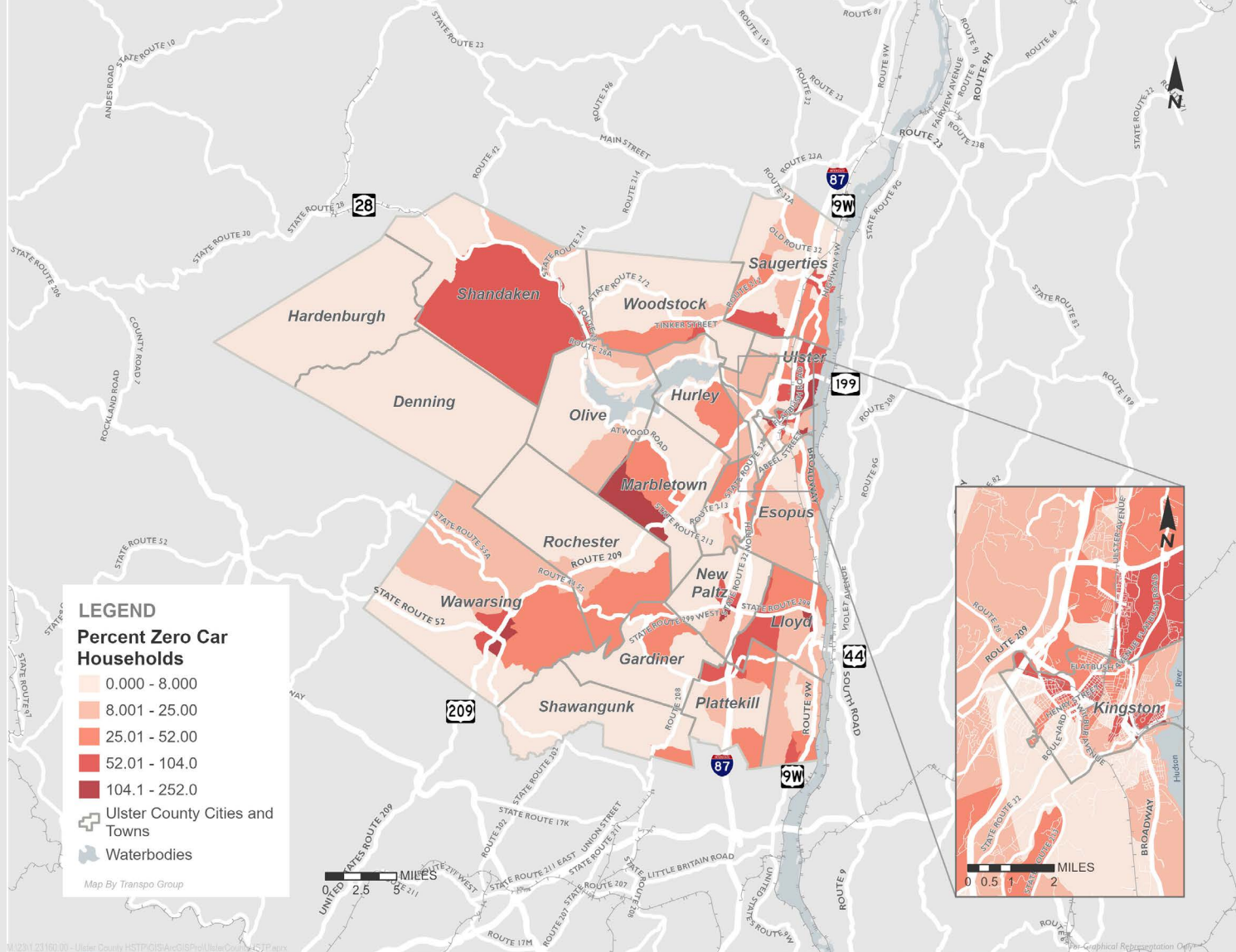


Figure 3.7 Ulster County Zero Vehicle Households

Vehicle Access

Households without at least one personal vehicle are more likely to use public transit for mobility. Displaying this segment of the population is essential since most land uses in the study area are at distances too far for non-motorized travel. **Figures 3.7 and 3.8** display the relative percentage of households with no access to a vehicle and access to a single vehicle, respectively.

Within Ulster County, the largest concentrations of people living in households without access to a vehicle are found in the Cities of Kingston and New Paltz, Saugerties, Ulster, and Wawarsing. These five municipalities represent 66 percent of the county's zero-vehicle households. Approximately 25 percent of all zero-vehicle households are located exclusively in the City of Kingston, even though only 13 percent are in Kingston.

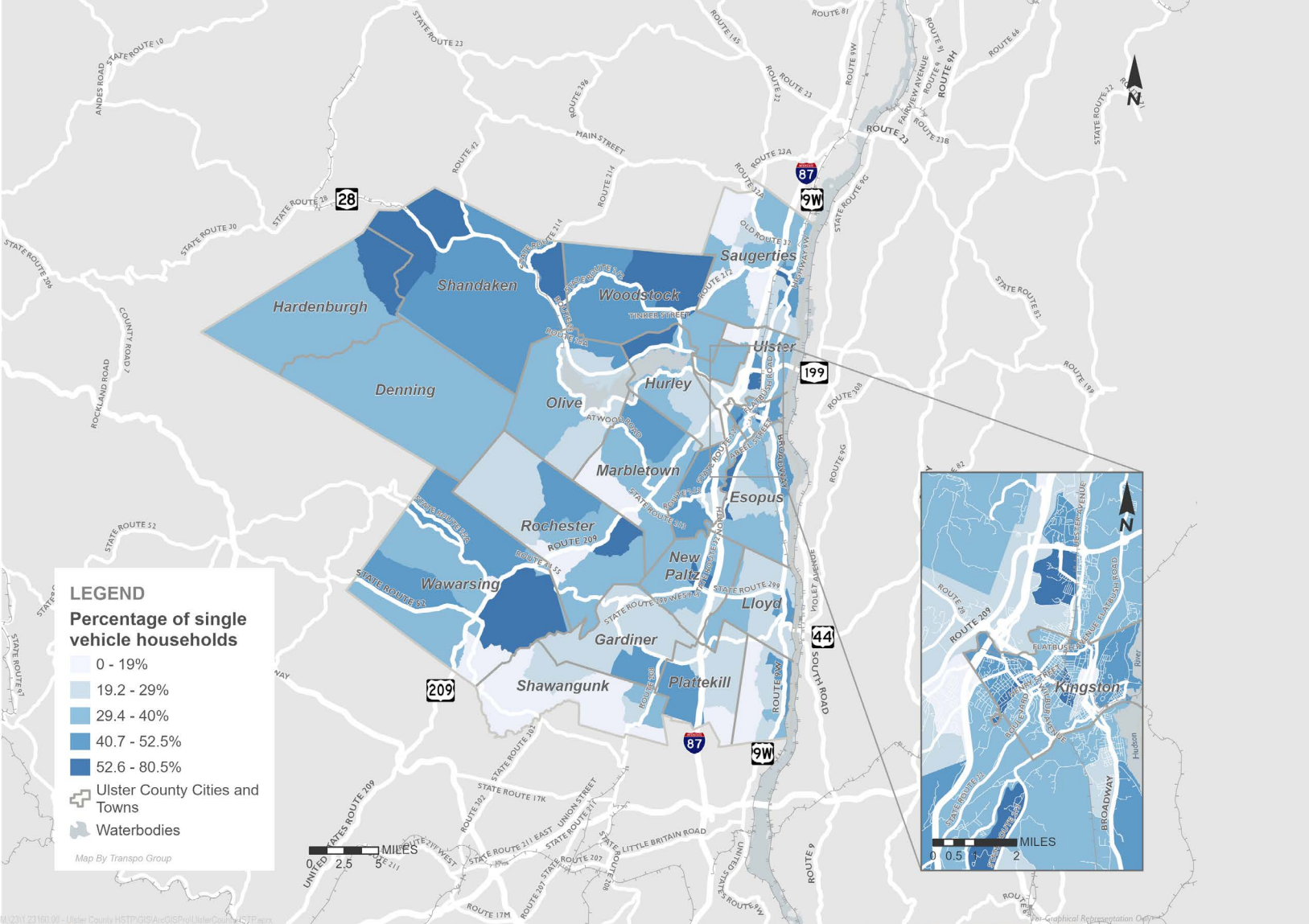


Figure 3.8 Single-Vehicle Households

The largest concentrations of households with access to one vehicle are similar to those without access to vehicles. The top five municipalities are the City of Kingston and the towns of Saugerties, New Paltz, Wawarsing, and Ulster, which account for 48 percent of single-vehicle households.

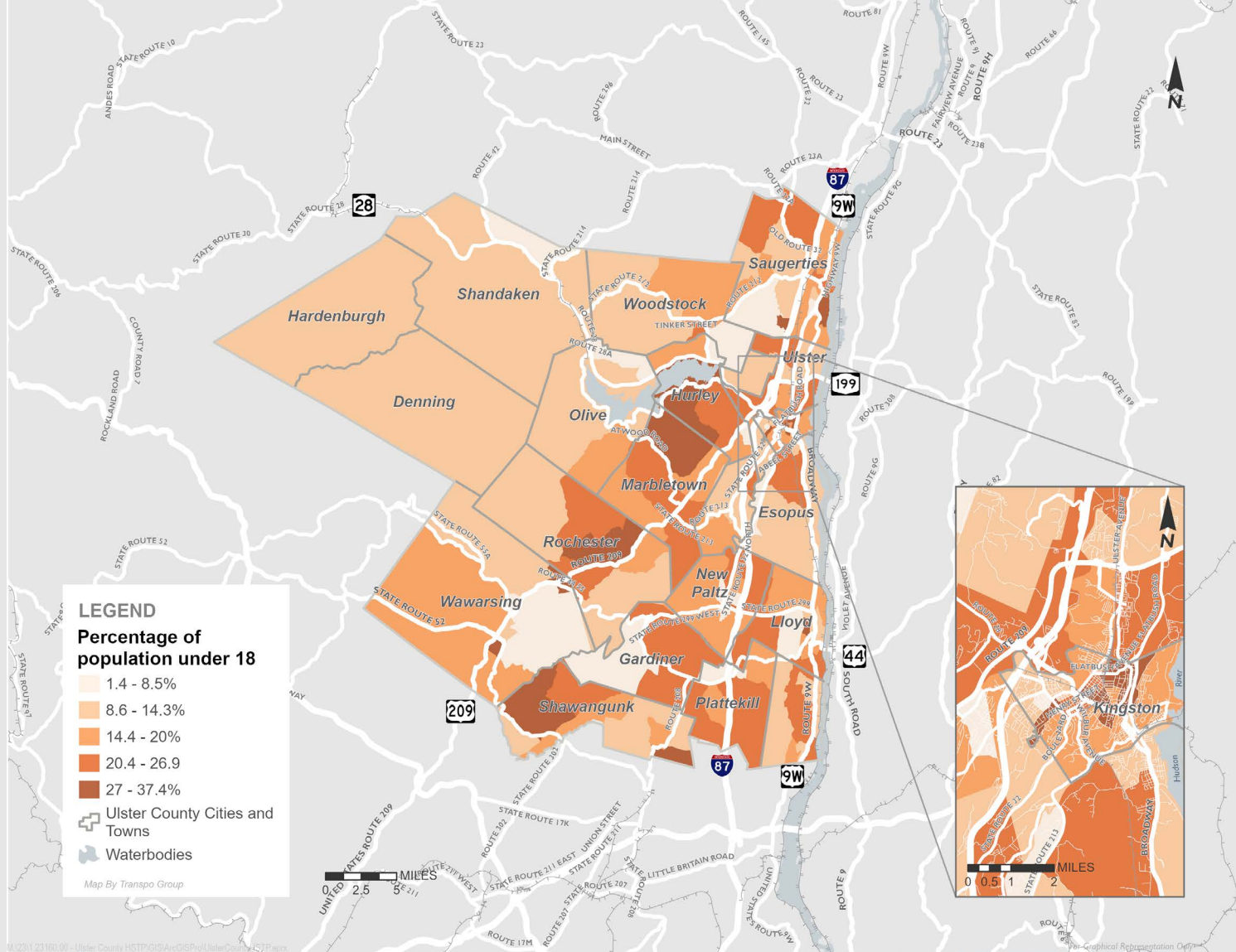


Figure 3.9 Ulster County Youth Population

Youth Population

The youth population is often used as an identifier of transit-dependent populations. Persons ages 10 to 17 either cannot drive or are just beginning to drive and often do not have a personal automobile accessible to them. For this population, public transit is often the means that offers mobility. **Figure 3.9** illustrates the percentage of youth populations relative to the study area. Areas around Kingston, Saugerties, New Paltz, Shawangunk, and Lloyd have exceptionally high densities of younger people.

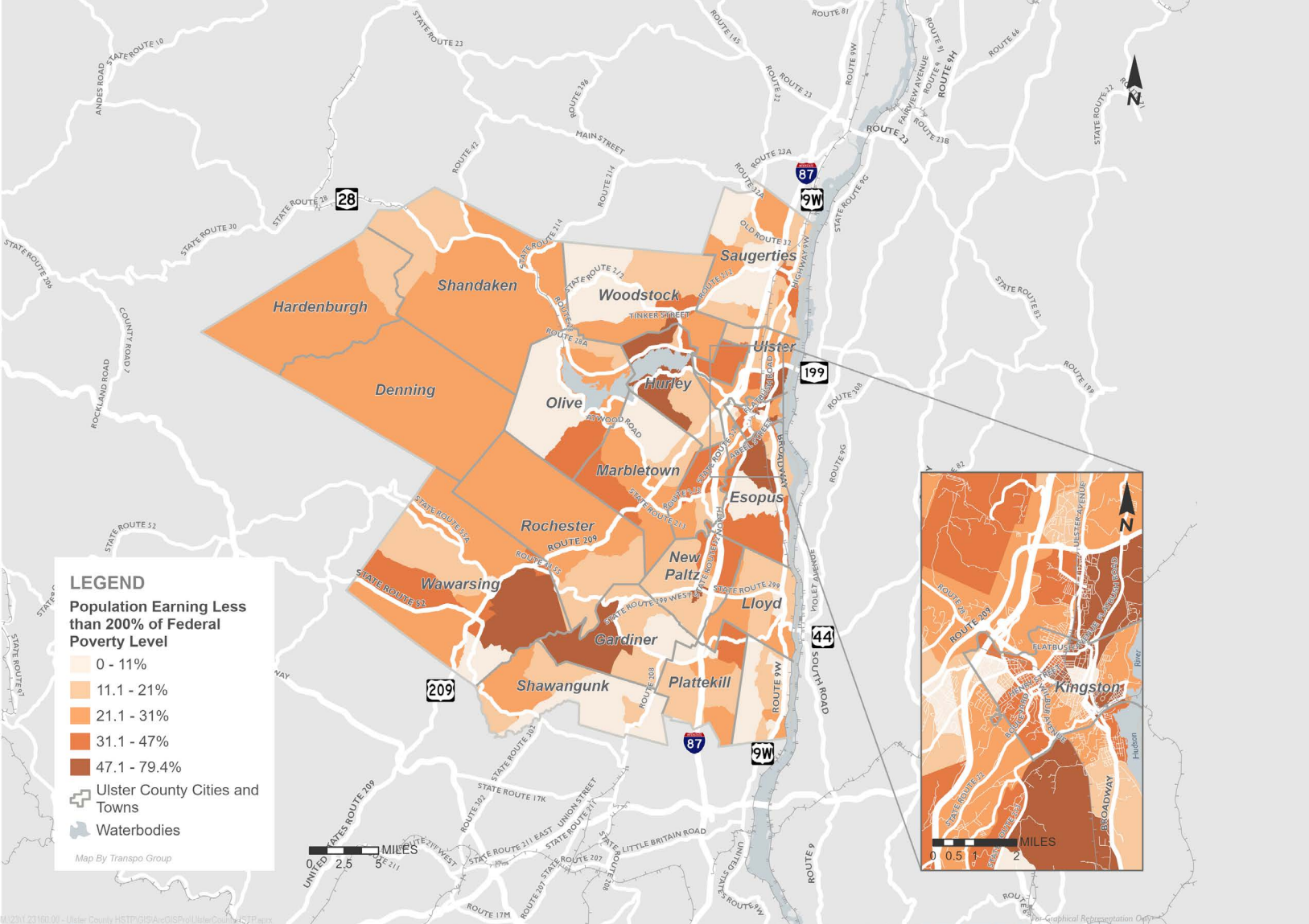


Figure 3.10 Ulster County Low-Income Population

Below Poverty Population

An essential group regarding transit dependency with Title VI implications is those earning less than the federal poverty level. This segment of the population may find it a financial burden to own and maintain a personal vehicle, thus relying on public transit as their primary means of transportation. **Figure 3.10** depicts the relative percentage of households living below 200 percent of the poverty level. Block groups in Gardiner, Wawarsing, Ulster, Kingston, and Hurley have the highest percentage of residents living below the 200 percent federal poverty line in Ulster County.

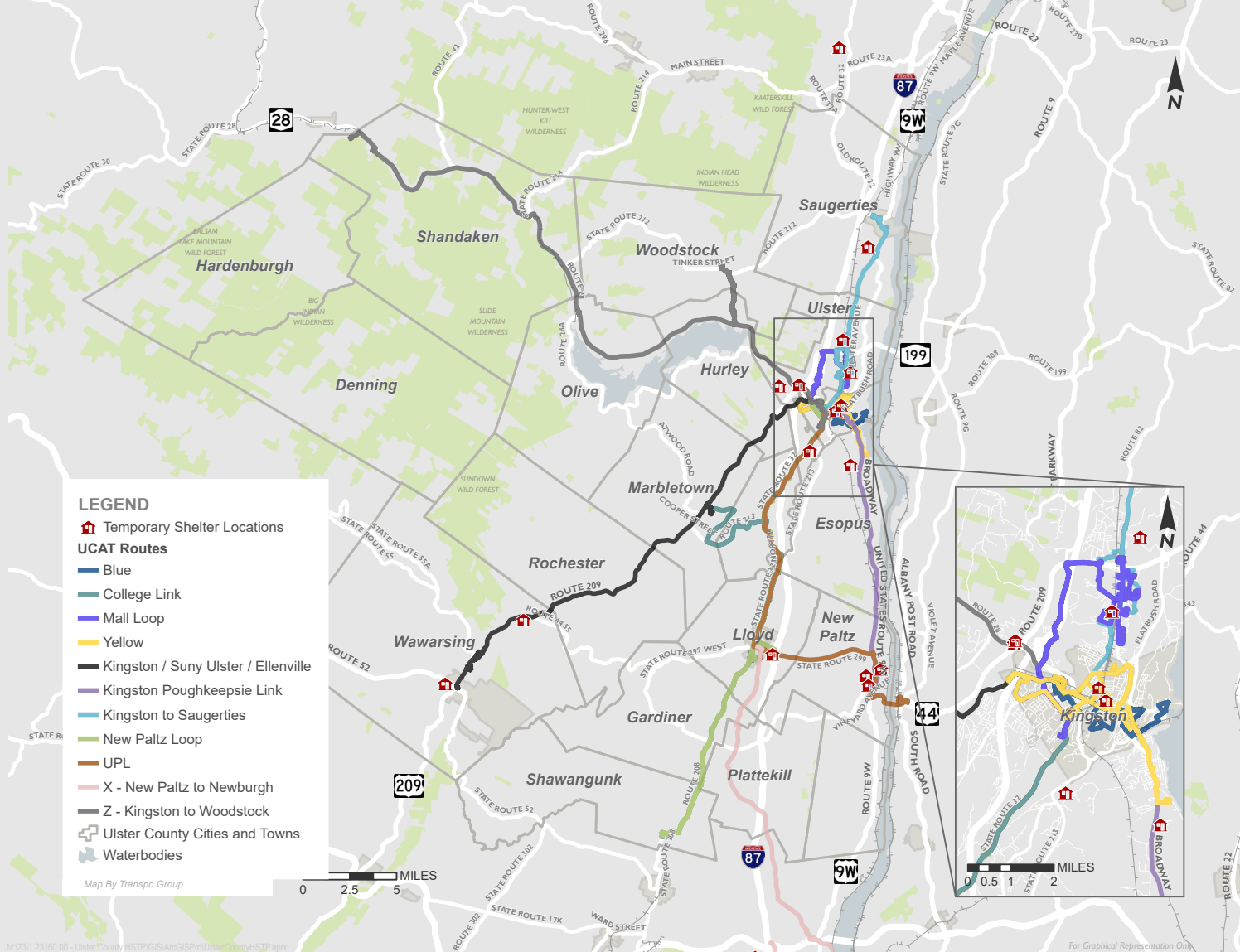


Figure 3.11 Ulster County Department of Social Services Temporary Shelter Locations

In addition, the **Figure 3.11** depicts the locations of temporary shelters in Ulster County where the Ulster County Department of Social Services locates families and individuals in need and their proximity to public transportation. The temporary shelters, denoted by red icons, are located along major bus routes, indicating that they are easily accessible by public transportation and provide adequate access to many areas of the County.

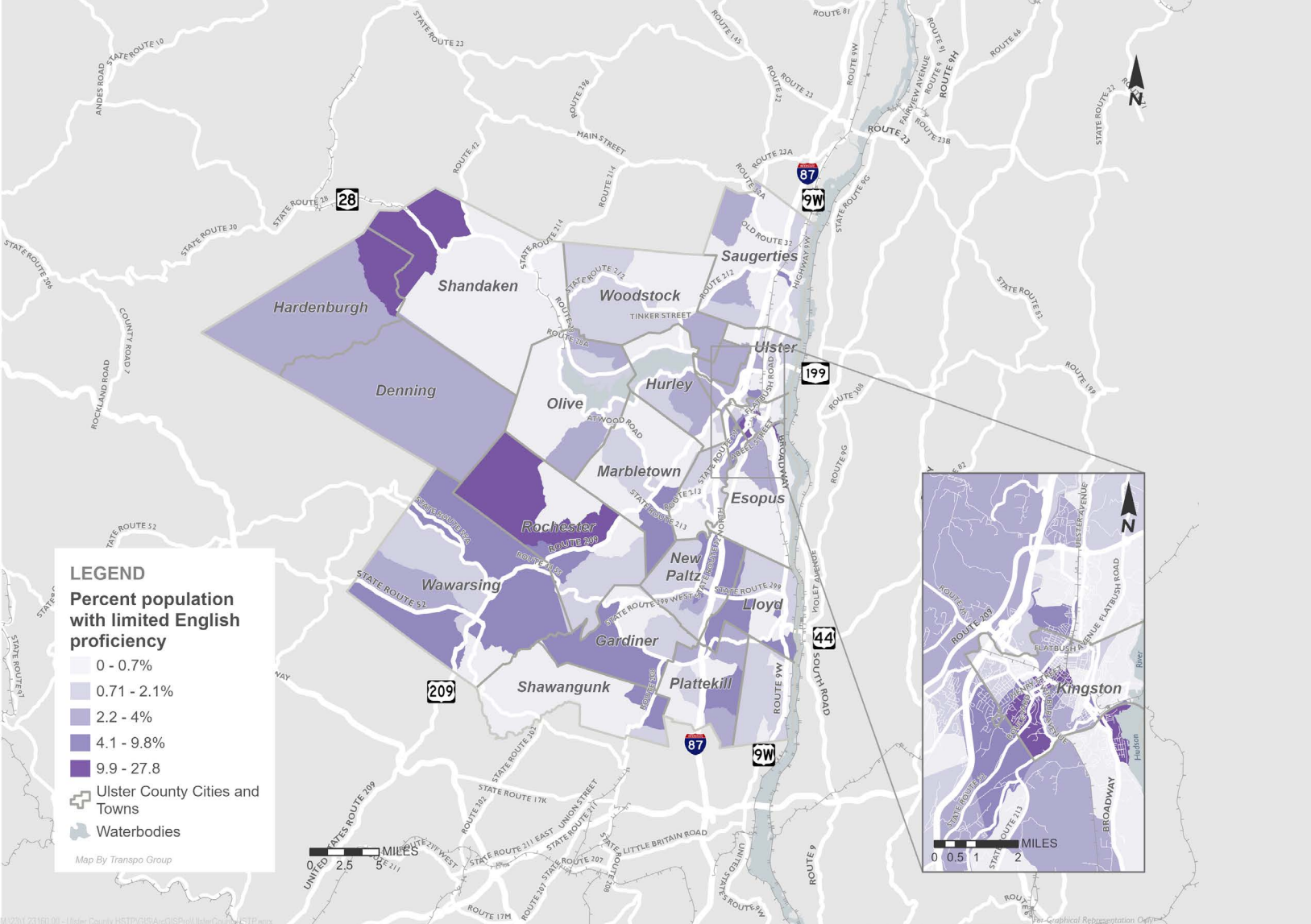


Figure 3.12 Ulster County LEP Population

Table 3.1 Limited English Proficiency

COUNTY	ULSTER	
5 Years and up	173,990	
LANGUAGES SPOKEN	NUMBER	PERCENT
English	155,539	89.40%
Speak Non-English	18,451	10.60%
Spanish	10,293	5.92%
Indo-European languages	5,701	3.28%
Asian/Pacific Island languages	1,641	0.94%
Other	816	0.47%
LANGUAGES SPOKEN	NUMBER	PERCENT
"Very Well" or "Well"	16,244	88.04%
"Not Well" or "Not at All"	2,207	11.96%

Source: American Community Survey, 2021
Five-Year Estimates, Table B16004

Limited English Proficiency (LEP)

In addition to providing public transportation for many demographic groups, it is also important to serve and disseminate information to people of different linguistic backgrounds.

As shown in **Figure 3.12** and **Table 3.1** residents of Ulster County predominately speak English. Of those individuals who speak other languages in the home, 88 percent speak English very well or well. The most common language spoken other than English is Spanish.

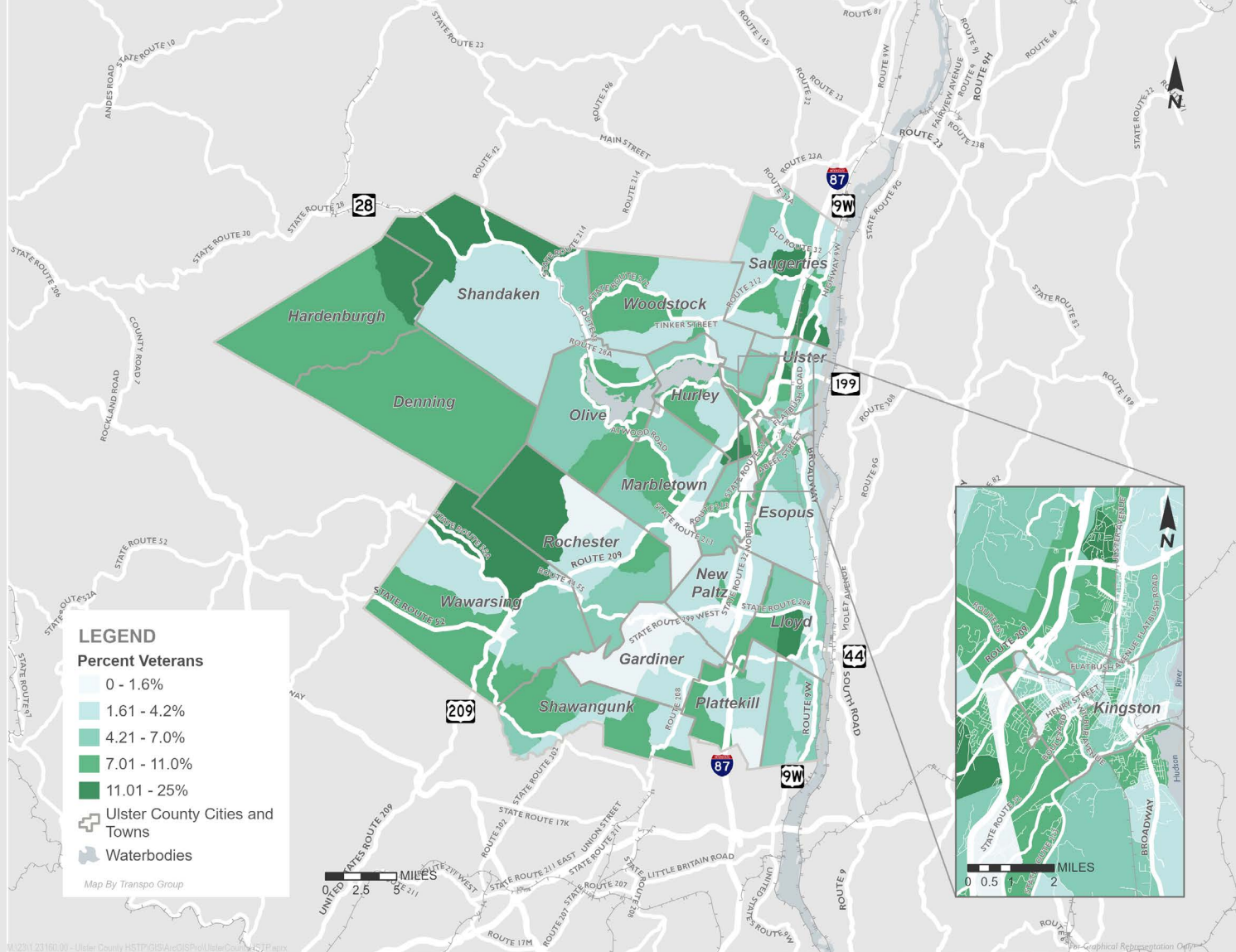


Figure 3.13 Ulster County Veteran Population

Veterans

Veterans are also a potentially transit-dependent population due to the services they may access and the agencies they may visit. As shown in **Figure 3.13**, veterans within Ulster County are clustered mainly within the City of Kingston and the Town of Saugerties, with notable concentrations also found in the towns of Ulster, Shawangunk, and Wawarsing. These five municipalities together account for 48 percent of the veteran population in Ulster County. Saugerties contains the largest population of veterans, with 13 percent of the total number of veterans living there, despite the town only containing 10 percent of the total population of Ulster County.

Table 3.6 Ulster County Commuting Metrics

LOCATION	POPULATION	COMMUTERS	% COMMUTERS USING PUBLIC TRANSIT
Ulster County	181,862	83,839	2.3%
Kingston City	23,972	11,849	2.2%
Ellenville Village	4,209	1,669	0%
New Paltz Village	7,378	3,015	1.5%
Saugerties Village	3,905	1,761	2.6%
New York State	20,114,745	9,394,994	23%

Source: Ulster County Transportation Council, 2017-2021 5-Year Estimate ACS Data

Commuters and Transit Users

The rate of commuters using transit in Ulster County is low. This is likely due to the county’s rural nature and the available services concentrated in the most urbanized areas. The rate of commuters using transit remains low even when evaluated by individual communities, such as Kingston and Saugerties, with 2.2 percent and 2.6 percent commuting by transit, respectively.

