Greene County Coordinated Transportation Plan

2018

Introduction

Why A Coordinated Plan

The Federal Transportation Administration Fixing America's Surface Transportation (FAST) Act, that replaced the former Moving Ahead for Progress in the 21st Century Act (Map-21) and before that the Safe, Accountable, Flexible, and Efficient Transportation Equity Act-A Legacy for Users (SAFETEA-LUs) mandates that projects for specific Federal Transit Administration (FTA) programs be included in a locally developed, public transit-human services transportation plan. This Greene County Coordinated Transportation Plan, hereafter referred to as, The Coordinated Plan, is provided to meet that requirement.

Some of the funding received through the FTA for projects referenced in this document are:

- Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities. This funding to states for the purpose of assisting private nonprofit groups in meeting transportation needs of the elderly and persons with disabilities, (Section 5317 – New Freedom as part of MAP-21 has been combined with 5310).
- Section 5311 – Formula Grants for Rural Areas. This funding provides capital, planning, and operating assistance to states that support public transportation in rural areas with populations less than 50,000, where many residents often rely on public transit to reach their destinations. (Section 5316 – Job Access and Reverse Commute –JARC – now part of 5311).

Purpose of the Coordinated Plan

The purpose of The Coordinated Plan is to identify ways to improve transportation services in Greene County and access to surrounding counties for person with disabilities, older adults and individuals with lower incomes. It will provide a framework for improved coordination between and among public transit providers and human service agencies. The overall goals of The Coordinated Plan are to:

- Improve the delivery of transportation services for target population;
- Generate efficiencies in operation that can lead to economies of scale and enhanced levels of service;
- Encourage cooperation and coordination among transportation providers to minimize duplication of services; and
- Provide a framework for mobility management and the allocation of financial resources.

Required Components of the Coordinated Plan

There needs to be various stakeholders included as part of this process including transportation planning agencies, public and private transportation providers, non-profit transportation providers, human service providers, other government agencies that administer programs such as Temporary Assistance for Needy Families, Workforce Investment Act, and Agency on Aging programs and participation by the public. The planning process should also include other stakeholders.

NYSDOT states that the following components must be included in The Coordinated Plan:

- An assessment of transportation needs for individuals with disabilities, older adults and persons with limited incomes.
- An inventory of available services that identifies areas of redundant services and gaps in services.
- Strategies to address the identified gaps in services.
- Identification of coordination actions to eliminate or reduce duplication of services and strategies for more efficient utilization of resources.
- Prioritization of implementation strategies.

Agencies and Businesses That Are Part of the Coordinated Process

In 2010 there was an ad-hoc transportation advisory committee (TAC) formed, as well as many other stakeholders came together to take part in the process of creating the Transportation Needs Assessment for Greene County document. The study was undertaken by consultants chosen and commissioned by the Greene County Legislature with funding assistance from FTA and NYSDOT.

In place today is a Transportation Advisory Board, (TAB) established on October 19, 2017 through Resolution No. 333-17. The following agencies, departments and businesses have representatives on the board:

- Greene County Economic, Development & Planning
- The Arc of Ulster-Greene
- Greene County Department of Human Services (Youth & Aging)
- Greene County Department of Social Services
- Greene County Department of Public Health
- Greene County Department of Mental Health
- Greene County Veterans Service Agency
- Community Action of Greene County
- Columbia Greene Community College
- Greene County Chamber of Commerce
- Coxsackie Transport

Greene County Overview

Greene County is a rural County located in the Northern Catskills and upper Hudson River Valley, with its County seat of Catskill being about 30 miles south of Albany. It has rural routes which encompass the 19 towns and villages of the County. The mountaintop towns in the western portion of the County are sparsely populated in the comparison to the river towns in the eastern portion of the County along the Hudson River. This geographic feature creates a unique challenge for the development of a comprehensive public transportation system.

As in most rural counties, a variety of public and private agencies and organizations provide transportation services to persons who are somehow disadvantaged in their ability to obtain transportation, such as persons with functional impairments or disabilities, older persons, those with low incomes, the young, and others without access to private vehicles. Rising costs of fuel and commuting can be a large motivator for people to consider public transportation. The transportation services currently provided in Greene County are operating in an uncoordinated fashion.

A total of five villages and fourteen towns are located in the County. Within the County, there are three distinct regional areas: The Historic River Towns - Athens, Catskill, Coxsackie and New Baltimore; the Valley Towns – Cairo, Durham and Greenville; and the Mountaintop Towns – Ashland, Halcott, Hunter, Jewett, Lexington, Prattsville and Windham. The most heavily populated communities are the Town of Catskill (11,775), Coxsackie (8,918) and Cairo (6,670).

Greene County has an estimated population of 47,470, with a disability rate of 10.6% for those under the age of 65, a poverty rate of 16.4% and a senior population rate of 21.6% for those 65 and older according to Census Bureau Quick Facts 2017.

Assessment of Transportation Needs

Unmet Needs of the Older Population

Education is Needed: 1. How to use the bus system 2. Assistance in getting familiar with routes, schedules, flagging, pickup locations and destinations.
Assistance is Needed: 1. With packages and/or groceries being put on/taken off the bus.
Extended Operational Hours Are Needed: 1. For shopping and medical appointments 2. Shuttle running longer hours 3. Mid-day runs on existing routes
Extended Routes are Needed: 1. Many areas of the County are not adequately served, primarily the more sparsely populated areas of the Mountaintop and Valley Towns.

