

New York Metropolitan Transportation Council

A Coordinated Public Transit-Human Services Transportation Plan for the NYMTC Area

June 2009

Lower Hudson Valley
Volume II: Appendices



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Volume II: Lower Hudson Valley Appendices

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APPENDIX A

STAKEHOLDER / PUBLIC INVOLVEMENT

Appendix A: Stakeholder / Public Involvement

(includes all documents used for stakeholder /general public outreach effort associated with the development of this plan)

Introduction

Appendix C contains meeting notes, meeting summaries, and other information concerning public outreach undertaken during the course of the project. In this section, the following information is provided:

- Meeting notes for each meeting of the LHV Stakeholders Advisory Committee (SAC);
- Summary of Provider Workshops held in each County in the Lower Hudson Valley; and
- Summary of Open House held to solicit input from the general public on transit needs among the target population.

Stakeholder Advisory Committee Meetings

Meetings of the Lower Hudson Valley Stakeholder Advisory Committee were held on:

- June 24, 2009
- October 2, 2008
- February 24, 2009

Meeting notes for each meeting are documented below.

**NYMTC Coordinated Public Transit-Human Services Transportation Plan
Stakeholder Advisory Committee Meeting – Lower Hudson Valley Subregion**

June 24, 2008, 1:00 PM – 3:00 PM

Meeting Notes

1. Project Overview

Nancy O’Connell of New York Metropolitan Transportation Planning Council, Project Director, opened the meeting and gave a brief overview regarding the purpose of this comprehensive planning effort. The 2005 passage of SAFETEA-LU includes a requirement for the preparation of a coordinated Public Transit-Human Services Transportation Plan for entities to access three sources of federal funds administered by the U.S. Department of Transportation, Federal Transit Administration. NYMTC as the region’s Metropolitan Planning Organization for New York City, Long Island and the Lower Hudson Valley, is responsible for this collaborative planning effort since it oversees the solicitation/selection process for two of the three FTA funding programs in the NYMTC region:

- Section 5316 – Job Access and Reverse Commute Program (JARC)
- Section 5317 – New Freedom Program

The third program, administered by the NY State Department of Transportation, is:

- Section 5310 program – Transportation for the Elderly and Individuals with Disabilities

Nancy O’Connell mentioned that NYMTC receives approximately \$7 million for JARC programs and \$4 million for New Freedom projects annually. There is money available, and NYMTC wants to ensure eligible organizations and agencies are aware of these programs and the funds are utilized in the most efficient manner to address the local transportation needs of the target populations (older adults, individuals with disabilities and low income individuals).

Through this coordinated planning process and forming Stakeholder Advisory Committees in each subregion, bringing together prospective transportation and human service providers, NYMTC hopes to identify service needs that are not presently being met, what should we be spending money on, and how to improve the application and selection processes for these three FTA funding programs?

Ms. O’Connell indicated that NYMTC is here to listen. NYMTC engaged the services of an expert consulting team headed by Nelson\Nygaard, a leading national transportation-planning firm. She then introduced Rich Garrity of RLS & Associates, who explained he was the subregional Task Leader for the Lower Hudson Area for the Nelson\Nygaard Team. He has previously worked with Nelson\Nygaard on numerous coordinated Public Transit-Human Services Transportation Plans throughout the country, highlighting similar work completed recently in Chicago.

Rich Garrity mentioned that this is his first opportunity to work in the Lower Hudson area and asked that everyone around the table introduce themselves and their affiliations.

2. FTA Programs Overview

Mr. Garrity explained the various FTA funding programs, emphasizing that there are differences throughout the country. For example, the 5310 Program funds in New York State are used only to purchase vehicles, with 80 percent federal and 20 percent local match requirement. The participants in the program are responsible for paying for operating expenses, such as insurance, maintenance, hiring drivers, etc. It is strictly a capital program for the purchase of vehicles; the money must be spent upfront by the grantee and then will be reimbursed.

The JARC program, once a national earmark program, is now a formula program with funds designated for three areas:

- Large, urbanized areas
- Small, urbanized areas
- Rural, non-urbanized areas

In the NYMTC region, \$7 million is available for the JARC program, which competitively selects program awardees from groups in the region for:

- Capital projects
- Operating funds to pay for driver's insurance with an 80/20 match; however, net operating is capped at 50%. Rich explained that there are ways to work within the JARC program to ease the 20 percent local match, which often can be an entry barrier to smaller agencies and local programs from participating in the program.

Rich explained that the New Freedom Program funds represent a new program funding source. It didn't exist before SAFETEA-LU. New Freedom funds must be expended on "new" projects that are above and beyond the grantee's statutory obligations under the Americans with Disabilities Act. "New" projects are those that were not contained in a Transportation Improvement Program (TIP) on or before August 12, 2005. Initial regulations promulgated by FTA include a long laundry list for what types of programs the FTA will consider funding. The NYMTC Region receives approximately \$4 million annually, for New Freedom projects. Nancy O'Connell indicated that NYMTC just completed the project solicitation for the FFY 2006 New Freedom funds and will be awarding three projects. NYMTC will solicit for FFY 2007 JARC/New Freedom grants in early 2009.

Rich Garrity asked SAC members if they were aware of either the JARC or New Freedom funding programs. There were many at the table that indicated they were not aware of either program. One participant indicated that she received New Freedom program notification; however, there was not sufficient time to respond to this solicitation. Nancy O'Connell explained that it took NYMTC more time than they expected to roll out this new program and they only had a six-week turnaround time to solicit applications. NYMTC realized from the low number of responses, that this was too little response time for prospective applicants. That's why we are here; to learn from our past mistakes and to do better next time.

3. SAC Member Comments/Observations

Nancy O'Connell indicated that information on these programs are posted on NYMTC's website, www.NYMTC.org. She encourages participants to visit the website, and also to sign up for "NYMTC Notes," which is NYMTC's e-mail notification and electronic newsletter. If you are enrolled in NYMTC Notes, you will receive information on NYMTC's programs and solicitations and be kept abreast of the latest transportation issues impacting the New York Metropolitan area..

One SAC member suggested that NYMTC publish the solicitation notices of their programs and the funding cycles in local newspapers so that consumers see these programs and then in turn reach out to agencies to suggest they go after these available funds for locally beneficial projects. It should be a bottoms-up approach.

Rich explained that it has been his experience from these types of comprehensive plans that getting agencies and providers together in one room, the cross germination and networking of contacts proves to be invaluable.

Some members expressed disappointment in the level of involvement in some governmental officials. Rich indicated that one of the purposes of the key stakeholder interviews would be to explain these three funding programs in a face-to-face interview process, including governmental officials.

SAC members were asked to identify additional agencies/service providers that aren't here and should be invited to participate. The following were suggested to be contacted and invited to be included as SAC members:

Putnam County Office for People With Disabilities
110 Old Route 6, Building #3
Carmel, NY 10512
Medley Broege, Coordinator medley.broege@putnamcountyny.com
Donna Marie Santoro, M.S., Asst. Coord. donna.santoro@putnamcountyny.com
Phone: (845) 228-5912
Fax: (845) 228-6113

Note: Ms. Broege was invited to be a member of the SAC, but received the notice late and could not attend.

Mental Hygiene Director, Janet Wheeler

Hudson Valley Developmental Disabilities Services Office
9 Wilbur Road
P.O. Box 470
Thiells, NY 10984

Phone: (845) 947-6100

Fax: (845) 947-6004

Grant Mitchell, M.D., Commissioner
Westchester County Department of Community Mental Health
112 East Post Road, White Plains, NY 10601
Phone: (914) 995-5220
Fax: (914) 995-6220

Ms. Mary Ann Walsh-Tozer, CWS, Commissioner
Rockland County Department of Mental Health
Robert L. Yeager Health Center,
Sanatorium Road
Pomona, NY 10970
Phone: (845) 364-2378 Fax: (845) 364-2381

Patricia Perez, Coordinator of Community Affairs in Putnam County
121 Main Street
Brewster, NY 10509

Phone: (845) 278-1820 Fax: (845) 278-0513
E-mail: perezp@bestweb.net

Patrick Gerdin, Rockland County Planning Department, provided the following additional persons from Rockland County as suggested contacts for participation on the SAC:

Michael Gurski, Transit Administrator (845) 364-2066, gurskim@co.rockland.ny.us
Note: Mr. Gurski was invited to be a member of the SAC.

Anthony D'Antoni, Coord. Of TRIPS Operations (845) 364-2090
DantoniA@co.rockland.ny.us

Vincent Marzella, Asst. Superv. of TRIPS Operations (845) 364-3607
marzellv@co.rockland.ny.us

Michael Shine, Grants Specialist (845) 364-2077 shinem@co.rockland.ny.us

4. Other Comments

One SAC member expressed concern that in addressing the needs of low-income individuals, she is not a transportation planner and not familiar with all the ways in which they use various transport services, but what she does know is that they often ride together and they spend a great deal of time traveling. A Transportation aide is needed to assist them in the planning process.

Rich explained that what we are asking for in this comprehensive study is to identify: (1) what are the unmet needs, and (2) where is there duplication of services?

Jean Celender identified that her firm, JAC Planning Corp., is assisting the Nelson\Nygaard Team in the Community Outreach components of the plan and is putting together a database, or master project mailing list of service area providers and agencies. Are there published directories of providers? If so,

where do we obtain these printed references? NYMTC will expand its database of participants to solicit them for these FTA funding programs through the information obtained in this comprehensive planning process.

Rich explained the Federal Coordinated Council on Access Mobility (CCAM) and their “United We Ride,” initiative. The CCAM is an interagency committee of eight major Federal departments that fund passenger of client transportation services. In addition to State coordination grants, United We Ride provides State and local agencies a transportation-coordination and planning self-assessment tool, technical assistance, and other resources to help their communities succeed. Approximately 62 federal programs have been identified by the GAO as funding transportation. Through this comprehensive planning process, we are trying to look at ways of breaking down the barriers that prevent access to service from among all these programs.

It was mentioned that “Wheels to Work Program,” a Rockland County program, obtains approximately \$130,000 in funding done through Catholic Community Services of Rockland (CCSR). The “Wheels to Work” program provides used vehicles and other related services to working New Yorkers, helping them obtain employment or keep a job giving them and their families a brighter future. In addition to providing cars, the program offers assistance with car repairs, auto insurance, registration and licensing fees, financial counseling, driver’s education, defensive driving courses and car maintenance training.

Rich Garrity explained that these FTA programs are not designed to support or replace existing sources of human service agency funding. Rather, these three programs aim to support efforts to better coordinate needed transportation among all elderly, low income persons, or persons with disabilities. FTA, by design, is trying to avoid the “silo” approach where single programs fund only a single, unique client population. FTA generally doesn’t want to fund personal vehicles, but will fund a van or vehicle for a group of individuals going to work.