Travel Patterns of Older Adults

Evaluating travel patterns for older adults, particularly those with no vehicle access, is essential because it ensures that the transportation needs of one of the most vulnerable segments of the population

are met. Older adults often rely on public and community transportation to access essential services such as healthcare, grocery stores, and social activities, critical to their independence and quality of life. Without a clear understanding of their travel patterns, mobility planning could overlook this demographic’s specific needs and preferences, leading to service gaps that can exacerbate isolation and reduce access to necessary resources.

For this analysis, Replica data was filtered to isolate the travel patterns of older adults (65 and over) – illustrated in **Figure 3.14**, older adults without access to a personal vehicle and with incomes under \$50,000 annually (**Figure 3.15**), and older adult without access to a personal vehicle and with incomes under \$25,000 annually (**Figure 3.16**). Replica is a travel pattern dataset that provides detailed insights into how people move within communities, typically using aggregated and anonymized mobile location data to model travel behaviors and patterns.

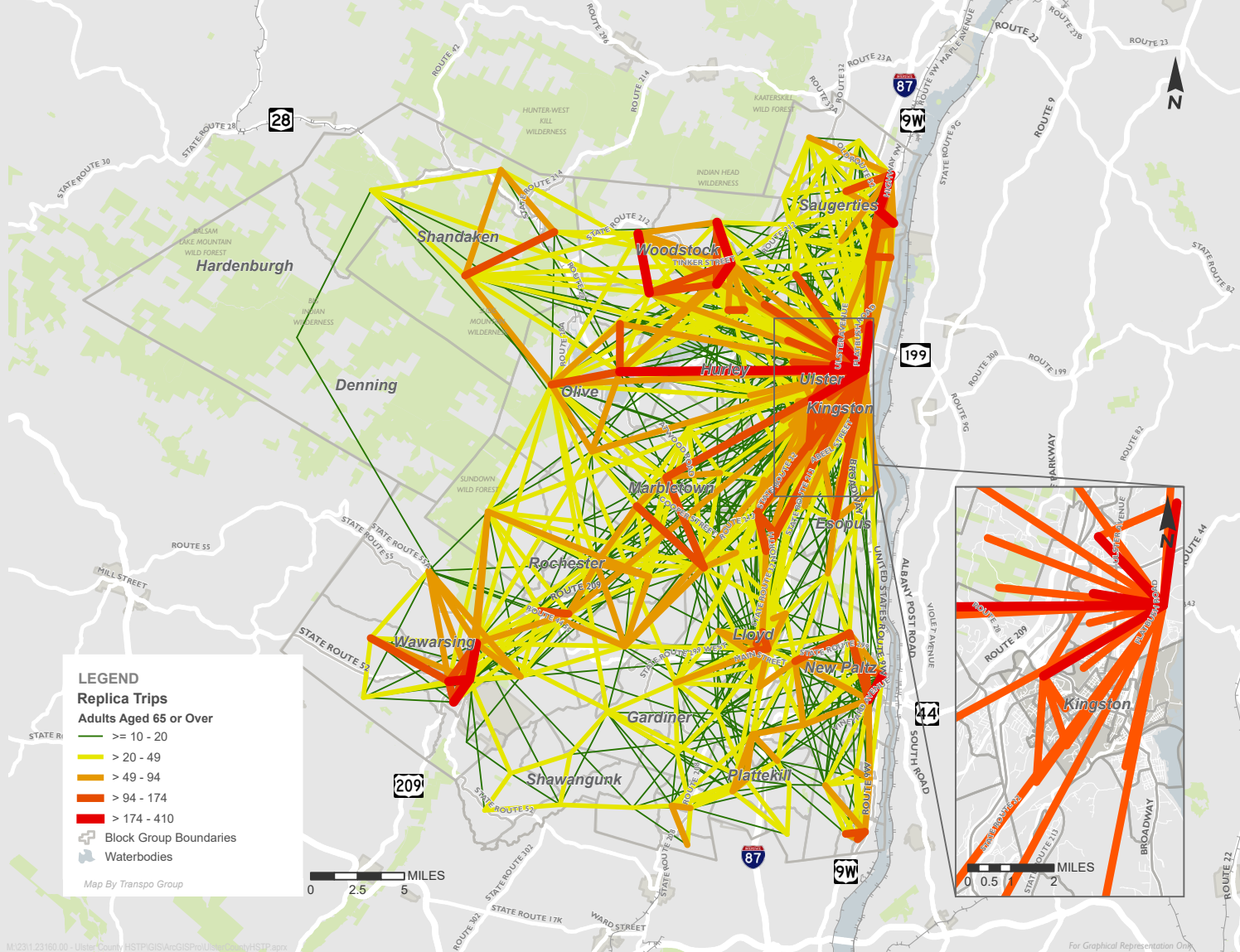


Figure 3.14 Travel Patterns of Older Adults (65+)

Figure 3.14 displays the broadest travel patterns, encompassing trips made by all seniors, including those with and without personal vehicles, and across all income levels. The most intense travel patterns, shown in red, indicate frequent trips between specific origins and destinations. These red lines are primarily focused on Kingston, the County's central hub of activity. This is due to a wide range of services, such as healthcare, shopping, government services, and social amenities, essential for older adults. As observed, significant demand for trips from Kingston extends

southward to the Ellenville area, west to Olive, and north to Saugerties, indicating frequent travel to and from these areas. A notable east-west connection along the Route 209 corridor and a collection of parallel travel patterns are also observed. Other notable non-Kingston-focused travel demand can be found in and around the Ellenville/Wawarsing area, Woodstock, and New Paltz, illustrating a higher concentration of local trips. Notwithstanding, the presented data clearly illustrates Kingston's role as the hub in older adults' travel patterns throughout Ulster County.

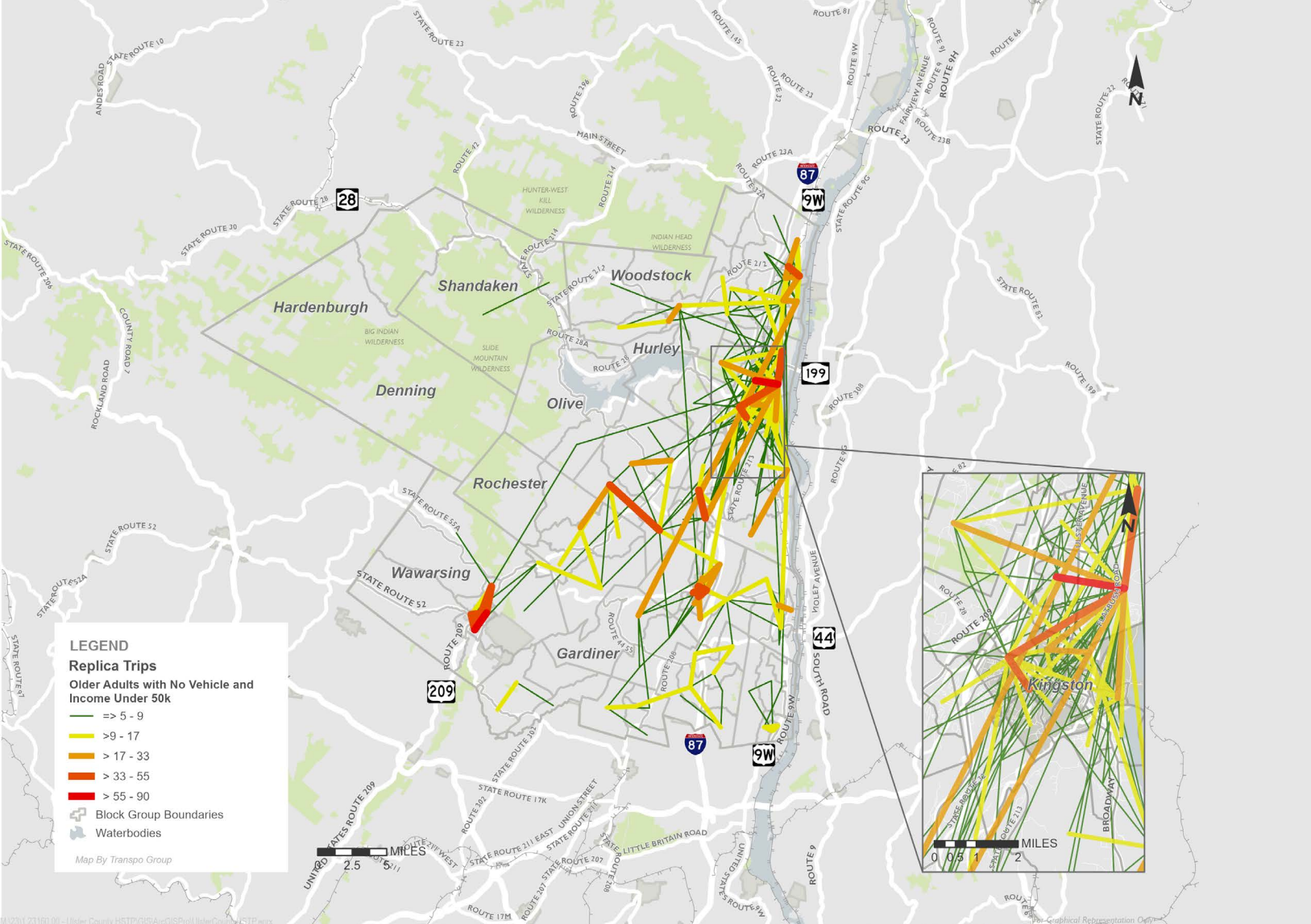


Figure 3.15 Travel Patterns of Older Adults with No Vehicle and Incomes Under \$50,000 Annually

However, when older adults without access to a personal vehicle and incomes less than \$50,000 are considered, overall trip-making is lower, and demand for Kingston is less prevalent. Some of the decreased trip-making can be attributed to the need for trip-making data at more refined demographic intervals. However, as income levels fall and access to private vehicles is restricted, trip-making becomes more complex, and travel patterns decrease in frequency and diversity of destinations across the County. Despite the availability of public transportation, the frequency with which people travel within Kingston decreases. With free public transit fares implemented, reduced trip-making by seniors at lower income levels in Kingston may be attributed to an inability to access public transportation (last-mile connectivity),

a lack of knowledge of available services, or limiting travel to essential trips (e.g., healthcare and grocery shopping) due to health issues or physical limitations. Interestingly, some of the most concentrated travel patterns persist in shorter lengths for more localized trips in the Ellenville-Wawarsing area, New Paltz, Saugerties-Glassco, and along the NY-213 corridor between Oliverbridge and Stone Ridge.

Figure 3.16 shows that as income declines, so does the total number of daily trips represented in the Replica travel pattern data. Some of the less frequent trips could be attributed to the availability of data from smaller population samples obtained through Replica dataset stratification. However, it is well documented that as income falls, particularly to

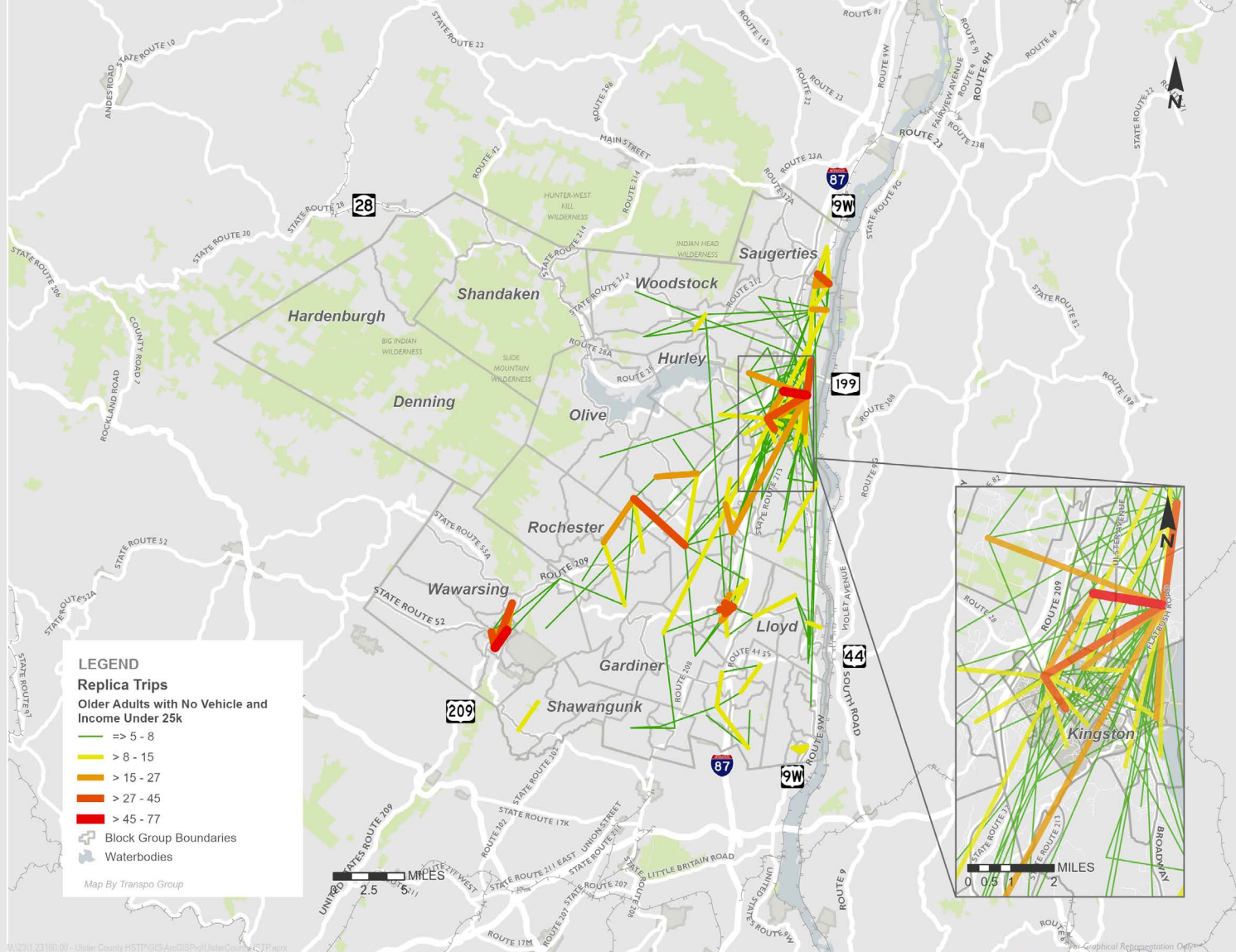


Figure 3.16 Travel Patterns of Older Adults with No Vehicle and Incomes Under \$25,000 Annually

poverty levels, an individual's ability to travel and make daily trips suffers due to a lack of financial resources. When trips are made, they are typically for necessities such as food shopping and medical care. Older adults without access to a vehicle and living at or above the poverty line exhibit similar travel demand patterns to seniors of more moderate income, as seen in **Figures 3.14 and 3.15**. The most significant difference is that the total number of trips and origin-destination connections are reduced. Furthermore, compared to all seniors (Figure 13), those without a personal vehicle and with limited means make fewer trips from rural areas in Ulster County's western communities. This could imply that seniors with limited resources living in rural communities either choose not to travel or cannot travel because they lack the means or ability (limited or unavailable) to use public transportation services from their communities.

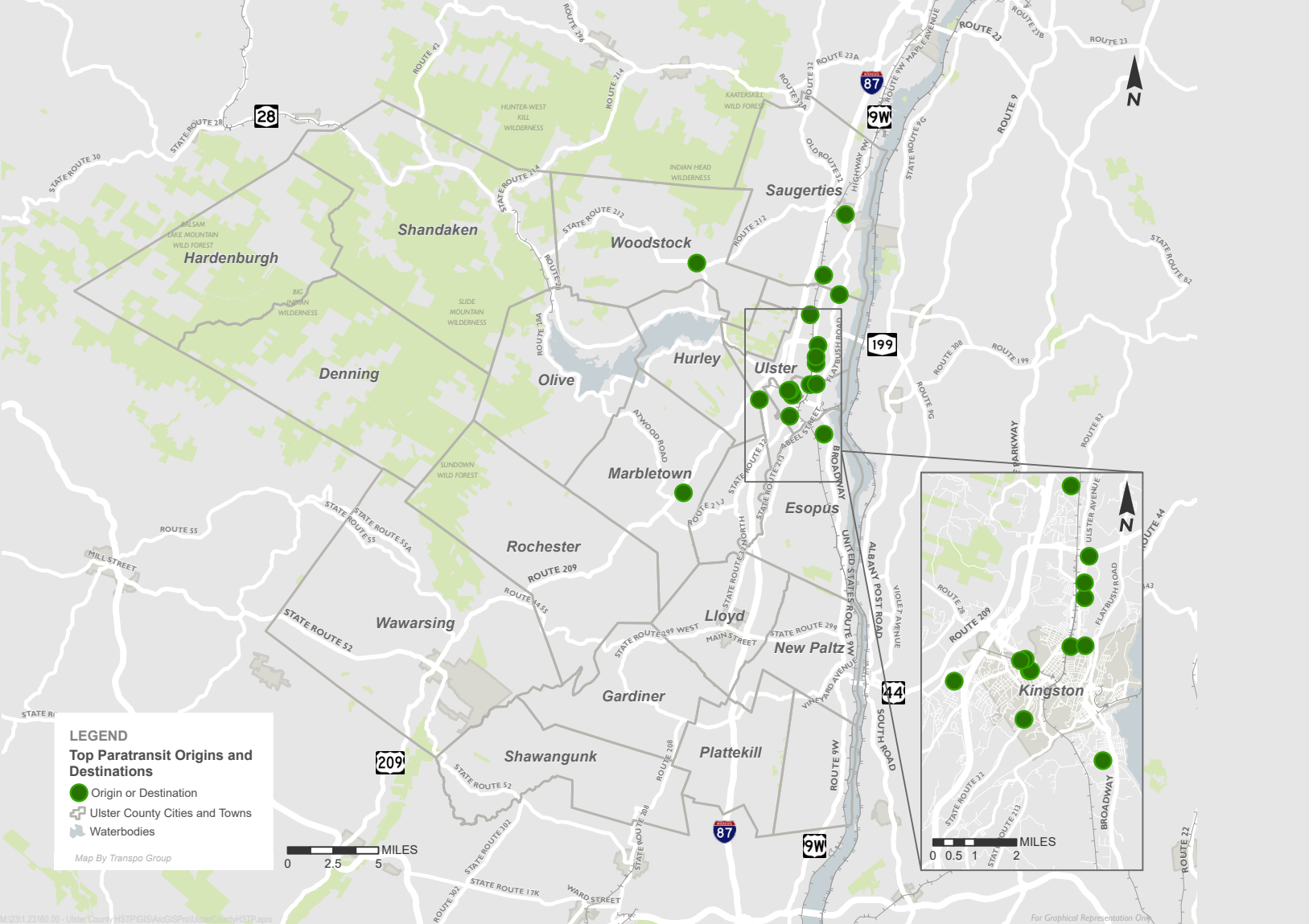


Figure 17. Frequent Origin-Destinations for UCAT Paratransit Services

Destinations of Paratransit Passengers

Ulster County Area Transit provided data on frequent paratransit trip origins and destinations for the 12 months, dated June 1, 2021, through May 31, 2022. Unsurprisingly, the high origin-destination locations are clustered in and around Kingston, where most fixed-route services are located. Key locations identified from the provided datasets include Walmart U.S. Renal Care, Kingston Hospital Dialysis Center, CVS Pharmacy in Woodstock, Gateway Hudson Valley, Kingston Plaza, SUNY Ulster, and the Kings Mall Shopping Center.

Table 3.7 Journey to Work Patterns

COUNTY	ULSTER	
Workers 16 Years and Older	83,523	
LOCATION OF EMPLOYMENT	NUMBER	PERCENT
In State of Residence	82,226	98.4%
In County of Residence	55,830	66.8%
Outside County of Residence	26,396	31.6%
Outside State of Residence	1,297	1.6%
MEANS OF TRANSPORTATION	NUMBER	PERCENT
Car, Truck, or Van - drove alone	65,312	78.2%
Car, Truck, or Van - carpooled	6,498	7.8%
Public Transportation	1,938	2.3%
Walked	3,284	3.9%
Taxicab, motorcycle, bicycle, other	1,141	1.4%
Worked at Home	5,350	6.4%

Source: American Community Survey, Five-Year Estimates (2016-2020), Table B08130

Employment Travel Patterns

It is beneficial to account for the commuting patterns of residents intra- and inter-regionally. **Table 3.7** presents the results of the Census Bureau's Journey to Work data, which provides the location of employment (in-county vs. out-of-county and in-state vs. out-of-state) and means of transportation to work. Residents in the study area typically work in their county of residence. A majority (78.2 percent) of residents drive alone to work. Approximately two percent of Ulster County residents use transit for commuting. Next to the personal automobile, carpooling/vanpooling is the most common commute type at 7.8 percent.



Community Engagement Activities

Agency/Community Engagement

The project team conducted nine group interviews to better understand existing gaps in human services transportation and opportunities to address those gaps. Interviewees included organizations serving and representing older adults, people with disabilities, and people with low incomes, including the Office for the Aging, the Department of Social Services, the Department of Health, the Resource Center for Accessible Living, Ulster County Area Transit, Ulster County Veteran's Services Agency, Gateway, ARC, Pine Hill Community, Catskill Neighbors, and RUPCO. **Appendix X** includes a complete list of interview locations and organizational attendees. **Table 3.8** identifies the interviewees, the date of the meeting, and the key findings of the meeting.

Table 3.8 Public Engagement Activities

INTERVIEWEE	INTERVIEW DATE	KEY FINDING(S)
Office for the Aging	1/18/2024	Improve connectivity to areas of high interest and manage geographic challenges
Catskill Neighbors	3/25/2024	Improve coordination between stakeholders to address challenges faced by seniors and individuals with disabilities
Department of Social Services	12/11/2023	Access to key locations such as the Department of Labor and the Department of Mental Health is limited
Office of Employment and Training	3/22/2024	Appointing a mobility manager to support individuals in accessing various transportation services may be beneficial
Department of Health	12/12/2023	Access to key locations both inside and outside of Ulster County is challenging without a personal vehicle
Transportation Providers	12/12/2023	Lack of drivers is a significant challenge with multiple consequences
Pine Hill Community Center	3/20/2024	Community- or volunteer-driven services may supplement existing transportation options
Public Meeting	2/8/2024	A lack of coordination amongst agencies leads to many inefficiencies
Resource Center for Accessible Living, Inc.	2/2/2024	Driver shortages limit the expansion and the reliability of transportation services
UCAT	12/12/2023	A lack of operators and mechanics reduces service availability
Ulster County Veterans Services Agency	12/11/2023	The vast majority of trips are for medical purposes, but there are likely needs for other trip types
Wallkill Senior Group	2/4/2024	Target demographics may not be receiving information about the transportation services available to them

Public Survey

The project team also conducted a public community survey between January 15 and March 1, 2024. Survey responses were collected digitally from the project website and by hard copy upon request by respondents, at public meetings, and from Ulster County agencies such as the Office for the Aging. In total, 105 respondents completed surveys.

The survey included categorical questions examining zip code, age, annual income, employment status, and veteran status. The categorical questions identified that:

- The most common ZIP code reported by respondents was 12466 (Port Ewen, Town of Esopus).
- The most frequently reported age range was 70-79.
- The most common annual income category reported was 'Above \$60,001'.
- Employment status was split between 'Yes' and 'No'.
- Most respondents are not veterans.
- A wide variety of disabilities were reported, indicating a range of physical, neurological, and sensory disabilities or conditions that likely affect respondents' transportation needs and abilities.

- Most respondents have a driver's license and access to a personal vehicle.
- The most common transportation option used regularly was "Personal Automobile."

Additionally, multiple open-ended questions indicated a need for more flexible, reliable public transportation options that accommodate diverse schedules and routes. There is also an implicit need for transportation options that fill in the gaps when personal vehicles are not an option.

Respondents could also provide suggestions for improving mobility and public transportation accessibility. Common responses included providing door-to-door service, a need for a centralized communication system, expanded service hours, lower-cost services, and personal assistance/training options. A memorandum detailing the community survey statistics and findings is included in **Appendix X**.



Section 4: Needs Identification

This section summarizes five themes (“Needs”) that emerged from the sources of information on unmet transportation needs in Ulster County. While there are many specific individualized needs for transportation services, these general needs summarize the overarching needs of those with mobility challenges within Ulster County.

The previous section outlined the methodology for gathering data, including surveys, public meetings, and stakeholder interviews, and the identified service gaps and barriers to mobility. By examining existing transportation options and comparing them to the observed gaps and needs, the assessment has identified several vital needs requiring attention and improvement: geographic availability of services, particularly in under-served rural areas; driver shortages that limit the capacity to meet current demand; a lack of flexible service options that can adapt to varied and sometimes unpredictable needs; insufficient publicly available transportation services that result in gaps in coverage; and limited hours of service, including a lack of weekend services, which restricts access to essential activities and services.



Need 1

Additional Transportation Services Where & When Needed

With its predominantly rural geography, Ulster County grapples with significant challenges in providing comprehensive transportation coverage. The struggle is particularly felt by seniors and persons with disabilities, who are disproportionately affected by the limited transportation options, especially on weekends and for cross-county travel. This situation creates significant gaps in accessibility to essential services and urban centers within and beyond the county, a reality often overlooked.

Many vital medical services in neighboring counties such as Orange, Dutchess, Delaware, and Westchester compound the county's transportation issues. This geographic spread necessitates reliable transportation links within Ulster County and to these adjacent areas. The need for improved connections to places like Wallkill in Orange County is particularly acute and has been identified as a growing concern by county residents.

For people with disabilities, the limitations are even more pronounced due to the County's adherence to the minimum statutory requirement for ADA services, which only extends to $\frac{3}{4}$ mile from existing fixed routes. Given the

sparse nature of these fixed routes in a largely rural area, many residents with disabilities find themselves effectively cut off from accessing necessary services and opportunities.

Furthermore, specific essential destinations, such as the new location of the Department of Labor and food pantries, are reported to be challenging to reach. This is problematic as these locations provide critical services that support the livelihood and well-being of the community. Although the Ulster County Area Transit (UCAT) facilitates job commuting through its regular services, the paratransit program does not support commuting to employment, highlighting a significant shortfall in the public transportation system tailored to the needs of those with disabilities.

Ulster County's current transportation services are deficient in meeting its residents' diverse needs, especially those most vulnerable. Enhancing transportation services to cover under-served times and locations is crucial for basic mobility and ensuring equitable access to essential services and employment opportunities across the county and its neighboring regions.



Need 2

Coordination of Services

The County is limited in publicly available transportation to those services provided by UCAT and the Office for Aging. The other services are only available to specific customer groups, such as veterans, seniors, and persons with disabilities, or to specific human service agency customers. There is a need for more coordinated efforts among the different provider organizations to avoid duplication of services, enhance efficiency, and better utilize existing resources.

There currently needs to be a mechanism for providers to share information about customers, vehicles, and needs. This lack of coordination leads to inefficiencies, such as multiple programs serving similar origins and destinations simultaneously. One of the most noted gaps in service is the need to access medical services in neighboring counties. This presents an early opportunity to develop a pilot project to develop a coordinated response to an identified need. Direction from the Center

for Medicaid and Medicare Services, CMMS, nationally is for better use of and coordination with public transportation infrastructure. This could be impactful because many riders who are Medicaid clients are also ADA passengers.

Another consistent comment was the shortage of operators, which sometimes limits the availability of services. Similarly, programs that rely on volunteers or staff to drive clients to locations regularly could not meet the demand for service requested due to staffing and resources. Working cooperatively in marketing, recruiting, and training operators could effectively solve a joint problem.

A mobility manager position could be established to develop, frame, and implement a coordination process and program with the agency partners to address current and future needs. In addition, a shared technology platform can be an effective tool to enhance coordination programs and processes.



Need 3

Availability of Drivers (Professional and Volunteer)

Ulster County's transportation services currently need more paid and volunteer professional drivers, which has emerged as one of the most pressing issues for the county's transportation operators. This driver shortage causes unreliable service, with some routes reduced or completely unavailable, severely limiting the community's access to essential services.

The pandemic has significantly altered the landscape of drivers generally. Many operators retired or moved on to other careers. This has been especially true for programs that rely on volunteer drivers, many of whom historically have been seniors. Their decline in participation has widened the gap in available drivers. In addition to the driver shortage, there is a noticeable shortage of maintenance personnel, which reduces transportation services' overall efficiency and dependability.

To address this shortage, there is a clear benefit to creating a coordinated program that identifies, trains, and retains both paid and volunteer drivers. Joint programming could be created through partnerships with local workforce agencies and technical and community educational institutions. These partnerships could provide targeted training programs tailored to the specific needs of transportation services, ensuring a consistent supply of qualified drivers.

By investing in such initiatives, Ulster County can improve the reliability of its transportation services, better meet its residents' needs, and ensure that its transportation infrastructure operates efficiently. This approach would address the immediate driver shortage and help ensure the county's public transportation system's long-term viability.



Need 4

Improve Flexibility of Services

The availability of flexible and on-demand services could effectively enhance services in Ulster, provide first- and last-mile connections to the existing network, and provide mobility in low-density and rural areas, which are difficult to access with traditional fixed-route services. This could be impactful, particularly for seniors and persons with disabilities.

The need for increased flexibility in transportation services in Ulster County is evident, mainly through the lens of local eligibility requirements. Enhanced flexible and on-demand transportation options could significantly improve service provision by providing critical first and last-mile connections that integrate with the existing network. These services are essential in expanding mobility options to low-density and rural areas where traditional fixed-route services struggle to operate effectively.

The availability of such flexible services could be transformative for seniors and people with disabilities, giving them the autonomy and access they need to navigate their communities more freely. Implementing microtransit

and other on-demand options is viewed as tailoring transportation solutions to individual needs that vary over time and geography.

Participants in discussions about Ulster's transportation needs have highlighted critical gaps in the current system, particularly for vulnerable groups such as people experiencing homelessness or residents whose transportation needs change frequently. More services need to meet specific needs, such as the ability to transport belongings or make multiple stops. The lack of these on-demand services that meet traveler needs highlights a significant area for improvement.