Unmet Needs of Individuals with Low-Incomes

The need for reliable, affordable and convenient transportation is needed for appointments and work.
The need to match affordable housing with accessible transportation routes.
Extended Operational Hours Are Needed: 1. For jobs which are typical 9-5 or other regular shift work 2. For jobs which are not typical hours and require overtime or "swing shift" hours. Some businesses work four 10 hour days per week, others work split shifts, others have extra early hours on a regular work. 3. For stores open later than 5pm or 6pm or 24 hours.
The need for access to medical services, service and court ordered appointments that the County is currently paying to provide transportation for.
The need for convenient connecting services.
The need for transportation services to/from neighboring counties, especially Albany, Columbia and Ulster.
The need for access to continued education.
The need for extended hours and services area for the Shuttle, including a demand responsive addition.

Unmet Needs of the Employee-Based General Public

The need for transportation to seasonal jobs during the off hours of the day and weekends. Many of the tourist businesses operational hours are outside the normal business hours of the day.
The need to provide transportation for year round jobs with hours of outside of the standard 9-5 timeframe. Some employers offer second and third shifts or a quota based shift (Serta). The "swing shift" is more likely to impact lower-income workers who could be the prime customers for an enhanced public transportation system.
The need to work closely with employers to try and accommodate work schedules with bus schedules.
The need to work closely with employers to encourage employees to use public transportation for access to and from work.
The need to consider a guaranteed ride home program.

The need to consider major employers outside of the County's boundary and to work with other Counties to provide transportation services (primarily employees commuting back and forth from Columbia to Greene and commuters to Albany) and create connections to CDTA and UCAT as part of an enhanced mobility network.
The need to offer park-n-ride locations in the County and have bus connections to Albany and Kingston available in those locations.
The need to accommodate vehicles for wheelchairs, bikes, strollers, other mobility devices and possibly ski and riding equipment for tourism based transportation services to Hunter and Windham.

Unmet Needs of the Disabled

The need to provide assistance to those with disabilities.
The need for curbside, door to door pick up.
The need to coordinate medical visits and Day Rehabilitation appointments with transportation schedules.
The need to coordinate transportation services for the disabled.
The need to ensure that all vehicles are ADA approved and outfitted (currently, several buses and vans providing transportation to the disabled do not accommodate ADA access).

Inventory of Available Services

Public Transportation System

In 2015 Greene County and The Arc of Ulster-Greene went into a public/private partnership and The Arc of Ulster-Greene became the contracted operator of the public transportation system, Greene County Transit. The Arc purchased seven buses through a Balancing Incentive Program (BIP) grant. The Arc's existing routes were merged with the County's public routes as well as picking up the County's two weekly mountain top runs and the daily, weekday shuttle in Catskill. Greene County Transit has 7 routes total that are route deviated services, meaning they can deviate up to ¾ mile off its scheduled route. The buses can be flagged down anywhere along its route.

Greene County Transit, marketed as GCT, kicked off its initial runs on June 1, 2016. There are five routes that run Monday through Friday, starting in Catskill, then head out to surrounding towns before returning to Catskill. These routes run once in the morning and once in the afternoon, including stops at senior housing, medical facility, and shopping. Included with all routes is a free shuttle pass.

The Shuttle moves around Catskill, three times a day, Monday through Friday, including stops at a medical facility, shopping, senior housing, County building, and a local park.

The mountaintop runs are weekly, Wednesday to the Hunter, Tannersville area and Friday to the Windham/Prattsville area.

In the first seven months of operation there were over 6,500 riders and in 2017 over 11,400 riders rode with GCT.

On September 20, 2018 Greene County Transit added a new route - Route 711. The route brings people from locations in Catskill (Greene County), crosses the Rip Van Winkle Bridge and goes into Columbia County. There are stops at Columbia-Greene Community College, Columbia Memorial Health (Hospital) and The Hudson Amtrak Station and then returns to Catskill. This "loop" runs four times in the morning (6:00 am – 10:00 am) and four times in the afternoon/evening (3:00 pm – 7:00 pm).

Service Area:	Greene County
Funding Source:	STOA, Federal 5311
Additional Funds:	Fares, County Funding, Cost Share DHS (Aging)
Types of Service:	Public, Older Population, Disabled, Low Income
	Route Deviated Service 6 routes per day/5 days per week 2 routes per week 1 Catskill shuttle, 3 runs per day/5 days per week
Fares:	All routes $3.00 each way with free shuttle pass Shuttle $2.00 all day Deviations, up to ¾ mile off route $10.00 each way plus fare 10% discount with 40 or more prepaid passes purchased
Days and Hours:	Monday through Friday Routes typically 6am – 5pm Shuttle 9am – 10am, 11am – 12pm, 1pm – 2pm Route 711 (Columbia County) 6am- 10am, 3pm – 7pm
Fleet Composition:	7 18-Passenger Bus w/ 2 wheelchair stations 3 17-Passenger Bus w/2 wheelchair stations, and bike racks that are leased by GCT from the County.

Greene County Veterans Service Agency

The Veterans Service Agency provides transportation to the Stratton Veteran's Administration hospital in Albany and the Community Based Outpatient Clinic in Catskill. The service is free to all honorably discharged Greene County Veterans who do not have their own transportation, or need transportation due to a medical condition, or their dependents. There are occasions where transportation is provided to non-medical activities that will be beneficial to a veteran. They average approximately 1200 rides per year. They have 1 full time driver/scheduler and 1 part-time driver and ask that you let them know 1 business day ahead of time for scheduling purposes.