Nancy O’Connell mentioned that while \$4 million in New Freedom funds were just solicited, NYMTC would again issue a new round starting in January 2009. She suggested that SAC members, if they are thinking they might have a potential program concept for funding, should go to the FTA web site and to begin to review the Circular 9045.1 on the New Freedom program funding requirements at:

http://www.fta.dot.gov/funding/grants/grants_financing_8349.html.

Additionally, this circular has a list of suggested projects which is may provide additional ideas on project concepts. She suggested that potential applicants take a look at the FTA suggestions.

Nancy O’Connell indicated that this past round only solicited 2006 funds. NYMTC has 2007 and 2008 funds available for solicitation of projects in subsequent rounds of funding. One reason for the expedited schedule for this planning study is to time the study results with future funding cycles. There is no minimum or maximum amount that NYMTC will set for individual projects, but Nancy recommended that potential applicants not apply for very small amounts, as the level of contractual, legal and other requirements will add to the cost of providing services. All of these requirements should be taken into consideration when applicants apply for funding to ensure you have enough funds to do the requested service.

5. Questions and Answers

One SAC member asked whether New Freedom Program funds can be used to enhance existing services. Nancy O’Connell responded that it could. One of the program requirements is to provide “above and beyond” existing ADA services in order to be eligible for funding.

Rich Garrity explained that one of the purposes of forming a regional advisory committee for this project is to encourage the initiation of informal dialogues between members. Such dialogue can

results in agencies realizing methods in which they can coordinated in the delivery of services. For example, many FTA programs may include drug testing for all safety sensitive job positions (such as drivers). One agency may not have the resources in place to meet all these requirements, however, the organization could partner with an existing FTA grantee who both meets all existing requirements but also has the capability of providing the requested services.

Rich Garrity referred to the “coordination continuum” to describe the range of potential strategies the consulting team will look to implement in the Lower Hudson Valley. He explained that coordination is not a single strategy or concept but a full range of actions from simple information/referral to the consolidation of services.

Rich Garrity explained that coordinated transportation programs can take advantage of unique legislative exceptions in most FTA programs that may mitigate the need for local cash match to FTA grants. Under FTA programs, revenues earned in the provision of service under contract to a human service agency can be used as local match, even when the source of such contract revenues is another Federal program. This represents a powerful tool to encourage coordination.

Nancy O’Connell explained that ultimately this Lower Hudson subregion would produce a document that will be merged with the New York City and Long Island subregions and form one complete plan providing a comprehensive set of strategies and priorities for the entire NYMTC region. NYMTC will then have an ability to certify that a local project applying for funding has been derived from this comprehensive planning process and that it is a priority that fulfills an unmet need for service. She encouraged everyone to “think outside the box.” Locally derived options are what NYMTC is looking for because these are developed based on local community needs.

An SAC member wanted to know the contact person for e-mailing further suggestions. Rich Garrity handed out his business card. SAC members with ideas should send their suggestions on other potential SAC members, their ideas, etc. to Rich as follows:

Rich Garrity, Senior Associate e-mail: richg@cris.com
RLS & Associates
801 S. Shore Drive
Surf City, NC 28445-6709
Phone: (910) 328-5770
Fax: (910) 328-5771

Both Nancy O’Connell and Rich Garrity asked the SAC members to identify other key individuals who should be represented on the committee. The following were suggested as follow-ups to get more stakeholders involved:

- Westchester Independent Living
200 Hamilton Avenue
White Plains, NY 10601
Joe Bravo, Executive Director
- CAPS, a Westchester based county program
- Office for the Aging in Rockland County, Director Donna Scanlon
- Hudson Valley DDSO (Rich indicated that they were invited)
- United Way for Westchester and Putnam
- County DSS

- For-profit taxi cab companies
- Yonkers Transit programs
- Westchester Chapter of the American Cancer Society
- Hospitals in the Westchester Medical Center, a key transportation generator that attracts people far and wide
- American Red Cross – local chapter
- Grandparents Raising Grandchildren
- Visiting Nurse Association. One of the biggest problems in the northeast corner area of Westchester is home health care and the fragmented transportation network that exists there. Talk to Visiting Nurse Association and ask them whom they might bring in from outside this region, and for their suggestions.
- Look at “Angels” program that is run out of Westchester Airport to fly people to specialized medical centers and hospitals across the country. While FTA programs do not support airplane service, this program was cited as a good one to see how it might be replicated in terms of the mobility connections of people to other facilities for services.
- Contact the many separate municipal entities and programs in the three counties.
- Contact the County Planning agencies that do consolidated planning and especially in targeted areas, such as transportation, affordable housing, etc. which will have your targeted populations included.

6. Next Step

Rich Garrity asked the committee examine their schedules to determine if they would have time to participate in the key stakeholder interview process. In the initial stages of the project, the consultant team will be conducting a minimum of twelve key stakeholder interviews.

A SAC member asked if we were planning on having three meetings for each County. Rich indicated that one meeting was planned in each subregion as an Information meeting/workshop and that we planned on many individual interviews and focus groups sessions to further gather information on existing services, unmet needs, and gaps in current services.

Rich Garrity then asked if the Westchester County Center is satisfactory for future SAC meetings. Committee members indicated the facility is centrally located and has good transit access. One member responded that this location will work well for SAC meetings, but it might not be the best location for a public information meeting. It was suggested that future SAC meeting be held at this location, but avoid scheduling a meeting on a Monday or Friday to maximize attendance. Additionally, it was suggested that next time the meeting invitation identify a suggested time frame for how long the meeting will run. Several participants had to leave early to get bus transportation and this way they can anticipate their needs better if they know in advance the meeting duration.

Nancy O’Connell asked if grouping these counties together (Westchester, Putnam and Rockland) made sense. NYMTC did that rather than include them with New York City or Long Island because it was felt that there are many similar needs present in these three counties. It was pointed out that this area is diverse and that one can’t use a more densely populated area, such as Yonkers, to try to define other parts of this subregion. The northeast corner of Westchester, which is more rural in nature, has much different problems and issues than Yonkers.

Rich Garrity indicated that a meeting summary would be prepared and circulated to everyone. Nancy O’Connell indicated that NYMTC will post project information as it is developed on NYMTC’s website. Everyone is encouraged to regularly check their website for future updates.

The meeting adjourned at approximately 2:45 PM.

List of Attendees

No	Name	Organization
1	Chris Andristsopoulos	Westchester County Office for the Disabled
2	Sherry Defrancesco	Westchester Disabled on the Move
3	Patrick Gerdin	Rockland County Planning Department
4	Virginia Johnson	Westchester County Department of Transportation
5	Jennifer Irvn	Westchester County Department of Transportation
6	Evan Latanier	Westchester County Office for the Disabled
7	Grant Mitchell	Westchester County Dept. of Community Mental Health
8	Susan Wayne	Family Services of Westchester
9	Caryl Weinstein	Westchester County Dept. of Senior Programs and Services
10	Ann Woody	Taconic DDSO
11	Catherine Wynkoop	ALOFT
12	Nancy O’Connell	NYMTC
13	Leslie Fordour	NYMTC
14	Jean Shanahan	NHSTCC
15	Jean Celender	JAC Planning Corporation
16	Richard Garrity	RLS & Associates, Inc.
17	Jennifer Creamer	RLS & Associates, Inc.

**NYMTC Coordinated Public Transit-Human Services Transportation Plan
Stakeholder Advisory Committee Meeting – Lower Hudson Valley Subregion**

October 2, 2008, 1:00 PM – 3:00 PM

Meeting Notes

1. Introduction and Project Roles

Nancy O'Connell, NYMTC project manager for the Coordinated Public Transit – Human Services Plan, opened the meeting by welcoming members of the Stakeholder Advisory Committee (SAC) and provided an overview regarding the purpose of this comprehensive planning effort. She gave a brief overview of JARC, Section 5310, and New Freedom grant programs. Nancy elaborated on the fact that everyone that applies for these grants must show their proposed project was derived from a locally developed public transportation – human services transportation coordination plan.

2. Status of NYMTC JARC and New Freedom Programs Grant Activity

Nancy O'Connell mentioned that the NYMTC Region receives approximately \$7 million for JARC programs and \$4 million for New Freedom projects. During the first grants cycle (conducted earlier this year), NYMTC awarded all New Freedom funds but was unable to fully program all JARC program funds. Seven (7) JARC/New Freedom projects were funded, however, NYMTC did not fully program all available funding. NYMTC worked with New Jersey Transit (NJT) to affect a transfer of funds to ensure that all monies were utilized in the metropolitan region.

3. Relationship between Coordination Planning Study and JARC/New Freedom Grants in the Next Grants Cycle

Nancy O'Connell stated to the group that this current planning study would be used by NYMTC to help identify the transportation needs among older adults, individuals with low income, and persons with disabilities in the Lower Hudson Valley. She reiterated that the SAC members would have the opportunity to assist in setting priorities for the types of project that may be funded in the region.

4. Sign-In and Verification of Contact Information

Rich Garrity, Senior Associate with RLS and Associates (the lead consulting firm assigned to the Lower Hudson Valley region) asked attendees to introduce themselves and to review handouts that detail the address and contact information for all SAC members and/or their delegates. They were also asked to sign in and verify their contact information.

5. Overview of SAC

Mr. Garrity explained that the Lower Hudson Valley Stakeholder's Advisory Committee has representatives from all three counties in the LHV. Members were selected based on organizational affiliation, interest, or past role in advocacy on behalf of the target population groups.

Work on the study-to-date has consisted of SAC organization, interviews with key stakeholders, and administration of an on-line survey of transportation providers in the region. Mr. Garrity noted that 13 key stakeholder interviews were conducted and that a total of 24 individuals participated in the interview process.

Mr. Garrity stated that an approximate 23 percent response rate was achieved on the on-line survey, exceeding our goal of 20 percent. He distributed a table summarizing information derived from the on-line survey and existing transportation services. He asked that everyone please review the Overview of Community Transportation Providers and make comments as necessary.

6. Up-Coming Events

Mr. Garrity explained that this was the second meeting of the LHV SAC. The first one was in late June 2008 and the next meeting is tentatively scheduled for January 2009.

We are planning two community outreach meetings in each county in the Lower Hudson Valley at the end of October. Participants were encouraged to invite stakeholders to these meetings (a copy of the meeting information flyer was distributed to all attendees). In one meeting, the consultants will meet directly with service providers that provide transportation to the elderly, low income and persons with disabilities. A second open house type meeting will be held to allow presentation of preliminary study results and to solicit community input into the planning process

In early November, the study consultants will be conducting a series of focus groups. There will be nine (9) focus groups conducted in the Lower Hudson Valley – three meetings in each county representing each of the three target populations.