While introducing flexible services is primarily intended to assist those facing significant barriers to mobility, such improvements would benefit the entire population of human service transportation users. By rethinking and expanding eligibility for these services, Ulster County can significantly improve its community's accessibility and overall quality of life, ensuring that transportation meets and exceeds the potential of modern mobility demands.



Need 5

Consistent and Integrated Communication

There is a need for more information about public transportation, and there needs to be a central or consistent venue for this information. Public education and outreach are needed to communicate better what services are available.

There is a recognized need for improved consistency in transportation service communication across multiple providers and a critical need for an integrated transportation information hub. The current landscape reveals a significant gap in the availability of information about public transportation options, with no centralized or consistent source for gathering such information. This gap significantly limits residents' ability to access and effectively use available transportation services, particularly those with specific mobility needs.

To address this issue, there is an urgent need for improved public education and outreach efforts that communicate the wide range of transportation services available. Implementing technology platforms that are easily accessible from multiple sources can significantly improve information availability. A transportation guidebook, an interactive website, and a referral service are all potential solutions for streamlining

communication. These resources could function as comprehensive hubs for all transportation-related information, making it easier for users to find and understand their mobility options.

Furthermore, creating a comprehensive trip planning tool, a "One Call One Click" system, could transform how residents plan and manage their travel. Such a tool would enable users to obtain all necessary travel information and make all travel arrangements from a single point of contact.

To increase the effectiveness of these tools, joint marketing efforts with agency partners could be undertaken. These efforts would promote the new tools and include comprehensive travel training programs to teach the public how to use transportation services effectively. In addition, a regional coordinated information and referral service could be created in collaboration with state partners such as 211, 511, and New York Connects, a statewide referral program. This integration would result in a broader reach and greater efficacy in meeting the community's diverse needs, making transportation more accessible and user-friendly for all Ulster County residents.

Section 5: Strategy Development, Prioritization, and Evaluation

This section presents strategic approaches that effectively address the identified transportation needs of seniors and people with disabilities in Ulster County, New York. Adhering to the New York State Department of Transportation's (NYSDOT) guidance for the 5310 program, this plan leverages a thorough planning process to identify and implement key strategies to close the observed mobility gaps and meet these populations' specific needs.

Identified Strategies

Several high-level strategies have been developed from engagement discussions and needs analysis. These strategies aim to improve overall mobility in Ulster County and are presented to spark ideas. The goal of these strategies is to elicit new project ideas and provide guidance on how UCTC wants future 5310 projects to proceed. UCTC hopes to encourage innovative solutions that address the identified needs and goals by providing a clear framework. Strategies are organized to address the specific needs outlined in Section 4, ensuring a comprehensive approach to improving transportation services and infrastructure.

Throughout the planning phase, the project team engaged with participants through interview sessions to gather insights and potential solutions to the identified transportation challenges. Commonly proposed solutions included adopting technology to enhance service coordination, expanding more flexible on-demand and demand-response transportation services, and establishing a dedicated mobility management program or coordinator role. Additionally, participants expressed a strong interest in adopting best practices and lessons from other successful Human Services Transportation (HST) programs and improving education and outreach to riders.



Need 1 Services Where & When Needed

Strategy 1A: Develop a microtransit program to address first and last-mile connections, especially in low-density and rural areas poorly served by traditional fixed route services.

Strategy 1B: Expand ADA coverage area beyond the standard $\frac{3}{4}$ mile, especially critical in areas with sparse services.

Strategy 1C: Collaborate with rural-focused non-profits or municipalities to introduce new services for seniors and disabled residents.

Strategy 1D: Identify opportunities for coordination with programs like GoGo Grandparents or New York Connects to enhance mobility options.



Need 2: Coordination of Services

Strategy 2A: Establish a mobility coordination committee allowing all relevant agencies to discuss common issues and opportunities.

Strategy 2B: Establish a mobility manager position to enhance communication and coordination between services and programs.

Strategy 2C: Develop a framework for coordinated out-of-county medical transportation services.

Strategy 2D: Explore regional transit operations or shared technology platforms with neighboring counties such as Orange and Dutchess.

Strategy 2E: Develop a system to share resources like vehicles and spare parts inventory.



Need 3

Availability of Drivers (Professional and Volunteer)

Strategy 3A: Develop a joint strategy for recruiting and retaining operators and volunteers.

Strategy 3B: Develop a joint training program with the County employment office, workforce development, or local community colleges to professionalize volunteer roles.



Need 4

Improve Flexibility of Services

Strategy 4A: Develop a framework for flexible services, including demand response zones, checkpoint services, or other options within the 'family of services.'

Strategy 4B: Enhance the flexibility of service delivery to adapt to varying demands.

Strategy 4C: Review program eligibility to ensure services are not restricted to specific members, avoiding siloed approaches.

Strategy 4D: Reinforce the development of a microtransit program to enhance connectivity and service in low-density and rural areas.



Need 5

Consistent and Integrated Communication

Strategy 5A: Establish a regional coordinated information and referral service/program, possibly including a centralized dispatch system and a one-stop shop for information, integrating with 211 and other partners.

Strategy 5B: Develop a transportation guidebook and interactive website as public education tools and establish an “Online Transportation Concierge” similar to “FindMyRide” for trip booking and information.

Strategy 5C: Identify joint marketing efforts to facilitate information and passenger exchange through referrals.

A hand is shown placing a wooden block with the number 1 on top of a stack of two other wooden blocks, one with the number 2 and one with the number 3. The blocks are light-colored wood and are stacked vertically. The background is a solid light blue color.

1

Prioritization Criteria and Evaluation Instructions

The following provides a detailed narrative of the prioritization criteria and evaluation instructions to ensure that future 5310 transportation projects are evaluated systematically, effectively, and in a way consistent with closing the gaps and needs identified in this plan. The project's Technical Advisory Committee assessed the presented prioritization criteria based on their ability to assess a strategy's ability to align with the plan's goals and its implementability and ability to address challenges identified by local stakeholders throughout the planning process. Prioritization criteria are classified as high, moderate, or low-priority, and a weighted score based on a 100-point scale is provided for project evaluations.

High Priority

Fills Needs Identified in the Planning Process

Evaluation Instructions: Projects that address needs identified in the coordinated public transit-human services transportation plan are given priority. Evaluators should reference the needs assessment conducted during the planning process to determine how well the project aligns with these identified needs. This criterion ensures that the most pressing transportation challenges are addressed. It should be noted that all potential projects submitting for 5310 funding must meet the program's eligibility criteria and support the program's goals of improving mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options.

Weighted Score: 15 points

Serves Special Needs Populations and/or Areas of High Transit Dependence

Evaluation Instructions: This criterion assesses the project's ability to serve special needs populations such as people with disabilities, seniors, youth, low-income families, and minorities. Evaluators should use demographic maps and transit dependency indices to determine the project's impact on these groups. Projects that provide significant benefits to these populations receive higher priority.

Weighted Score: 15 points

Financial Sustainability of Project

Evaluation Instructions: The financial sustainability criterion assesses a project's cost-effectiveness and ability to leverage additional funding sources. This includes evaluating the project's cost-saving potential, the availability of matching funds, and support from donations or volunteers. Projects with strong financial viability and the potential to maximize available resources are prioritized.

Weighted Score: 15 points

Moderate Priority

Continues/Preserves an Existing Transportation Service or Program

Evaluation Instructions: Projects that propose to continue or preserve existing transportation services or programs are evaluated on their ability to maintain current service levels while improving service quality. Evaluators should consider the service's historical performance, user satisfaction, and community relevance. This criterion ensures that essential services are not disrupted.

Weighted Score: 10 points

Expands/Improves an Existing Transportation Service or Program

Evaluation Instructions: The evaluation centers on the anticipated benefits of the improvements for projects that aim to expand or improve existing services. This includes expanded service coverage, improved reliability, and new features that fill existing service gaps. Evaluators should consider the project's ability to attract new users and improve overall service efficiency.

Weighted Score: 10 points

Serves Local Needs, Including Trips Entirely Within Ulster County

Evaluation Instructions: Projects that address local transportation needs in Ulster County are evaluated based on their ability to serve intra-county trips. This includes evaluating the project's ability to improve access to nearby destinations such as medical facilities, educational institutions, and shopping malls. Local projects that improve community mobility and connectivity are prioritized.

Weighted Score: 10 points

Coordination and/or Collaboration with Other Organizations

Evaluation Instructions: Projects that require coordination and collaboration with other organizations are assessed based on the scope and effectiveness of these partnerships. This includes reviewing documented agreements, shared resources, and collaborative initiatives to improve service delivery. Collaborative projects with solid partnerships and the potential for increased efficiency receive higher priority.

Weighted Score: 10 points



Lower Priority

Creates a New Transportation Service or Program

Evaluation Instructions: New transportation services or programs are evaluated based on their ability to address unmet community needs. This includes assessing the project's alignment with identified transportation gaps and its ability to provide valuable services to underserved populations. The evaluation should also consider the new service's anticipated usage and long-term viability.

Weighted Score: 5 points

Serves Regional Needs, Including Connections Outside Ulster County

Evaluation Instructions: Evaluating projects that facilitate regional mobility by connecting Ulster County to surrounding areas considers the project's potential to improve regional transportation networks. This includes improving connections to neighboring counties and major regional hubs. Evaluators should consider the project's ability to integrate with existing regional transportation services and the impact on regional economic and social integration.

Weighted Score: 5 points

Utilizes Innovative Programs, Processes, and Tools

Evaluation Instructions: Innovation is essential for assessing the project's use of new programs, processes, and tools to improve transportation services. This can include technological advancements, new service models, and other novel approaches to increasing efficiency and effectiveness. Evaluators should consider the project's potential to bring about positive changes and set new standards for service delivery.

Weighted Score: 5 points

Table 4.1 Evaluated and Prioritized Strategies

Part 1/2

STRATEGY			IMPLEMEN- TATION LEAD	TIMELINE	ESTIMATED COSTS	STAFF IMPACTS/ NOTES	INTERNAL/ EXTERNAL INVOLVEMENT	PRIOR- ITIZA- TION
GAP 1: SERVICES WHEN AND WHERE NEEDED								
1	A	Develop Microtransit program to address first and last mile connections, especially in low-density and rural areas poorly served by traditional fixed route services	Ulster County, UCATS	1-3 months planning, feasibility	Capital costs for technology including hardware, software, and operations	Planning, feasibility, technology, operations including decisions regarding path forward	traditional public/FTA processes	<div><div></div><div></div><div></div></div>
1	B	Expand ADA Coverage beyond 3/4 mile	County, UCATS	1-3 months	Incremental, based on service	Staff analysis	UCAT with approval by County	<div><div></div><div></div><div></div></div>
1	C	Collaborate with rural focused non profits or municipalities to introduce new services for seniors and people with disabilities	Ulster County, OFA	1-3 months	\$0	Establish working group and framework for decision making	County, committee members	<div><div></div><div></div><div></div></div>
1	D	Identify opportunities for coordination with programs like GOGO Grandparents or New York Connects	Ulster County, OFA	1-3 months	\$0	Evaluate current program	OFA/Co-ordinating Committee	<div><div></div><div></div><div></div></div>
GAP 2: COORDINATION OF SERVICES								
2	A	Establish a mobility coordination committee allowing all relevant agencies to discuss common issues and opportunities	Ulster County, Service Providers	1-3 months	\$0	Establish working group and framework for decision making	County, committee members	<div><div></div><div></div><div></div></div>
2	B	Establish a mobility manager position	Ulster County	3-6 months	salary (\$310 \$)	Based on job description	County, UCAT	<div><div></div><div></div><div></div></div>
2	C	Develop a framework for coordinated out of county medical transportation	Ulster County, operators	1-3 months	\$0	Set up framework for inter-agency coordination, could serve as pilot	County, operators	<div><div></div><div></div><div></div></div>
2	D	Explore regional transit operations or shared technology platforms with neighboring counties such as Orange and Dutchess	Ulster County, operators UCAT	6-12 months	capital costs for technology including hardware and software, and operations	Set up framework for inter-agency coordination	TMA	<div><div></div><div></div><div></div></div>

Continued on next page

Prioritization Key



Strategy Prioritization and Evaluation

The table below provides a detailed overview of the strategies for each identified gap and need. Its key components include a proposed implementation lead, a general timeline, planning-level costs, and staff impact. The table also emphasizes internal and external involvement and assigns a priority

value of high, medium, or low. The project's Technical Advisory Committee members discussed and evaluated the strategies, which were then refined by HOCTC staff using the presented prioritization criteria and evaluation instructions to establish the assigned priority value.

Table 4.1 Evaluated and Prioritized Strategies

Part 2/2

STRATEGY			IMPLEMEN- TATION LEAD	TIMELINE	ESTIMATED COSTS	STAFF IMPACTS/ NOTES	INTERNAL/ EXTERNAL INVOLVEMENT	PRIOR- ITIZA- TION
GAP 3: AVAILABILITY OF DRIVERS								
3	A	Develop a joint strategy for recruiting and retaining both operators and volunteers	UCAT, Operators	1-3 months	\$0	Agency/provider requirement, training	Operators, County	<div><div></div><div></div><div></div></div>
3	B	Develop a joint training program in coordination with County Employment office, workforce development or local community colleges	UCAT, operators, County, DSS	6-12 months	support costs for program	Agency/provider requirement, training	Operators, County DSS, OFA	<div><div></div><div></div><div></div></div>
GAP 4: IMPROVE FLEXIBILITY OF SERVICES								
4	A	Develop a framework for flexible services that could include demand response zones, route deviation or other options	County, OFA, Operators	1-3 months	\$0	Planning and development of framework, could preceed microtransit development	County, UCAT	<div><div></div><div></div><div></div></div>
4	B	Enhance the flexibility of service delivery to adapt to varying demands	UCAT	3-6 months		Review current strategies, explore new opportunities	UCAT, County	<div><div></div><div></div><div></div></div>
4	C	Review program eligibility to ensure services are not restricted to specific members or siloed	County, OFA, Operators	1-3 months	\$0	Review current programs eligibility	OFA	<div><div></div><div></div><div></div></div>
4	D	Reinforce the development of a microtransit program to enhance connectivity in low density and rural areas	County, OFA, UCAT	6-12 months		Consider coverage and system goals	OFA, County, UCAT	<div><div></div><div></div><div></div></div>
GAP 5: CONSISTENT AND INTEGRATED COMMUNICATION								
5	A	Establish a regional coordinated information and referral service/ program, central dispatch and one stop shop in coordination with 211 and other partners	County, Operators, UCAT, DHS, Vets	1-3 years	Planning through implementation eligible using 5310 funds	Continue program development	County, UCAT, Operators, Mobility Committee	<div><div></div><div></div><div></div></div>
5	B	Develop a transportation guide, book, and interactive website and establish an online transportation concierge	County, Operators, UCAT	3-6 months	Planning first to develop framework	Could be incremental process for development of into areas of technology	County, UCAT, Operators, Mobility Committee	<div><div></div><div></div><div></div></div>
5	C	Identity joint marketing efforts to facility information and passenger exchange through referrals	UCAT, Operators	1-3 months	Annual budget process	Compare calendars, develop framework	UCAT, Operators	<div><div></div><div></div><div></div></div>

Section 6: Recommended Action Plan

Addressing the transportation needs and gaps identified in Ulster County's Human Services Transportation Plan (HSTP) is crucial for enhancing mobility for all residents, especially seniors and individuals with disabilities. This section presents a recommended action plan for bridging identified gaps and needs through targeted solutions. By implementing these recommendations or projects that align with the action plan, Ulster County aims to create a more accessible, efficient, and equitable transportation system.

The recommended action plan includes recommendations based on their feasibility and for implementation and often comprises or supports other strategies discussed in the previous sections. Each action plan recommendation is described in detail, considering local context and needs, and is intended to serve as a starting point for project development, ensuring that proposed projects align with identified priorities and are well-positioned for consideration and funding opportunities.

To facilitate informed decision-making, planning-level cost estimates for capital, operational, labor, and institutional costs are provided.

- **Capital Cost:** Expenses for vehicles, technology, and hardware required to implement the strategy.
- **Operational Cost:** Ongoing expenses such as maintenance, driver salaries, insurance, software subscriptions, and contracts with operators.
- **Labor Cost:** Costs associated with hiring full-time, part-time, or volunteer staff necessary to run the services.
- **Institutional/Organization Cost:** Time and resources needed from agencies for coordination and management.

Furthermore, each recommendation has been assigned an implementation time frame to facilitate planning and execution:

- **Micro (0-6 months):** Immediate actions and quick wins that can be implemented rapidly.
- **Short-term (6 months - 1 year):** Initiatives that require some planning but can be launched within a year.
- **Mid-term (1-2 years):** Projects that require additional planning and resources.
- **Long-term (3+ years):** Strategies that require significant investment and coordination over several years.

Mobility Coordination Committee

Establishing a Mobility Coordination Committee aims to provide a structured framework for relevant agencies to discuss common issues and explore opportunities to improve transportation services. The committee will be instrumental in implementing and piloting initiatives identified in the Human Services Transportation Plan (HSTP).

Forming a Mobility Coordination Committee is the first step in Ulster County, NY’s mobility improvement strategy. This committee will develop a structured framework for relevant agencies to discuss common issues and identify opportunities to improve transportation services. The framework will include a regular meeting schedule with pre-determined agendas to ensure that items are moved forward efficiently. The committee will be instrumental in implementing and piloting initiatives identified in the Human Services Transportation Plan (HSTP).

The Mobility Coordination Committee could be the primary project development and piloting platform. Potential projects include driver training programs, coordination of out-of-county medical transportation, and a review and refinement of transportation eligibility criteria. In addition, the committee will develop technology to support communication programs, such as creating a dedicated webpage, and implement and evaluate microtransit zones and pilot programs.

Staffing the committee with a Mobility Manager (discussed later) will ensure that operations align with strategic objectives. County partners’ roles will be clearly defined, including those of the Department of Social Services (DSS), Health Department, Office for the Aging (OFA), and Veterans’ Services. Nonprofits and other community organizations will be encouraged to participate in ensuring a comprehensive approach to mobility issues.

UCTC would lead the initiative, emphasizing its commitment to improving transportation services. Participation costs will primarily cover the time required for staff to attend meetings and contribute to the committee’s efforts. To cement participation and process, a Memorandum of Understanding (MOU) or interlocal agreement could be signed, ensuring long-term commitment and collaboration. The initial agenda will prioritize items to be moved forward, providing a clear action plan for the committee’s early stages.

The strategy is highly cost-effective, with no itemizable capital and operational costs and low labor and institutional/organizational costs. Its implementation timeline is relatively short, estimated to be 0-6 months, allowing for quick setup and action.

Ulster County’s Mobility Coordination Committee aims to foster a collaborative environment where various stakeholders can effectively address transportation challenges. This initiative will improve service delivery and increase overall mobility for county residents.



Mobility Manager



Ulster County’s strategy for hiring a Mobility Manager aims to improve coordination among transportation providers and increase mobility for residents, particularly seniors and people with disabilities. Initially housed within the Ulster County Transportation Council (UCTC), this position is intended to streamline the county’s various transportation services, ensuring that they work together efficiently and effectively.

The Mobility Manager could start as a part-time or contracted position and is fundable through the 5310 program. A Mobility Manager’s primary responsibility would be to serve as a transportation resource for agencies and their staff, providing clients with detailed information about available services. This entails creating a comprehensive, central database of transportation services that can be linked to a searchable website or a transportation guide. Such a resource will make transportation options accessible to agencies and, ultimately, the general public.

In addition, the Mobility Manager will lead the coordination committee and serve as the central organizer. This includes

creating meeting agendas, ensuring that individuals complete assignments, moving projects forward, and leading the project evaluation process. By overseeing these elements, the Mobility Manager will keep the committee’s work focused and productive, resulting in continuous improvement in transportation services.

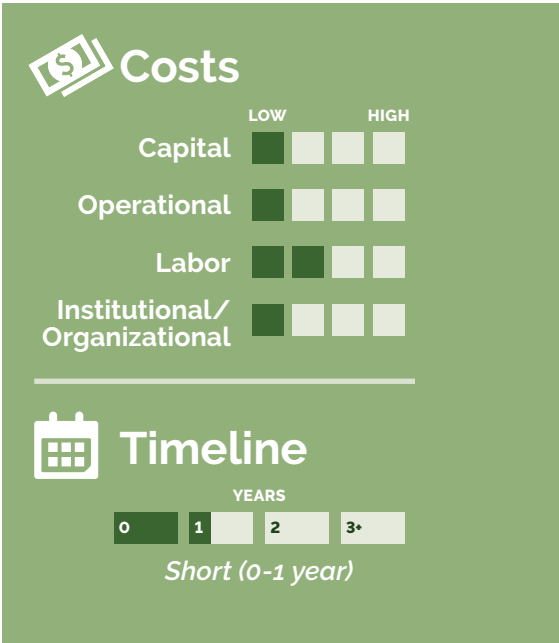
As the role evolves, the Mobility Manager’s responsibilities may broaden to include more direct interaction with the public. This could entail communicating directly with customers, assisting them in navigating available transportation options and coordinating trips directly with providers. This customer-facing feature will ensure users receive personalized assistance, making the transportation network more usable and accessible.

Implementing this position is expected to incur minimal initial capital and operational costs, with moderate labor costs. Organizational costs will be low, making it an affordable solution for improving transportation coordination in Ulster County.

The Mobility Manager will be responsible for bridging the gaps between various transportation services, increasing overall mobility, and ensuring that transportation needs are met more coordinated and efficiently.

Transportation Guide

A Transportation Guide development strategy entails creating a centralized information and communication platform that will initially serve as an informational resource before evolving into a one-call, one-click transportation scheduling solution. This centralized hub could be located at the county level, UCTC, or UCAT, with local agencies providing and updating data. Staff positions would be required to support and administer the system, and the development could be funded with 5310 funds as capital costs. The planning phase, expected to last six months and a year, would include identifying required and desired external partners. The implementation phase would necessitate ongoing funding to cover staff time for monitoring and continuous support. Eligible capital costs under the 5310 program could help to develop the system further. The projected costs are relatively low, with capital, operational, and institutional/organizational costs being the lowest, while labor costs are slightly higher. This project’s implementation time frame is short, with a six-month to a-year estimate.



Driver Training

The strategy for creating a comprehensive driver training program includes hiring, training, and retaining a skilled workforce of operators and maintenance personnel. With its expertise in workforce development and training, the Ulster County Office of Employment and Training (OET) could spearhead this effort. At the same time, the Ulster County Transportation Council (UCTC) will provide critical support and coordination. This collaboration will ensure a thorough understanding of transportation providers' needs and the alignment of training programs with those needs.

The Ulster County Office of Employment and Training is best suited to lead this initiative due to its extensive experience in employment services and training programs. By taking the lead, OET will use its resources and partnerships to build a strong pipeline of qualified drivers, particularly those with Commercial Drivers Licenses (CDLs). UCTC will assist by coordinating with transportation providers to identify specific needs and ensuring that training programs are designed to address these requirements effectively.

The first step is thoroughly reviewing the county's current transportation processes and staffing levels. Analyzing the current situation will allow us to establish a baseline, identify gaps, and set achievable staffing targets. Understanding the fleet's vehicles and the specific requirements for operating them is critical, including recognizing the need for CDLs based on vehicle size and weight. A detailed roster of the fleet's operational requirements will help to inform training programs and ensure regulatory compliance.

OET could conduct a thorough needs assessment by working with local transportation providers to gather information about CDL-certified drivers and maintenance personnel requirements. This data collection will include determining fleet

composition, service routes, and current staffing levels. Collaborations with local county offices for workforce training, community colleges, and technical schools will be critical. These institutions will offer the necessary coursework and hands-on experience for CDL certification and advanced driver training programs. They can also provide ongoing education and professional development opportunities to help drivers keep up with industry standards and regulations.

The training programs will cover various topics, including CDL certification courses that provide the knowledge and skills required to pass the CDL exam, addressing the current shortage of CDL-certified drivers. All drivers will receive safety training to ensure familiarity with accident prevention and emergency response protocols. Customer service training will improve interaction skills, resulting in better passenger experiences. Maintenance training will cover the fundamentals of vehicle maintenance, assisting drivers in identifying and reporting problems quickly. Advanced and specialized training will include additional modules for drivers who use specialized vehicles or equipment.

A targeted marketing strategy will be developed to attract many candidates. This strategy could include emphasizing the advantages of a career in public transportation, such as competitive pay, employee benefits, shorter working hours than long-haul trucking, and the community impact of knowing and serving patrons. Advertising tools will include online platforms and social media, job fairs, community events, and outreach to high schools and career centers to introduce students and job seekers to the transportation industry.

The program will provide competitive compensation packages that include benefits like health insurance,

retirement plans, and paid time off to address the issue of CDL-certified drivers leaving for higher-paying private-sector jobs. Improving working hours and local routes compared to the demands of long-haul trucking will also be a vital retention strategy. Providing ongoing training and career advancement opportunities will help drivers stay engaged and invested in their jobs.

Implementation will be phased to ensure a smooth transition. The first phase will establish the necessary infrastructure, such as partnerships, curriculum development, and obtaining funding from grants like the Section 5310 program and local government funds. The following phase will include implementing the training programs, tracking progress, and making changes based on feedback and performance data. The planning phase, which will last six months to a year, will include identifying and securing partnerships, developing training materials, and establishing the necessary infrastructure. Implementation, expected to take one to two years, will necessitate ongoing funding to cover staff time, monitoring, and program support. Capital costs associated with the program are eligible for funding through the Section 5310 program, which can help offset initial costs.

Regarding costs, the driver training program consists of several significant components. Capital and operational costs are minimal, with low initial investment in physical assets and operating expenses. Labor costs and institutional/organizational are moderate, reflecting the investment required to hire and train employees and manage the program internally within an agency. To ensure long-term viability, ongoing funding will be sought to support training and retention initiatives. The program’s success will be continuously evaluated, with changes made to address emerging needs and trends in the transportation industry.



Microtransit

Microtransit is an innovative approach to public transportation, offering flexible, on-demand service that can be dynamically adjusted to meet the specific needs of its users. Unlike traditional bus services with rigid schedules and routes, microtransit operates within defined zones, providing flexible on-demand service tailored to different areas and needs.

Traditionally, microtransit is a curb-to-curb service configured to cover geographically defined zones or serve specific stops or locations as needed to increase coverage, connectivity, and convenience. This model suits Ulster County, where low population density and dispersed communities make fixed-route services impractical.

Microtransit's adaptability and efficiency help close mobility gaps. Using advanced routing and scheduling technologies, Microtransit can provide dependable public transportation to traditionally underserved areas. This ensures that seniors and people with disabilities can access essential services such as medical appointments, shopping malls, and government offices without being hampered by traditional transportation options such as those mandated by traditional ADA paratransit, which requires 24-hour advance notice to schedule trips.

FTA 5310 funding can cover various microtransit expenses, including capital costs for vehicles and technology, operating costs, and mobility management support. This financial assistance will be critical in launching the microtransit service and ensuring its viability.

The Ulster County Transportation Council (UCTC) and Ulster County Area Transit (UCAT) could lead a microtransit pilot. These organizations could oversee the program's planning, implementation, and management. As previously stated, a coordination committee consisting of UCTC, UCAT, and key stakeholders will be beneficial in helping prioritize service zones, ensure effective delivery, and address and monitor operational issues.

A pilot could build on UCTC's previous NYSEDA application, which, while not funded, provided valuable insights and laid the groundwork for a microtransit project. A hypothetical initial pilot for 5310 eligible populations could be centered around establishing three service zones: Northern Ulster Zone 1, Southern Ulster Zone 2, and Kingston Area Zone 3. Travel will be scheduled around specific service days for each zone, allowing intra- and inter-zonal travel to key destinations on specified operating days. This structured approach will help to effectively manage resources while ensuring that all areas are adequately served.

If successful, the pilot could be expanded in stages, starting with the initial pilot implementation and concentrating on data collection and analysis to improve service delivery. The program could include the entire county, allowing travelers to choose their destinations any day of the week. The final phase will involve integrating the service with neighboring counties, facilitating travel beyond Ulster County, and connecting to regional public transportation.

Implementing microtransit in Ulster County presents both opportunities and challenges. On the one hand, the program has the potential to completely transform transportation for seniors and people with disabilities, providing them with unprecedented flexibility and access to essential services. Microtransit can significantly improve the quality of life for these communities by reducing wait times and providing curb-to-curb service.

On the other hand, there will be significant issues to resolve. Coordinating the program's various aspects, from technology implementation to service delivery, requires meticulous planning and collaboration among multiple stakeholders. A turn-key microtransit operator contract can help to streamline these processes. In a turn-key contract, one contractor oversees all project stages, from design and construction to completion and delivery, ensuring the product is ready. Microtransit

operational service contracts require contractors to procure vehicles, integrate technology, plan services, and manage operations. The goal is to provide a seamless, ready-to-use service that does not require detailed configuration by the contracting entity. This approach benefits organizations with limited staff and those who prefer a hands-off approach, as it allows them to quickly implement microtransit solutions while requiring minimal day-to-day operational oversight once a contractor is chosen.

Despite these challenges, the microtransit program's potential benefits are worthwhile. Ulster County can set a new standard for inclusive and innovative public transportation by providing a flexible, user-centric solution. The initial pilot's lessons will guide future expansions, ultimately leading to a comprehensive, integrated transportation network that meets the diverse needs of all county residents. It is crucial to recognize that any microtransit implementation using 5310 funds must prioritize enhancing mobility for seniors and individuals with disabilities. Moreover, various transit service alternatives are currently being explored through other planning initiatives, such as the Countywide Transit System Redesign. Any microtransit projects developed from this plan should align with the recommendations of these other transit projects and play a supportive role in complementing fixed-route transit services.

FTA funds may be used to reimburse recipients for expenses related to public transportation capital projects and, in some cases, transit service operation costs. According to 49 U.S.C. §5302, public transportation refers to "regular, continuing shared-ride surface transportation services open to the general public or a segment of the general public defined by age, disability, or low-income."

FTA program funds can be used to cover transit operating costs in small cities and rural areas as well as ADA paratransit services. The FTA may also reimburse a transit agency for contracting with a shared mobility operator to offer shared ride service to the general public.

Capital Cost of Contracting is the process of using FTA funds to run a turnkey microtransit operation. Under current FTA procurement regulations, Program 5310 funds can cover up to 50% of the total cost of "turnkey" microtransit services, defined as those in which the contractor provides the technology, vehicles, maintenance, and transit operations. These funds can be matched with other federal program funds, such as programs 5307 and 5311.