Service Area:	Greene County
Funding Source:	Greene County Government, Veterans Department Budget
Additional Funds:	
Types of Service:	Veterans, dependents of Veterans
	Door-to-door service
	On Demand runs 5 days per week
Fares:	None
Days and Hours:	Monday through Friday, no Federal holiday
	7:00 am – 3:00 pm, 40 hours a week
Fleet Composition:	1 wheelchair accessible van, 1 14 Passenger Van, 1 4-door sedan

Greene County Department of Human Services (Department of Aging)

There are different types of transportation services provided through the Department of Human Services but all are for seniors, 60 years or older, living in Greene County. There are suggested contributions but services will not be denied to anyone unable or unwilling to make a contribution.
- A shopping bus is available, picking up those scheduled at their door, bringing them into Catskill for shopping and errands, then to a local senior center for lunch before they return home. They currently offer this on Mondays to those living on the Mountain Tops/Catskill, Tuesdays to those in Cairo/Greenville/Catskill and Wednesdays to those living in Athens/Coxsackie. It is on a first come, first served a basis s there is a limit to 16 people. They ask that you let them know 1 business day in advance for scheduling purposes. There is a $4.00 suggested contribution.
Special trips are also offered throughout the year but require a minimum of eight reservations.
- Homebound medical transportation is available for those not covered by Medicaid and that are self-ambulatory, use of canes and walkers are fine. A minimum of a two week notice is required as they arrange transportation through volunteer drivers. The appointment at a doctor's office or medical facility can be in Greene, Albany, Columbia, Delaware, Schoharie or Ulster County. This service is available, Monday through Friday, 8:30am – 4:30pm. Suggested contributions are based on mileage – $3.00 for 0-10 miles; $5.00 for 11-20 miles; $9.00 for 21-40 miles and $15.00 for 41 miles or more. The volunteer will/can be compensated for mileage. When a volunteer driver isn't available, in some cases, they will contract with Coxsackie Logistics. All tolls are paid directly by passenger.
- Senior center transportation is available to some senior centers. The service times are 8:30 am – 2:00 pm, Monday through Friday. The suggested contribution is $1.00 for round trip.

With the decline of volunteers coming into the Retired Senior Volunteer Program (RSVP) a new service was started in September 2018 to provide an opportunity for seniors to use door-to-door transportation for medical appointments on Thursdays and Fridays. Thursdays are for local appointments that include

Columbia Memorial Health, with a suggestion contribution up to $9.00, Fridays are for appointments in Albany County with a $15.00 suggestion contribution and appointments should be made in the timeframe of 10:30 am – 2:30 pm.

Service Area:	Greene County
Funding Source:	Title III B of the Older American's Act
Additional Funds:	State Transportation Program administered by NYS Department of Aging, County Funded
Types of Service:	Fixed Route with On-demand first come first served
	Medical appointments for non-Medicaid seniors, 60 years or over Shopping for seniors, 60 years or over Trips to nutrition sites for noontime meals for seniors, 60 years or over Special trips throughout the year
Fares:	None
Days and Hours:	Monday through Friday, exception is shopping which runs Monday through Wednesday. 8:30 am – 2:00 pm
Fleet Composition:	1 -18 passenger bus w/ 2 wheelchair stations 1 van

The Arc of Ulster-Greene

The Arc of Ulster-Greene, a non-profit organization provides transportation for intellectually and developmentally disabled people from residences throughout Greene and Ulster County to designated work sites and Arc programs. In Greene County, The Arc of Ulster-Greene operates day habilitation programs in Catskill and Cairo.

Service Area:	Greene and Ulster County
Funding Source:	Medicaid, Federal 5310
Additional Funds:	Self- funded
Types of Service:	Specialized transportation/ Paratransit for clients with disabilities to and from their homes to various Arc program locations in Greene and Ulster County.
	Greene County – 2 fixed routes daily
Fares:	None
Days and Hours:	Monday through Friday, closed major holidays 6am – 6pm.
Fleet Composition:	

Greene County Department of Social Services

In 2011 NYS redesigned its Medicaid program, dividing the state into six regional initiatives. Medicaid Answering Service, MAS, was awarded the 1st contract under this structure and signed on to provide Non-Medical Emergency Transportation (NEMT) for the Hudson Valley Region, of which Greene County is a part of. In 2016 MAS was awarded a second five year contract to provide Medicaid transportation to the Hudson Valley Region.

Social Services in Greene County went into an agreement, paying a set amount for all Medicaid costs, including transportation. If more economical methods for Medicaid transportation were used the benefit of that savings would be at the state level.

Service Area:	Greene, Columbia, Albany, surrounding Counties, limited out of state
Funding Source:	Medicaid
Additional Funds:	County
Types of Service:	State Contracted, approved transporters scheduled through MAS
	Medical transportation for approved recipients
	No fixed services, on demand repetitive in nature
Days and Hours:	Monday through Sunday - on call basis
Fleet Composition:	Various - depending on providers

Greene County Department of Public Health – Patient Services

Service Area:	Greene County
Funding Source:	Medicare
Additional Funds:	Self- funded – third party – private pay
Types of Service:	Employee usage only – no riders – utilized for Health care Related
	Home visiting nurses, meetings
	On demand as needed
Days and Hours:	365 days a year
Fleet Composition:	17 various cars – not open to the public

Greene County Department of Public Health – Preschool Special Education Program

The Preschool Special Education Program is mandated by the New York State Education Department, (NYSED), to provide services for three to five year old children with disabilities in Greene County. Children become eligible to receive transportation to and from a center-based special education program when approved for those services by their local school district Committee on Preschool Special Education (CPSE). Transportation is referred to contracted bidders – currently Coxsackie Transport and Airco First. This transportation is child specific and is available according to each child's Individual Education Plan (IEP) dates. This program's ridership cannot be combined or co-mingled with the public in accordance to state and federal regulations.