Mr. Garrity requested information on people or groups to invite to the focus groups. He would like there to be groups of 8-10 people present during the meetings. To assure full attendance, we would like to have suggestions for participants about twice that number.

7. Availability of Interim Study Findings

Rich noted that the individual study reports being prepared for the three sub-regions were too large for distribution via email attachments. A draft copy of chapters 1 – 5 for the Lower Hudson Valley has now been posted on the Nelson\Nygaard FTP site. Instructions for accessing this site and downloading the draft report will be provided to all SAC members and key stakeholders through an e-mail announcement the week of October 6, 2008. (Note: Initial experience with the FTP site indicates that some in New York City had trouble accessing the site; if this happens, contact Rich Garrity directly at 910.328.5770.)

8. Comments and Questions

The following comments and questions were offered by those in attendance:

- Marge Leffler commented that some of the demographic statistics for persons with disabilities seemed to be high and that the enumeration of the elderly individuals seemed low. Ms. Leffler commented that elderly population in West Chester County should be closer to 20 percent. She recommended that we contact Dozene Guishard from West Chester County (813-6407) to obtain accurate records.
- Nancy O'Connell added that in January 2009 NYMTC will conduct another solicitation for new grants and that they would like more people to apply. She noted that capital acquisitions require a 20 percent local match. Operating projects require a 50 percent local match.

- Marge Leffler questioned how projects funded under either program were sustained, as she anticipates these grants are short-term. Nancy O’Connell answered by stating that NYMTC will entertain multi-year projects. Rich Garrity stated that partnerships between human service agencies and public transit may increase the sustainability and enhance the long-term prospect of project proposals.
- Nancy O’Connell noted that NYMTC is not advocating any one coordination strategy; coordination may entail a range of strategies, from simple to complex. Coordination arrangements can be as simple as shared maintenance.
- One SAC member questioned the size of the focus group and asked that while it was understood we were seeking consumers, would it be possible for mediators or advocates to participate as well. In some cases, some persons with disabilities would be better represented by an advocate. Most SAC members agreed.
- One attendee asked if the use of Zipcars would be an allowable JARC project. One organization has a need to move healthcare workers from train stations to more remote sections of Westchester County. Nancy replied while the range of potential projects is wide, she not sure that such a concept would meet the definition of public transportation, but we could reach out to FTA and see if it would qualify. She suggested participants download the FTA May 2007 JARC and New Freedom Circulars from the FTA website. There is a comprehensive listing of possible project types listed in the publication which would help grantees in developing project proposals. Nancy did note that “Mobility Managers” could be funded under either program as a capital (80 percent) expense.

The program circulars can be downloaded from the following links:

Program	Circular	Website Link for Download
Section 5310 – Elderly and Persons with Disabilities Program	FTA Circular 9070.1f	http://www.fta.dot.gov/documents/C9070.1F.pdf Refer to Page III-4 of the Circular for the list of projects (page 22 of 122 in the page counter).
Section 5316 – Job Access/Reverse Commute (JARC) Program	FTA Circular 9050.1	http://www.fta.dot.gov/documents/FTA_C_9050.1_JARC.pdf Refer to Page III-8 of the Circular for the list of projects (page 26 of 122 in the page counter).
Section 5317 – New Freedom Program	FTA Circular 9045.1	http://www.fta.dot.gov/documents/FTA_C_9045.1_New_Freedom.pdf Refer to page Page III-8 of the Circular for the list of projects (page 26 of 122 in the page counter).

In closing Nancy O’Connell requested that everyone take a few extra flyers and get the word out about the program and the upcoming meetings.

List of Attendees

No	Name	Organization
1	Nancy O'Connell	NYMTC
2	Medley Broege	Putnam County Office for Persons with Disabilities
3	Virginia Johnson	Westchester County Department of Transportation
4	Carlos Pascoa	Ability Beyond Disability
5	Winston A. Ross	Westchester Community Opportunity Program
6	Majorie Leffler	Family Services of Westchester, Inc.
7	Jean Gunsch	MYMTC/MHTCC
8	Leslie Fordjour	NYMTC
9	Rich Garrity	RLS & Associates, Inc.
10	Jennifer Creamer	RLS & Associates, Inc.

**NYMTC Coordinated Public Transit-Human Services Transportation Plan
Stakeholder Advisory Committee Meeting – Lower Hudson Valley Subregion
February 24, 2009, 1:00 PM – 3:15 PM**

Meeting Notes

Introduction

Nancy O'Connell, NYMTC project manager for the Coordinated Public Transit – Human Services Plan, opened the meeting by welcoming members of the Stakeholder Advisory Committee (SAC) and stated that the meeting was timely, as applications are being solicited under all three programs subject to the coordination planning requirement.

1. NYMTC Soliciting JARC and New Freedom Programs Grant Applications

NYMTC is currently soliciting grant applications under both the Job Access/Reverse Commute Program (FTA Section 5316) and the New Freedom Program (FTA Section 5317). Applications for both programs are due on March 27, 2009. Applications are available for download from the NYMTC website at <http://www.nymtc.org/>. Scroll down under “Welcome to NYMTC Online” until you see the heading, “Proposals Now Being Accepted for JARC/New Freedom Grants.” Approximately \$11 million will be distributed under the two programs in the region this fiscal year.

Nancy reiterated that all grant making under these two programs must in accordance and consistent with a locally developed public transportation human services coordination plan. She further indicated that the grant applications have specific places where applicants must cite the page and section of the plan that supports their proposed application.

In response to a question, Nancy indicated that both JARC and New Freedom programs fund both capital (20% local match) and operating (50% local match) expenses.

2. NYSDOT Soliciting Grant Applications for the Elderly and Persons with Disabilities Program

Nancy O'Connell also stated that NYDOT is also soliciting application for the Elderly and Persons with Disabilities program (Section 5310). This program provides capital assistance to nonprofit organizations and, in some cases, public agencies, to assist programs that service the elderly or persons with disabilities. She stated that the state administers this program, not NYMTC. Under this capital program, NYSDOT will purchase vehicles only, with 80 percent federal participation. A local matching share of 20 percent is required.

Applications for this program are due May 1, 2009. Application information can be downloaded from the following site: <https://www.nysdot.gov/divisions/policy-and-strategy/transit-bureau/public-transportation/federal-transit-funding/section-5310>.

The application manual, the application, and other guidance are available for download at this site. Nancy added that applications can be put in for replacement vehicles, even if the vehicle

being replaced was purchased with other funding, but that the application must demonstrate the usefulness of that vehicle.

3. Consultant Presentation on Unmet Needs and Strategies

Rich Garrity, Senior Associate with RLS and Associates (the lead consulting firm assigned to the Lower Hudson Valley region) provided an update on project activity since the last meeting of the LHV SAC in October. He indicated that 30 consumer focus groups (one for each of the three target populations in each of the 10 counties/boroughs in the NYMTC) region were held last year. A summary of the results of these focus groups can be found in Chapter 7 of the LHV study plan.

Mr. Garrity noted that copies of Chapter 6 (Major Destinations), Chapter 7 (Unmet Needs), and the strategies handout (which will be included in Chapter 8) were available for those individuals who had not previously or who were unable to download the documents from the Nelson\Nygaard website.

He also reviewed the manner in which unmet needs were identified, indicating that the consultant team drew from all outreach activities, including focus groups, community meetings, provider meetings, key stakeholder interviews, LHV SAC meeting discussions, and an on-line survey to gather information. An internal team strategy group session was held in early January to discuss common needs across the region and to develop strategies of regional significance. Further, a series of follow-up meetings and conference calls were held with key stakeholders to discuss potential strategies. These all led to the development of a set of potential strategies for the Lower Hudson Valley region.

Mr. Garrity provided an overview of the nine (9) strategies developed for the LHV region. He identified the problem, which counties in the region cited the problem, why and how the strategy would address the program, and the potential funding source to undertake the strategy. He also suggested possible lead agencies or “champions” of the strategy might be under each concept.

4. Discussion of Strategies

Much of the committee discussion centered on the strategies involving mobility management strategies. Committee members questioned how this strategy will work, who would be responsible for hosting the mobility manager, and who would serve in this capacity. Mr. Garrity further noted that this was a concept of regional interest, and as a consequence, the study team believes that regional coordination, networking, and technical assistance framework should be developed (possibly under the auspices of NYSDOT or NYMTC). He further indicated that FTA will fund mobility management strategies at the 80 percent federal participation level.

Patrick Gerdin of Rockland County indicated that the study understates the level of ITS implementation in the transit program in Rockland County.

Members of the committee asked about how existing volunteer groups would be incorporated into any mobility management strategy. Coordination of the various existing volunteer driver/escort programs could, in fact, be part of a mobility management structure, but the group felt this should

be added as its own stand-alone strategy. The consultant team agreed to add this strategy to the report.

For the Centralized Directory strategy, one member indicated that very few seniors have access to a computer, or to not know how to navigating the internet. Thus, we need to make sure that such a directory be available in all accessible formats, by phone, etc.

There were some questions regarding the IT strategy. Mr. Garrity provided examples of paratransit scheduling software, as well as on-vehicle AVL and MDT equipment, that could help improve service efficiency, and that these technologies would be applicable in Putnam County. Westchester and Rockland Counties indicated they already had this technology, however, this strategy would facilitate acquisition of future technologies. Mr. Rodman brought up the Excel-based software that was developed for TCRP Project B-30, now published as Report 121, that can also help improve efficiency. The software not only suggest the optimal service mix for directly operated vehicles vs. taxis (and other non-dedicated service providers), but also optimizes the run structures of the directly operated vehicles, regardless of whether taxis are also used or not.

5. Committee Feedback on Potential Strategies

Mr. Garrity introduced Mr. Will Rodman, Nelson\Nygaard Consulting Associates, Project Manager for the NYMTC Coordinated Public Transit-Human Services Transportation Plan. Mr. Rodman explained he was attending all three regional meetings to discuss strategies, culminating in a presentation to the regional committee on Thursday, February 26, 2009.

Mr. Rodman explained that one purpose of today's meeting was to solicit committee feedback on the strategies presented. He explained that strategies should be evaluated on the basis of three main criteria:

- a. How the strategy meets documented needs;
- b. The feasibility of implementation of the strategy; and
- c. How the strategy furthers coordination of services in the region/county.

The consultants then passed out a criteria sheet (attached) to those present with various factors under each criterion. Mr. Rodman explained these factors. He then indicated that each person would get to place 5 "votes" (by affixing an orange dot to the appropriate strategy sheet) in expressing their strategy preferences.

Each person present then were given time to discuss strategies with peers and place their five votes.

Because attendance at the meeting was skewed towards participants from Westchester County, it was agreed that a follow-up mailing would be made soliciting votes from those who could not attend.