Appendix A: TAC Membership

Ulster County Coordinated Public Transit/Human Services Transportation Plan

Technical Advisory Committee

Emma Hambright	Vice President of Social and Human Services	RUPCO	ehambright@rupco.org hmigdal@rupco.org
Toni Roser Scott Workman Anthony Troccia	Director Deputy Director Deputy Director	Ulster County Area Transit	Toro@co.ulster.ny.us antr@co.ulster.ny.us
Chris Dugan	Assistant Director of Transportation	Ulster Greene ARC	Christopher.Dugan@ArcMH.org
Susan Koppenhaver	Director	Ulster County Office for the Aging	skop@co.ulster.ny.us
Sue McDonough,	Director of Temporary Assistance	Ulster County Department of Social Services	smco@co.ulster.ny.us
Anthony Mignone Keith Gurgui	Executive Director Systems Advocate	RCAL	amignone@rcal.org kgurgui@rcal.org
Michael Berg	Executive Director	Family of Woodstock	mberg@familyofwoodstockinc.org
Esi Lewis	Ulster County Chief Diversity Officer	Ulster County Executive's Office	else@co.ulster.ny.us
Daniel Coots	NYS DOT Region 8 Transit Liaison	NYS DOT	dan.coots@dot.ny.gov

Other Key Contacts

Lucas Olson
Transportation Director
Access Support for Living
845-673-7044
lolson@asfl.org

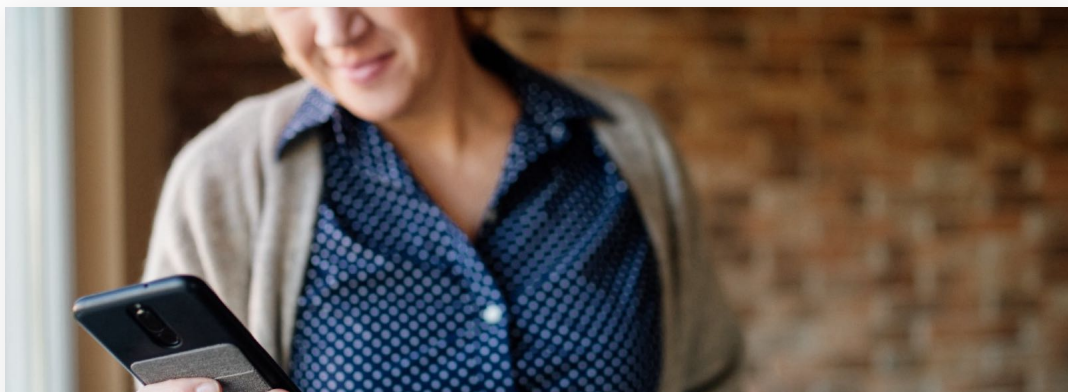
President & CEO

Gateway Hudson Valley

Stephanie Turco <STurco@ghv.org>

Elizabeth Strein <estrein@ghv.org>

Appendix B: TAC Meeting Presentations



HUMAN SERVICES TRANSPORTATION PLAN

Technical Advisory Meeting #1– November 16, 2023

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WHAT TRANSPORTATION CAN BE.



TAC MEMBER INTRODUCTIONS



ICE BREAKER:
DESCRIBE YOUR IDEA OF THE
PERFECT DAY, WHAT WOULD YOU
BE DOING?

MEET THE CONSULTANT TEAM



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mca  Marlene Connor Associates LLC



2023 Orange County HSTP



2022 Skagit County HSTP



Herkimer Oneida

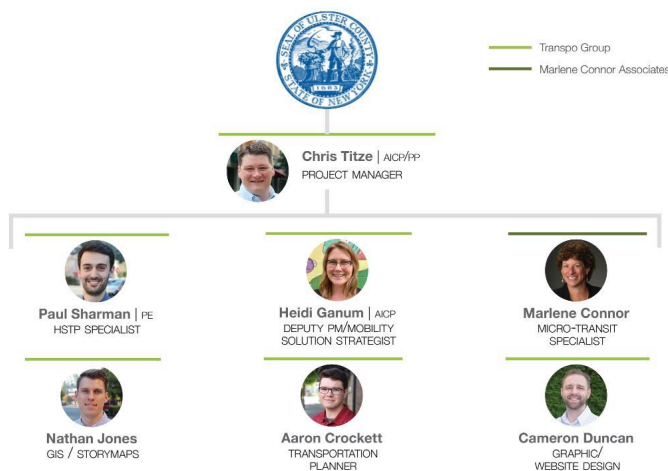


Bridgeport for MCA

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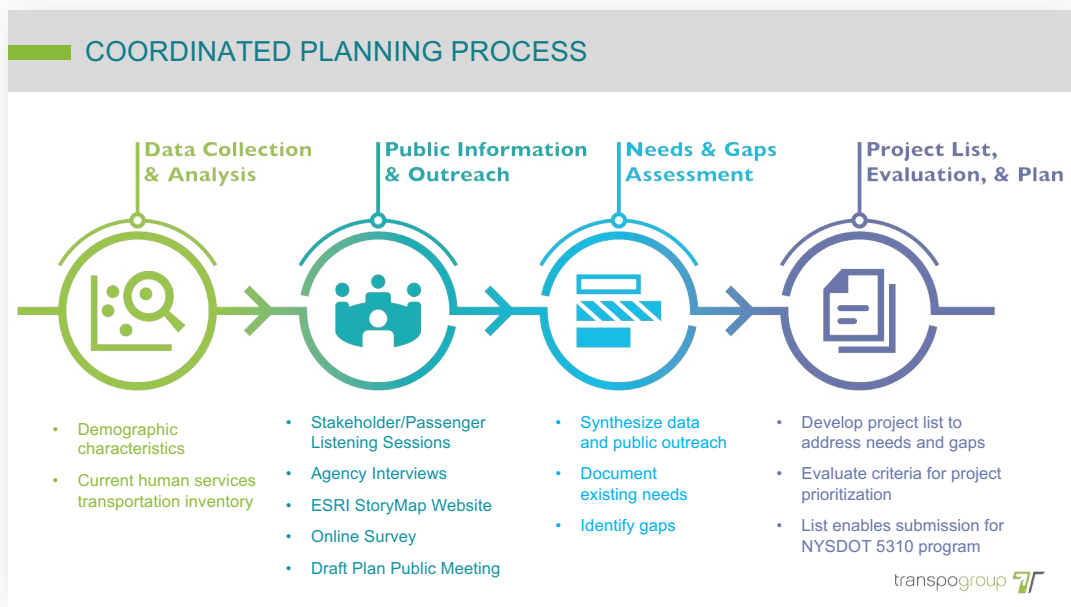
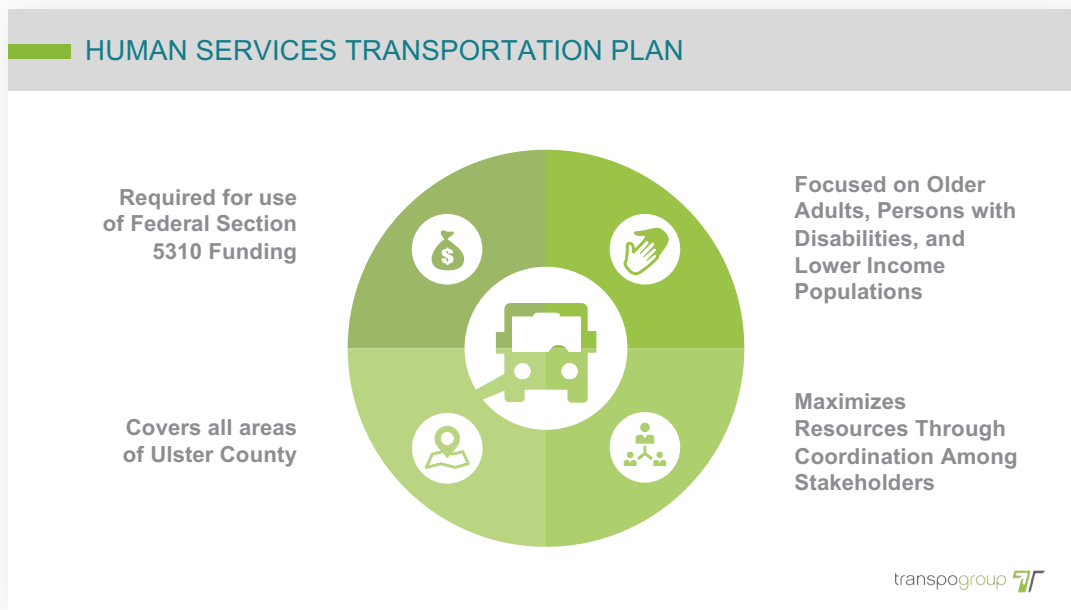
MEET THE CONSULTANT TEAM



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WHAT IS A HUMAN SERVICE TRANSPORTATION (HST) OR COORDINATED PLAN?



WHAT CAN AN HSTP BE?

Traditional HSTP Approach

- Assets
- Fleets
- Federal guidelines (check box)
- Traditional providers
- Traditional demand (seniors to medical appts and grocery store)
- Prescriptive
- Leverage resources
- Static funding and distribution

Forward Thinking HSTP

- Customer focused
- Travel needs have changed (COVID)
- Closing gap of desired outcomes
- Mobility focused
- Alternative providers
- Broader partnerships (agencies or users)
- Leveraging technology
- Broader pool of outcomes/strategies
- Leverage and mix funding sources

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ULSTER COUNTY HSTP PROJECT OBJECTIVES

- 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 the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
- 4 **Priorities** for implementation based on resources (from multiple program sources), time, available funding sources, and feasibility for implementing specific strategies and/or activities identified.

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WHAT IS THE TECHNICAL ADVISORY COMMITTEE (TAC)?

ROLES OF TAC MEMBERS



CONNECTORS



GUIDES



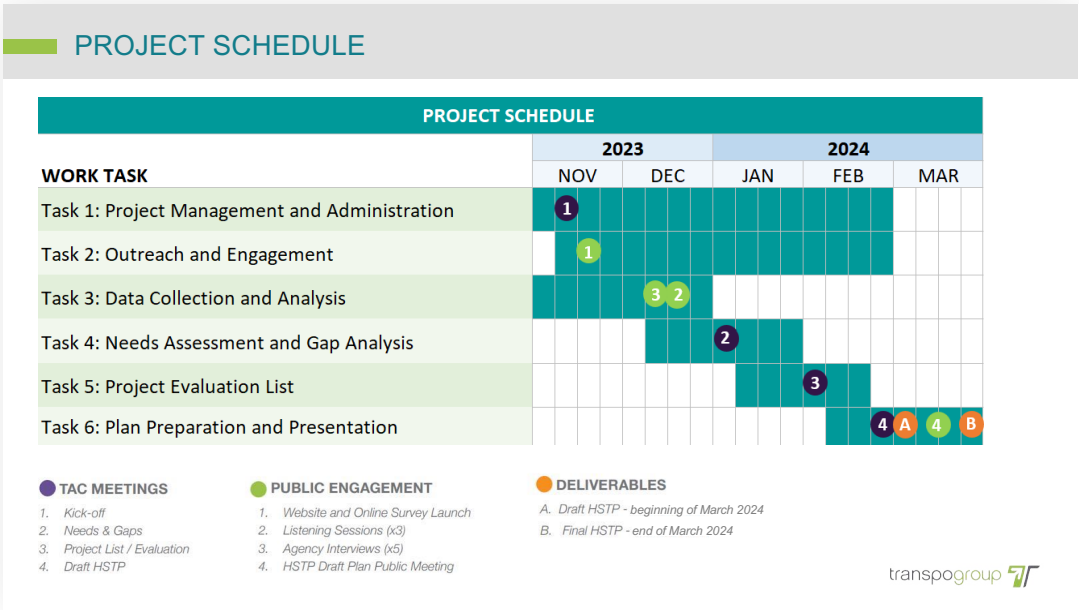
BROADCASTERS



REVIEWERS

TAC Meetings (*virtual/in-person*):

- Meeting #1 – Project Kick-Off (*November 16, 2023*)
- Meeting #2 – Needs & Gaps (*Early-January*)
- Meeting #3 – Project List & Evaluation (*Early-February*)
- Meeting #4 – Draft HST Plan (*Early-March*)



OUTREACH AND ENGAGEMENT

Task
2

Task Objectives

- Gather critical community feedback in a variety of formats to ensure that all populations and stakeholders are represented during the development of the plan
- Clearly share project information with the public

Task Work Steps

- Technical Advisory Committee (TAC) – 4 meetings
- In-person Listening Sessions – 3 sessions
- Agency Interviews – 5 interviews
- Project Website
- HST Survey – hosted on the project website
- Draft Plan Public Meeting
- Record of Feedback

Task Outcomes

- Collect and distill feedback from outreach and engagement efforts to be used as part of the needs assessment and gap analysis

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OUTREACH & ENGAGEMENT



- Passenger Listening Sessions
- Agency Interviews
- Online Survey
- ESRI StoryMap Website
- Draft Plan Public Meeting

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DATA COLLECTION AND ANALYSIS

Task
3

Task Objectives

- Document existing mobility services, origins and destinations, and socioeconomic and demographic data
- Develop a comprehensive picture of existing transportation services and the specific operations of each provide

Available Data

- Replica
- Socioeconomic and demographic data using the most recent Decennial Census and American Community Survey data

Data Needs

- Data from service providers
 - Common origins and destinations (especially for paratransit / on demand services)
 - Ridership data (if available)
 - Hours of service
 - Mileage
 - Fare
 - Eligibility
 - GTFS or other Transit operator data (GIS based is preferable)

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DATA COLLECTION AND ANALYSIS

Task
3

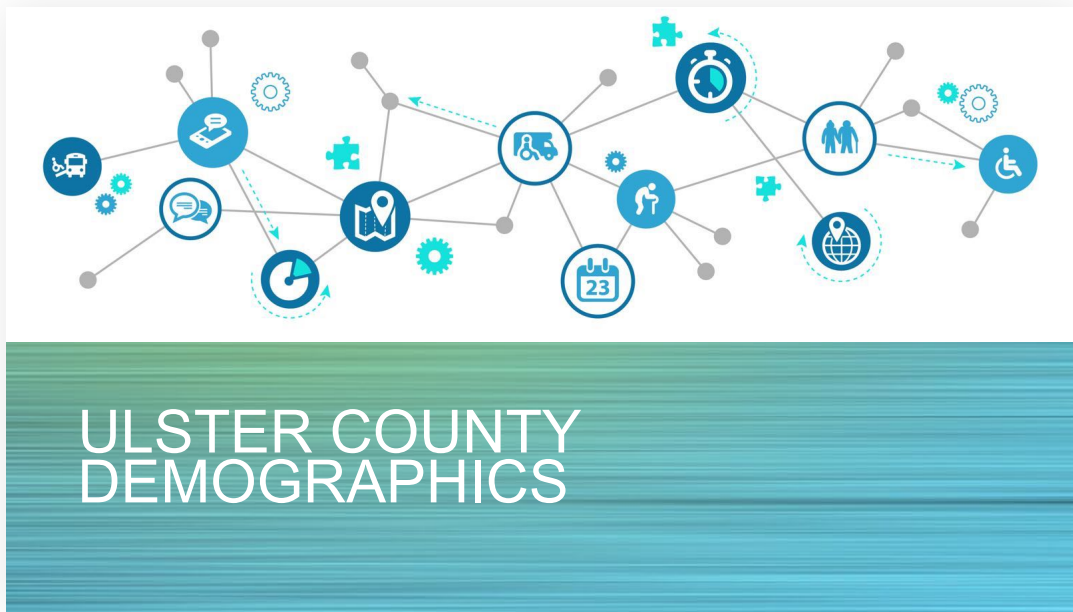
Task Work Steps

- Collect and evaluate origin and destination data
- Collect and evaluate socioeconomic and demographic data
- Develop a mobility need index for the region
- Generate maps, charts, and graphics using ESRI ArcGIS to show the location of populations in need, shared origins and destinations, existing transportation service areas, and emergency management information
- Explore microtransit solutions and opportunities
- Identify existing and emerging technology that may be adopted in the region
- Development of a summary technical memorandum documenting the data collection and analysis efforts
- Development of online ESRI StoryMaps (based on coordination with the County)

Task Outcomes

- Collect and distill data collection and analysis efforts to be used as part of the needs assessment and gap analysis

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DATA COLLECTION AND ANALYSIS

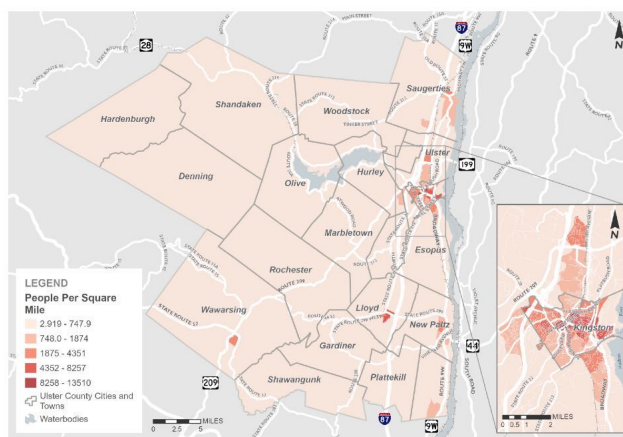


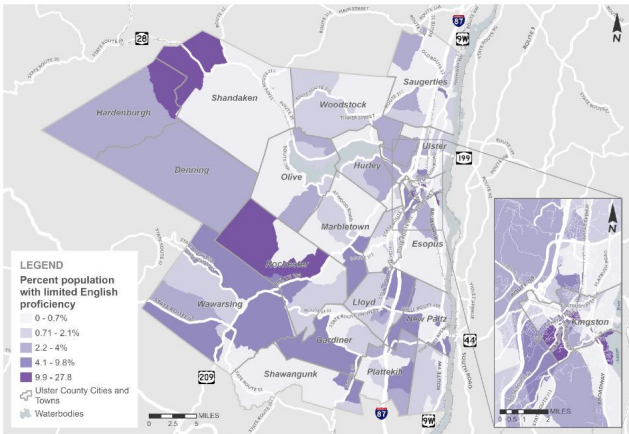
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DATA COLLECTION AND ANALYSIS



LEP Population
Ulster County HSTP

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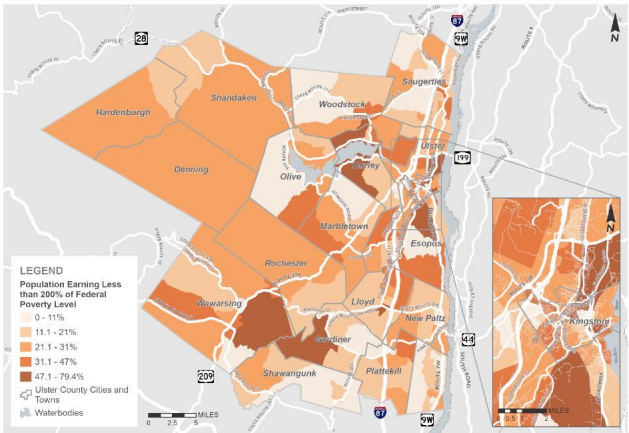
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DATA COLLECTION AND ANALYSIS



Poverty Population
Ulster County HSTP

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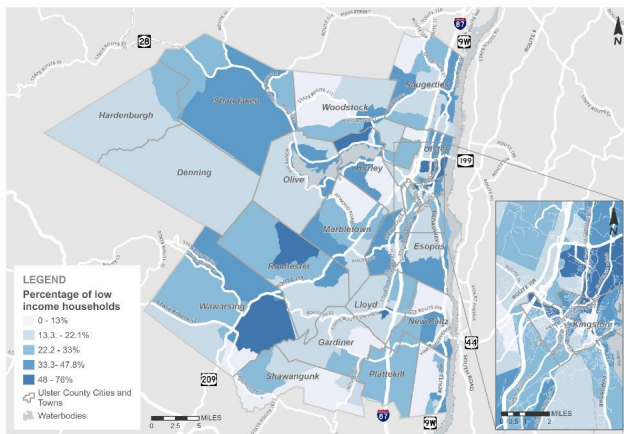
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DATA COLLECTION AND ANALYSIS



Low Income Households
Ulster County HSTP

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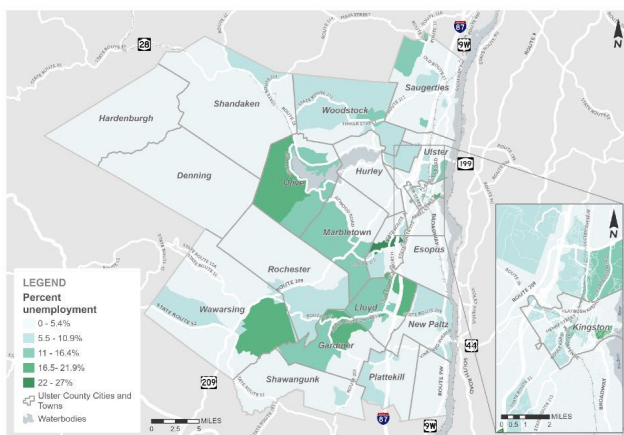
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DATA COLLECTION AND ANALYSIS



Percent Unemployment
Ulster County HSTP

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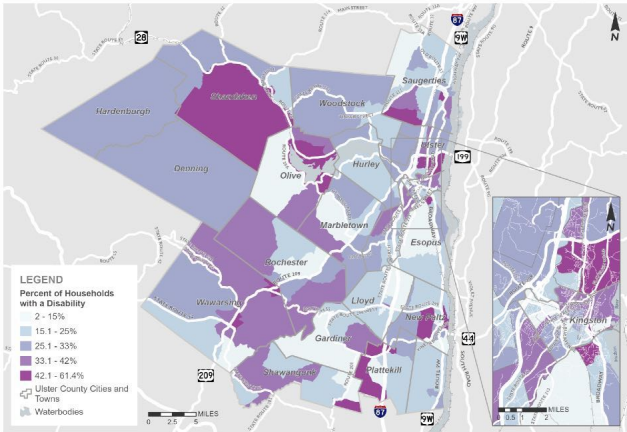
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DATA COLLECTION AND ANALYSIS



Disability Households
Ulster County HSTP

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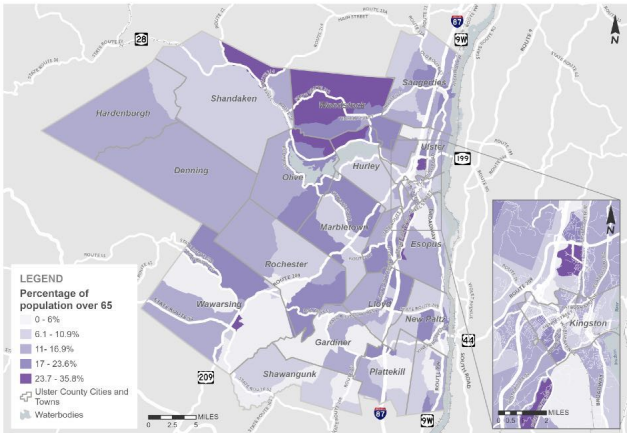
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DATA COLLECTION AND ANALYSIS



Older Adults (65+)
Ulster County HSTP

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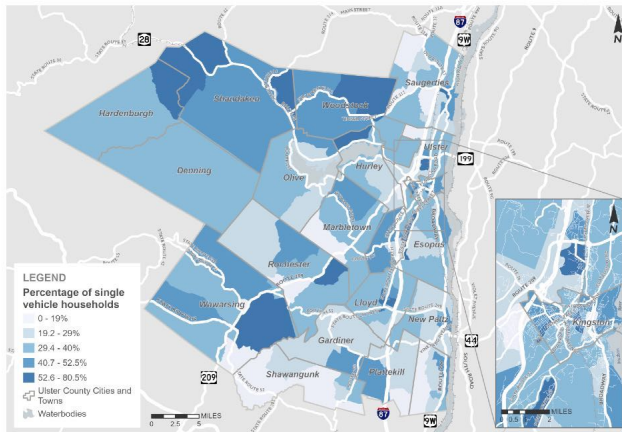
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DATA COLLECTION AND ANALYSIS



Single Vehicle Households
Ulster County HSTP

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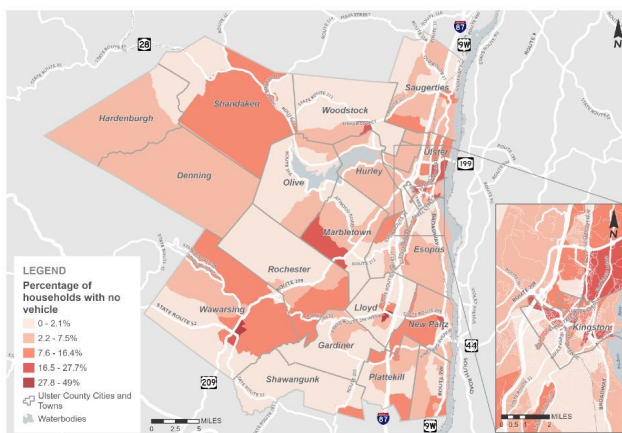
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DATA COLLECTION AND ANALYSIS



Zero Vehicle Households
Ulster County HSTP

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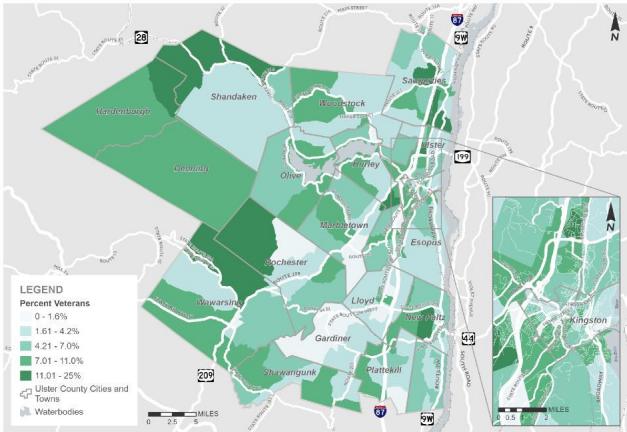
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DATA COLLECTION AND ANALYSIS



Veteran Population
Ulster County HSTP

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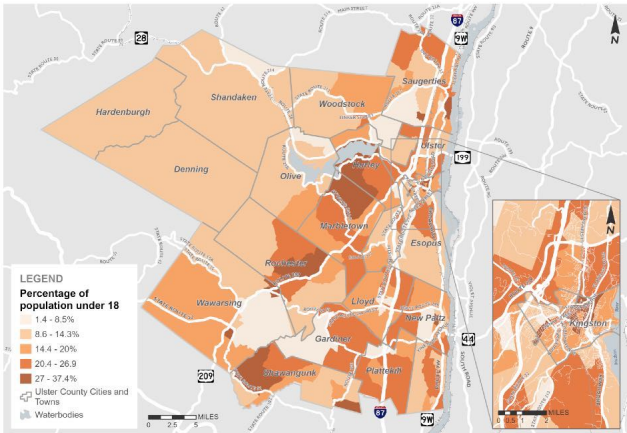
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DATA COLLECTION AND ANALYSIS



Youth Population
Ulster County HSTP

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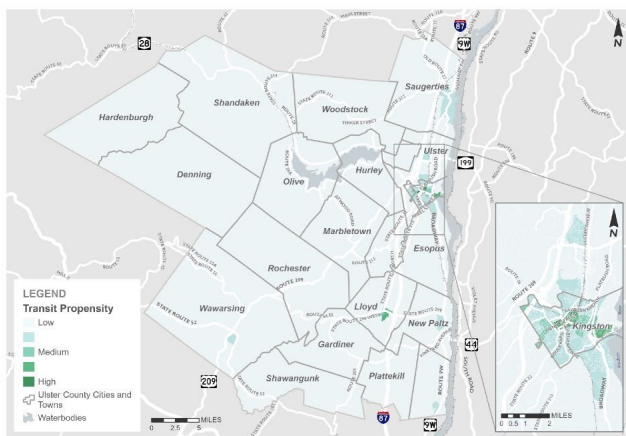
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DATA COLLECTION AND ANALYSIS



Transit Propensity
Ulster County HSTP

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NEEDS ASSESSMENT AND GAP ANALYSIS

Task
4

Task Objectives

- Develop a complete picture of service gaps and needs for all users, particularly those with disabilities, low-income, or seniors based on the qualitative and quantitative data collection efforts

Task Work Steps

- Evaluate the previously completed CTP-HSTP to identify progress made on recommendations
- Summary of unmet transportation needs identified from outreach efforts and data review

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Task 5

PROJECT EVALUATION LIST

Task Objectives

- Identify and prioritize projects that will address the mobility needs of Ulster County's underserved populations based on the identified gaps and needs

Task Work Steps

- Develop a refined list of existing and new projects and provide key project details such as meeting needs, effectiveness, and relative cost
- Develop project evaluation and prioritization criteria

Task 5

PROJECT & STRATEGY DEVELOPMENT

Full spectrum of HSTP projects

- Current 5310 services
- Regional fleet sharing
- Travel training
- Shared software
- Collaborative delivery networks
- Mobility management
- Microtransit

Evaluation Process

Set of viable strategies & projects

PROJECT & STRATEGY DEVELOPMENT

Task
5

Table 10. Criteria for Prioritizing Skagit Projects for Funding Under the Washington State DOT Consolidated Grant Program

CATEGORIES	#	CRITERIA	EVALUATION INSTRUCTIONS	WEIGHTS
Project Type	1	Continues/preserves an existing transportation service or program; expands/improves an existing transportation service or program; or creates a new transportation service or program	Determine how well the project type proposed meets criterion and score application for that project type	10
Needs Addressed	2	Fills need(s) identified in planning process for coordinated public transit human services transportation plan	Refer to needs assessment for coordinated public transit human services transportation plan	15
	3	Serves special needs populations and/or areas of high transit dependence	Refer to maps of persons with disabilities, seniors, youth, households without vehicles, low-income populations, minority populations and transit dependency needs index	15
	4	Serves local needs, includes trips entirely within Skagit County and local tribal lands	Evaluate the application on how well it proposes to address local needs	15
	5	Serves regional needs, including connections to Skagit County from other counties	Evaluate the application on how well it proposes to address regional needs	10
Efficiency and Effectiveness	6	Estimated number of individuals served or passenger trips by transportation service or program	Evaluate the application using estimated number of individuals served or passenger trips	5
	7	Financial sustainability of project, resulting cost savings from project, leveraging of other funding sources and volunteer support	Evaluate the application using this cost related criterion	10
	8	Coordinate and/or collaborate with other organizations, locally and/or regionally	Evaluate the application based on documented coordination and/or collaboration with other organizations	10
	9	Utilizes innovative programs, processes and tools that improve efficiency and/or effectiveness	Score the application based on the service or programs proposed innovation could be technological or other innovation	5
Other Project Benefits	10	Incorporates environmentally sustainable practices and/or emergency management elements	Determine if the project incorporates any environmentally sustainable practices and/or emergency management elements	5 [PS8]

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PLAN PREPARATION AND PRESENTATION

Task
6

Task Objectives

- Develop a CPT-HSTP Plan that goes above and beyond federal requirements while improving mobility options for seniors, people with disabilities, and Ulster County residents.