Service Area:	Columbia, Greene, Ulster, Rensselaer & Albany Counties
Funding Source:	Reimbursement through the New York State Education Department
Additional Funds:	County Funded
Types of Service:	Door to door transportation for Greene County 3-5 year olds with special needs from home to center-based special education programs & back
	Contracted bid
Days and Hours:	Various – typical bus runs on school days for 10 month session and 6 week summer program as approved
Fleet Composition:	Various – use of vehicle depends on route & number of children on route: cars 1-2 children/ vans -5/ spinters 9-11, transits 9-11, small

	school bus -20. Also an aide accompanies the driver on each vehicle. Transportation company is responsible for car seats.

In Flight, Inc.

In Flight, Inc. is a non-profit organization whose mission is to empower people with developmental disabilities. They provide transportation for participants in their programs in Dutchess, Ulster, Columbia and Greene County.
In Greene County they have a day habilitation program and an I-SAIL (Success Academy for Independent Living) program.

Service Area:	Dutchess, Ulster, Columbia and Greene
Funding Source:	Medicaid, Federal 5310
Additional Funds:	Contributions
Types of Service:	Specialized transportation/ Paratransit to and from program services.
Fares:	None
Days and Hours:	Monday through Friday 8am – 4pm
Fleet Composition:	In Flight: 3 w/c accessible busses, 2 7-passenger vans I-SAIL: 1 7-passenger van, 1 10-passenger van

Coxsackie Transport

Coxsackie Transport operates a number of services including school bus, preschool and Medicaid transportation. The regulations with school and preschool services limit the degree of coordination with the exception of return trip deadhead miles between pickups.

Service Area:	Columbia, Greene, Albany Counties and additional areas
Funding Source:	Medicaid, Private Operational Contracts, County funding
Additional Funds:	Fares and self-funded – contract depending
Types of Service:	Various – school bus, open public, Medicaid, private
Days and Hours:	Monday through Sunday - 24 hours
Fleet Composition:	100 plus vehicles – buses, vans, cars, limo

Community Action of Greene County

In 2010 Community Action of Greene County was providing transportation to low-income individuals for work related purposes. They operated one round trip route per day coordinating with employment locations and hours and Department of Social Service hours. The service provided rides for clients on a fixed route with deviations and on demand services, as needed. Funding dried up in 2011 and the program ended.
In 2017 MAS reached out to Community Action to see if they would be interested in creating a volunteer transportation program to provide transportation to medical appointments for Medicaid recipients. Community Action did apply to become eligible as a Medicaid transporter and is continuing to research all the specifics of having such a program.

Independent Living Center of the Hudson Valley

Independent Living Center of the Hudson Valley is a non-for-profit, tax-exempt organization providing services to a wide range of populations. They offer limited transportation services for hearings, meetings, conferences and education. It is a potential source, on a case by case basis, for those who have "fallen through all the cracks" and have no other transportation option available.

Service Area:	Greene & Columbia Counties
Funding Source:	
Additional Funds:	
Types of Service:	Door to door transportation
Days and Hours:	Up to 15 hours per week, based on driver availability
Fleet Composition:	1 w/c accessible van

Greener Pathways – Opioid & Heroin Addiction Recovery

A community-based outreach program committed to helping individuals and families who are struggling with chemical dependency. Transportation is provided to support people in taking steps toward recovery by getting them to detox, group treatment, sober support, meetings, court appointments, etc. when other transportation options do not exist.

Service Area:	Columbia & Greene Counties
Funding Source:	Opioid State Targeted Response Grant (Federal money)
Additional Funds:	
Types of Service:	Door to door transportation
Days and Hours:	Monday – Friday, normal business hours.
Fleet Composition:	1 10-passenger van, 1 SUV

Additional Transportation Options

Trailways has two fixed routes which come through the County going to New York City and Albany. Stops are limited to Hunter, Tannersville, Windham, Cairo, Catskill and Palenville transporting riders to Kingston and continuing to New York City; and Catskill to the Albany area.

Various taxicab companies operate in the County and provide rides to fare-paying passengers in the valley and mountain communities. Numerous trips are outside of the County to neighboring Columbia County and Hudson-area taxicabs cross the Hudson River into Greene County. Taxicab services are largely unregulated in the County.

Lyft and Uber have become available in some parts of the County as well.

Strategies To Address The Identified Gaps In Services

Unmet Needs of the Older Population

Form a subcommittee in 2019, under the TAB, with key stakeholders and community representatives to address the needs of the older population. The areas of focus - most effective way of providing education, creating an assistance program for seniors, surveying seniors for priority of hours and route extension.

Unmet Needs of Individuals with Low-Incomes

Form a subcommittee in 2019, under the TAB, with key stakeholders and community representatives to address the needs of individuals with low-incomes. The areas of focus – reliable, affordable and convenient transportation for appointments and work, affordable housing with accessible transportation routes, extended operational hours, need for transportation services to/from neighboring Counties, access to continuing education access, and need for extended Shuttle hours and service.

Unmet Needs of the Employee-Based General Public

Form a subcommittee in 2019, under the TAB, with key stakeholders to address the transportation needs for employers/employees and look at possible solutions such as modifying routes where possible, voucher programs or brokerage system, that could resolve for the majority. Topics to be addressed – seasonal jobs, non-standard hours (2nd, 3rd shifts, quota based shift), guaranteed ride home program, transportation for employment in other Counties (511, ride sharing, coordination with other County services), tourism, and accommodations for various types of equipment and/or mobility devices.