6. Availability of Draft Study Documents

Mr. Garrity reiterated that Chapters 1 – 7 were available for download from the Nelson\Nygaard FTP website. Instructions for how to access this website and download documents were sent in previous meeting announcements. He informally polled those present to determine if they were having difficulty downloading the documents. Several individuals said they could not access the site. Mr. Rodman indicated they based on anecdotal evidence throughout the NYMTC region, he was aware of these issues. He stated that since some of the files (particularly those containing maps/demographics) were very large, e-mailing documents as attachments was not feasible due to file size limitations.

Mr. Garrity stated that if anyone in the Lower Hudson Valley was having difficulty in obtaining the documents, let him know and he will provide the documents through alternative means. He also stated that if anyone required the documents in alternative formats, please let him know.

7. Upcoming Study Milestones

Mr. Garrity indicated that the study was on schedule to have a draft of the LHV plan available in April 2009. A second round of public outreach meetings to solicit public comment on the plan would be held in conjunction with other NYMTC outreach activities scheduled for May 2009.

8. Adjournment

Mr. Garrity and Ms. O'Connell thanked all members of the committee for their input and contributions.

The meeting was adjourned at 3:20 p.m.

List of Attendees

No	Name	Organization
1	Nancy O'Connell	NYMTC
2	Catherine Wynkoop	ALOFT
3	Patrick Gerdin	Rockland County Planning Office
4	Virginia Johnson	Westchester County Department of Transportation
5	Bea Rieser	ALOFT
6	Martin Yablonski	WCDSPPS – Consultant
7	Medley Broege	Putnam County Office for Persons with Disabilities
8	Linda Schulz	Westchester Jewish Community Services
9	Desh Connors	Westchester County Dept. of Community Mental Health
10	Heather Have	Westchester County Dept. of Community Mental Health
11	Carlos Pascoa	Ability Beyond Disability
12	Jim Burton	Meals on Wheels Programs and Services of Rockland Co.
13	Nancy O'Connell	NYMTC
14	Richard Garrity	RLS & Associates, Inc.
15	Will Rodman	Nelson/Nygaard Consulting Associates, Inc.

Provider Workshops

Transportation providers in the Lower Hudson Valley were invited to attend a series of information workshops, held in each respective county, on the following dates:

- Putnam County – October 28, 2008, 9:30 AM;
- Rockland County – October 28, 2008, 1:30 PM
- Westchester County – October 29, 2008, 9:30 AM

**NYMTC Coordinated Public Transit-Human Services Transportation Plan
Putnam County Providers Workshop
October 28, 2008, 9:30 AM – 11:00 AM**

Meeting Notes

1. Introduction and Project Roles

Rich Garrity, Senior Associate with RLS & Associates, Inc., opened the meeting and gave a brief overview regarding the purpose of Coordinated Public Transit – Human Services Transportation Plan, a description of the coordination efforts associated with three FTA programs, and SAFETEA-LU planning requirements. He also presented a brief overview of JARC, Section 5310, and New Freedom grant programs. Mr. Garrity mentioned that NYMTC receives approximately \$7 million for JARC programs and \$4 million for New Freedom projects. Last year, NYMTC awarded all New Freedom program funding to systems, but was unable to fully allocate JARC funds. Mr. Garrity indicated that all applications for these funds must be consistent with a locally derived, public transit – human services coordination plan.

Mr. Garrity went on to introduce the firms of Nelson\Nygaard, RLS & Associates, and the remainder of the consulting team, and explained the purpose and overview of the study.

2. Discussion of Future Efforts

Mr. Garrity explained that we are looking for more information on the needs and gaps in the Lower Hudson Valley region. He explained that it is very important to hear from people who actually use the transit services or from those could benefit from increased service. There will be a series of focus group meetings in the beginning of November to obtain more information. The target groups for these meetings are the elderly, persons with disabilities, and persons with low income. Putnam County will have one meeting for each of these target groups. Nelson\Nygaard is putting the meetings together along with Jean Celender. Each participant will receive \$25.00 for participation.

Bill Huestis from Putnam County commented that multiple persons from Nelson\Nygaard had contacted him requesting nominations of up to 10 people for the meetings. He expressed concerns that such multiple contacts may result in getting more people from Putnam County than the consultants required. Rich Garrity stated that he will ask Nelson\Nygaard to use a single point of contact to reduce chances of over-commitment on this element of the project. Ellen Oettinger would be that point of contact.

3. Major Unmet Needs

Bill Huestis went on to state that the tax base does not exist in Putnam County for his organization to obtain the local matching share required for the federal grants discussed by Rich Garrity. He further indicated that his organization has applied for funding in the past under the Section 5310 program administered by NYSDOT.

There are people throughout the Putnam County who need more transit service. His organization does not have the funding to meet these needs. Specifically, the Route 9 corridor has many individuals who need transit, but do not have access to this service.

Medley Broege said a current concern is the safety and/or legality of passengers who must travel with portable oxygen. The oxygen tanks can be difficult to store on the vehicles. There have

been local discussions regarding the safe storage and transport of oxygen tanks on the vehicles. Mr. Garrity indicated this topic was addressed in the U.S. DOT regulations for the Americans with Disabilities Act. Transportation providers must transport passengers traveling with portable oxygen tanks.

Bill Huestis raised the question of school bus providers being part of the coordination plan. Mr. Garrity explained that there coordination has occurred elsewhere in the nation but is sometimes difficult to implement. FTA current regulations prohibit public transportation providers from engaging in exclusive school bus service. Federal regulations require that school systems use vehicles that conform to certain national safety standards that may result in a vehicle that is not comfortable to ride in as an older adult or person with a disability.

John Pilner stated that one of the biggest problems with receiving federal funding are the stringent regulations that one must comply with as a condition of the grant. The drug and alcohol testing program has proven very difficult to administer and requires considerable oversight and expense. This is one of the reasons that many of the potential providers do not apply for federal grants. He stated that in order to try to minimize the regulatory burden of compliance in the Section 5316 (JARC) and Section 5317 (New Freedom) programs, NYSDOT has agreed to be the designated recipient, therefore making that agency responsible for compliance issues. Mr. Garrity added that some compliance elements would still have to be adhered to by the local agency.

John Pilner also stated that the County Legislature has a fear that any funding sought under these new programs will end soon after award. Mr. Garrity responded by stating that is a concern; neither JARC nor New Freedom grants are assured beyond the initial grant period. However, he did point out that NYMTC is permitting multi-year awards. The intention is that successful concepts can, after a period of several years, be incorporated into the regular scope of public transportation services.

4. Other Comments

In an effort to find more information about the major unmet transit needs of Putnam County, Mr. Garrity opened the meeting up to suggestions from the attendees.

John Pilner stated that there are a large number of passengers who take advantage of the paratransit service (e.g., persons who use paratransit service who could potentially use the fixed route service). Putnam County is already financially stretched to the limit and cannot afford to provide additional service throughout the county and beyond. He also indicated that paratransit was envisioned to be a program for a select group of individuals who do not have access to traditional transportation.

After listening to the range of comments provided, Mr. Garrity suggested that Putnam County may wish to pursue the mobility management concept. Given FTA's higher rate of Federal participation (80 percent Federal share) in mobility management projects, this may reduce the burden of local match requirements for Putnam County projects.

There being no further comments, Mr. Garrity again reminded participants that the next steps in the project will be the focus groups sessions in early November. The consultants are aiming to have draft reports done for each sub-region by January 2009. This date is set to coincide with NYMTC's anticipated January 2009 announcement of grant fund availability under the JARC and New Freedom programs.



**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

PUTNAM COUNTY PROVIDERS WORKSHOP
Coordinated Public Transit-Human Services Plan
Cornerstone Park, One Fair Street, Carmel, NY 10512
October 28, 2008 – 9:30 a.m. to 11:00 a.m.

Name:	Tina Cornish-Lauria	Title:	Executive Director
Organization/Affiliation (if any):	Careers for People with Disabilities		
Address:	45 Fair Street		
City:	Carmel	State:	NY Zip: 10512
Tel:	(845) -225-8007	Fax:	(845) 225-6820 E-mail: career sforpeople@aol.com
Name:	Steve Lauria	Title:	
Organization/Affiliation (if any):			
Address:	23 Sunset Ridge		
City:	Carmel	State:	NY Zip: 10512
Tel:	(845) 206-6523	Fax:	E-mail: slaurian1@putnam@msn.com
Name:	John Pilner	Title:	Transportation Planner
Organization/Affiliation (if any):	Putnam County Planning Department		
Address:	841 Fair Street		
City:	Carmel	State:	NY Zip: 10512
Tel:	(845) 878-3480	Fax:	(845) 878-6721 E-mail: john.pilner@putnamcountyny.com
Name:	William Huestis	Title:	Executive Director
Organization/Affiliation (if any):	Putnam County Office for the Aging		
Address:	110 Old Route Six Center		
City:	Carmel	State:	NY Zip: 10512
Tel:	(845) 225-1034	Fax:	(845) 225-1915 E-mail: william.huestis@putnamcountyny.com
Name:	Gregory Bierce	Title:	Transportation Coordinator
Organization/Affiliation (if any):	Putnam County Office for the Aging		
Address:	110 Old Route Six Center		
City:	Carmel	State:	NY Zip: 10512
Tel:	(845) 225-1034	Fax:	(845) 225-1915 E-mail: gregory.bierce@putnamcountyny.com



**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

PUTNAM COUNTY PROVIDERS WORKSHOP

Coordinated Public Transit-Human Services Plan
Cornerstone Park, One Fair Street, Carmel, NY 10512
October 28, 2008 – 9:30 a.m. to 11:00 a.m.

Name:	Medley Broege	Title:	Coordinator
Organization/Affiliation (if any):	Putnam County Office for People with Disabilities		
Address:	110 Old Route 6, Building 3		
City:	Carmel	State:	NY Zip: 10512
Tel:	(845) 228-5912x1019	Fax:	(914) 995-2799 E-mail: medley.broege@putnamcountyny.com
Name:	Richard Garrity	Title:	Senior Associate
Organization/Affiliation (if any):	RLS & Associates, Inc.		
Address:	801 S. Shore Drive		
City:	Surf City	State:	NC Zip: 28445
Tel:	(910) 328-5770	Fax:	(910) 328-5771 E-mail: richg@cris.com
Name:	Jennifer Creamer	Title:	Associate
Organization/Affiliation (if any):	RLS & Associates, Inc.		
Address:	3131 S. Dixie Highway, Suite 545		
City:	Dayton	State:	OH Zip: 45439
Tel:	(937) 299-5007	Fax:	(937) 299-1055 E-mail: jcreamer@rlsandassoc.com
Name:		Title:	o
Organization/Affiliation (if any):			
Address:			
City:		State:	Zip:
Tel:	Fax:	E-mail:	
Name:		Title:	o
Organization/Affiliation (if any):			
Address:			
City:		State:	Zip:
Tel:	Fax:	E-mail:	

**NYMTC Coordinated Public Transit-Human Services Transportation Plan
Rockland County Providers Workshop
October 28, 2008, 1:30 PM – 3:00 PM**

Meeting Notes

1. Introduction and Project Roles:

Nancy O'Connell, NYMTC project manager for the Coordinated Public Transit – Human Service Plan, opened the meeting by welcoming attendees. She provided an overview regarding the purpose of the study. She gave a brief overview of the JARC, Section 5310, and New Freedom grant programs. Ms. O'Connell elaborated on the fact that all applicants for these grants must be able to show that their proposed project was derived from a locally developed public transportation human services transportation coordination plan.