Task Work Steps

- Develop draft CPT-HSTP Plan for County review, including all items from previous Tasks included within the report or attached as Appendices
- Develop online ESRI StoryMaps (based on discussion with Ulster County Staff)
- Post the draft Plan on the project website for public input
- Finalize the CPT-HSTP Plan

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NEXT STEPS/CRITICAL PATH ITEMS

- Launch Project Website – ulstercountyhstp.com
- Develop online survey
- Inventory of existing 5310 funded providers and services
- Agency Interviews
- Stakeholder/passenger listening sessions



MEETING MINUTES

Date:	November 20, 2023	TG:	1.23160.02
To:	Brian Slack – Ulster County, Project Manager Dennis Doyle – Ulster County, Director		
From:	Chris Titze, AICP/PP – Transpo Group, Project Manager		
Subject:	Ulster County HSTP – TAC Meeting #1: Meeting Minutes		

The following comprises the meeting minutes and notes from Meeting #1 of the Ulster County HSTP Technical Advisory Committee (TAC). The meeting was conducted via Microsoft TEAMS on November 16, 2023, from 1:30 PM to 2:45 PM.

Virtual Meeting Attendees

	Maris Fry	
	Anthony Troccia	
	Brian Slack	
	Chris Titze Organizer	
	Coots, Dan (DOT)	
	Dennis Doyle - Planning	
	Emma Hambright	
	Esi Lewis	
	Keith Gurgui (Guest) Meeting guest	
	Marlene Connor	
	Paul Sharman	
	Scott Workman	
	Susan Koppenhaver	
	Susan McDonough	
	Toni (Guest) Meeting guest	

TAC Member Attendees

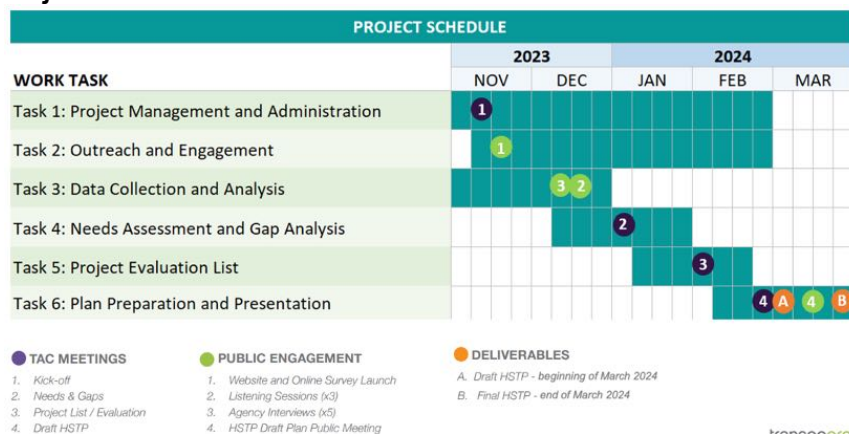
Emma Hambright	Vice President of Social and Human Services	RUPCO	ehambright@rupco.org
Toni Roser Scott Workman Anthony Troccia	Director Deputy Director Deputy Director	Ulster County Area Transit	Toro@co.ulster.ny.us Swrk@co.ulster.ny.us antr@co.ulster.ny.us
Susan Koppenhaver	Director	Ulster County Office for the Aging	skop@co.ulster.ny.us
Sue McDonough	Director of Temporary Assistance	Ulster County Department of Social Services	smco@co.ulster.ny.us
Anthony Mignone	Executive Director	RCAL	amignone@rcal.org
Keith Gurgui	Systems Advocate		kgurgui@rcal.org
Michael Berg	Executive Director	Family of Woodstock	mberg@familyofwoodstockinc.org
Esi Lewis	Ulster County Chief Diversity Officer	Ulster County Executive's Office	else@co.ulster.ny.us
Daniel Coots	NYSDOT Region 8 Transit Liaison	NYSDOT	dan.coots@dot.ny.gov

Meeting Summary:

The meeting commenced with TAC members introducing themselves and sharing personal experiences in response to the group icebreaker.

Brian summarized the Human Service Transportation Plan (HSTP) Update, pointing out that it coincided with the Ulster County Area Transit Route Optimization Plan. Susan emphasized the importance of giving "border" towns a voice in developing regional transportation systems. Dennis emphasized the importance of understanding who/where is underserved and how services can be better coordinated. He proposed creating a comprehensive database that included group homes and community gathering places. Chris presented the project's proposed scope and timeline.

Project Schedule:



Chris acknowledged the desire for an aggressive project schedule and completion of the project by early Spring 2024 to reduce "meeting fatigue" in the community while maintaining the original project schedule requested in the RFP. The importance of public engagement in providing meaningful input from 5310 program beneficiaries into the plan was highlighted as a critical component of the project. The engagement program will be carried out through a variety of activities, including:

- **Website:** A website will be launched immediately following the Thanksgiving holiday. This digital platform will be a central hub for project updates and information. It is intended to be updated regularly throughout the project to ensure stakeholders have access to the most recent developments.
- **Online Survey:** An online survey is in the works and should be ready within the next few weeks. This survey will be critical in gathering important community feedback and informing decision-making and project direction.
- **Agency Interviews:** five agency interviews have been scoped, and a preliminary list of agencies to be interviewed is being compiled for submission to Ulster County for review and comment. This list will be based on the previous plan but adaptable to recent changes. Those involved in the previous plan, employment-related agencies, and social service agencies are all potential interviewees.
- **Stakeholder Group Discussions (Listening Sessions):** To learn about community needs and observed gaps, stakeholder group discussions akin to listening sessions will be conducted. Keith proposed holding user group meetings at senior centers to ensure a diverse and inclusive range of perspectives. It is also critical to include representatives from border towns.

The importance of efficient coordination, transparency, and active engagement with stakeholders was emphasized throughout the discussion of the scope and engagement activities. Chris's presentation's outlined steps represent the proposed strategy for gathering input, assessing existing resources, and establishing a solid foundation for the project's progression.

Chris then discussed data collection and analysis activities, as well as the presentation of socioeconomic/demographic dataset maps, such as population density, LEP populations, poverty populations, low-income households, unemployment percentage, disabled households, older adults, single-vehicle households, zero vehicle households, veteran populations, youth populations, and high transit propensity populations.

Finally, Chris presented the approach and schedule for the needs assessment and gap analysis tasks, project evaluation and strategy development, plan development, and project next steps.

Nex Steps:

Launch Project Website – ulstercountyhstp.com (late November)
 Develop online survey (early December)
 Inventory of existing 5310 funded providers and services (early December)
 Agency Interviews (mid-December)
 Stakeholder/passenger listening sessions (mid-December)

Meeting adjourned.



Meeting Chat Screenshots

Susan Koppenhaver 2:05 PM

SK agency interviews means the agencies we run within the county?

Paul Sharman 2:05 PM

These are meant to be interviews between Transpo and some of the agencies that provide mobility services within Ulster to understand the challenges they face in providing services.

Susan Koppenhaver 2:06 PM

SK ok thanks - i was hoping to get a voice for the "border" towns who need some sort of regional transport system to go between Counties

Paul Sharman 2:07 PM

Yes, we'd love to have conversations with them and hear their challenges.

Susan Koppenhaver 2:07 PM

SK i have the contacts for them

Keith Gurgui (Guest) 2:08 PM

KG I assume the survey and listening sessions are for public (and others) input?

Paul Sharman 2:09 PM

Keith - yes, for public comment with the goal of specifically targeting the users of these systems

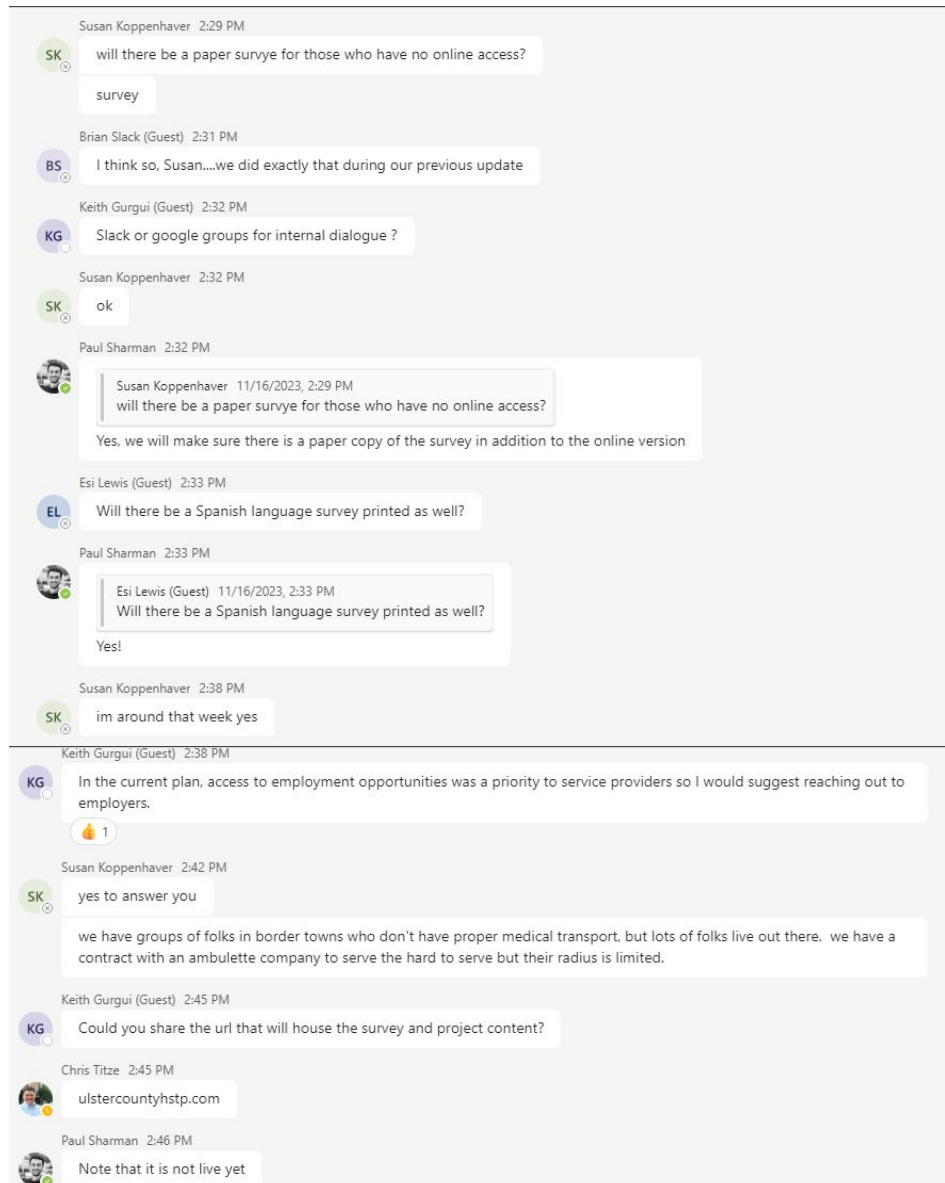
Keith Gurgui (Guest) 2:18 PM

KG I'd just recommend getting any of the dates for input opportunities out asap so we can disseminate. Given the time of year, the more lead time potential participants have, the more likely they'll be able to participate. And if unable to attend there should be an email to accept written input/comment. Possibly even a physical address for snail mail comments for individuals without internet or tech know how.

👍 1

Brian Slack (Guest) 2:20 PM

BS Thanks Keith. Yes it's an aggressive schedule and we'll shoot for getting some accomplishments under our belts before the holiday but we'll also be able to mop up anything we missed in early 2024





HUMAN SERVICES TRANSPORTATION PLAN


Technical Advisory Committee Meeting #2 / 3 – May 15, 2024

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WHAT TRANSPORTATION CAN BE.

HUMAN SERVICES TRANSPORTATION PLAN


Required for use
of Federal Section
5310 Funding

Covers all areas
of Ulster County



Focused on Older
Adults, Persons with
Disabilities, and
Lower Income
Populations

Maximizes
Resources Through
Coordination Among
Stakeholders

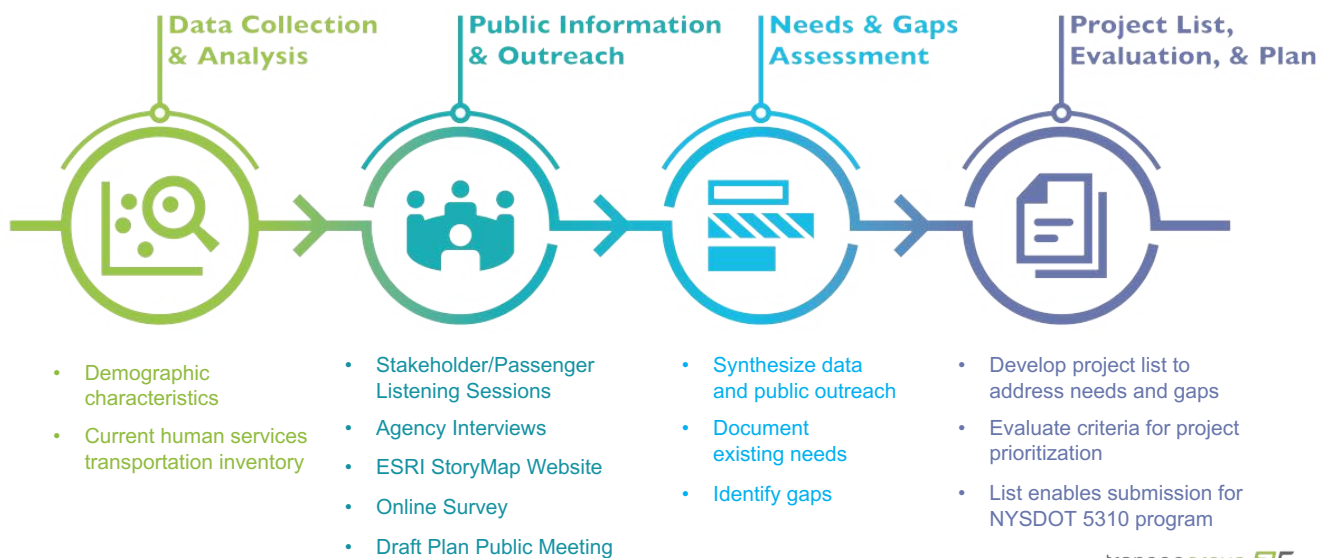
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ULSTER COUNTY HSTP PROJECT OBJECTIVES

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- 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 the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
- 4 **Priorities** for implementation based on resources (from multiple program sources), time, available funding sources, and feasibility for implementing specific strategies and/or activities identified.

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COORDINATED PLANNING PROCESS



ROLES OF TAC MEMBERS



CONNECTORS



GUIDES



BROADCASTERS



REVIEWERS

TAC Meetings (*virtual/in-person*):

- Meeting #1 – Project Kick-Off (*November 16, 2023*)
- Meeting #2 – Needs & Gaps (*Early-January*)
- Meeting #3 – Project List & Evaluation (*Early-February*)
- Meeting #4 – Draft HST Plan (*Early-March*)

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ROLES OF TAC MEMBERS



CONNECTORS



GUIDES



BROADCASTERS



REVIEWERS

TAC Meetings (*virtual/in-person*):

- Meeting #1 – Project Kick-Off (*November 16, 2023*)
- Meeting #2 / 3 – Needs & Gaps; Project List & Evaluation (*May 15, 2024*)
- Meeting #4 – Draft HST Plan (*early-June*)

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PUBLIC ENGAGEMENT

AGENCY & COMMUNITY ORGANIZATION INTERVIEWS



AGENCY & COMMUNITY ORGANIZATION INTERVIEWS

Interviewee	Date	Key Outcome
Office for the Aging	1/18/2024	Improve connectivity to areas of high interest and manage geographic challenges
Catskill Neighbors	3/25/2024	Improve coordination between stakeholders to address challenges faced by seniors and individuals with disabilities
Department of Social Services	12/11/2023	Access to key locations such as the Department of Labor and the Department of Mental Health is limited
Employment and Training	3/22/2024	Appointing a mobility manager to support individuals in accessing various transportation services may be beneficial
Department of Health	12/12/2023	Access to key locations both inside and outside of Ulster County is challenging without a personal vehicle
Transportation Providers	12/12/2023	Lack of drivers is a significant challenge with multiple consequences
Pine Hill Community Center	3/20/2024	Community- or volunteer-driven services may supplement existing transportation options
Resource Center for Accessible Living, Inc.	2/2/2024	Driver shortages limit the expansion and the reliability of transportation services
UCAT	12/12/2023	A lack of operators and mechanics reduces service availability
Veterans Services Agency	12/11/2023	Most trips are for medical purposes, but there are likely needs for other trip types
Wallkill Senior Group	2/4/2024	Target demographics may not be receiving information about the transportation services available to them

AGENCY & COMMUNITY ORGANIZATION INTERVIEWS - FINDINGS

- **Staffing Shortages:** A critical shortage of drivers and mechanics that affects the reliability and frequency of public transportation services.
- **Limited Geographic Coverage:** The lack of sufficient public transportation options, particularly in rural and southern parts of Ulster County, poses a significant challenge for seniors and those with disabilities, making it arduous for them to access essential services
- **Public Awareness and Coordination:** Lack of awareness about available transportation services and poor coordination between various service providers and funding sources complicates users' access.
- **Technology and Infrastructure Needs:** Better utilization of technology and infrastructure, such as real-time scheduling software and more accessible transportation options, such as microtransit, is needed.

PUBLIC OPEN HOUSE

- February 8, 2024
- Restorative Justice & Community Center, Kingston
- 10:00 AM to Noon & 4:00 PM to 6:00 PM



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PUBLIC OPEN HOUSE - FINDINGS

- **Driver Shortages:** The primary gap is the severe shortage of drivers, more so than vehicles, affecting the consistency and reliability of transportation services.
- **Lack of Coordination:** Inefficiencies due to poor coordination among various agencies highlight the need for integrated efforts to streamline services and reduce duplication.
- **Innovative Solutions Required:** Innovative solutions, such as micro-transit and advanced technology systems, are urgently needed to improve service coordination and effectiveness.
- **Targeted Services for Specific Groups:** Enhanced transportation solutions are needed for seniors, especially those in rural areas and veterans, to ensure they have adequate access to necessary services.

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PUBLIC SURVEY

- 105 respondents completed surveys
- Most common ZIP code reported by respondents was 12466 (Port Ewen, Town of Esopus).
- Most frequently reported age range was 70-79.
- Most common annual income category reported was 'Above \$60,001'.
- Employment status was split between 'Yes' and 'No'.
- Most respondents are not veterans.
- A wide variety of disabilities were reported, indicating a range of physical, neurological, and sensory disabilities or conditions that likely affect respondents' transportation needs and abilities.
- Most respondents have a driver's license and access to a personal vehicle.
- Most common transportation option used regularly was "Personal Automobile."

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PUBLIC SURVEY - FINDINGS

- **Mobility Challenges:** Respondents identified difficulties related to disabilities and aging, which impact their ability to use standard transportation services. There's a need for more accommodating transportation options that consider these mobility challenges.
- **Service Availability and Coordination:** The community expressed a need for extended service hours and better coordination of schedules to make public transportation more reliable and flexible. This includes a demand for public transportation availability during weekends and evenings.
- **Affordability and Accessibility:** High costs associated with private transportation and vehicle maintenance were noted as barriers. Respondents are looking for more affordable transportation solutions, suggesting that cost is a significant concern.
- **Potential Solutions:** Suggestions from the community include implementing door-to-door services that directly cater to individuals with mobility issues, centralized platforms for transportation information and arrangements, and online resources for easy access to transportation schedules and booking options.

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OBSERVED GAPS & NEEDS

IDENTIFIED GAPS & NEEDS

Need 1: Additional Transportation Services Where & When Needed

With its predominantly rural geography, Ulster County grapples with significant challenges in providing comprehensive transportation coverage. The struggle is particularly felt by seniors and persons with disabilities, who are disproportionately affected by the limited transportation options, especially on weekends and for cross-county travel. This situation creates significant gaps in accessibility to essential services and urban centers within and beyond the county, a reality often overlooked.

IDENTIFIED GAPS & NEEDS

Need 2: Coordination of Services

The County is limited in publicly available transportation to those services provided by UCAT and the Office for Aging. The other services are only available to specific customer groups, such as veterans, seniors, and persons with disabilities, or to specific human service agency customers. There is a need for more coordinated efforts among the different provider organizations to avoid duplication of services, enhance efficiency, and better utilize existing resources.

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IDENTIFIED GAPS & NEEDS

Need 3: Availability of Drivers (Professional and Volunteer)

Ulster County's transportation services currently need more paid and volunteer professional drivers, which has emerged as one of the most pressing issues for the county's transportation operators. This driver shortage causes unreliable service, with some routes reduced or completely unavailable, severely limiting the community's access to essential services.

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IDENTIFIED GAPS & NEEDS

Need 4: Improve Flexibility of Services

The availability of flexible and on-demand services could effectively enhance services in Ulster, provide first- and last-mile connections to the existing network, and provide mobility in low-density and rural areas, which are difficult to access with traditional fixed-route services. This could be impactful, particularly for seniors and persons with disabilities.

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IDENTIFIED GAPS & NEEDS

Need 5: Consistent and Integrated Communication

There is a need for more information about public transportation, and there needs to be a central or consistent venue for this information. Public education and outreach are needed to communicate better what services are available.

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IDENTIFIED GAPS & NEEDS

Previous HSTP Transportation Needs List	Proposed Gaps & Needs
Duplication of effort.	Additional Transportation Services Where & When Needed Significant challenges in providing comprehensive transportation coverage. The struggle is particularly felt by seniors and persons with disabilities, who are disproportionately affected by the limited transportation options, especially on weekends and for cross-county travel.
Lack of awareness of transportation options.	Coordination of Services More coordinated efforts among the different provider organizations to avoid duplication of services, enhance efficiency, and better utilize existing resources.
Under-utilized vehicles.	Availability of Drivers (Professional and Volunteer) Limited staff and drivers (CDL certified) are available to deliver services to those in need effectively.
Increase the availability of accessible vehicles.	Improve Flexibility of Services Flexible and on-demand services could effectively enhance services in Ulster, provide first- and last-mile connections to the existing network, and provide mobility in low-density and rural areas.
Better use of existing services.	Consistent and Integrated Communication More information about public transportation, and there needs to be a central or consistent venue for this information
Lack of transportation options for non-program trips, veterans, and in parts of the county without fixed route service.	
Additional service needed for work trips	

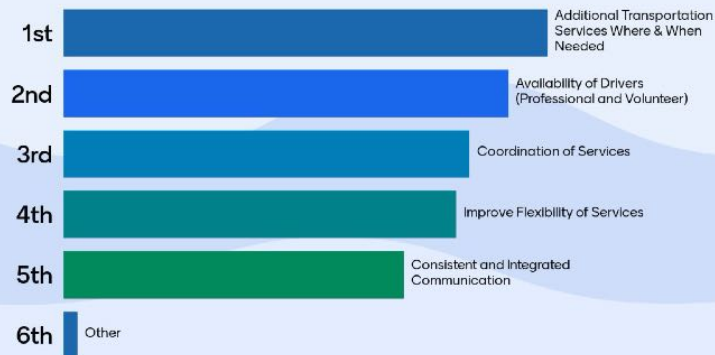
INTERACTIVE INPUT



Join at menti.com |
Use access code: 2579 3516



Rank the observed gaps & needs?



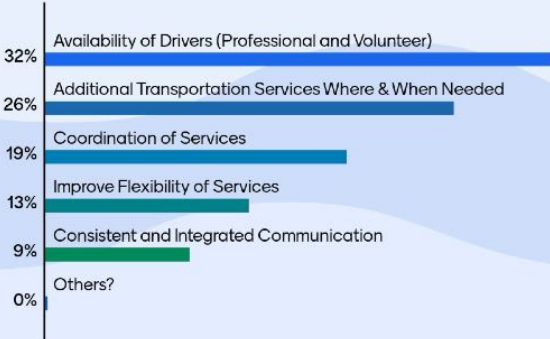
Other gaps and needs...?

Non medical Trips. Shopping.
Other personal needs. Cross
county travel

Access to employment, while
not directly assoc. with 5310,
is a big need

door to door vs curb to
curb

How would you prioritize the gaps & needs?



PROPOSED STRATEGIES

NEED 1: SERVICES WHERE & WHEN NEEDED

- Strategy 1A: Develop a microtransit program to address first and last-mile connections, especially in low-density and rural areas poorly served by traditional fixed route services.
- Strategy 1B: Expand ADA coverage area beyond the standard $\frac{3}{4}$ mile, especially critical in areas with sparse services.
- Strategy 1C: Collaborate with rural-focused non-profits or municipalities to introduce new services for seniors and disabled residents.
- Strategy 1D: Identify opportunities for coordination with programs like GoGo Grandparents or New York Connects to enhance mobility options.

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NEED 2: COORDINATION OF SERVICES

- Strategy 2A: Establish a mobility coordination committee allowing all relevant agencies to discuss common issues and opportunities.
- Strategy 2B: Establish a mobility manager position to enhance communication and coordination between services and programs.
- Strategy 2C: Develop a framework for coordinated out-of-county medical transportation services.
- Strategy 2D: Explore regional transit operations or shared technology platforms with neighboring counties such as Orange and Dutchess.
- Strategy 2E: Develop a system to share resources like vehicles and spare parts inventory.

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NEED 3: AVAILABILITY OF DRIVERS (PROFESSIONAL AND VOLUNTEER)

- Strategy 3A: Develop a joint strategy for recruiting and retaining operators and volunteers.
- Strategy 3B: Develop a joint training program with the County employment office, workforce development, or local community colleges to professionalize volunteer roles.

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NEED 4: IMPROVE FLEXIBILITY OF SERVICES

- Strategy 4A: Develop a framework for flexible services, including demand response zones, checkpoint services, or other options within the ‘family of services.’
- Strategy 4B: Enhance the flexibility of service delivery to adapt to varying demands.
- Strategy 4C: Review program eligibility to ensure services are not restricted to specific members, avoiding siloed approaches.
- Strategy 4D: Reinforce the development of a microtransit program to enhance connectivity and service in low-density and rural areas.

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NEED 5: CONSISTENT AND INTEGRATED COMMUNICATION

- Strategy 5A: Develop a transportation guide, book, and interactive website as public education tools, and establish an "Online Transportation Concierge" similar to "FindMyRide" for trip booking and information.
- Strategy 5B: Identify joint marketing efforts to facilitate information and passenger exchange through referrals.
- Strategy 5C: Establish a regional coordinated information and referral service/program, possibly including a centralized dispatch system and a one-stop shop for information, integrating with 211 and other partners.

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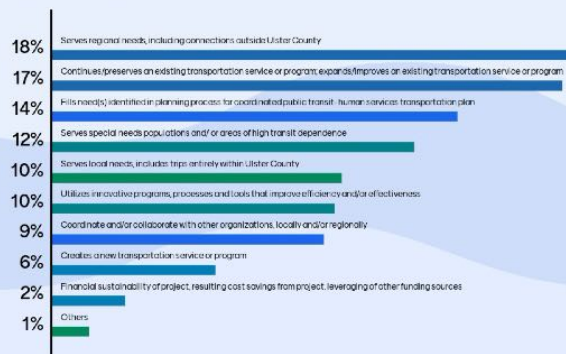
PRIORITIZATION & EVALUATION CRITERIA

SAMPLE EVALUATION & PRIORITIZATION CRITERIA

Prioritization Criteria	Evaluation Instructions
Continues/preserves an existing transportation service or program; expands/improves an existing transportation service or program	Determine how well the project type proposed meets criterion and score application for that project type
Creates a new transportation service or program	Determine how well the project type proposed meets criterion and score application for that project type
Fills need(s) identified in planning process for coordinated public transit-human services transportation plan	Refer to needs assessment for coordinated public transit-human services transportation plan
Serves special needs populations and/ or areas of high transit dependence	Refer to maps of persons with disabilities (physical or mental), seniors, youth, households without vehicles, low-income populations, minority populations and transit dependency needs index
Serves local needs, includes trips entirely within Ulster County	Evaluate the application on how well it proposes to address local needs
Serves regional needs, including connections outside Ulster County	Evaluate the application on how well it proposes to address regional mobility
Financial sustainability of project, resulting cost savings from project, leveraging of other funding sources (such as donations or volunteer support)	Evaluate the application using this cost related criterion
Coordinate and/or collaborate with other organizations, locally and/or regionally	Evaluate the application based on documented coordination and/or collaboration with other organizations
Utilizes innovative programs, processes and tools that improve efficiency and/or effectiveness	Score the application based on the service or programs proposed innovation - could be technological or other innovations

Mentimeter

How would you weight the importance of provided sample prioritization criteria





Q&A

NEXT STEPS/CRITICAL PATH ITEMS

- Complete Draft HSTP for review and comment by TAC
- TAC Meeting #4 – early June
- Engage GIS data viewer functionality on the project website
- Public Draft HSTP for public review and comment
- Finalize HSTP and submit to UCTC for adoption



MEETING MINUTES

Date:	May 15, 2024	TG:	1.23160.02
To:	Brian Slack – Ulster County, Project Manager Dennis Doyle – Ulster County, Director		
From:	Chris Titze, AICP/PP – Transpo Group, Project Manager		
Subject:	Ulster County HSTP – TAC Meeting #2: Meeting Minutes		

The following comprises the meeting minutes and notes from Meeting #2 of the Ulster County HSTP Technical Advisory Committee (TAC). The meeting was conducted via Microsoft TEAMS on May 15, 2023, from 10:00 AM to 11:35 AM.