Unmet Needs of the Disabled

A subcommittee needs to be formed, under the TAB, with key stakeholders and community representatives that will focus in on the solutions for the unmet needs of the disabled. Focus items of providing assistance, need for door to door pickup, coordination to/from medical, program appointments, and ADA approved vehicles.

Identification of Coordination Actions

Reduction or Elimination of Duplication of Services and More Efficient Use of Resources

The following are recommendations for possible coordination that came out of the Transportation Needs Assessment document.

1) Add a County Mobility Manager – This position can assist in all transportation coordination including all providers. *Mobility Manager was hired 11/2015.*

2) Transportation providers such as Arc, Coxsackie Transport all have deadhead miles. Buses and van deadheading can be utilized in the outlying areas as additional service options.

3) Explore opportunities for coordination in the following areas –

   a) Information & Referral – the needs assessment shows a lack of public awareness concerning any single source of information about available transportation services.

   b) Passenger Reservations & Scheduling – Increasing service productivity (i.e. passengers transported per vehicle hour) depends on the ability to influence passenger reservation times and group passengers by origin, destination and travel time. The needs assessment identifies that to achieve an increase in service productivity requires human service agency clientele coordination on the Greene County Transit system.

   c) Vehicle Dispatching – Schedule reliability and vehicle response times for return trips typically improve when more vehicles are controlled by a common dispatcher. The needs assessment identifies that the most cost effective means of dispatching is through a combination of third party broker and a transportation company.

   d) Operator Recruitment, Training & Safety – Collaboration in these areas typically result in a better travel experience for customers, fewer accidents and incidents, lower vehicle liability insurance premiums, higher driver morale, and optimized utilization of volunteers.

   e) Vehicle Fueling & Servicing – Cooperation among service providers can help control fuel costs, avoid fuel excise taxes, track expenditures on vehicle operations, while improving system safety and schedule reliability.

   f) Fleet Replacement & Expansion – Collaborative decisions concerning the number and type of passenger vehicles to be purchased, vehicle specifications, local prioritization of Section 5310 grant applications, and sharing local match expenses can increase vehicle productivity while also reducing capital costs.

Greene County Transit -

 1) Analyze concept of providing a combination service of route deviation service with an On Demand or Dial-A-Ride service. It could be set up in different areas of the County each day. Coordination with multiple providers would be needed.

2) Partner with Department of Human Services- Aging to open the fixed/on demand service they are currently operating to the public. They would need to adhere to state and federal regulations for the service to become open to the public and eligible to fully access funding sources. By partnering together it could allow for the transit system to develop an earlier business route.

3) Greene County Transit - Add a business/college route – Could increase enrollment Columbia Greene Community College.

Route 711 was added and starting running September 20, 2018. The route has 4 morning runs and 4 late afternoon runs. Pickup locations in Catskill include the local high school and low-income housing complex with stops in Columbia County at the college, hospital and train station. This route could be utilized by current students, student athletes that are being housed in Greene County, new students, those

employed in Columbia living in Greene, tourists coming in by train wanting to come to Greene as well as opening up the opportunity to coordinate with Columbia County for the Albany route for employment – possible connection to CDTA, or the shopping route for Greene County residents. It also allows for access to the Workforce Center, job fairs, and Access VR information sessions held at the college.

4) Develop feeder routes throughout the County utilizing all stakeholders wanting to coordinate. Set a coordinated schedule where providers can connect and transfer passengers for longer distances such as Albany, Hudson or Kingston.

5) Coordinate with Columbia County for Albany services. Possibly develop a midday Albany run to accommodate employees only working half days or for medical appointments. Create a connecting pass payment system to be cost effective.

6) Coordination with the Department of Human Services: Aging shopping bus and the Shuttle – to rider either service, providing connecting service from the village to the outlying areas of the County and adjusting service times to accommodate work force ridership. The coordination of the two providers can increase service areas and times, reduce service redundancies and create the opportunity for additional finding from Federal and State programs.

Recommendations/Current Status/Strategies

These are the recommendations that came out of the Transportation Needs Assessment document.

Greene County Transit

1) The fare structure should be adjusted for passengers ease. The fare structure is confusing for new ridership. Create a universal fare with a discount for seniors and handicapped individuals. Possible daily, weekly, monthly, student or family passes can be developed.
Current – The fare structure that is in place now is simple - $2.00 all day long for the Shuttle service. $3.00 each way for a Route and you get a free shuttle pass. Seniors can register with the Department of Human Services to ride the transit system free (fully subsidized).

2) The service should be advertised and promoted. Bus stop signage should be at all designated stops. Schedules should be easy to read, including maps and identify additional stops such as Veterans Services in Catskill. The schedule can be utilized to sell the marketable spaces to increase funding and awareness of local employers or shopping destinations.
Promote and market the new vehicles – change the perception.
Go to meetings as a guest speaker – communicate what services are available, ask what needs you are still missing.
Current- The service has been advertised on radio, newspaper, billboards, Facebook, social media ads, and at all presentations given by the Mobility Manager the public transportation system (GCT) has been promoted along with other transportation services available. The GCT schedules developed and in use are user friendly, include maps and do have marketing spaces available of which a few businesses have purchased. The schedules are available in numerous places throughout the County (e.g. Post Offices, laundromats, businesses, eating establishments, Senior Centers, libraries, DSS, Department of Aging…).