2. Status of NYMTC Administered Grant Programs

Ms. O'Connell noted that the NYMTC Region receives approximately \$7 million for JARC programs and \$4 million for New Freedom projects. NYMTC awarded all New Freedom funds but was unable to fully program all JARC program funds.

3. Relationship Between Coordination Planning Study and JARC/New Freedom Grants in the Next Grants Cycle

Ms. O'Connell stated to the group that this current planning study would be used by NYMTC to help identify the transportation needs among older adults, individuals with low income, and persons with disabilities in the Lower Hudson Valley Region. She also explained that NYMTC will be taking applications beginning in January 2009 and encouraged all to apply.

4. Sign-In and Verification of Contact Information

Rich Garrity, Senior Associate with RLS & Associates, Inc. asked attendees to introduce themselves and provide contact information on the workshop attendance sheets.

5. Overview of Study and Purpose

Mr. Garrity explained that the Lower Hudson Valley Stakeholder's Advisory Committee has representatives from all three counties in the area. Members were selected based on organizational affiliation, interest, or past role in advocacy on behalf of the target population groups.

Work on the study-to-date has consisted of SAC organization, interviews with key stakeholders, and administration of an on-line survey of transportation providers in the region. Mr. Garrity noted that 14 key stakeholder interviews were conducted and that a total of 22 individuals participated in the interview process.

Mr. Garrity stated that an approximate 23 percent response rate was achieved on the on-line survey, exceeding the goal of 20 percent. He asked that everyone please review the Overview of Community Transportation Providers in the draft study report and make comments and amendments as necessary (instructions for accessing the online reports are attached).

6. Up-Coming Events

In early November, the study consultants from Nelson\Nygaard will be conducting a series of focus groups. There will be nine focus groups conducted in the Lower Hudson Valley – three meetings in each county representing each of the three target populations. Mr. Garrity noted that Nelson\Nygaard was soliciting interest from local organizations in order to identify potential participants for the focus groups. The consultants are looking to get groups of eight to ten people to discuss the consumer's perspective on transit and mobility issues. However, to assure full attendance, suggestions for up to 20 participants may be sought.

7. Availability of Interim Study Findings

Mr. Garrity noted that the individual study reports being prepared for the three sub-regions were too large for distribution via email attachments. A draft copy of chapters 1-5 for the Lower Hudson Valley has now been posted on the Nelson/Nygaard FTP site. Instructions for accessing this site are attached.

8. Keys to Project

Mr. Garrity emphasized that the key to developing a successful transportation coordination plan is to tailor it to the needs of the local communities. Potential strategies in Westchester County may be totally inappropriate for Rockland County. Our goal is to clearly identify unmet needs for each county then tailor a specific strategy to address that need.

Ms. O'Connell added that it is meant to be an elastic document that will need to be reviewed and updated on a periodic basis. This will be particularly true after Congress passes a new transit authorization bill (which may bring changes to three programs subject to this planning requirement).

Mr. Garrity explained each of the demographic target population maps on display in the room and gave a description of the patterns.

9. Service Gaps and Unmet Needs

Mr. Garrity asked for comments, suggestions, and ideas from the attendees of the group. Mr. Jim Burton, representing Meals-on-Wheels of Rockland County stated that "everyone wants to eat lunch at lunchtime." Everyone who needs transit service seems to need it at the same time of the day. This makes it difficult to share vehicles or drivers. However, Meals-on-Wheels would favor enhance service coordination. He indicated that his organization has attempted to engage private for-profit vendors to assist in service delivery but this has proven cost prohibitive.

Mr. Burton also indicated that they have participated in the Section 5310 program in the past. Also, the organization cannot purchase the right vehicles for the service because the cost of operation and maintenance is too high for the type of vehicles they really need. He also stated that it would be very helpful if there were a way to contract maintenance with Rockland County.

Ms. O'Connell added that coordination involve more strategies than just transit service. Coordination can be maintenance, management, shared vehicles, etc. Coordination can help to decrease the costs of maintenance and operation. Mr. Garrity indicated that there are literally hundreds of different strategies for coordination. Driver training is a great way to coordinate. Public and non-profit organizations can work together to develop training programs. There are

many types of coordination activities; agencies are only limited by their imaginations and willingness to discuss potential strategies.

Mr. Burton further commented that funding is a huge issue and it is difficult to come up with the local match. Another issue is the vehicles themselves. He indicated that elderly consumers have difficulty with high first steps to enter the bus. In some cases, passenger assistance may be limited due to liability concerns.

There being no further comments or questions, Mr. Garrity thanked participants for coming to the workshop and invited everyone to stay for the open house.



**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

ROCKLAND COUNTY PROVIDERS WORKSHOP

Coordinated Public Transit-Human Services Plan
Palisades Center Mall, Adler Community Room,
1000 Palisades Center Driver, West Nyack, NY 10994
October 28, 2008 – 2:30 p.m. to 4:00 p.m.

Name:	Jim Burton	Title:	Assistant Executive Director
Organization/Affiliation (if any):	Meals on Wheels Programs and Services of Rockland County		
Address:	235 Main Street		
City:	Spring Valley	State:	NY Zip: 10977
Tel:	(845) 425-0009	Fax:	(845) 425-5312 E-mail: ednaw@rocklandchildcare.org
Name:	Patrick Gerdin	Title:	Principal Planner
Organization/Affiliation (if any):	Rockland County Planning Department		
Address:	50 Sanatorium Road, Building T		
City:	Pomona	State:	NY Zip: 10970
Tel:	(845) 364-3231	Fax:	(845) 364-3435 E-mail: gerdomp@co.rockland.ny.us
Name:	Nancy O'Connell	Title:	Project Manager
Organization/Affiliation (if any):	NYMTC		
Address:	199 Water Street, 22nd Floor		
City:	New York	State:	NY Zip: 10038-3534
Tel:	(212) 383-2529	Fax:	(212) 383-2418 E-mail: nloconnell@dot.state.ny.us
Name:	Richard Garrity	Title:	Senior Associate
Organization/Affiliation (if any):	RLS & Associates, Inc.		
Address:	801 S. Shore Drive		
City:	Surf City	State:	NC Zip: 28445
Tel:	(910) 328-5770	Fax:	(910) 328-5771 E-mail: richg@cris.com
Name:	Jennifer Creamer	Title:	Associate
Organization/Affiliation (if any):	RLS & Associates, Inc.		
Address:	3131 S. Dixie Highway, Suite 545		
City:	Dayton	State:	OH Zip: 45439
Tel:	(937) 299-5007	Fax:	(937) 299-1055 E-mail: jcreamer@rlsandassoc.com

**NYMTC Coordinated Public Transit-Human Services Transportation Plan
Westchester County Providers Workshop
October 29, 2008, 9:30 AM – 11:00 AM**

Meeting Notes

1. Introduction and Project Roles:

Leslie Fordjour, NYMTC project staff for the Coordinated Public Transit – Human Service Plan, opened the meeting by welcoming the transportation providers and providing an overview of this comprehensive planning effort. He gave a brief overview of the JARC, Section 5310, and New Freedom grant programs. Leslie elaborated on the fact that everyone that applies for these grants must be able to show that their proposed project was derived from a locally developed public transportation human services transportation coordination plan.

2. Status of NYMTC Administered Grant Programs

Mr. Fordjour mentioned that the NYMTC Region receives approximately \$7 million for JARC programs and \$4 million for New Freedom projects. NYMTC awarded all New Freedom funds but was unable to fully program all JARC program funds. NYMTC worked with New Jersey Transit (NJT) to effect a transfer of funds to ensure that all monies were utilized in the metropolitan region.

3. Relationship Between Coordination Planning Study and JARC/New Freedom Grants in the Next Grants Cycle

Rich Garrity, Senior Associate with RLS & Associates, Inc., stated to the group that this current planning study would be used by NYMTC to help identify the transportation needs among older adults, individuals with low incomes, and persons with disabilities in the Lower Hudson Valley Region. Mr. Garrity also explained that NYMTC will be taking applications beginning in January 2009 and encouraged interested parties to apply.

4. Sign-In and Verification of Contact Information

Mr. Garrity asked attendees to introduce themselves and provide contact information on the attached sign-in sheets.

5. Overview of Study and Purpose

Mr. Garrity explained that the Lower Hudson Valley Stakeholder's Advisory Committee has representatives from all three counties in the area. Members were selected based on organizational affiliation, interest, or past role in advocacy on behalf of the target population groups.

Work on the study to date has consisted of the SAC organization, interviews with key stakeholders, and administration of an on-line survey of transportation providers in the region. Mr. Garrity noted that 14 key stakeholder interviews were conducted; a total of 22 individuals participated in the interview process. He also stated that a response rate of approximately 23 percent was achieved on the on-line survey, exceeding the goal of 20 percent. He asked everyone to review the Overview of Community Transportation Providers and make comments as necessary. All documents are available for download from the Nelson\Nygaard ftp website.

Instructions have been provided previously to the regional advisory committee and will be provided as an attachment to the provider workshop meeting notes.

Mr. Garrity explained the demographic maps that were provided for visual aids in the back of the room. He explained that persons with disabilities show a similar pattern as the population distribution.

6. Up-Coming Events

In early November, the study consultants from Nelson\Nygaard will be conducting a series of focus groups. There will be nine focus groups conducted in the Lower Hudson Valley – three meetings in each county representing each of the three target populations. Mr. Garrity noted that some agency officials in Westchester County had previously volunteered to assist in the identification of focus group participants. He asked that if other advocates or program personnel at the workshop could assist, such help would be helpful. Groups of eight to ten people for each group represent an ideal size for these focus groups. To ensure full attendance, suggestions for up to 20 participants in each group are requested.

7. Availability of Interim Study Findings

Mr. Garrity noted that the individual study reports are being prepared for the three sub-regions. The reports are too large for distribution via email attachments. A draft copy of chapters 1 through 5 for the Lower Hudson Valley has now been posted on the Nelson/Nygaard FTP site.