TAC Member Attendees

Toni Roser	Director	UCAT	Toro@co.ulster.ny.us
Anthony Troccia	Deputy Director	UCAT	antr@co.ulster.ny.us
Susan Koppenhaver	Director	Ulster County Office for the Aging	skop@co.ulster.ny.us
Sue McDonough	Director of Temporary Assistance	Ulster County Department of Social Services	smco@co.ulster.ny.us
Keith Gurgui	Systems Advocate	RCAL	kgurgui@rcal.org
Esi Lewis	Ulster County Chief Diversity Officer	Ulster County Executive's Office	else@co.ulster.ny.us
Daniel Coots	NYS DOT Region 8 Transit Liaison	NYS DOT	dan.coots@dot.ny.gov
David Staas			
Dennis Doyle	Director of Planning	UCTC	ddoy@co.ulster.ny.us
Brian Slack	Principal Transportation Planner	UCTC	bsla@co.ulster.ny.us
Marlene Connor	Principal	MCA	MBConnor@mcacp.com

Meeting Summary:

Introduction

The Technical Advisory Committee (TAC) for the Ulster County Coordinated Human Services Transportation Plan convened to discuss updates, strategies, and future steps. Brian Slack and Chris Titze led the meeting, which focused on assessing and strategizing around the Human Services Transportation Plan, an FTA Section 5310 funding requirement.

Key Items Discussed

- **Existing Services and Gaps:** A review of existing transportation services was conducted to identify gaps, especially in service availability at certain times and locations, which inhibit accessibility for the elderly, disabled, and lower-income populations.
- **Public Engagement:** Extending project timelines allowed for increased public engagement, revealing critical insights into community needs and preferences. This engagement included surveys, public meetings, and direct stakeholder consultations.
- **Strategic Development:** Strategies for addressing identified service gaps were discussed, focusing on increasing service availability, enhancing driver recruitment, and leveraging technology for better service coordination.

Gaps and Needs Established

- **Additional Transportation Services Where & When Needed**
Services are concentrated in urbanized areas, leaving rural regions underserved.
- **Coordination of Services**
There is a need for more coordinated efforts among the different provider organizations to avoid duplication of services, enhance efficiency, and better utilize existing resources.
- **Availability of Drivers (Professional and Volunteer)**
A critical need for more professional drivers impacts the ability to expand or maintain current service levels.
- **Improve Flexibility of Services**
Flexible and on-demand services could significantly improve services in Ulster, provide first- and last-mile connections to the existing network, and provide mobility in low-density and rural areas that are difficult to access with traditional fixed-route services.
- **Consistent and Integrated Communication**
Better public awareness and coordination among service providers are needed to optimize resource use and service delivery.

Strategies for Improving Mobility

- **Enhanced Driver Recruitment and Retention:** Initiatives to attract and retain more qualified drivers, potentially through local training programs.
- **Technology Integration:** Implementing advanced scheduling and routing software to improve efficiency and user experience.
- **Service Expansion:** Exploring microtransit and other flexible service models to address the first and last-mile connectivity issues, especially in rural areas.
- **Cross-county Collaboration:** Working with neighboring counties to address intercounty travel needs effectively.

TAC Members' Comments and Detailed Discussion

TAC members considered microtransit and mobility management. These topics became essential for closing transportation gaps and improving service efficiency and accessibility. In addition to microtransit and mobility management, TAC members discussed improving transportation service coordination between Ulster County and neighboring counties. Intercounty cooperation is essential to building a more cohesive regional transportation network to make cross-county travel easier.

Microtransit:

- **Definition and Implementation:** Microtransit uses advanced technology for dynamic routing and scheduling and smaller vehicles than traditional buses to meet demand. TAC members discussed using microtransit as a pilot to improve first- and last-mile connectivity for seniors and disabled residents.
- **Funding and Operational Models:** There was a significant focus on how microtransit could be funded through FTA Section 5310 and other sources. The discussion also covered the operational models, such as whether vehicles would be owned by the service provider or the county and the role of technology in scheduling and dispatching.
- **Potential Barriers and Solutions:** The regulatory environment and integrating microtransit with existing services were concerns. Clear guidelines and county-service provider cooperation were needed for successful implementation.

Mobility Management:

- **Role and Responsibilities:** A mobility manager was discussed as a central coordinating figure who would manage and oversee the integration of various transportation services



across the county. This role would involve strategic planning, service coordination, and public outreach to ensure that transportation resources are used efficiently and effectively.

- **Importance of Coordination:** TAC members emphasized having a dedicated mobility manager to facilitate communication between service providers, manage resources, and improve service delivery. This position would also inform and engage the public through a centralized information system.
- **Implementation Challenges:** Discussions highlighted the challenges of establishing a new role within existing structures, including funding, defining responsibilities, and ensuring agency collaboration. To implement a mobility manager, members agreed that detailed planning and stakeholder buy-in were essential.

Intercounty Collaboration:

- **Cross-County Service Needs:** Members acknowledged that many residents, especially in border areas of Ulster County, frequently require services that cross into neighboring counties such as Orange and Dutchess. The need for reliable, coordinated services facilitating cross-county travel was highlighted as a priority.
- **Potential Models and Strategies:** The discussion included potential models for collaboration, such as shared services agreements or joint ventures between transit authorities across county lines. Members also considered integrating scheduling systems to allow seamless travel between counties, enhancing the user experience for those dependent on public transit for essential activities like medical appointments or employment.
- **Challenges and Regulatory Considerations:** The challenges of implementing cross-county transportation services, including jurisdictional issues and funding allocations, were discussed. Members stressed the importance of navigating regulatory environments and ensuring services comply with local and federal guidelines. To mitigate these challenges, the potential need for a regional transportation authority or similar body to oversee such efforts was suggested.

Operational Coordination:

- **Shared Resources and Information:** The importance of sharing resources, such as vehicles and technology platforms, was discussed to optimize existing infrastructure and reduce costs. Information sharing between counties on service patterns, usage data, and user feedback was vital for improving service planning and coordination.
- **Joint Marketing and Public Awareness Campaigns:** Members proposed joint marketing efforts to raise public awareness about available transportation options across county lines. These campaigns could help educate residents on navigating the broader regional transit system, emphasizing the availability of cross-county services and how to access them.
- **Regular Intercounty Meetings:** TAC members recommended establishing regular meetings with representatives from adjacent counties to foster ongoing collaboration. These meetings serve as a platform for discussing common challenges, sharing best practices, and planning joint initiatives that could benefit a more extensive regional population.

Next Steps and Action Items

- **Draft Plan Review:** The committee will review and provide feedback on the draft Human Services Transportation Plan.
- **Public Consultation:** A public meeting will be scheduled to gather broader community input.
- **Finalization and Implementation:** Based on feedback, the final plan will be refined for implementation, focusing on prioritized strategies and solutions.
- **Continuous Engagement:** Ongoing engagement with the public and stakeholders ensures the plan remains responsive to community needs.





HUMAN SERVICES TRANSPORTATION PLAN

Required for use
of Federal Section
5310 Funding

Covers all areas
of Ulster County



Focused on Older
Adults, Persons with
Disabilities, and
Lower Income
Populations

Maximizes
Resources Through
Coordination Among
Stakeholders

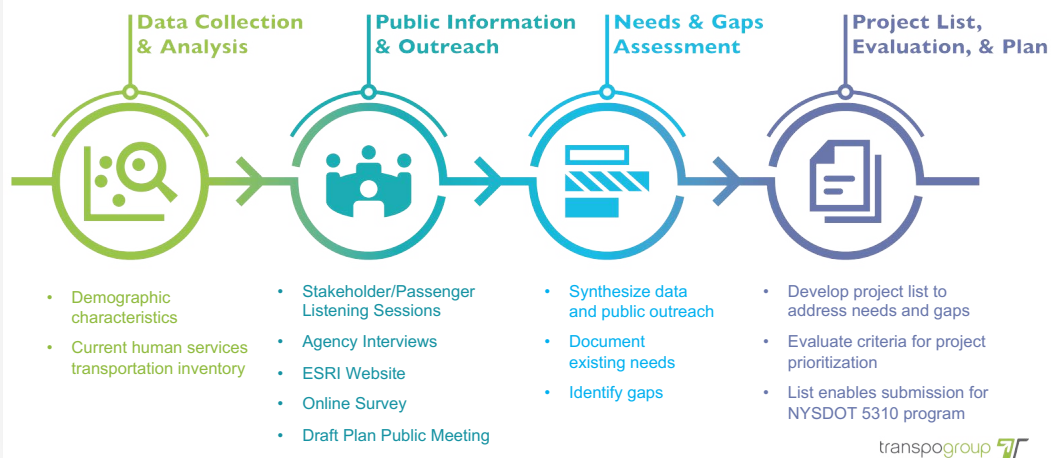
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ULSTER COUNTY HSTP PROJECT OBJECTIVES

- 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 the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
- 4 **Priorities** for implementation based on resources (from multiple program sources), time, available funding sources, and feasibility for implementing specific strategies and/or activities identified.

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COORDINATED PLANNING PROCESS



ROLES OF TAC MEMBERS



CONNECTORS



GUIDES



BROADCASTERS



REVIEWERS

TAC Meetings (*virtual/in-person*):

- Meeting #1 – Project Kick-Off
- Meeting #2 – Needs & Gaps
- Meeting #3 – Project List & Evaluation
- Meeting #4 – Draft HST Plan – Comments & Edits?

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PUBLIC ENGAGEMENT



Office for the Aging
Catskill Neighbors
Department of Social Services
Employment and Training
Department of Health
Transportation Providers
Pine Hill Community Center
Resource Center for Accessible Living, Inc.
UCAT
Veterans Services Agency
Wallkill Senior Group



PUBLIC ENGAGEMENT - FINDINGS

- **Staffing Shortages:** Critical lack of drivers and mechanics affects service reliability and frequency.
- **Limited Coverage:** Insufficient public transport in rural and southern Ulster County impacts seniors and disabled individuals.
- **Awareness and Coordination:** Poor awareness and coordination among providers complicate user access.
- **Technology Needs:** Enhanced use of real-time scheduling and accessible options like microtransit is needed.
- **Innovative Solutions:** Urgent need for microtransit and advanced tech to improve coordination and effectiveness.
- **Targeted Services:** Better transport solutions are needed for seniors, veterans, and disabled individuals, especially in rural areas.
- **Service Availability:** Demand for extended service hours, including weekends and evenings, for reliability.
- **Affordability:** High costs of private transport require more affordable public solutions.
- **Potential Solutions:** Door-to-door services, centralized info platforms, and online scheduling resources are suggested.



GAP 1 - SERVICES WHEN AND WHERE NEEDED

Strategies		Implementation Lead	Timeline	Estimated Costs	Staff Impacts	Internal/External Involvement	Prioritization (high, medium, low)
1 A	Develop Microtransit program to address first and last mile connections, especially in low-density and rural areas poorly served by traditional fixed route services	Ulster County, UCATS	1-3 months planning, feasibility	capital costs for technology including hardware and software, and operations	planning, feasibility, technology, operations including decisions regarding path forward	Traditional public & FTA processes	HIGH
1 B	Expand ADA Coverage beyond 3/4 mile	County, UCATS	1-3 months	incremental based on service	staff analysis	UCAT with approval by County	MED
1 C	Collaborate with rural focused non-profits or municipalities to introduce new services for seniors and people with disabilities	Ulster County, OFA	1-3 months	\$0	establish process and initiate, could be task for mobility manager	OFA/coordinating committee	MED
1 D	Identify opportunities for coordination with programs like GOGO Grandparents or New York Connects	Ulster County, OFA	1-3 months	\$0	evaluate current program	OFA/Coordinating committee	HIGH

GAP 2 – COORDINATION OF SERVICES

	Strategies	Implementation Lead	Timeline	Estimated Costs	Staff Impacts	Internal/External Involvement	Prioritization (high, medium, low)
2 A	Establish a mobility coordination committee allowing all relevant agencies to discuss common issues and opportunities	Ulster County, Service Providers	1-3 months	\$0	establish working group and framework for decision making	County, Committee Members	HIGH
2 B	Establish a mobility manager position	Ulster County	3-6 months	salary (5310 \$)	based on job description	County, UCAT	HIGH
2 C	Develop a framework for coordinated out of county medical transportation	Ulster County, operators	1-3 months	\$0	set up framework for interagency coordination, could serve as pilot	County, operators	MED
2 D	Explore regional transit operations or shared technology platforms with neighboring counties such as Orange and Dutchess	Ulster County, Operators, UCAT	6-12 months	capital costs for technology including hardware and software, and operations	set up framework for interagency coordination	TMA	MED

GAP 3 – AVAILABILITY OF DRIVERS

	Strategies	Implementation Lead	Timeline	Estimated Costs	Staff Impacts	Internal/External Involvement	Prioritization (high, medium, low)
3 A	Develop a joint strategy for recruiting and retaining both operators and volunteers	UCAT, Operators	1-3 months	\$0	Agency/provider requirement, training	Operators, County	HIGH
3 B	Develop a joint training program in coordination with County Employment office, workforce development or local community colleges	UCAT, Operators, County, DSS	6- 12 months	support costs for program	Agency/provider requirement, training	Operators, County, DSS, OFA	HIGH

GAP 4 – IMPROVE FLEXIBILITY OF SERVICES

	Strategies	Implementation Lead	Timeline	Estimated Costs	Staff Impacts	Internal/External Involvement	Prioritization (high, medium, low)
4 A	Develop a framework for flexible services that could include demand response zones, route deviation or other options	County, OFA, Operators	1-3 months	\$0	planning and development of framework, could precede microtransit development	County, UCAT	HIGH
4 B	Enhance the flexibility of service delivery to adapt to varying demands	UCAT	3-6 months		review current strategies, explore new opportunities	UCAT, County	HIGH
4 C	Review program eligibility to ensure services are not restricted to specific members or siloed	County, OFA, Operators	1-3 months	\$0	review current programs eligibility	OFA	MED
4 D	Reinforce the development of a microtransit program to enhance connectivity in low density and rural areas	County, OFA, UCAT	6-12 months		consider coverage and system goals	OFA, County, UCAT	HIGH

GAP 5 – CONSISTENT AND INTEGRATED COMMUNICATION

	Strategies	Implementation Lead	Timeline	Estimated Costs	Staff Impacts	Internal/External Involvement	Prioritization (high, medium, low)
5 A	Establish a regional coordinated information and referral service/program, central dispatch and one stop shop in coordination with 211 and other partners	County, Operators, UCAT, DHS, Vets	1-3 years	Planning through implementation eligible using 5310 funds	continue program development	County, UCAT, Operators, Mobility committee	MED
5 B	Develop a transportation guide, book, and interactive website and establish an online transportation concierge	County, Operators, UCAT	3-6 months	Planning first to develop framework	could be incremental process for development of into areas of technology	County, UCAT, Operators, Mobility committee	HIGH
5 C	Identify joint marketing efforts to facility information and passenger exchange through referrals	UCAT, Operators	1-3 months	annual budget process	compare calendars, develop framework	UCAT, Operators	LOW



RECOMMENDED ACTION PLAN

Overarching Themes

- **Collaboration and Coordination:** Establish frameworks and roles to enhance agency cooperation.
- **Centralized Information and Access:** Develop platforms for comprehensive transportation resources and scheduling.
- **Targeted Training and Flexible Services:** Implement training programs and flexible, on-demand transportation solutions.

Cost Categories

- Capital Cost: Vehicles, technology, hardware
- Operational Cost: Maintenance, salaries, insurance
- Labor Cost: Full-time, part-time, volunteer staff
- Institutional/Organization Cost: Coordination and management

Implementation Timeframes

- Micro (0-6 months): Immediate actions
- Short-term (6 months - 1 year): Requires some planning
- Mid-term (1-2 years): Requires additional planning and resources
- Long-term (3+ years): Significant investment and coordination



MOBILITY COORDINATION COMMITTEE

Purpose:

- Improve transportation services through agency collaboration.
- Provide a structured framework for discussing common issues and exploring improvement opportunities.
- Implement and pilot initiatives identified in the Human Services Transportation Plan (HSTP).

Actions:

- Establish regular meeting schedules and agendas.
- Implement pilot projects (e.g., driver training, medical transportation coordination).

Responsible Agencies/Parties:

- Ulster County Transportation Council (UCTC)
- Department of Social Services (DSS)
- Health Department
- Office for the Aging (OFA)
- Veterans' Services
- Nonprofits and community organizations

Costs:

- Capital Cost: 0
- Operational Cost: 0
- Labor Cost: 1 (Low)
- Institutional/Organization Cost: 2 (Low to Moderate)

Implementation Timeframe:

- Micro (0-6 months)

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MOBILITY MANAGER

Purpose:

- Improve coordination among transportation providers to ensure efficiency and effectiveness.
- Serve as a central transportation resource for agencies and the public.
- Streamline communication and trip coordination across various transportation services.

Actions:

- Create a comprehensive, central database of transportation services.
- Lead the coordination committee and organize meetings.
- Communicate with customers and assist with trip coordination.

Responsible Agencies/Parties:

- Ulster County Transportation Council (UCTC)

Costs:

- Capital Cost: 0
- Operational Cost: 0
- Labor Cost: 2 (Moderate)
- Institutional/Organization Cost: 1 (Low)

Implementation Timeframe:

- Short-term (6 months - 1 year)

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TRANSPORTATION GUIDE

Purpose:

- Create a centralized information platform to provide comprehensive transportation resources.
- Enhance accessibility to transportation options for agencies and the public.
- Evolve into a one-call, one-click transportation scheduling solution.

Actions:

- Develop and maintain a centralized hub for transportation information.
- Identify and secure ongoing funding for staff support and maintenance.

Responsible Agencies/Parties:

- Ulster County Transportation Council (UCTC)
- Ulster County Area Transit (UCAT)

Costs:

- Capital Cost: 1 (Low)
- Operational Cost: 1 (Low)
- Labor Cost: 2 (Moderate)
- Institutional/Organization Cost: 1 (Low)

Implementation Timeframe:

- Short-term (6 months - 1 year)

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DRIVER TRAINING PROGRAM

Purpose:

- Hire, train, and retain a skilled workforce of operators and maintenance personnel.
- Ensure compliance with regulatory requirements for vehicle operation.
- Enhance service quality through targeted training programs.

Actions:

- Conduct a needs assessment and review current staffing levels.
- Develop CDL certification and advanced training programs.
- Implement a targeted marketing strategy to attract candidates.
- Provide competitive compensation and benefits packages.

Responsible Agencies/Parties:

- Ulster County Office of Employment and Training (OET)
- Ulster County Transportation Council (UCTC)
- Local workforce training institutions, community colleges, and technical schools

Costs:

- Capital Cost: 1 (Low)
- Operational Cost: 1 (Low)
- Labor Cost: 2 (Moderate)
- Institutional/Organization Cost: 2 (Moderate)

Implementation Timeframe:

- Mid-term (1-2 years)

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MICROTRANSIT

Purpose:

- Offer a flexible, on-demand transportation service tailored to specific user needs.
- Enhance coverage, connectivity, and convenience for underserved areas.
- Provide reliable public transportation for seniors and individuals with disabilities.

Actions:

- Launch a pilot program with three service zones.
- Collect and analyze data to improve service delivery.
- Expand service to the entire county and integrate with neighboring counties.

Responsible Agencies/Parties:

- Ulster County Transportation Council (UCTC)
- Ulster County Area Transit (UCAT)

Costs:

- Capital Cost: 1 or 5
(Low to High, depending on scale)
- Operational Cost: 3 to 5 (Moderate to High)
- Labor Cost: 0
- Institutional/Organization Cost: 2 (Moderate)

Implementation Timeframe:

- Mid-term (1-2 years) to Long-term (3+ years)

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Q&A

NEXT STEPS

- Receive comments and edits from TAC members.
- Edits draft report to address TAC member comments and finalize Public Draft HSTP.
- Publish Public Draft HSTP to project website for public review and comment.
- Finalize HSTP and submit to UCTC for adoption.



MEETING MINUTES

Date:	July 26, 2024	TG:	1.23160.02
To:	Brian Slack – Ulster County, Project Manager Dennis Doyle – Ulster County, Director		
From:	Chris Titze, AICP/PP – Transpo Group, Project Manager		
Subject:	Ulster County HSTP – TAC Meeting #4: Meeting Minutes		

The following comprises the meeting minutes and notes from Meeting #4 of the Ulster County HSTP Technical Advisory Committee (TAC). The meeting was conducted via Microsoft TEAMS on July 24, 2022, from 10:00 AM to 11:30 AM.

TAC Member Attendees

Toni Roser	Director	UCAT	Toro@co.ulster.ny.us
Christopher Dugan	Assistant Director of Transportation	Ulster Green ARC	
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Meeting Summary:

Introduction

The Technical Advisory Committee (TAC) for the Ulster County Coordinated Human Services Transportation Plan convened to discuss updates, strategies, and future steps. Brian Slack and Chris Titze led the meeting and presented an overview of the Plan update process, including explaining its purpose, federal requirements, and the key components that were addressed in the development process. The plan's objectives included assessing available services, identifying service gaps and needs through data collection and public engagement, developing strategic recommendations, and formulating a comprehensive action plan.

Key Items Discussed

- **Existing Services and Gaps:** A review of existing transportation services was conducted to identify gaps, especially in service availability at certain times and locations, which inhibit accessibility for the elderly, disabled, and lower-income populations.
- **Public Engagement:** Extending project timelines allowed for increased public engagement, revealing critical insights into community needs and preferences. This engagement included surveys, public meetings, and direct stakeholder consultations.
- **Strategic Development:** Strategies for addressing identified service gaps were discussed, focusing on increasing service availability, enhancing driver recruitment, and leveraging technology for better service coordination.

Gaps and Needs Established

- **Additional Transportation Services Where & When Needed**
Services are concentrated in urbanized areas, leaving rural regions underserved.
- **Coordination of Services**
There is a need for more coordinated efforts among the different provider organizations to avoid duplication of services, enhance efficiency, and better utilize existing resources.
- **Availability of Drivers (Professional and Volunteer)**
A critical need for more professional drivers impacts the ability to expand or maintain current service levels.
- **Improve Flexibility of Services**
Flexible and on-demand services could significantly improve services in Ulster, provide first- and last-mile connections to the existing network, and provide mobility in low-density and rural areas that are difficult to access with traditional fixed-route services.
- **Consistent and Integrated Communication**
Better public awareness and coordination among service providers are needed to optimize resource use and service delivery.

Strategies for Improving Mobility

- **Enhanced Driver Recruitment and Retention:** Initiatives to attract and retain more qualified drivers, potentially through local training programs.
- **Technology Integration:** Implementing advanced scheduling and routing software to improve efficiency and user experience.
- **Service Expansion:** Exploring microtransit and other flexible service models to address the first and last-mile connectivity issues, especially in rural areas.
- **Cross-county Collaboration:** Working with neighboring counties to address intercounty travel needs effectively.

TAC Members' Comments and Detailed Discussion

TAC members considered microtransit and mobility management. These topics became essential for closing transportation gaps and improving service efficiency and accessibility. In addition to microtransit and mobility management, TAC members discussed improving transportation service coordination between Ulster County and neighboring counties. Intercounty cooperation is essential to building a more cohesive regional transportation network to make cross-county travel easier.

Microtransit:

- **Definition and Implementation:** Microtransit uses advanced technology for dynamic routing and scheduling and smaller vehicles than traditional buses to meet demand. TAC members discussed using microtransit as a pilot to improve first- and last-mile connectivity for seniors and disabled residents.
- **Funding and Operational Models:** There was a significant focus on how microtransit could be funded through FTA Section 5310 and other sources. The discussion also covered the



operational models, such as whether vehicles would be owned by the service provider or the county and the role of technology in scheduling and dispatching.

- **Potential Barriers and Solutions:** The regulatory environment and integrating microtransit with existing services were concerns. Clear guidelines and county-service provider cooperation were needed for successful implementation.

Mobility Management:

- **Role and Responsibilities:** A mobility manager was discussed as a central coordinating figure who would manage and oversee the integration of various transportation services across the county. This role would involve strategic planning, service coordination, and public outreach to ensure that transportation resources are used efficiently and effectively.
- **Importance of Coordination:** TAC members emphasized having a dedicated mobility manager to facilitate communication between service providers, manage resources, and improve service delivery. This position would also inform and engage the public through a centralized information system.
- **Implementation Challenges:** Discussions highlighted the challenges of establishing a new role within existing structures, including funding, defining responsibilities, and ensuring agency collaboration. To implement a mobility manager, members agreed that detailed planning and stakeholder buy-in were essential.

Intercounty Collaboration:

- **Cross-County Service Needs:** Members acknowledged that many residents, especially in border areas of Ulster County, frequently require services that cross into neighboring counties such as Orange and Dutchess. The need for reliable, coordinated services facilitating cross-county travel was highlighted as a priority.
- **Potential Models and Strategies:** The discussion included potential models for collaboration, such as shared services agreements or joint ventures between transit authorities across county lines. Members also considered integrating scheduling systems to allow seamless travel between counties, enhancing the user experience for those dependent on public transit for essential activities like medical appointments or employment.
- **Challenges and Regulatory Considerations:** The challenges of implementing cross-county transportation services, including jurisdictional issues and funding allocations, were discussed. Members stressed the importance of navigating regulatory environments and ensuring services comply with local and federal guidelines. To mitigate these challenges, the potential need for a regional transportation authority or similar body to oversee such efforts was suggested.

Operational Coordination:

- **Shared Resources and Information:** The importance of sharing resources, such as vehicles and technology platforms, was discussed to optimize existing infrastructure and reduce costs. Information sharing between counties on service patterns, usage data, and user feedback was vital for improving service planning and coordination.
- **Joint Marketing and Public Awareness Campaigns:** Members proposed joint marketing efforts to raise public awareness about available transportation options across county lines. These campaigns could help educate residents on navigating the broader regional transit system, emphasizing the availability of cross-county services and how to access them.
- **Regular Intercounty Meetings:** TAC members recommended establishing regular meetings with representatives from adjacent counties to foster ongoing collaboration. These meetings serve as a platform for discussing common challenges, sharing best practices, and planning joint initiatives that could benefit a more extensive regional population.

Next Steps and Action Items



- **Draft Plan Review:** The committee will review and provide feedback on the draft Human Services Transportation Plan.
- **Public Consultation:** A public meeting will be scheduled to gather broader community input.
- **Finalization and Implementation:** Based on feedback, the final plan will be refined for implementation, focusing on prioritized strategies and solutions.
- **Continuous Engagement:** Ongoing engagement with the public and stakeholders ensures the plan remains responsive to community needs.



Appendix C: Community Survey Findings Tech Memo



MEETING SUMMARY

Date:	March 12th, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Community Survey – Summary Statistics and Findings		

This memorandum summarizes the statistics and findings from the Community Survey open to the public between January 15th and March 1st, 2024. Survey responses were collected digitally from the project website and by hard copy upon request by respondents, at public meetings, and from Ulster County agencies such as the Office for the Aging. In total, 105 respondents completed surveys. The following provides a summary statistic of responses across multiple-choice questions and summary findings from open-ended questions.

For the categorical questions such as zip code, age, annual income, employment status, and veteran status:

- The most common ZIP code reported by respondents was 12466 (Port Ewen, Town of Esopus).
- The most frequently reported age range was 70-79.
- The most common annual income category reported was 'Above \$60,001'.
- Employment status was split between 'Yes' and 'No'.
- Most respondents are not veterans.
- A wide variety of disabilities were reported, indicating a range of physical, neurological, and sensory disabilities or conditions that likely affect respondents' transportation needs and abilities.
- Most respondents have a driver's license and access to a personal vehicle.
- The most common transportation option used regularly was "Personal Automobile."

Open-ended questions highlighted the following themes, but overall, they point to a need for more flexible, reliable public transportation options that accommodate diverse schedules and routes. There's also an implicit need for transportation options that fill in the gaps when personal vehicles are not an option, whether that's due to financial constraints, maintenance issues, or personal choice:

- **Mobility Challenges:** Difficulties related to disabilities and aging that impact an individual's ability to use standard transportation.
- **Affordability Issues:** Concerns over the cost of private transportation and vehicle maintenance.
- **Service Availability:** Additional extended service hours for public transportation and better coordination of schedules are needed.
- **Infrastructure:** Lack of adequate bike infrastructure and safe pathways for non-car travel.
- **Access to Information:** Challenges in obtaining current information about transportation services, possibly due to technology gaps or lack of outreach.
- **Door-to-Door Service:** A significant need for door-to-door service, especially for individuals with disabilities or health issues.
- **Weekend and Evening Service:** A demand for public transportation availability on weekends and evenings.

Additionally, respondents provided several suggestions for improving mobility and public transportation accessibility. A summary of the potential recommendations includes:

- **Door-to-Door Service:** A frequent mention indicating a strong need for direct transportation services that pick up and drop off passengers at their desired locations.
- **One Place to Call for Transport:** The need for a centralized communication system where passengers can arrange all their transportation needs.
- **Online Access to Information:** Access to transportation schedules, booking options, and information online is a recurring theme.
- **Lower-Cost Transportation Services:** Cost is a barrier for some respondents, suggesting that more affordable transportation options are needed.
- **Personalized Assistance:** Indicates a need for services that provide additional help for passengers, possibly due to mobility or cognitive limitations.
- **Service Availability on Weekends:** Respondents are concerned about a lack of transportation services on Saturdays and Sundays, which presents an opportunity for service expansion.
- **Individual Travel Training:** A need to train individuals on using available transportation services effectively.

Summary of Categorical Questions

This section summarizes the categorical questions presented in the survey and a comprehensive overview of the responses.

1. What is your age?

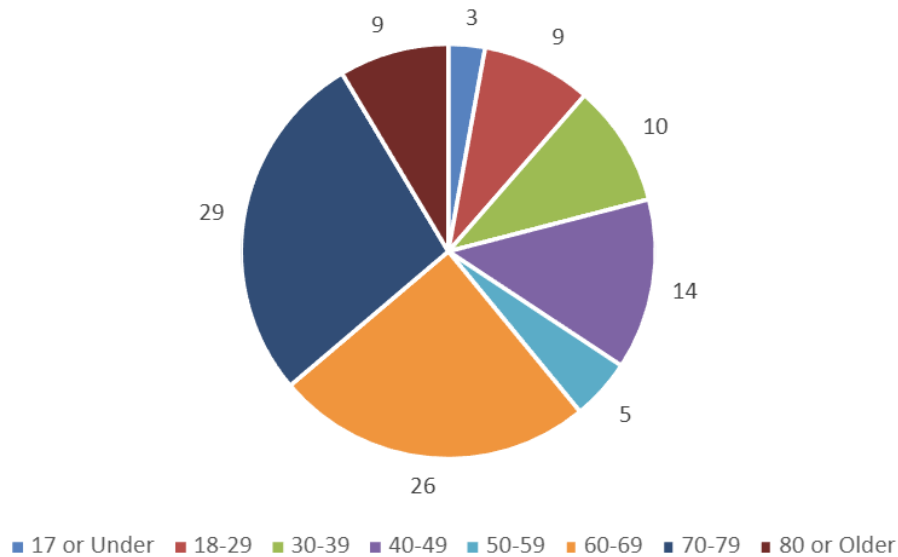


Figure 1. Age of Respondents

As shown in Figure 1, most respondents (61 percent) are over 60, with the most significant number falling into the 70-79 age group. Those under 60 are relatively evenly dispersed across the respondents, with the smallest number falling into the 17 or under age group.