3) New logos and branding would assist in the easy identification of which vehicles and transportation providers are participants in the coordination plan and open to public.
Create public awareness to increase ridership and utilization of public transportation.
Current – Greene County Transit (GCT) has a new logo and branding has been accomplished. To help easily identify the GCT busses a magnet was created. It is handed out at all events and has been very effective in helping riders and potential riders identify the GCT busses. The magnet includes the website, GCT phone line and that it is public transportation for everyone.

4) Try local participation for events – utilize the public transportation system to transport for local community events – find a partner so ridership would be free and funded by the event, local business or organizations.

5) Keep the website maintained and updated with current transportation information. Link it to organizations, events, youth groups, businesses, Chamber of Commerce, and County departments.
Current – A new website, greenecountytransit.com, was made available in 2/2018. It was developed through the National RTAP Website Builder Application and is supported by them. It contains extensive information on the public transportation system and it is maintained on a regular basis.

6) Partner with local Villages and Towns for residents of that community's transportation needs; share in the funding of services.

7) (Shuttle) - could be operating from 7:00 am through 6:00 pm and possibly later if the demand develops for shopping, employment and social activities.

Lunch break is a key time of day for ridership – change the break or utilize a different service provider to transport for that hour.

Area of service could be expanded from just the immediate area of Catskill to include the transportation needs to and from Coxsackie.

The service can also develop an "On Demand" option – 24 hour notice – to accommodate individuals who are limited and cannot get to a designated pickup or drop-off point.

Create a pass which will encourage ridership to stop and board at multiple locations.

Current - The rider initially has to pay the initial fare but when exiting they are able to obtain a free shuttle pass that will allow them to board again. They can do this multiple times throughout the Shuttle times of operation.

Department of Human Services – Aging

1) Coordinate ridership in the outlying areas with Greene County Transit. Then the Aging bus can be utilized in other areas of the County.

2) Another option would be for the Aging bus to become open to the public to accommodate the ridership of the Shuttle. This coordination effort would require the Aging bus to become part of the Greene County Transit system, complying with State and Federal regulations though remaining operated by Aging.

Veterans Service Agency

1) The Veterans van can be utilized for additional services in a coordinated effort for a possible mid-day Albany route or as a feeder service for the outlying areas of the County to accommodate additional Veteran's needs.

Arc Transportation Providers

1) The Arc of Ulster-County and COARC have a coordination opportunity considering the pickup and drop off locations as well as the routes and times traveled. Corridor routes can be established from the respective towns for drop off to the Arc facilities. COARC could be used to service the needs for employment, medical, Department of Social Services and educational at CGCC. The Arc of Ulster-Greene creates the possibility of a main corridor route to and from Kingston.

Department of Mental Health

1) There is a need for reliable transportation within Greene County for appointments. Possibly if there were some changes in routes, times and transportation through a combination of route deviation and demand response the program losses could reduce and the success of not just the department services but the health and wellbeing of residents in the community.

Current - There are proposed changes for late 2018/early 2019 to Greene County Transit Route 700 that could begin to address this.

Strategies

The following charts summarize actions and strategies to address unmet needs and represent a 5 year projected plan.

High Priority Strategies				
Action Item #	**Action Description**	**Strategy**	**Target (Date) or Date of Completion**	**Comments**
1.	Have a Transportation Needs Assessment Done	Once a transportation needs assessment is done is can be used as the foundation to draft the Coordination Plan.	Fall 2010	Legislative approval was given. The draft plan should be made available to the human service transportation agencies and the general public for comment.
2.	Submit Transportation Needs Assessment to NYSDOT	Provide the final report to the NYSDOT.	Fall 2010	Submission of the final report will conclude the grant project and establish the basis for submission of NYSDOT grant applications under 5310 (STOA), 5316 (JARC), 5317 (NF). Work with NYSDOT to request an increase in Greene County's 5310 STOA funds (bump) anticipating the newly designed routes and increased miles and passengers directly on Greene Transit.
3.	Prepare and Submit Grant Application to NYSDOT (JARC)	Access funds through the Job Access Reverse Commute (JARC Program) to improve access to transportation services for employment and employment related activities for welfare recipients and eligible low-income individuals. With continued rates of high unemployment, there will be a continued need to link low income individuals with these employment centers. Adoption of this strategy in the plan will continue to afford public transit agencies with the flexibility to apply for JARC funding to create new reverse commute routes or expand existing routes to better meet commuter needs.	Grant Application Submitted 5/19/2010	Greene Transit submitted a grant application requesting $71,000 for operating assistance and $52,000 for mobility management assistance to establish a dedicated "public transportation employment access program" for the establishment of new business/commuter routes in Greene County through Greene Transit. The employment access program is an important economic development strategy. Initial routes, others to be phased in over time: Commuter buses primarily along the Route 9W/385/23/32/145 Corridors, from Catskill to Athens to Coxsackie, and out to Cairo/Durham/Greenville servicing the major businesses and population centers. Initial route to also include buses from Catskill to Hudson in coordination with Columbia County Transit. Future routes to include commuter buses from Catskill to Albany,