8. Keys to the Project

Mr. Garrity emphasized that the key to developing a successful transportation coordination plan is to tailor it to the needs of the local communities. He also explained that the consulting firms are attempting to get all of the concepts out and available to the stakeholders as soon as possible. The goal is to identify unmet needs and design potential strategies to meet those needs. It was further noted that even within the Lower Hudson Valley, unique and distinct service strategies may be necessary.

Mr. Garrity explained each of the demographic target population maps and gave a description of the travel patterns. Areas with duplication of service are being focused on. Mr. Garrity provided his contact information so attendees could provide feedback, ideas, and concepts.

9. Service Gaps and Unmet Needs

Mr. Garrity asked for comments, suggestions, and ideas from the attendees of the group. Carol Weinstein, Program Coordinator for the County Department of Senior Programs and Services, stated that many citizens of West Chester County are working well past the age of 65. Some are working until they are 80 years of age. This could be due to the high cost of living and tax rate in the area. Of concern to this group of working citizens is the lack of their own transportation; many rely on public transportation. Carol stated that we need a transit system to serve these individuals. Mr. Garrity replied that previous research conducted on the self-regulating habits of older drivers indicates that many seniors voluntarily stop driving sometime in their 80s, creating a need for alternative mobility options. Carol said this was a growing segment of the County's population.

Mr. Fordjour stated that the New Freedom Grant program could be used to fund an additional component to an existing program. It could be as simple as adding a bigger wheelchair lift to a bus. Mr. Garrity added that applicants are only limited by their creativity.

A representative from Livable Communities commented that there is a need for a transit system that creates a bridge between public transit and paratransit services. In some cases, there is a need for people to get to and from doctors offices, hospitals, and pharmacies, however, traditional fixed route services may not be in close proximity to all such locations. Further, some disabled individuals are not sufficiently disabled to qualify for ADA paratransit. Virginia Johnson, Westchester County Department of Transportation, stated that the County had previously recognized this very problem and had developed a plan to implement a taxi voucher program. Funding, however, to get this program off the ground is problematic. The Livable Communities representative asked if there was anything they could do to advocate or develop a voucher program.

Mr. Garrity stated that taxi vouchers are often used as a strategy to augment existing public transportation. Another participant noted, however, that taxicabs are not accessible to many persons with disabilities. Yet another participant noted that not all communities in the County are adequately served by taxi companies. Mr. Garrity noted that in other communities, private companies have acquired accessible vehicles for use as taxi vehicles. Ms. Weinstein suggested there could be a whole new taxi system that is ADA accessible. Mr. Garrity elaborated on the statutory requirements under the ADA for private entities to acquire accessible vehicles and that these standards depend on vehicle capacity and whether the vehicle acquired is new.

Providing a general comment on transportation needs of the elder population, Mr. Garrity noted that the public transit industry has been focused on the last 15 years in implementing and developing responsive complementary paratransit systems in response to the ADA. In some respects, these efforts have resulted in less attention to the elder population. There are examples across the country where communities are recognizing these needs. Maricopa County in Arizona is a good example of an area that has developed a senior transit program to assist with the large number of senior citizens in the area. Cleveland, Ohio developed a senior transit program that acts as a shuttle service for neighborhoods.

Mr. Garrity added that the goal of this plan will be to provide specific service concepts in response to identified needs. A draft report for the Lower Hudson Valley is scheduled to be completed by January 2009. Mr. Garrity added that the consultants are looking to create a solution(s) specific to West Chester County.

Ms. Johnson suggested that applying for a New Freedom grant may be an option for West Chester County. Other participants noted that there will be a senior transit meeting on November 6, 2008 and it would be good to discuss this type of option at that meeting.

The representative from Livable Communities stated that there should be assistance with the psychological changes in switching from driving to public transit. Ms. Weinstein added that travel training is very important and that several organizations in the County can assist with this need.

There being no further questions, Mr. Garrity noted that an Open House would be held in approximately 30 minutes and invited all interested parties to remain and participate in second meeting.



**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

WESTCHESTER COUNTY PROVIDER'S WORKSHOP

Coordinated Public Transit-Human Services Plan
Westchester County Center, 198 Central Avenue, White Plains, NY 10606
October 29, 2008 – 9:30 a.m. to 11:00 a.m.

Name:	Leslie Fordjour	Title:	
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City:	New York	State:	NY Zip: 10038
Telephone:	Fax:	E-mail:	
Name:	Virginia Johnson	Title:	
Organization/Affiliation (if any):	Westchester County Department of Transportation		
Address:	100 E. 1st Street		
City:	Mount Vernon	State:	NY Zip: 10550
Telephone:	(914) 813-7748	Fax:	E-mail: Vej3@westchestergov.com
Name:	Caryl Weinstein	Title:	Program Coordinator
Organization/Affiliation (if any):	Westchester County Department of Senior Programs and Services		
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City:	Mount Vernon	State:	NY Zip: 10550
Telephone:	(914) 813-6425	Fax:	(914) 813-6399 E-mail: Cpw1@westchestergov.com
Name:	Linda Schulz	Title:	Coordinator, LCC – Greenburgh
Organization/Affiliation (if any):	Livable Communities – Westchester Jewish Community Services		
Address:			
City:		State:	Zip:
Telephone:	(914) 761-0600 x314	Fax:	E-mail: lschulz@wjcs.com
Name:	Chris D. Andristopoulos	Title:	Program Administrator
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**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

WESTCHESTER COUNTY PROVIDER'S WORKSHOP

Coordinated Public Transit-Human Services Plan

Westchester County Center, 198 Central Avenue, White Plains, NY 10606

October 29, 2008 – 9:30 a.m. to 11:00 a.m.

Name:	Evan Latainier	Title:	Director
Organization/Affiliation (if any):	Westchester County Office for the Disabled		
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Telephone:	(914) 995-2958	Fax:	(914) 995-2799 E-mail: ehl2@westchestergov.com
Name:		Title:	o
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Address:			
City:		State:	NY Zip:
Telephone:		Fax:	E-mail:
Name:		Title:	o
Organization/Affiliation (if any):			
Address:			
City:		State:	NY Zip:
Telephone:		Fax:	E-mail:
Name:		Title:	o
Organization/Affiliation (if any):			
Address:			
City:		State:	NY Zip:
Telephone:		Fax:	E-mail:
Name:		Title:	o
Organization/Affiliation (if any):			
Address:			
City:		State:	NY Zip:
Telephone:		Fax:	E-mail:

Community Open Houses

A series of community open houses were held for members of the target populations (persons with low income, older adults, and persons with disabilities) to provide their input into the study process. One meeting was held in each respective county, on the following dates:

- Putnam County – October 28, 2008, 11:30 AM;
- Rockland County – October 28, 2008, 4:30 PM
- Westchester County – October 29, 2008, 11:30 AM

**NYMTC Coordinated Public Transit-Human Services Transportation Plan
Putnam County Community Open House
October 28, 2008, 11:30 AM – 1:00 PM**

Meeting Notes

1. Introduction and Project Roles

Rich Garrity, Senior Associate with RLS & Associates, Inc., opened the meeting by welcoming participants, and everyone introduced themselves. A full list of individuals attending the meeting is included with these meeting minutes.

Mr. Garrity then explained the consultant's role in the project. We are looking to hear from different individuals about the program and looking for ideas for future coordination projects. He then gave a brief overview regarding the purpose of the Coordinated Public Transit – Human Services Transportation Plan, a description of the coordination efforts associated with three Federal Transit Administration (FTA) programs, and SAFETEA-LU planning requirements. He also presented a brief overview of JARC, Section 5310, and New Freedom grant programs. Mr. Garrity mentioned that NYMTC receives approximately \$11 million annually to award projects for these three federal programs, aimed at providing transportation services to three targeted groups - low income, disabled, and the elderly population. (See PowerPoint presentation materials attached with this memo).

As part of the project, RLS requested comments from the group of attendees, which discussions are summarized below.

2. Service Gaps and Unmet Needs

Lillian Picciano, a paratransit rider, was asked by AARP to come today and find out what this project was about and how it could possibly assist the 80+ members of her local chapter. She and many others have difficulty getting around. Because of her disability, she can't ride in a regular automobile. She doesn't consider herself handicapped, and wants to be able to live her life independently and to get around on her own. She sometimes has to travel to doctors' appointments in Mount Kisco and it can take four buses to get there. Thus, going to an appointment there ends up taking all day.

Joe Gomez, who is blind, wanted to be here today but is attending his wife's funeral. He has to carry an oxygen container around with him for his medical condition and has had problems in using mass transportation. He is supposed to be able to utilize buses even with an oxygen container. It's not a hazardous material but because of its explosive potential and the fact that they can fly around a vehicle if not secured; there are times that he has had difficulties with having a tank.

Ms. Picciano further commented that she wanted to know if there will be more facilities as a result of the Coordinated Plan. She remembers when FISH used to be available in Putnam County and they were on call for 24 hours a day. She needs assistance getting in and out of a car, but other than that, she can travel on her own.

Bill Huestis, Putnam County Office for the Aging, indicated that his office has a program where he can get Lillian and other paratransit riders to Mount Kisco, but they have to be able to get in and out of a vehicle by themselves.

Ms. Picciano indicated that if getting to/from a location or activity is going to take you all day, and they don't take you to a restaurant or a place where you can get something to eat as well, it is inhumane. Her daughter had an accident and while at The Burke Rehabilitation Center, 785 Mamaroneck Avenue in White Plains, NY 10605, they had to train her to get in/out of a car.

John Pilner explained that Putnam County runs the Putnam Area Resource Center (PARC) bus and other forms of bus transportation in the County. Some of the participants felt that the County needs to expand paratransit services. People are isolated at locations for hours and they are held captive. The persons utilizing these services could be more independent and could do better if these services were improved. Ms. Picciano wanted to know how she could help advocate for improved paratransit services. Without paratransit services, Putnam County would be paying even higher costs for assisting disabled persons with transportation services.

Doris Pope mentioned that she was here today at the request of Joe Gomez. It was her understanding that the MTA is going to provide a new service to northern and western portions of Putnam County. She is elderly and disabled (blind) and she uses the Office of the Aging bus to get to Mount Kisco, but it doesn't go to White Plains. White Plains is another location that transportation services should be provided for persons needing to go to medical facilities there. Bill Huestis indicated that the Office of the Aging would look at the feasibility of expanding services to White Plains.

Ms. Pope indicated that it took years before she realized she was eligible for paratransit services. Prior to that, for years she used to take taxis paid for by Putnam County. Paratransit services in Putnam County, and their staff, are terrific. It literally put her back on her feet and she feels people don't know enough about the services available. She feels that Putnam County could operate even smaller buses, like a station wagon type of vehicle with a lift that would be cheaper to operate than the vehicles they are presently utilizing.

John Pilner stated that Putnam County runs the PARC bus and other mass transportation services. He goes into NYMTC in Manhattan often for meetings and to access information about programs and funding. The Planning Department is a small staff and they are stretched thin doing all of the administrative work required to provide these transportation services for county residents.