2. What is your annual income?

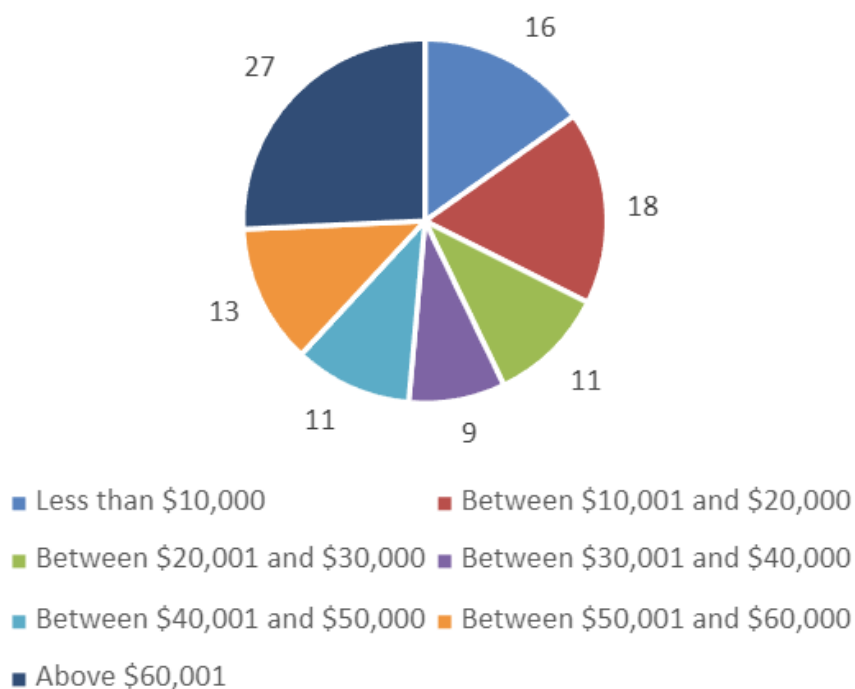


Figure 2. Annual Income of Respondents

As shown in Figure 2, most respondents make over \$60,001 per year, and the smallest earn between \$30,001 and \$40,000 per year.

3. Are you currently employed?

A majority (61 percent) of respondents are employed.

4. Where do you live? Please provide your zip code.

As shown in Figure 3, respondents are highly concentrated in the north-central portion of the county, with other notable concentrations in the southern part of the county as well. The highest density of respondents is located in and around the City of Kingston.



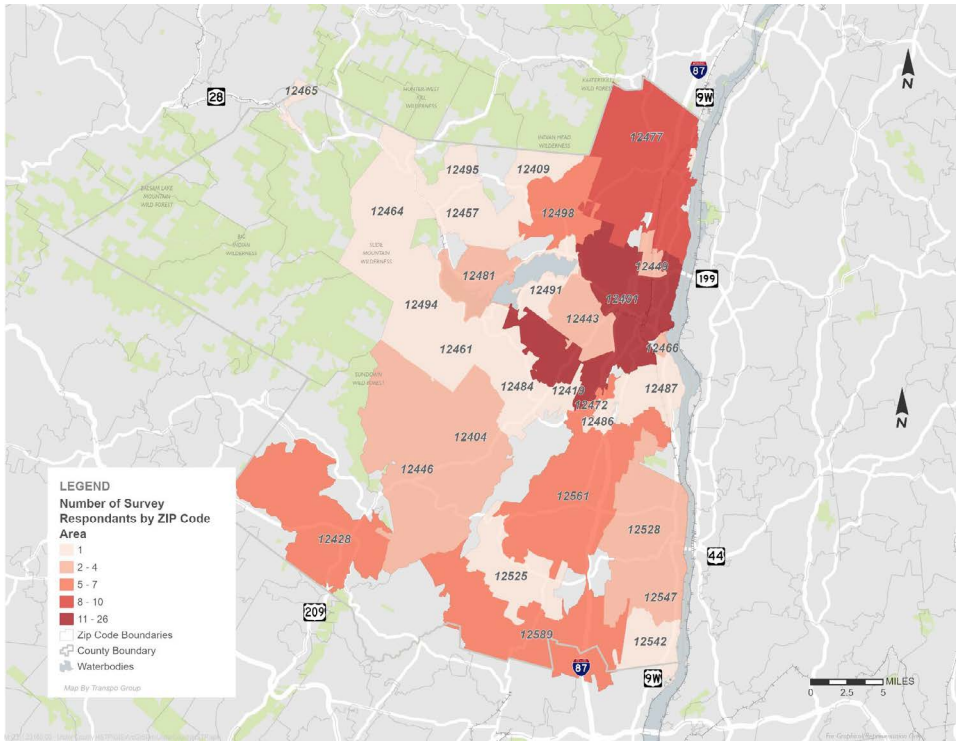


Figure 3. Respondent Zip Codes

5. Are you a veteran?

The vast majority (95 percent) of respondents are not veterans. This is in line with 2022 ACS 5-year Estimates data, which shows that the veteran population of Ulster County is approximately 5 percent. While only 5 percent of respondents are veterans, robust services are available to veterans within Ulster County.

6. Do you have any disabilities? Select all that apply.

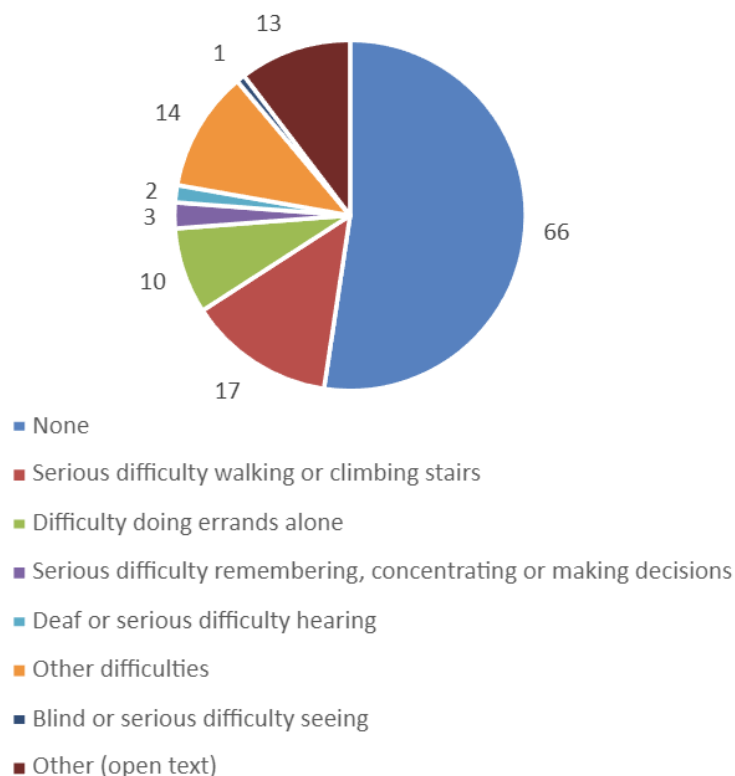


Figure 4. Disability Status of Respondents

Question 6 allowed respondents to select multiple options, which is why the sum of the categories is larger than the total number of respondents. As shown in Figure 4, 66 respondents indicated that they were not disabled, which constituted 63 percent of respondents. Of respondents who did indicate that they had a disability, the most common selections were difficulty walking or climbing stairs or other difficulties/disabilities. Of the "Other" responses, multiple responses reported mobility challenges and difficulties due to chronic disease.

7. Are you able to drive and have a current license?

The majority (74 percent) of respondents are licensed and can drive.

8. Do you have access to a personal vehicle that you drive?

Most (73 percent) of respondents have access to and personally drive a vehicle.



9. How many vehicles are in your household?

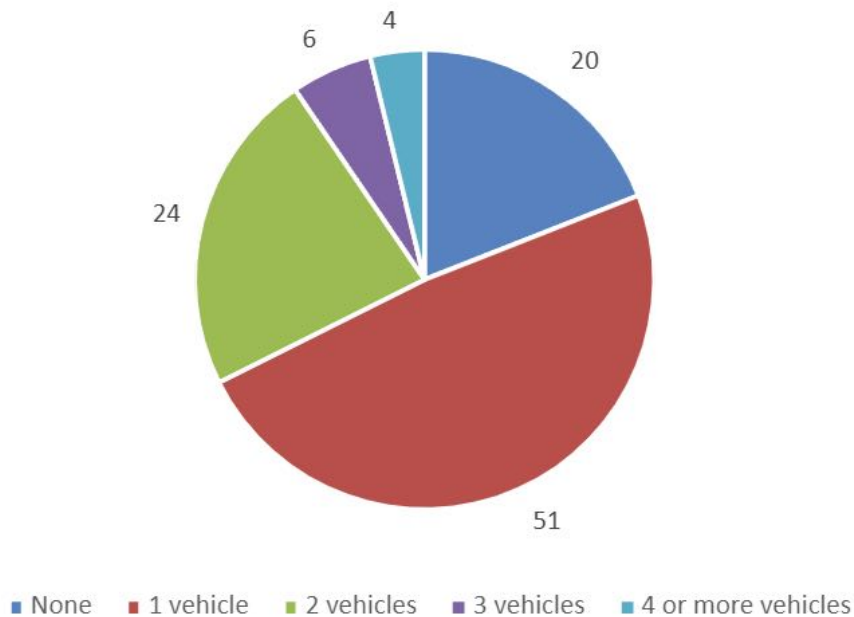


Figure 5. Household Vehicle Quantity

As shown in Figure 5, most respondents indicated that one vehicle is present in their household. The two other significant groups indicated that the household had either two or no vehicles.

10. Do you own a smartphone?

The vast majority (93 percent) of respondents own a smartphone.

11. Which best describes your household?

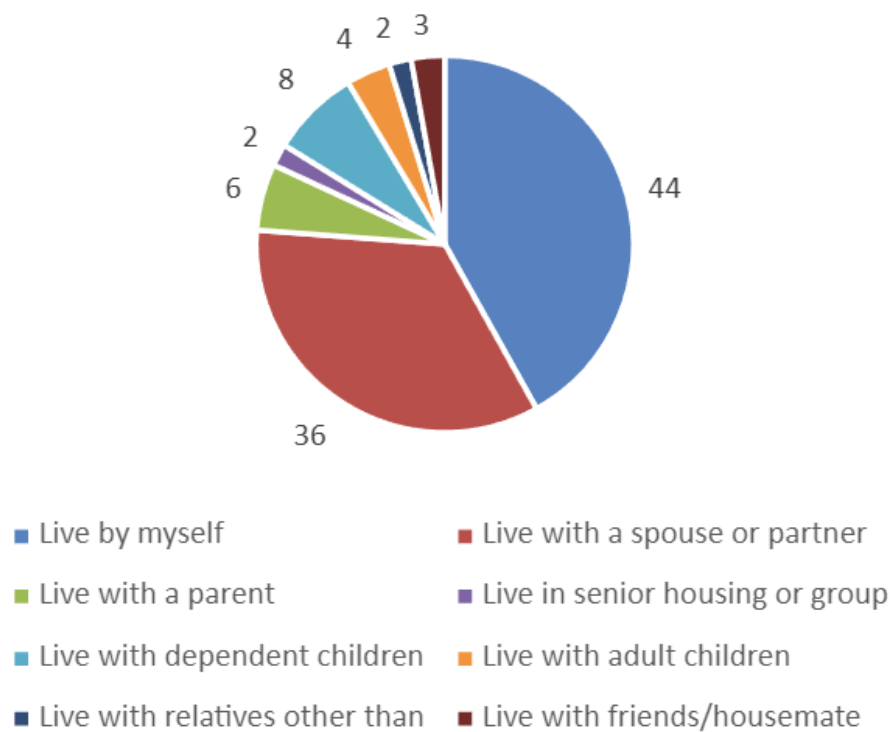


Figure 6. Household Living Status

As shown in Figure 6, most respondents either live by themselves (42 percent) or with a spouse or partner (34 percent). The other response categories have a relatively even distribution, with those living with dependent children making up the next largest group.

Summary of Transportation-Oriented Questions

This section summarizes the transportation-oriented questions presented in the survey and a comprehensive overview of the responses.

12. Which of the following transportation options do you use regularly? Select all that apply.

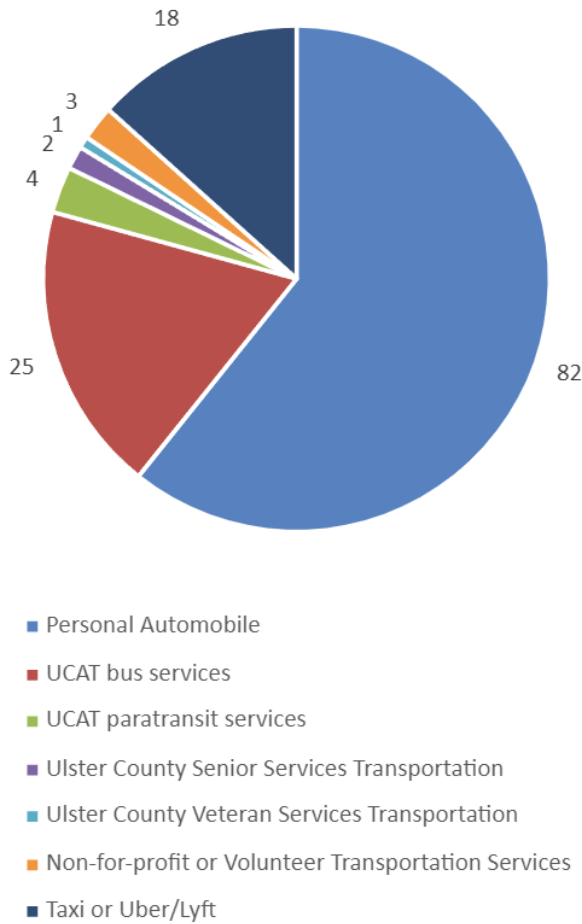


Figure 7. Transportation Options

Question 7 allowed respondents to select multiple options, which is why the sum of the categories is larger than the total number of respondents. The most common response involved using personal automobiles, with UCAT bus services and taxi/Uber/Lyft making up the following largest categories. The other response categories made up a small portion of responses.



13. How often do you make a trip outside of your home?

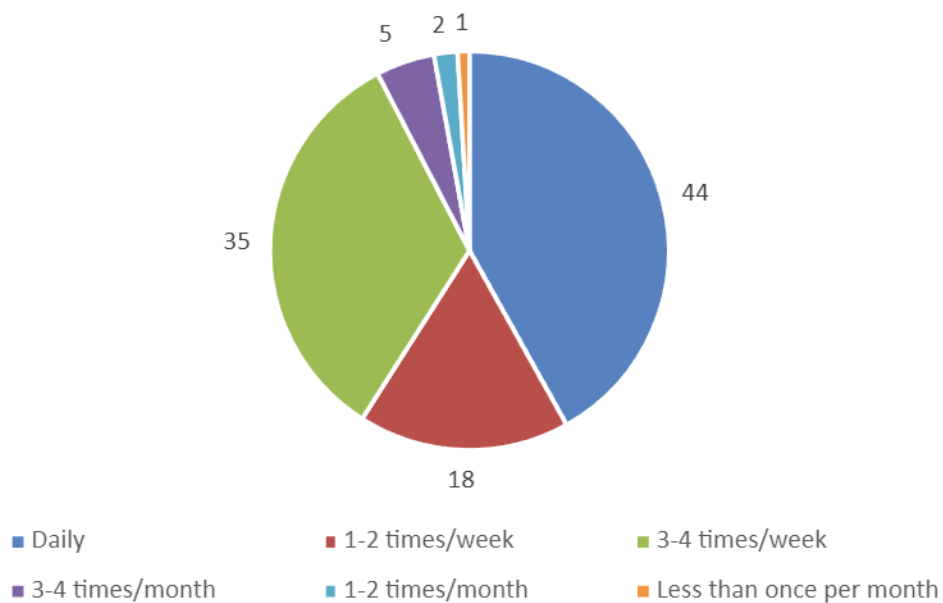


Figure 8. Trip Frequency of Respondents

As shown in Figure 8, the two largest groups of respondents made trips either daily or 3-4 times per week, the most frequent options available. The next largest group makes trips 1-2 times per week, the next most frequent option. The three least frequent options all made up the smallest groups of respondents.

14. What types of trips do you regularly make?

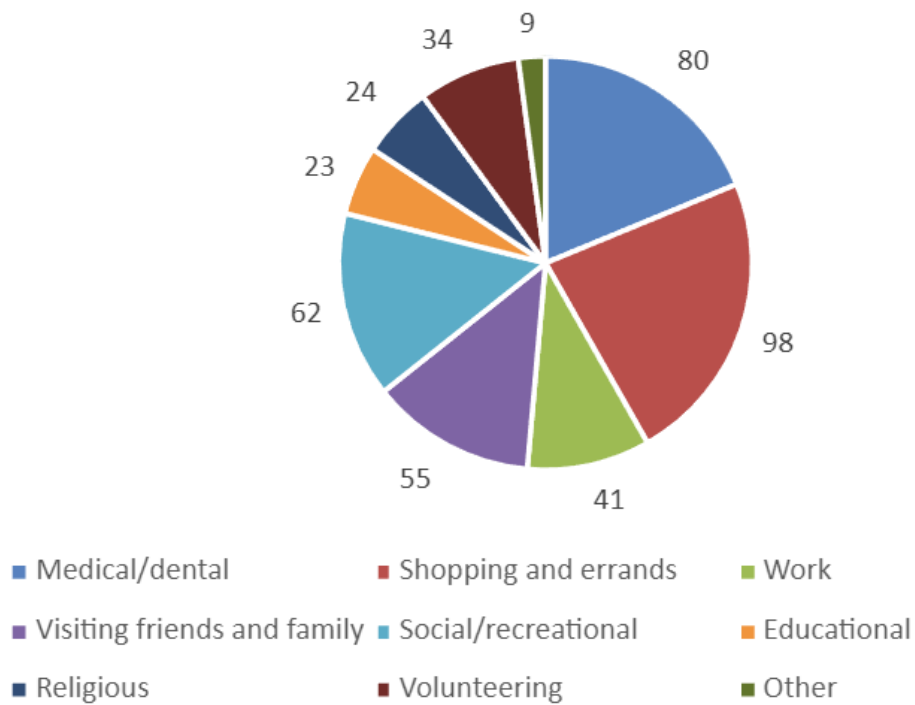


Figure 9. Trip Types

Question 9 allowed respondents to select multiple options, which is why the sum of the categories is larger than the total number of respondents. The categories are well-distributed, with the largest categories including shopping and errands (23 percent of total selections) and medical/dental trips (19 percent). The smallest category was "Other," with specific responses including traveling to/from children's schools and trips to/from the gym.

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

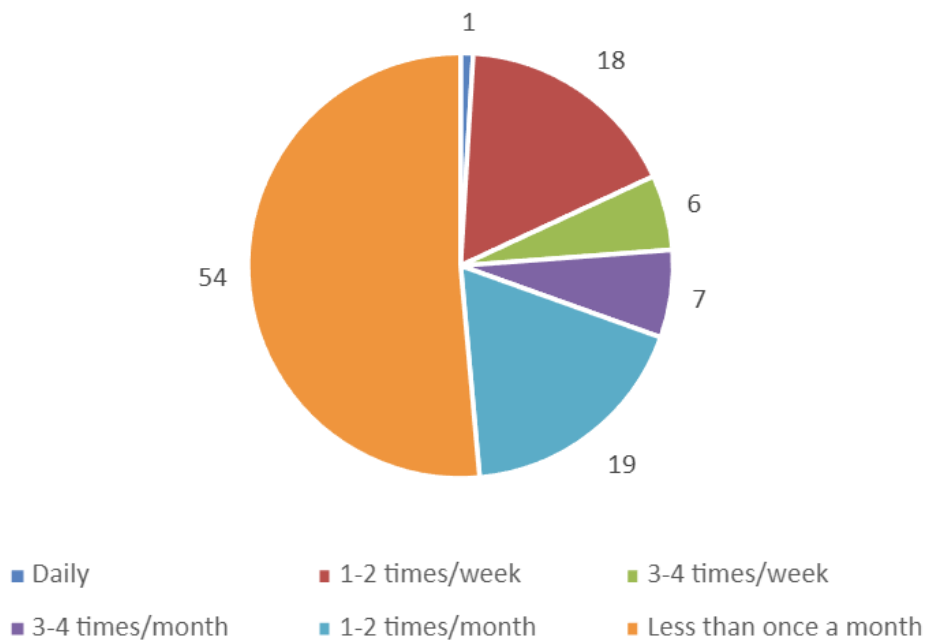


Figure 10. Missed Trip Frequency

As shown in Figure 10, most (51 percent) of respondents miss trips less than once per month. Other large groups indicated missing trips 1-2 times per month (18 percent) and 1-2 times per week (17 percent). One respondent indicated that they miss trips daily.

16. When you miss or are unable to make a trip, what are the most frequent reasons?

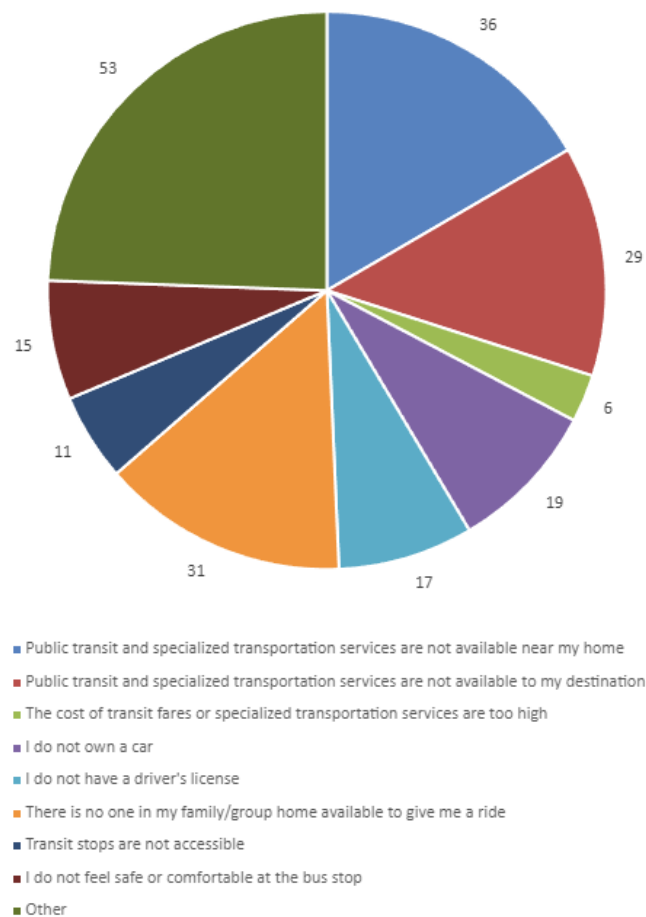


Figure 11. Missed Trip Reason

Question 16 allowed respondents to select multiple options, which is why the sum of the categories is larger than the total number of respondents. The largest group indicated that trips are missed for "Other" reasons, including scheduling issues, not feeling well enough, experiencing car issues, and the cost of gasoline, along with multiple other responses. The next largest responses included limited access to services near their home and/or destination and not having a driver available in their family or group home.

17. What would make it easier to use transportation services for the trips you need or want to make? Select your top 3.

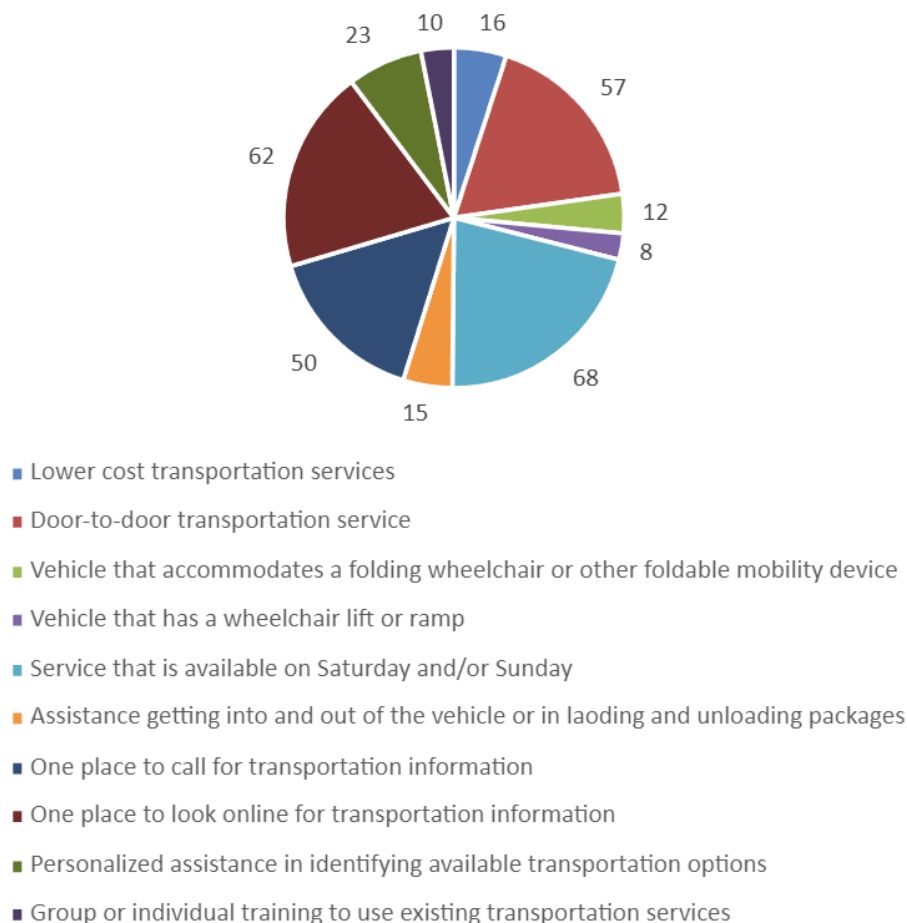


Figure 12. Potential Improvements to Transportation Services

Question 17 allowed respondents to select multiple options, which is why the sum of the categories is larger than the total number of respondents. The largest selected response was implementing weekend service, followed by having one place to obtain transportation information online. Other significant categories included one place to call for transportation information and offering door-to-door transportation service.

18. How do you access information about transportation options? Select all that apply.

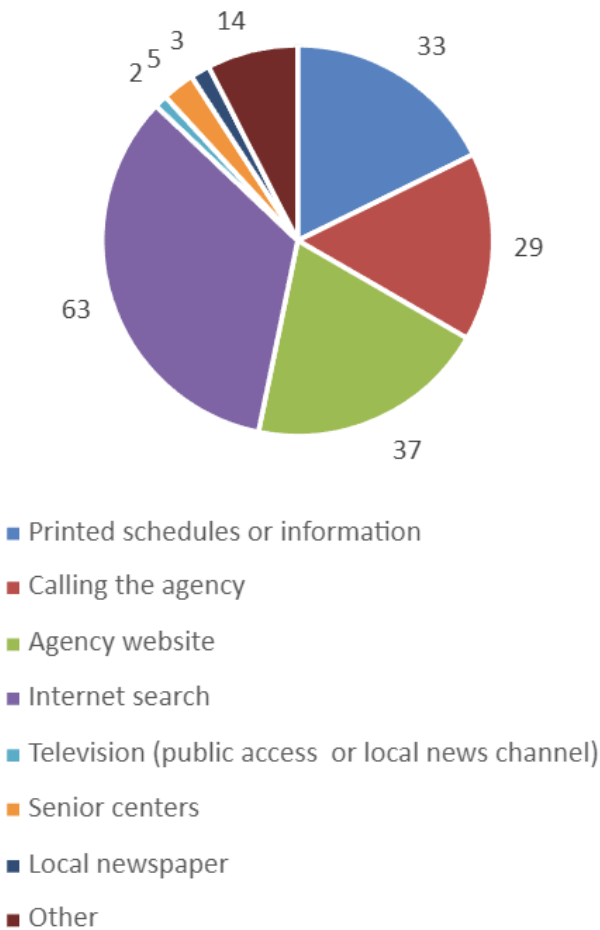


Figure 13. Accessing Transportation Information

Question 18 allowed respondents to select multiple options, which is why the sum of the categories is larger than the total number of respondents. The largest number of responses involved searching the internet (34 percent of total selections). Other common responses were visiting an agency's website, printed schedules or information, and calling the agency.

Summary of Open-Ended Questions

This section summarizes the open-ended questions in the survey and provides a comprehensive overview of the responses.

19. Is there a local or regional destination or destinations that are especially hard for you to travel to?

Respondents shared areas of interest outside Ulster County, including New York City, Albany, Poughkeepsie, Middletown, Rhinebeck, and several other niche locations. Within Ulster County, respondents indicated that Kingston, Woodstock, New Paltz, and other more specific locations are difficult to access.

20. Do you have any other information or suggestions for improvements that you would like to share?

Respondents shared that expanding service hours to include later in the evening and providing service on the weekends is highly desirable. Multiple comments also noted difficulty navigating confusing bus schedules and expressed desire for better bus stop amenities. Providing door-to-door service is also a significant focus for respondents.