				also in coordination with Columbia County Transit's existing commuter service to Albany. Training needs to be scheduled and all drivers and transportation partners educated. Develop a "guaranteed ride home" program.
4.	Formal agreement with The Arc of Ulster-Greene as operator of County Public Transportation	Ability to expand services, initiate a coordinated effort and provide an integrated system (open to everyone including those disabled, low-income, older population) for the County.	2015	In 2015 Greene County and The Arc of Ulster-Greene went into a public/private partnership and The Arc of Ulster-Greene became the contracted operator of the public transportation system, Greene County Transit. The Arc purchased seven buses through a Balancing Incentive Program (BIP) grant.
5.	Hire County Transportation Mobility Manager	Solicit and fill the position of Mobility Manager	11/2015	GC Mobility Manager is hosted by the Arc of Ulster-Greene and has office space in the Arc of Ulster-Greene's Catskill Transportation Department. The Arc is reimbursed for all Mobility Management expenses through the County through 5311 funding.
6.	Kick off Initial Expansion of Services	Greene County Transit starts running expanded routes.	6/2016	The Arc's existing routes were merged with the County's public routes as well as picking up the County's two weekly mountain top runs and the daily, weekday shuttle in Catskill. These 7 runs are route deviated services.
7.	Form the Transportation Advisory Board	Meet with and establish formal membership on the GC Transportation Advisory Board (TAB)	12/2017	Initial TAB small, membership will increase A coordinated transportation management system requires full and active participation and interaction between the Greene County Public Transit System, the human service agencies directly providing their own transportation services, and the human service agencies that have specific clients they serve requiring transportation.
8.	Complete Draft of Transportation Coordination Plan	Using the Transportation Needs Assessment document as a base create the draft of Transportation Coordination Plan (TCP).	7/9/18	
9.	Draft Transportation Coordination Plan to NYSDOT	Provide a draft of the Coordination Plan to NYSDOT.	7/9/18	
10.	Finalize Transportation Coordination	Finalize the draft.	12/2018	Final Coordination Plan will go for before legislation for approval, then to NYSDOT.

	Plan			
11.	2nd Expansion of Routes	Routes that have very low ridership numbers are candidates for modification to address unmet needs. Other routes are tweaked for the goal of increased ridership.	(12/2018-3/2019)	**Route 700** major modification to address unmet need for Mental Health appointments. **Route 702** opening up route to Malden Rest area 3x a week. **Route 705** opening up stops in Athens and Coxsackie. **Route 708** opening up crossing over to Windham **Route 709** opening up crossing over to Tannersville Shuttle offering 2 additional runs
12.	Coordination with Columbia County	Seek Operating Authority Agreement with Columbia County. Seek opportunities to coordinate individual third party operating contracts between both counties. To coordinate the public transit routes across the Rip Van Winkle Bridge providing linkages to both systems. To coordinate a joint commuter route(s). Columbia already operates a morning and evening commuter bus to Albany.	9/2018 (2019)	Additional busses were purchased by the County to provide a route into Columbia County. New Route 711 started running on 9/20/18 with four runs in the morning (6:00 am to 10am) and four runs in the afternoon/evening (3:00 pm to 7:00 pm). Pickup locations in Catskill include the local high school, student athletic housing, and low-income housing with stops in Columbia County at the college, hospital and train station.
13.	Meet with County Transportation Providers	Mobilize department heads and program directors with transportation functions regarding adoption of the coordinated transportation plan. There should be a basic mutual understanding in place between the public and human services transportation providers regarding policy, administration, mobility management authority, and timing of the components of the plan.	2018 (2019)	

14.	Improve Coordination of Agency Services with specific Mobility Management System	Implement Mobility Management System to oversee the implementation of the coordinated plan. The Mobility Manager would have direct control and authority over certain transportation functions within Greene County and would work with private and not-for-profit transportation providers.	(2019)	The key factor of a mobility management system is the ability to coordinate transportation across individual transportation providers. There needs to be a basic understanding that no one person or agency is responsible for addressing community-wide mobility issues. The fragmented nature of funding, and each program with its own eligibility criteria inhibits mobility among the target populations. Coordination of transportation systems is thus a process in which two or more organizations interact to jointly accomplish their transportation objectives. A mobility management system is required by the NYSDOT in order to access specific funding.
15.	Work to implement a universal pass or swipe card system that will interconnect with other public transportation services	Research the feasibility of a universal pass or swipe card system. Multi-County coordination with Columbia County. Discounted passes such as Family, Student, Weekly, or Monthly. Identify funding sources - can partner with major business for advertising spaces. Each of the County transit systems studied as part of this assessment, rely upon a system of tracking and monitoring the clients from human service agencies that use the public transit system. The fares and ridership billing needs are different for each agency.	(2021)	Need to implement a tracking system for interagency payment and ridership counts for STOA reimbursements.
16.	Capital Equipment for Coordinated Agency/Program Services (Annual)	Upon completion of the vehicle fleet assessment, a list of buses and other capital equipment associated needs can be identified for submission to the NYSDOT corresponding to the annual NYSDOT grant cycle. (All capital grant requests would be coordinated by the Mobility Manager.)	(2019)	This longstanding Section 5311 FTA program provides the capital assistance to Greene County for buses on a matching formula basis. The number of buses purchased through this program would directly correlate to the establishment of the new routes initially recommended for the public transportation system coordinated plan. As the approval and procurement process typically takes a year or more, all third party contracts with transportation providers need to