It was questioned why is there a three-quarter mile rule for getting services for a fixed bus route? John Pilner stated that this is an Americans with Disabilities (ADA) national standard. To develop this requirement it took an extensive public outreach process and he doesn't see this requirement changing any time soon.

Louise Rheem works for PARC and asked what kind of information is NYMTC seeking as part of the Coordinated Plan? Rich Garrity mentioned that we are looking for information regarding hours of operation, how many vehicles, how did you pay for them, and do you need more vehicles, and are there additional services you would like to provide, but can't right now? Mr. Garrity indicated that in preparing the Coordinated Plan, NYMTC needs to make sure that PARC services are consistent with the long-range transportation service needs of the three targeted populations in order to continue their eligibility for these federally funded programs.

It was mentioned that there used to be paid taxi services at \$35/trip, which was very expensive and probably one of the reasons why it was disbanded.

A question was raised regarding collaborative efforts as a possible project for funding. Rich Garrity explained that this is a definite goal of this outreach process. He pointed to the example of Charlotte, NC where one agency does the administrative work for four counties using collectively 40 secured grants and operates a fleet of 48 vehicles within a 700 sq. mile service area. The key to successful pooling of resources, Mr. Garrity went further to explain, is leadership skills. A real possibility for Putnam County would be a collaborative program amongst transportation service providers to hire a mobility manager. If Putnam County wanted to hire a mobility manager, such as using for example United Way, it would require a 20% local match for the grant sponsor. The mobility manager would gather all the information regarding the service programs and customers and advise the public on the availability of services. This manager would also coordinate the activities amongst all these transportation providers and service agencies.

A question was raised whether Section 5310 funding can be used to pay for a mobility manager. Mr. Garrity stated that in New York State, NYSDOT has elected to use Section 5310 funds for vehicles and related equipment only. However, he further indicated that the JARC and New Freedom are administered by NYMTC and both of these programs will fund mobility management projects, including the hiring of a mobility manager. Mr. Garrity added that there has been a high degree of interest in mobility management throughout the NYMTC region. These grant programs have been designed to be flexible and potential project concepts may include a wide range of strategies. Mr. Garrity went on to discuss eligible operating and capital expenses under both programs and the necessity of coordination.

It was mentioned that Putnam County's paratransit services are excellent. The staff is caring and often goes above and beyond what they are required to do to assist the disabled. The problem is the regulations seem inflexible. There are too many transfers required to get to certain locations and it is not fair to treat the disabled in this fashion. It was suggested that there be a Parents of Disabled Network organized to provide input in the problems and potential solutions for paratransit services.

John Pilner again stated that the three-quarters mile determination of services has to be met for both ambulatory and paratransit services. If Putnam County wanted to extend services beyond the three-quarters mile, then the County would have to look to New Freedom funds, and it is a concern to start a new program and then not have a long-term mechanism to pay for it once the initial funding ends. There are also a whole host of other issues that come into play when you consider going beyond the three-quarter mile limit, such as civil rights, etc.

A question was raised how one qualifies for Medicaid. Rich Garrity explained that in some states, transportation brokers are utilized. There are reduced costs of transportation for Medicaid recipients. John Pilner stated that PARC used to provide bus tokens and they had different colors for the various service programs; PARC had one color, Medicaid another color and Social Services yet another color. All of the tokens went into the bus fare boxes and were separated and charged back to the agencies. This was another administrative nightmare for Putnam County and eventually it was eliminated. Mr. Pilner went on to further state that Putnam County needs new riders because they get additional funding based on their ratio of riders to population. He feels that public transit and paratransit services cannot be seen as the only solution for mobility problems.

Medley Broege stated that she was very enthusiastic about the possibility of a collaborative effort, and felt the examples provided in this session were very helpful. She volunteered to help form a

group to look into applying for this type of grant and asked for other participants to join her. She feels that being able to access information on existing services, volunteer programs, etc. all in one call to a mobility manager would be a valuable service.

In closing, Mr. Garrity stated that a series of focus group sessions will be held in November to gain direct consumer input into the study process. He stated that there will be three focus groups for each county and that they will last about 90 minutes each. Each participant will receive \$25.00 for participation, and refreshments will be served.

The consultants are aiming to have draft reports done for each sub-region by January 2009. This date is set to coincide with NYMTC's anticipated January 2009 announcement of grant fund availability under the JARC and New Freedom programs.

Mr. Garrity also urged everyone to sign up for "NYMTC-Notes," NYMTC's electronic newsletter. They use this method to get word out regarding funding opportunities and project notices. Mr. Garrity indicated that when the minutes of this meeting are distributed, he will indicate to participants, and all those on the Putnam distribution e-mail list, the method to get signed up for "NYMTC-Notes," as well as to access draft project reports on-line.



**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

PUTNAM COUNTY COMMUNITY OPEN HOUSE

Coordinated Public Transit-Human Services Plan
Cornerstone Park, One Fair Street, Carmel, NY 10512
October 28, 2008 – 11:30 a.m. to 1:00 p.m.

Name:	Lillian Picciano	Title:	Paratransit Rider
Organization/Affiliation (if any):			
Address:	22 Concord Driver		
City:	Mahopac	State:	NY Zip: 10541
Tel:	(845) 628-6325	Fax:	E-mail:
Name:	Doris Pope	Title:	Disabled Person
Organization/Affiliation (if any):			
Address:	16 Mary Avenue		
City:	Mahopac	State:	NY Zip: 10541
Tel:	(845) 628-4785	Fax:	E-mail: dorismaypope@verizon.net
Name:	John Pilner	Title:	Transportation Planner
Organization/Affiliation (if any):	Putnam County Planning Department		
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City:	Carmel	State:	NY Zip: 10512
Tel:	(845) 878-3480	Fax:	(845) 878-6721 E-mail: john.putnam@putnamcountyny.com
Name:	William Huestis	Title:	Executive Director
Organization/Affiliation (if any):	Putnam County Office for the Aging		
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City:	Carmel	State:	NY Zip: 10512
Tel:	(845) 225-1034	Fax:	(845) 225-1915 E-mail: william.huestis@putnamcountyny.com
Name:	Gregory Bierce	Title:	Transportation Coordinator
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**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

PUTNAM COUNTY COMMUNITY OPEN HOUSE

Coordinated Public Transit-Human Services Plan
Cornerstone Park, One Fair Street, Carmel, NY 10512
October 28, 2008 – 11:30 a.m. to 1:00 p.m.

Name:	Medley Broege	Title:	Coordinator
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Tel:	(845) 278-7272,x404	Fax:	(845) 278-6937 E-mail: Louise_rheem@putnamARC.org
Name:	Ellen Mancini	Title:	
Organization/Affiliation (if any):	Family Support Services Council/Taconic DDSO		
Address:	5 Sunset Drive		
City:	Brewster	State:	NY Zip: 10509
Tel:	(845) 274-5396	Fax:	E-mail:
Name:	Michael Hellmann	Title:	Attorney-at-Law, Advocate
Organization/Affiliation (if any):	Coordinating Council (Putnam) for Persons with Disabilities		
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**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

PUTNAM COUNTY COMMUNITY OPEN HOUSE

Coordinated Public Transit-Human Services Plan
Cornerstone Park, One Fair Street, Carmel, NY 10512
October 28, 2008 – 11:30 a.m. to 1:00 p.m.

Name:	Jennifer Creamer	Title:	Associate
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Address:			
City:		State:	Zip:
Tel:		Fax:	E-mail:
Name:		Title:	
Organization/Affiliation (if any):			
Address:			
City:		State:	Zip:
Tel:		Fax:	E-mail:
Name:		Title:	o
Organization/Affiliation (if any):			
Address:			
City:		State:	Zip:
Tel:		Fax:	E-mail:
Name:		Title:	o
Organization/Affiliation (if any):			
Address:			
City:		State:	Zip:
Tel:		Fax:	E-mail:

NYMTC Coordinated Public Transit-Human Services Transportation Plan
Rockland County Community Open House
October 28, 2008, 4:30 PM – 5:00 PM
Meeting Notes

1. Introduction and Project Roles

Nancy O'Connell, NYMTC, began the meeting by introducing herself and providing an overview of the project and the three impacted FTA grant funding sources. She also discussed the existing services in the area. Rich Garrity, Senior Associate with RLS & Associates, Inc., explained that we are looking for information on the needs and gaps in the service area.

2. Service Gaps and Unmet Needs

Edna Ward from Child Care Services of Rockland County provides two transportation programs through DSS and the United Way. Mrs. Ward explained that they use a taxi voucher and bus ticket program. To qualify for these programs, candidates must apply and have a child in day care. She deals mostly with lower income individuals who have a difficult time using TOR buses. There are many people in the community who need additional transportation service to assist with their mobility needs. For example, there is a pregnant woman in the program who is in a wheelchair. She will need extra assistance getting on and off of a bus with a child. It does not seem that there is a program in existence that can provide service to this woman.

Ms. Ward stated there are many people who do not like public transportation in Rockland County due to it being late or not available. The buses are not available in early mornings or late evenings. The service would be greatly improved if it was extended to later evening hours. The taxi voucher program works well and is a good service. However, vouchers are not enough. The clientele that is served by Child Care Services are mostly single women with limited transportation needs.

Mr. Garrity added that a big problem is that people do not know which transportation resource is the best and most efficient. It would be a benefit if people could access one site to get information on all the transit providers in the area. Mrs. Ward replied that she spends a lot of time calling cab companies and transportation systems to determine which option is the most effective for the amount of money.

Ms. O'Connell suggested that Child Care Services could consider applying for grants and operating their own service if coordinating with, or purchasing services from, another agency is not an option. Mrs. Ward said that she would check with her supervisors to see if it is a possibility. Mr. Garrity will send her a brief description of the three FTA programs and the NYMTC website so the organization can sign-up for NYMTC Notes.

Mrs. Ward commented that her clients have had many problems with TOR and T.R.I.P.S. She has collected information from the clients to figure out the specific transportation needs and problems. She has tried to contact TOR and TRIPS with the concerns. Patrick Gerdin, representing the Rockland County Planning Department, stated that he would be happy to discuss these service concerns.

There being no further comments or questions, Rich Garrity concluded the meeting by giving thanks to all attendees.



**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

ROCKLAND COUNTY COMMUNITY OPEN HOUSE

Coordinated Public Transit-Human Services Plan
Palisades Center Mall, Adler Community Room,
1000 Palisades Center Driver, West Nyack, NY 10994
October 28, 2008 – 5:00 p.m. to 6:30 p.m.