Appendix D: Agency/ Community Interview Meeting Summaries



MEETING SUMMARY

Date:	March 1, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary - Office for the Aging		

Meeting Attendees

- Susan Koppenhaver (Ulster County Office of Aging)
- Gloria Ferraro (Ulster County Office of Aging)
- Brian Slack (Ulster County Planning)
- Chris Titze (Transpo Group)
- Marlene Connor (Marlene Connor Associates)

Summary of Main Points

This meeting, conducted on January 18th, 2024, was an agency listening session focused on understanding the mobility needs of Ulster County's senior population, focusing on the experiences and services provided by the Ulster County Office for the Aging (OFA). The following summarizes the main points expressed by meeting participants:

- OFA provides a wide variety of support county-wide for senior populations. UCAT operates a shopping and medical bus, and OFA supports a full-time driver at UCAT for medical transportation.
- Primary extensive full-service medical facilities are in Delaware and Dutchess counties.
- Specialty medical services are further in Westchester County, New York City, or Albany.
- Neighbor-to- Neighbor volunteers, coordinated through Jewish Family Services, assists in transporting seniors to medical appointments.
- Coordinates with Catskill Neighbors, Hudson Valley Concierge, New York Connects, and GOGO Grandparents interested in Wallkill, Walker Valley, and Crystal Run.
- Mobility management, on-demand service, and shuttles to neighboring places are areas of focus for the future.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- Neighbor-to-Neighbor volunteer program refuses 10-20 trips per month due to a lack of drivers, which is significant considering they currently provide 20-49 monthly trips for medical services. Volunteer numbers have decreased since the COVID-19 pandemic. They try to limit passengers to one trip per week.
- Crystal Run in Orange County was identified as a medical destination for seniors, especially those in southern communities closer to Orange County services.
- Active senior groups in Wallkill and Walker Valley are disconnected from OFA services.
- Due to distance, specialty medical services, particularly dialysis, are hard to access.

Potential Recommendations to Improve Mobility

- Provide better connectivity to specialty medical services.
- Implement app-based and demand-responsive service.

- Improve connectivity to Crystal Run, Pine Hill, Walker Valley, and Wallkill.

Additional Considerations

- Geographic challenges and low volunteer numbers make a problematic situation.
- Coordination with multiple other agencies should be ongoing and expanded.
- General and specialty medical is essential; dialysis is a significant need.



MEETING SUMMARY

Date:	April 1, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary – Catskill Neighbors		

Meeting Attendees

- Gary Kusen (Catskill Neighbors)
- Patricia Ruane (Catskill Neighbors)
- Joyce Greenberg (Catskill Neighbors)
- Chris Titze (Transpo Group)

Summary of Main Points

This meeting, conducted on March 25th, 2024, was a listening session focused on understanding the mobility needs of Ulster County’s seniors and persons with disabilities population, particularly focusing on the experiences of Catskill communities being served by the Catskill Neighbors. The meeting focused on discussing the transportation needs of seniors and individuals with disabilities in Ulster County, particularly emphasizing the challenges those in rural areas face. Catskill Neighbors, a non-profit organization, is pivotal in addressing these challenges by providing transportation to seniors, especially for medical appointments. The discussion also touched upon the Federal Transit Administration’s 5310 programs to enhance mobility for seniors and individuals with disabilities.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- Limited inter-county connectivity, making it challenging for residents to access services and medical care outside their county.
- Challenges with the current public transportation schedule, leading to long waiting times and difficulty making timely appointments.
- The digital divide among seniors limits their access to information and services.
- Difficulty in recruiting and retaining qualified drivers for public transportation services.

Potential Recommendations to Improve Mobility

- Exploring options to extend public transportation services across county lines, particularly towards the west of Ulster County, to improve access to medical and social services.
- Infrastructure improvements such as shelters at bus stops should be considered to provide comfort and protection for waiting passengers.
- The potential introduction of a mobility manager to assist individuals in navigating and accessing transportation services.
- Engagement with local employment offices to explore training programs for potential drivers, addressing the shortage of qualified personnel.

Additional Considerations

- The importance of adjusting medical appointment scheduling practices to accommodate the transportation availability for seniors, emphasizing the need for cooperation between healthcare providers and transportation services.
- Highlighting the success of Catskill Neighbors in filling transportation gaps through volunteer drivers, suggesting a model that could be expanded or supported through additional funding.
- The discussion of vehicle acquisition and operational challenges associated with federal funding suggests a need for creative solutions to support transportation initiatives without overburdening local organizations.

Meeting Conclusions

The meeting underscored the critical transportation challenges faced by seniors and individuals with disabilities in Ulster County, especially in rural areas. There was a consensus on the need for innovative solutions, better coordination between various stakeholders, and the potential to leverage federal funding to enhance mobility services. Catskill Neighbors was highlighted as a successful model for community-driven transportation support, indicating a path forward for addressing some of the identified gaps. Future steps include further exploration of the recommendations and additional stakeholder engagement to refine and implement effective transportation solutions.



MEETING SUMMARY

Date:	March 1, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary - Department of Social Services		

Meeting Attendees

- Susan McDonough (Director of Temporary Assistance)
- Deborah Jennings (Senior Social Welfare Examiner)
- Debora Kappel (Senior Social Welfare Examiner)
- Erin Halwick (Social Welfare Specialist)
- Susan Philips (Social Welfare Examiner)
- Brian Slack (Ulster County Planning)
- Chris Titze (Transpo Group)
- Marlene Connor (Marlene Connor Associates)

Summary of Main Points

This meeting, conducted on December 11th, 2023, was an agency listening session focused on understanding the mobility needs of Ulster County's vulnerable population, particularly focusing on the experiences of Department of Social Services (DSS) clients. The following summarizes the main points expressed by meeting participants:

- DSS provides support county-wide.
- DSS does not provide transportation itself but coordinates with UCAT, Kingston Cab, and the Family of Woodstock to provide transportation.
- Majority of clients experience challenges with mental health, substance abuse, or disabilities.
- Transportation needs are challenging because trips are both inter- and intra-county and change regularly.
- Coordination is also done with RUPCO, SSI, MNAS, Community Action Program, Neighbor to Neighbor, 511, and 311 as-needed.
- Department of Labor recently moved to a new location, and it is challenging to access now.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- Access to key locations such as Department of Labor is challenging.
- Homeless population is difficult to provide services to due to needing to move on short notice with all of their belongings.
- The Department of Mental Health typically has a waitlist, impacting access to services.
- Connectivity is difficult to manage due to the County's rural nature.
- Housing affordability is causing people to leave, become homeless, or find difficult-to-obtain rent subsidies.

Potential Recommendations to Improve Mobility

- Provide better connectivity to critical services.
- Improve last-mile connectivity.

- Appoint a mobility manager to oversee comprehensive program.
- Implement one-call/one-click system to increase efficiency of service.

Additional Considerations

- Changes may not mitigate challenges such as housing affordability and difficulty receiving services from agencies such as the Department of Mental Health or the Department of Labor.
- Library is a key destination for clients due to the availability of phones and computers.
- Rural and dispersed nature of the service area is an additional challenge.



MEETING SUMMARY

Date:	March 22, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary – Office of Employment and Training		

Meeting Attendees

- Sharon Williams (Director of the Office of Employment and Training, Ulster County)
- Michael Thomason (Disability Resource Coordinator, Ulster County Career Center)
- Chris Titze (Transpo Group)
- Brian Slack (Ulster County Transportation Council)

Summary of Main Points

This meeting, conducted on March 22nd, 2024, was an agency listening session focused on understanding the mobility needs of Ulster County's senior population, mainly focusing on the experiences of the Office of Employment and Training. The following summarizes the main points expressed by meeting participants:

- The meeting focused on updating the Coordinated Human Services Transportation Plan for Ulster County every five years.
- The plan primarily targets transportation for older adults and people with disabilities, funded by FDA section 5310. It also considers transportation a barrier to employment.
- A significant concern discussed was the geographic coverage gaps and the lack of routes extending to the outer parts of Ulster County, affecting employment opportunities due to transportation limitations
- Route frequency and scheduling do not align with employment needs, leading to challenges for workers regarding overtime or emergencies.
- Suggestions were made for employer-driven transportation solutions, including a van or bus that could supplement or integrate with UCAT (Ulster County Area Transit) services.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- Extended geographic coverage of public transportation routes.
- Improved frequency and scheduling of routes to match employment patterns.
- Better connection points to make transfers more logical and convenient.

Potential Recommendations to Improve Mobility

- Exploration of microtransit opportunities as a more flexible and responsive form of public transportation.
- The appointment of a mobility manager to support individuals accessing various transportation services.
- Implement a coordinated council or forum to facilitate regular stakeholder discussions for collaborative problem-solving.

Additional Considerations

- OET staff emphasized the importance of considering universally accessible designs of its vehicle fleet, standardizing features and amenities across its fleet that could ease and encourage access for individuals with limited mobility
- UCAT's aging fleet and upcoming vehicle purchases were mentioned as an opportunity to consider these universally accessible designs.
- The challenge of driver recruitment and retention was discussed, focusing on finding strategies to encourage drivers to stay with public transportation providers.
- A potential rise in the senior population is still in the workforce, and their transportation needs were briefly touched upon, though not seen as a significant trend in Ulster County.

Meeting Conclusions

- The meeting concluded with a consensus on the need for innovative solutions to improve mobility in Ulster County, especially for older adults, people with disabilities, and the workforce.
- There was acknowledgment of the challenges posed by geographical and operational limitations of the current public transportation system and the necessity for collaborative efforts to address these challenges.
- The discussion highlighted the importance of considering all stakeholders, including employers, in developing comprehensive and inclusive transportation solutions.



MEETING SUMMARY

Date:	March 1, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary - Department of Health		

Meeting Attendees

- Carol Smith (Ulster County Department of Health)
- Vincent C. Martello (Ulster County Department of Health)
- Chris Titze (Transpo Group)
- Marlene Connor (Marlene Connor Associates)

Summary of Main Points

This meeting, conducted on December 12th, 2023, was an agency listening session focused on understanding the mobility needs of Ulster County's population, particularly focusing on client experiences and how they relate to the Health Department. The following summarizes the main points expressed by meeting participants:

- The Health Department provides services and programs to support health and safety throughout the County.
- Local health departments are no longer focused on providing direct care but on overseeing and improving access to services.
- The Health Department does not contract with any agency or provider for their services.
- Due to the geography of Ulster County, services are difficult for individuals without personal vehicles to access.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- Access to key locations is difficult without a personal vehicle.
- Three federally qualified health clinics to serve residents are in Kingston, Ellenville, and New Paltz.
- Many primary care doctors are outside Ulster County, which is worsening transportation challenges.
- One-off trips from isolated origins are a challenge to manage consistently.

Potential Recommendations to Improve Mobility

- Provide better connectivity to health clinics.
- Improve last-mile connectivity.
- Appoint a mobility manager to oversee a comprehensive mobility management program.
- Evaluate the viability of the VA model for other health-related trips.

Additional Considerations

- Missed medical appointments incur a cost.
- Providers are notoriously difficult to connect with transportation services.



MEETING SUMMARY

Date:	March 1, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary – Current Transportation Providers		

Meeting Attendees

- Toni Roser (UCAT)
- Anthony Migone (RCAL)
- Kalea Cabrera (Ulster County, Veterans Services)
- Mark Cozzupoli (Ulster County, Veterans Services)
- Ginger Crowley (Gateway)
- Keith Blair (Gateway)
- Stephen Turco (Gateway)
- Don Crespino (The ARC Mid-Hudson)
- Chris Dugan (The ARC Mid-Hudson)
- Kelsey Vargs (RUPCO)
- Brian Slack (Ulster County Planning)
- Chris Titze (Transpo Group)
- Marlene Connor (Marlene Connor Associates)

Summary of Main Points

This meeting, conducted on December 12th, 2023, was an agency listening session focused on understanding the mobility needs of Ulster County's population, particularly focusing on client experiences and how they relate to transportation operators throughout Ulster County. The following summarizes the main points expressed by meeting participants:

- Gateway, Arc, RUPCO, VSA, UCAT, and RCAL participated as current transportation providers, servicing 5310 populations.
- UCAT is federally funded and provides ADA paratransit, fixed-route service, and other services.
- Other providers are established to meet specific client needs.
- RUPCO is a non-profit that supports a broad range of housing assistance.
- Gateway is a human service organization that provides services for disabled residents.
- RCAL is a non-profit independent living center supporting disabled residents.
- Arc provides transportation services to disabled persons, operating multiple fixed routes.
- Family of Woodstock provides a range of immediate-need services throughout the county.

Services Provided

- Fixed-route transit.
- ADA Paratransit.
- Weekly senior shopping buses.
- Van service for medical trips in Poughkeepsie.
- Multiple services for disabled persons.
- Shuttles between RUPCO properties and housing units.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- Lack of drivers is a significant challenge.
- Many buses operate at maximum capacity due to a lack of resources.
- The cost of transportation appears to be a challenge for some riders.
- 53 food pantries throughout Ulster County, but access to them can be challenging.

Potential Recommendations to Improve Mobility

- Exercise strategies to increase drivers/resources available to operate services at their fullest potential.
- Improve coordination between operators and decrease overlap to better utilize limited resources.
- First-mile and last-mile connectivity improvements.

Additional Considerations

- Supermarkets subsidizing transportation or offering supermarket shuttles a possibility.
- No current communication program in effect between agencies.
- One agency housing a mobility manager to oversee each operator may be advantageous.





UCTC Coordinated Human Services
Transportation Plan
Sign-In Sheet
January 18, 2024

Name	Agency	Phone or E-Mail
Brian Slack	UCTC	
Anthony Mignone	RCAZ	amignone@rcal.org
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Chris Titze	Transpo	chris.titze@transpo.org
Ginger Crowley	Gateway	Crowleyg@ghv.org
Keith Blair	Gateway	Kblair@ghv.org
Stephen Turco	Gateway	sturco@ghv.org
Don Giespin	The Arc Mid-Hudson	dongiespin@arcny.org
Chris Dugan	The Arc Mid-Hudson	Christopher.Dugan@arcny.org
Kelsey Vargo	THUPCO	KVARGAS@thupco.org



MEETING SUMMARY

Date:	April 1, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary – Pine Hill Community Center		

Meeting Attendees

- Florence Hamling (Fleischmanns)
- Brigid McGinn (Pine Hill)
- Gleuna Herz (Fleischmanns)
- Mary Herrmann (Pine Hill)
- Michele Wooton (Pine Hill)
- Kathleen John (Pine Hill)
- Brian Slack (Ulster County Planning)
- Chris Titze (Transpo Group)

Summary of Main Points

This meeting, conducted on March 20th, 2024, was a listening session focused on understanding the mobility needs of Ulster County’s senior population, particularly focusing on the experiences of seniors and persons with disabilities in the Pine Hill and Fleischmann communities. The conversation covered the Coordinated Human Services Transportation Plan, which aims to enhance public transportation for seniors and individuals with disabilities, with insights into the reliance on UCAT (Ulster County Area Transit) and the challenges of limited routes and schedules.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- There is limited geographic coverage and frequency of public transportation routes, making it challenging for residents, especially the elderly and disabled, to access essential services and recreational activities.
- Difficulty accessing public transportation from rural areas to key destinations like Kingston, Saugerties, and Margaretville for groceries, medical appointments, and social activities.
- There is a digital divide among seniors, with some not being comfortable or able to use digital apps for transportation services, emphasizing the need for more accessible options.

Potential Recommendations to Improve Mobility

- Exploration of microtransit options as a flexible and responsive form of public transportation that could include services like dial-a-bus, enabling more door-to-door service.
- Appoint a mobility manager to assist individuals in navigating and accessing various transportation services, providing a centralized point of contact.
- Implement community-driven initiatives that could more efficiently utilize local resources and volunteers, possibly supplemented by county or federal funding.
- Consider creating a more frequent circulator bus service that connects key local destinations within the county, enhancing access to destinations that require crossing county lines.

Additional Considerations

- It is important to ensure transportation services are available on weekends, especially Sundays, to accommodate the entire community's needs, including those participating in recreational and social activities.
- Innovative funding and operational models, such as community—or volunteer-driven services, could supplement existing transportation options with appropriate insurance and support structures.
- Outreach and education are needed to increase awareness among seniors and disabled individuals about the transportation options available, possibly through creating a mobility manager role or enhanced communication strategies.

Meeting Conclusions

The meeting underscored the significant transportation challenges residents of Ulster County's rural areas face, highlighting the need for innovative solutions and community engagement to improve mobility. There was a consensus on the importance of expanding transportation options, both in terms of geographic coverage and accessibility, to better serve the elderly, disabled, and the broader community. Participants expressed appreciation for the opportunity to discuss these issues directly with county representatives and the potential for collaborative efforts to address transportation needs in the future.

March 20, 2024
Pine Hill Community Center
Coordinated Human Services Transportation Plan

SIGN IN

<u>Name</u>	<u>Town</u>
FLORENCE HAMLING	FLEISCHMANN'S
BRIGID MCGINN	Pine Hill
Glenn Herz	Fleischmanns
MARY Herrmann	Pine Hill
MICHELLE WOOTER	PINE HILL
Kathleen John	PINE HILL



MEETING SUMMARY

Date:	February 2, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Public Meeting(s) Summary – AM & PM Session		

Meeting Attendees

- See attendance sign-in sheet.

Summary of Main Points

This meeting, conducted on February 8th, 2024, was a public listening session focused on educating participants on the Coordinated Public Transit Human Services Transportation Plan process, understanding the mobility needs of Ulster County's senior and disabled population, and how Ulster County's HSTP update could identify potential projects to improve mobility. The following summarizes the main points expressed by meeting participants:

- The MPO is responsible for preparing a coordinated human services transportation plan to receive Section 5310 FTA Funding to enhance transportation services for older adults and people with disabilities.
Past awards have been given to organizations like RUPCO, ARC of Ulster and Greene Counties, and others for vehicle purchase and operational costs.
- There is a current call for applications open, focusing on not losing funding regardless of the number of applications received.
- The necessity for transportation services for veterans, including operational and vehicle needs, was discussed.
- The discussion highlighted the significant service gaps due to a lack of drivers rather than buses.
- An ongoing assessment of needs is being conducted, focusing on understanding current services and identifying gaps through interviews with county agencies, human service agencies, and public listening sessions.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- A critical shortage of drivers, not vehicles.
- Lack of coordination among agencies leading to inefficiencies.
- More coordinated efforts are needed among different organizations to avoid duplication of services and enhance efficiency.
- A specific mention was made of addressing transportation for seniors living in rural and outside Kingston more effectively.
- There is a need for innovative solutions like micro-transit and technology to improve service coordination.
- Education and outreach to better understand and meet community mobility needs and to help the public understand available services.

Potential Recommendations to Improve Mobility

- Expand Conducting more focused group meetings to better understand the needs and gaps in transportation services.
- Considering technology solutions like shared software to improve operational efficiency among various service providers.
- Opportunity to implement a mobility manager to assist passengers in understanding available services and act as a liaison between agencies for coordinating transportation services.
- Procurement and roll-out of universal or standard scheduling software among Ulster County agencies or 5310 recipients to improve coordination.
- The potential use of Section 5310 funding for vehicle purchases and operational improvements, including establishing a centralized dispatch system to coordinate transportation services better.
- The idea of micro-transit as a flexible solution for areas where traditional fixed-route services are not feasible.
- The suggestion of mobility management as a strategy to manage and coordinate trips more effectively, possibly through a mobility manager role.
- Evaluate the experiences of organic community transportation services occurring within Ulster County as potential models for unique transportation service delivery.

Additional Considerations

- The complexity of using federal funding and the administrative burden it can place on agencies.
- The importance of public engagement and education in understanding and utilizing available transportation services.
- The acknowledgment of the cultural and societal perceptions that may impact the use of public transportation.
- The potential of technology and innovative approaches like micro-transit to fill existing service gaps and improve overall mobility.





Ulster County
2024 Human Service Transportation Plan
Sign-In Sheet
February 8, 2024

A.M.

Name	Agency (optional)	Phone or E-Mail
Renee Falanga Brenner	RCAL	rfalanga-brenner@rcal.org
Esi Lewis	UC	elise@co.ulster.ny.us
Scott Harkman	UCAT	swtR@co.ulster.ny.us
Kathy Nolan	UCapizlatz	kathynolan@earthlink.net
Maria Selbro	City of Kingston	Mselbro@kingston-ny.gov
Scott LeVine	Transpo Group	Scott.Levine@transgpa.com
Kim Mapes	RJC	kmap@co.ulster.ny.us
Brian Slack		bsls@co.ulster.ny.us

P.M. Rev. Gary Tillse UCHRC revgans@stpatricks.org



MEETING SUMMARY

Date:	February 2, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary - Resource Center for Accessible Living, Inc. (RCAL)		

Meeting Attendees

- Marlene Connor (Marlene Connor Associates)
- Anthony Mignone (Chief Executive Officer, RCAL)
- Zoe Gold (Administrative Assistance, RCAL)
- Christine Castellana (Senior Career Coordinator, RCAL)
- Katie Clayton (Director of Community Health Services, RCAL)
- Keith Gurgui (Systems Advocate, RCAL)
- Brian Slack (Ulster County Planning)
- Chris Titze (Transpo Group)

Summary of Main Points

This meeting, conducted on February 2nd, 2024, was an agency listening session focused on understanding the mobility needs of Ulster County's disabled population, particularly focusing on the experiences of RCAL clients. The following summarizes the main points expressed by meeting participants:

- Zoe Gold shared personal experiences with the UCAT system, noting that paratransit has issues (particularly with employment and regular usage to access jobs) while the main UCAT system works well.
- Christine Castellana highlighted transportation as a major barrier to employment for individuals with disabilities.
- Katie Clayton discussed the reliance on Medicaid transportation and the challenges with physical limitations and lack of knowledge about UCAT.
- Keith Gurgui mentioned past issues with paratransit and advocacy for expanding the minimum distance requirement for paratransit services from ¼ mile to 3 miles.
- Marlene Connor discussed federal coordination efforts and new guidance on using Medicaid funding for transportation.
- The group acknowledged the limitations of paratransit due to driver shortages and the need for better communication about services, including fare-free fixed routes.
- An idea was proposed for an advisory council to sustain engagement and input from actual service users.
- The group discussed the potential for 5310 funds to be used for various purposes, including hiring a mobility manager, addressing workforce needs, and implementing micromobility solutions.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- Paratransit services are not meeting the needs of all individuals, especially those with disabilities.
- There is a shortage of drivers, which limits the expansion and reliability of services.

- The system is confusing, with poorly signed stops and a lack of consistent shelters.
- There is a lack of awareness about the fare-free fixed route system.
- Medicaid transportation is heavily used but has its own set of challenges.
- There is a need for better coordination between various transportation services and funding sources.

Potential Recommendations to Improve Mobility

- Expand the minimum distance requirement for paratransit services.
- Use federal coordination efforts to improve the organization of transportation services.
- Implement a mobility manager role to connect individuals with transportation networks.
- Consider micromobility solutions as part of the transportation strategy.
- Explore using 5310 funds for operations and workforce needs, including driver hiring.
- Establish an advisory council with actual service users to provide ongoing input.

Additional Considerations

- The potential use of 5310 funds for mileage reimbursement to agencies.
- The possibility of hiring staff specifically for transportation to aid in job coaching.
- The success of social transportation under non-emergent medical trips, suggesting a model for other transportation needs.
- It is important to continue engaging with service users and agency staff to address transportation challenges collaboratively.



MEETING SUMMARY

Date:	March 1, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary - UCAT		

Meeting Attendees

- Toni Roser (UCAT)
- Scott Workman (UCAT)
- Anthony Troccia (UCAT)
- Brian Slack (Ulster County Planning)
- Chris Titze (Transpo Group)
- Marlene Connor (Marlene Connor Associates)

Summary of Main Points

This meeting, conducted on December 12th, 2023, was an agency listening session focused on understanding the mobility needs of Ulster County's population, particularly focusing on client experiences and how they relate to Ulster County Area Transit (UCAT). The following summarizes the main points expressed by meeting participants:

- UCAT is the primary public transportation operator in Ulster County.
- Currently experiencing a lack of operators and mechanics to keep service levels consistent.
- Coordinate with other agencies, including the Arc, Family of Woodstock, OFA, and VSA.
- Funding is provided through federal, state, and local dollars.

Services Provided

- Fixed-route transit, primarily servicing Kingston with limited services (X-Route) in more rural portions of the county.
- ADA Paratransit.
- Weekly senior shopping buses.
- Van service for medical trips in Poughkeepsie.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- Lack of operators and mechanics reduces service availability.
- Some services are only available in specific areas, such as the medical-related van service in Poughkeepsie.

Potential Recommendations to Improve Mobility

- Consistency in operators/mechanics keeping operations running.
- Expand and improve specialty services.
- Improve the frequency of service to cater to riders better.

Additional Considerations

- Coordination with other agencies is critical.
- Staffing issues are a critical problem with compounding impacts.



MEETING SUMMARY

Date:	December 11, 2023	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary - Ulster County Veteran Services Agency		

Meeting Attendees

- Mark Cozzupoli (Ulster County Veteran Services Agency)
- Kalea Cabrera (Office Assistant, Ulster County Veteran Services Agency)
- Marlene Connor (Marlene Connor Associates)
- Brian Slack (Ulster County Planning)
- Chris Titze (Transpo Group)

Summary of Main Points

This meeting, conducted on December 11th, 2023, was an agency listening session focused on understanding the mobility needs of Ulster County's veteran population, particularly focusing on the experiences of VSA clients. The following summarizes the main points expressed by meeting participants:

- Majority of trips (95 percent) are for medical purposes.
- Service is provided to approximately 11,000 veterans in the County and up to 18,000 individuals, including spouses and family members.
- The only limitation of the service is the availability of resources.
- Coordination with West Comp in Newburgh and Soldier On in the northern part of Ulster County.
- Homeless veterans are actively tracked to provide services when needed.

Provided Services

- On-demand medical, shopping, education, and service access trips are provided.
- Fleet includes 16 cutaways, 2 accessible vans, and 2 sedans.
- 1 full-time driver and 4 part-time drivers currently operate vehicles.
- Provide service to VA facilities and other desirable locations such as shopping centers.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- Service is limited only by resources available, such as drivers.
- 95 percent of trips are medical-related, but there are likely needs for other trip types.

Potential Recommendations to Improve Mobility

- Implement more advanced dispatch and IT strategies.
- Improve community engagement and communication with prospective riders.
- Despite being self-sufficient, enhanced coordination with other agencies and providers may be beneficial.

Additional Considerations

- Veteran Services Agency stated they are fairly at equilibrium with the transportation services provided and available and the demand from the Veterans community in Ulster County.
- The veteran population will continue to grow, so continued involvement is critical.
- Homeless veterans are difficult to serve and comprehensive to use services.
- Deitz Stadium, located in Kingston, is treated as a central pickup area. Other areas may be suitable for this purpose or increasing awareness of the location.



MEETING SUMMARY

Date:	February 5, 2024	TG:	1.23160
To:	Brian Slack, Ulster County		
From:	Chris Titze, Transpo Group		
Subject:	Agency Interview Meeting Summary – Wallkill Senior Group		

Meeting Attendees

- Sandy Nelson (Ulster County Office for Aging)
- Eileen Phillips (Wallkill Senior Group)
- Carmel Belles (Wallkill Senior Group)
- Betty Jean Crom
- Patti Koenig (Elsie's Meadow Senior Housing)
- Jack Bettens (Wallkill Reformed Church)
- Kern Ronk (Supervisor, Town of Shawangunk)
- Jimmy Hinson (Loaves-Fishes Food Pantry)
- Brian Slack (Ulster County Planning)
- Chris Titze (Transpo Group)
- Marlene Connor (Marlene Connor Associates)

Summary of Main Points

This meeting, conducted on February 4th, 2024, was an agency listening session focused on understanding the mobility needs of Ulster County's senior population, particularly focusing on the experiences of seniors in the Wallkill area and the Town of Shawangunk. The following summarizes the main points expressed by meeting participants:

- The meeting focused on public transportation and planning in Ulster County, particularly the update of the Human Services Transportation Plan, which is revised every five years.
- Summarized the FTA 5310 program that offers federal funding for improving mobility and access to public transportation for seniors and persons with disabilities.
- Discussion centered on gaps and needs in mobility and access to public transportation, emphasizing concerns in the Town of Shawangunk, the Wallkill area, and the southern-rural areas of Ulster County.
- Buying buses and operating assistance, with cost-sharing requirements, may be a strategy.
- Exploration of innovative solutions such as micro-transit, specifically for seniors and individuals with disabilities, using smaller vehicles for door-to-door service.
- Consider utilizing technology and scheduling software to improve transportation service coordination.

Identified Gaps & Needs in Mobility and Access to Transportation Services

- Improved public transportation options are needed in Ulster County, especially in rural areas and for vulnerable populations.
- Paratransit services are not meeting the needs of all individuals, especially those with disabilities.
- Lack of efficient public transportation options in rural areas makes it difficult for seniors and those without vehicle access to travel for daily needs.

- Specific mention of the inadequacy of fixed-route services for seniors and the physically disabled.
- Need for cross-county transportation options reflects the geographic and social ties between Ulster County and neighboring areas.
- Ongoing engagement with community members and stakeholders is crucial for understanding needs and tailoring transportation services accordingly.

Potential Recommendations to Improve Mobility

- Adopting micro-transit services to provide flexible, door-to-door transportation, potentially focusing on seniors or individuals with disabilities as primary users.
- Consider creating zonal services for more efficient coverage in rural areas, with Kingston and Ellenville as examples of zones that could receive focused service.
- Utilization of federal funding opportunities to support the purchase of vehicles and operating expenses, requiring local matching funds.
- Developing a coordinated approach to leverage existing resources and services across different agencies and counties.
- Opportunity to improve the communication of transportation services through a mobility manager.
- Create transportation pamphlets with information on available services in the area.
- Explore intra-county coordination (Ulster County and Orange County) on transportation connectivity and operating authority.
- Have Ulster County Area Transit (UCAT) speak at a future senior group meeting.
- Reach out to local churches or not-for-profits to see if they can help provide transportation services.

Additional Considerations

- The complexity of funding and operating public transportation services, including the challenges of federal funding requirements.
- Out-of-the-box thinking and planning are important to address the unique transportation needs of rural communities.
- The role of technology, including scheduling software and smartphone applications, enhances transportation service planning and delivery.
- Potential for a mobility manager role to assist in navigating and coordinating available transportation resources for seniors and individuals with disabilities.





UCTC Coordinated Human Services Transportation Plan

Sign-In Sheet

March 4, 2024

Name	Agency	Phone or E-Mail
Brian Slack	U.C.T.C.	
Sandy Nelson	U.C.O.F.A.	(845) 541-5913
Julia Phillips	Wallkill Seniors	
Cornel Bell	Wallkill Seniors	845 851 8350
Carol Spath	Wallkill Seniors Club	
Betty Jean Cron	" "	
Patti Hoenig	Elsie's Meadow Srv. Housing	845 845 3262
Jack Bottoms	Wallkill Reform Church - Vol.	845-417-3040
Kew Ronk	Shawangunk Town Supervisor	845-895-2921 Shawangunk
Jimmy Hinson	Loaves-Fishes Food Pantry	(845) 541-0753 hinsonj@fcpmail.com



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