				establish rates for service with and without buses purchased pursuant to this program.
17.	Capital Equipment for Coordinated Agency/Program Services (ARRA)	Greene County Transit was awarded $150,000 through the Section 5311 American Recovery and Reinvestment Act (ARRA) for the purchase of 2 additional mid-sized buses to add to the fleet to accommodate the growth of the public transit system.	2015	Following report formalization by the Greene County Legislature and the adoption of the transportation coordinated system plan, the procurement process can be finalized to add vehicles in furtherance of the newly designed system.
18.	Expanded Greene Transit Service and Route Coordination (Commuter Routes)	Following adoption of the coordinated transportation plan, this strategy is aimed at increasing the use of the Greene County Transit's route deviated service by those human resources clients currently using para-transit service OFA who could otherwise use accessible route deviated service transportation (primarily in county and Columbia County heavily used locations).	(2020)	Expand Greene Transit System routes through the coordinated mobility management system is the "key component" to implementation of the plan. There is a steep and very intensive start-up phase to structure a designated deviated route public transportation system that the human services agencies support and integrate services. Utilize a formal competitive selection process to solicit a contract operator capable of offering a specified level of commuter service at the lowest cost available. Initial High Priority Phase: -Seek STOA eligibility for OFA service ridership on Greene Transit. -OFA buses become part of Greene County Transit and the deviated route service versus para-transit. Routes are coordinated by both agencies. -Routes reorganized for: buses to senior centers, apartment complexes, and major population centers to meet target population needs for shopping, medical appointments, commuting, etc.; extension of the Catskill shuttle hours as the hub of the coordinated service.
19.	Expanded Greene Transit Service and Route Coordination (Contractual and Third Party Operations)	Following adoption of the coordinated transportation plan, a coordinated approach to contract and third party transportation services will be necessary to achieve the services efficiencies required by the plan. Greene Transit route deviated services by those human resources customers currently using OFA.	(2021)	The contractual requirements specified herein are required to implement the action item of the coordinated transportation plan identified in the previous action strategy. Initially, the Greene Transit System will need to develop a "bid package" for the newly designed coordinated deviated route and para-transit system reflecting the agreed upon integration of OFA.

Medium Priority Strategies				
Action Item #	Action Description	Strategy	Target (Date) or Date of Completion	Comments
1.	Improve upon and recognize the need for personal assistance to passengers with individual needs.	Talk with the involved agencies, to develop a program to assist seniors and disabled individuals who may need assistance with riding the bus. Partner with local retailers and business such as Walmart/Price Chopper/ for an associate 1 day per week - this will increase visibility for the retailer and transportation system. Emphasize to bus drivers the need for individual assistance, educate and train through good public relations.	(2020)	
2.	Improve reliability	Create promotional campaigns with incentives to ride the bus. Publish schedules and brochures for a coordinated service including all partnerships. Train and emphasize reliability to all drivers - stop at each stop - never leave a stop early. Ensure a return ride to passengers.	Ongoing	Public transit affords the most mobility to the target populations when located in proximity to target population origins/destinations of travel. Continue to create new services and/or expand existing services to provide service to new areas, expand service hours and/or expand options in area with limited service to meet employment transportation needs. Build on opportunities to coordinate existing services to maximize efficiency and ridesharing. Consider a weekend service for employment, medical, shopping, tourism and events.
3.	Improve the image of public transportation. Educate the public on how to use the public transportation system. Encourage non-riders to become riders.	Participate in community events to provide transportation. Visit local organizations as a guest speaker Have regular radio spots- Driver traffic reports Special events recognizing individuals or organizations. Partner with groups and organizations with up-coming events where parking is an issue and public transportation will increase	Ongoing	The County purchased 2 additional buses - could display new bus at local shopping areas and County board meetings. Have "Grand Re-Opening Event" promoting new buses and expanded schedule.

		the attendance of the event -Grand Re-opening Event at major shopping area		
4.	Accessibility Improvements	Provide for bikes, strollers, walkers, grocery bags, etc. Research grant opportunities through 5311 capital grants to equip all vehicles with bike racks, stroller racks etc.	Ongoing	Improving bus stop accessibility and installing passenger amenities can make transit more accessible by persons with disabilities and older adults. Apply for capital funding for the accessories.
5.	Coordination of Volunteer Driver/Escort Programs	Programs of similar nature exist.	(2020)	Opportunity for a low cost technique to address problematic trips (individuals in the target populations who do not meet program eligibility criteria, long distance trips or inter-jurisdictional (inter-County) trips.
6.	Match transportation schedules with seasonal events and tourist-based employment.	Coordinate with seasonal business prior to season opening. Consider contractual agreements with local business to share costs for seasonal service. Seek funding.	(2021)	Initial discussions with area business's and CGCC for scheduling effectiveness. Develop a Greene/Columbia and Catskill/Hudson area partnership
7.	Open discussion between the transportation providers and educational systems	Student and educational transportation could be developed with an inter-County agreement servicing the CGCC. After School services can be designed to educate the students to the advantages of public transportation and familiarize them how to access the services.	(2019)	Discussions with area school districts, PTO and CGCC for needs identification.
8.	Use signage and other advertising to identify existing bus stops and park-ride areas. Designate additional park-n-rides as needed.	Work with the local businesses and the County to identify possible Park 'n Ride areas. Work with DOT for assistance with Funding and planning Work with CDTA and the Capital District Regional Planning Commission to coordinate commuter and park and ride locations.	(2020)	Approach businesses as partners - this can increase retail sales if parts of the parking lots are allocated as park n ride areas. -CDTA has commissioned a study to examine park and ride locations in surrounding counties. -There is a designated Park and Ride location at the NYS Thruway parking lot at Exit 21 in Catskill. - A second designated Park and Location is needed in proximity to the NYS Thruway Exit 21B in the Coxsackie/New Baltimore 9W Industrial and Business Corridor.
9.	Improve and enhance equipment and	Investigate hybrid or alternative fuel buses Share resources and bulk	(2023)	Introduce and research at future TAC meetings.

	energy efficiency in the transportation system.	purchases with other transportation providers Reduce service redundancy		