Name: Edna J. Ward	Title: Family Assistance Coordinator
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City: Pomona	State: NY Zip: 10970
Tel: (845) 364-3231	Fax: (845) 364-3435 E-mail: gerdinp@co.rockland.ny.us
Name: Jean Gunsch	Title: STA
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Name: Nancy O'Connell	Title: Project Manager
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Name: Richard Garrity	Title: Senior Associate
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**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

ROCKLAND COUNTY COMMUNITY OPEN HOUSE

**Coordinated Public Transit-Human Services Plan
Palisades Center Mall, Adler Community Room,
1000 Palisades Center Driver, West Nyack, NY 10994
October 28, 2008 – 5:00 p.m. to 6:30 p.m.**

Name:	Jennifer Creamer	Title:	Associate
Organization/Affiliation (if any):	RLS & Associates, Inc.		
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Name:		Title:	
Organization/Affiliation (if any):			
Address:			
City:		State:	Zip:
Tel:		Fax:	E-mail:
Name:		Title:	
Organization/Affiliation (if any):			
Address:			
City:		State:	Zip:
Tel:		Fax:	E-mail:
Name:		Title:	
Organization/Affiliation (if any):			
Address:			
City:		State:	Zip:
Tel:		Fax:	E-mail:
Name:		Title:	
Organization/Affiliation (if any):			
Address:			
City:		State:	Zip:
Tel:		Fax:	E-mail:

**NYMTC Coordinated Public Transit-Human Services Transportation Plan
Westchester County Community Open House
October 29, 2008, 11:30 AM – 1:00 PM**

Meeting Notes

1. Introduction and Project Roles

Leslie Fordjour began the meeting by introducing himself and providing an overview of the project and the three grant funding sources impacted by FTA's new planning requirements. He also discussed the existing services in the area.

Rich Garrity, Senior Associate with RLS & Associates, introduced himself and explained the consultant's role in the project. We are looking to hear from different individuals about the program and looking for ideas for future coordination projects. We are following a specific study design that was developed by NYMTC. The focus of the coordination plan is to provide transit service to low income, disabled, and elderly groups. Mr. Garrity went on to give a description of each of the grant funding sources. As part of the project, RLS requested comments from the group of attendees.

2. Service Gaps and Unmet Needs

Martin Yablonski stated that there are many individuals and groups that are providing transportation illegally to low income groups. This should be examined to determine just how many legitimate groups there are and what their service area is. In addition, there are also many senior and jitney type services that are not included on the report. These services can also be difficult to find and document.

Mr. Yablonski further commented that there are many unknown factors in the analysis of transportation needs in the County, including the impact of illegal immigrants.

He further stated that paratransit does not work in the northern part of Westchester County. The current study will be limited without the broader representation from this section of the county.

Catherine Wynkoop raised the question of whether Section 5310 funding can be used to pay for a mobility manager. Mr. Garrity stated that in New York State, NYSDOT has elected to use Section 5310 funds for vehicles and related equipment only. However, he further indicated that the JARC and New Freedom are administered by NYMTC program and both will fund mobility management projects, including the hiring of a Mobility Manager. Mr. Garrity added that there has been a high degree of interest in mobility management throughout the NYMTC region. These grant programs have been designed to be flexible and potential project concepts may include a wide range of strategies. Mr. Garrity went on to discuss eligible operating and capital expenses under both programs and the necessity of coordination.

Martin Yablonski stated that we should stop looking at the typical paratransit programs. We should develop a plan that is good for everyone. There are too many rules and limitations placed on existing programs. We need a system that is open to everyone. The need for transportation for the elderly and disabled are not being met by the current system.

Chris Andristsopoulos stated that, historically, there is no outcry from the citizens of northern Westchester County. Additionally, several participants added that the individual municipalities do not sufficient funding to operate a local bus or paratransit service.

Catherine Wynkoop commented that it would be very nice if all consumers could access transit via one telephone call. Catherine stated that transit is very limited in some of the northern towns. She related the story of an agency in Putnam County that is in crisis because of the lack of transportation resources. Being able to access information on existing services, volunteer programs, etc. all in one call would be a valuable service.

Virginia stated that she is looking into a voucher program for transit, and she is putting together a procurement process to conduct a study on how to implement the program.

Mr. Garrity commented that one can only contract service out to a separate company through a designated recipient program. He added that Nancy has been forthright with the type of compliance necessary. There are 23 areas of compliance that need to be followed to receive the grants.

Katherine Wynkoop added that we should focus on getting the towns to agree that transportation is a regional issue. We cannot work in demographic silos.

An individual stated that the travel by bus transit can be difficult if multiple routes serve the same bus stop. It is sometimes difficult for those with visual impairments to read the correct bus number or route signs. Mr. Garrity stated that it is a requirement for the transit system to use a visual means of communication for the visually impaired. Virginia Johnson added that BeeLine is aware of this problem and is working on an audio system to announce the bus stops. Chris Andristsopoulos added that the BeeLine should be notified if the passenger needs additional assistance.

In closing, Mr. Garrity stated that a series of focus group sessions will be held in November to gain direct consumer input into the study process. He stated that there will be three focus groups for each county and that they will last about 90 minutes each. Each participant will receive \$25.00 for participation, and refreshments will be served. Mr. Yablonski asked where the sessions would be held. Mr. Garrity reviewed the focus group session locations. Mr. Yablonski commented that it does not appear that there is adequate representation from the workforce groups and that given the locations, we will not obtain adequate representation from northern Westchester County.



**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

WESTCHESTER COUNTY COMMUNITY OPEN HOUSE

Coordinated Public Transit-Human Services Plan
Westchester County Center, 198 Central Avenue, White Plains, NY 10606
October 29, 2008 – 11:30 a.m. to 1:00 p.m.

Name: Leslie Fordjour	Title:	
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**NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
THE METROPOLITAN PLANNING ORGANIZATION**

ATTENDANCE SHEET

WESTCHESTER COUNTY COMMUNITY OPEN HOUSE

Coordinated Public Transit-Human Services Plan

Westchester County Center, 198 Central Avenue, White Plains, NY 10606

October 29, 2008 – 11:30 a.m. to 1:00 p.m.

Name: Evan Latainier	Title: Director
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Public Comments Received on Draft Final Plan - May-June 2009

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Entire Document Where mentioned throughout the documents, MTA Metro-North Railroad (or MNR) and MTA Long Island Rail Road (or LIRR) are the appropriate names.</p>	<p>Received by email: Cathryn Flandina, MTA 13-Apr-09</p>	<p>Report has been updated accordingly.</p>
<p>Entire Document As you know, there are important issues and concerns that were raised in the focus groups, public workshops and SAC meetings that are not addressed in this plan. For example, improvements are needed on the Access-A-Ride system, there needs to be an increase in accessible taxis, and there should be a prompt repair of subway elevators and escalators.</p> <p>In the plan there should be information and/or best practices about what is being done in other major cities about these issues.</p> <p>For example, there could be information about two major cities that have good paratransit systems or have component parts that are working well.</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>A description of best practices is now included in Appendix H.</p>
<p>Entire Document The draft should be read by one or two additional planners who grew up in New York City, in order to provide accurate information about NYC.</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>The report was read by several additional planners, including at least one long-time New York resident.</p>
<p>Entire Document The draft should be read by an experienced professional editor.</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>The report has been read and edited again since the draft was released.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Entire Document Please have the consultant remove Nassau County Planning Commission from the entire document, our department should be referred to as Nassau County Planning Department.</p>	<p>Received by email: Denise Ramirez 24-Apr-09</p>	<p>All references in the report have been updated accordingly.</p>
<p>Entire Document There's a lot of typos, extra commas, etc, throughout the document, too many to list but they should go through the document carefully and do final edits.</p>	<p>Received by email: Denise Ramirez 24-Apr-09</p>	<p>The report has been read and edited again since the draft was released.</p>
<p>Entire Document Delete bullet with references to paratransit as adequate or appropriate for "occasional" travel. This is the opinion of consumer groups present at the meeting. Many Access-A-Ride customer use the service regularly. Ridership growth and customer satisfaction survey show that both frequent and occasional riders are satisfied with the service.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. The opinions of consumer groups came from an extensive public outreach process that was critical to the composition of this report. Thirty focus groups, 10 community workshops, several public meetings, and stakeholder interviews all provided important insights into an array of services. Where these opinions are discussed, the text has been revised to explicitly state that these are opinions and perceptions.</p>
<p>Entire Document The consultant team manager in each region should review the report to ensure that all references to the New Freedom program reflect the FTA Notice published in the Federal Register regarding the expanded definition of project eligibility.</p>	<p>Statement at LHV Public Meeting Nancy O'Connell, NYMTC Project Manager May 13, 2009</p>	<p>Introductory chapters where background information on the New Freedom program is documented have been updated to reflect the April 29 Federal Register Notice.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary Page ES-6, Paragraph 2, please add this sentence.</p> <p>“AAR also provides service within a ¾ mile corridor of NYC Transit bus routes that extend to nearby Nassau and Westchester counties.” You noted this in the Regional Needs and Strategies Report, but not in the summary of ADA Paratransit service.</p>	<p>Received by email: Beverly Morris, NYCT 21-Apr-09</p>	<p>Page ES-6 has been updated accordingly.</p>
<p>Executive Summary On the Executive Summary section, page ES-3, under the section Coordination Efforts in the NYMTC Region, they have the wrong title for our Interim Plan, it should be the: Interim Coordinated Public Transit- Human Service Transportation Plan</p>	<p>Received by email: Denise Ramirez 24-Apr-09</p>	<p>On page ES-3, the full title of the Interim Plan was corrected.</p>
<p>Executive Summary Page ES--4, 5th line "development" should read develop.</p>	<p>Received by email: Patty Chemka June 5, 2009</p>	<p>Page ES-6 has been updated accordingly.</p>
<p>Executive Summary P6 (Existing services, unmet needs....), bullet 1, revise to read:</p> <p>Public Transportation Service – New York City’s public transit network consists of rail, subway, bus and ferry services. The MTA operates extensive subway and bus service in all five boroughs that operates 24 hours a day, 7 days a week. MTA Metro-North Railroad and MTA Long Island Rail Road operations include more limited rail service within the City, as does the Port Authority of NY and NJ (PATH service). These three rail services as well as public transit services, including MTA Long Island Bus, Westchester Bee line and New Jersey Transit, provide transportation between the NYC and suburban communities.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page ES-6 was revised to reflect this comment and reads verbatim to suggested text.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary P6 bullet 2, line 2, edit by changing “New York City Transit” to “MTA New York City Transit”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P ES-6, bullet 3, line 2 was revised accordingly.</p>
<p>Executive Summary P6 bullet 5, Add the following: “NYC 311 offers an accessible taxi dispatch service. Private bus companies provide commuter bus services between NYC and surrounding suburban communities.”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P ES-6, bullet 2 has been revised to reflect this comment and now reads: “NYC 311 is currently offering accessible taxi dispatch service through a pilot program.”</p> <p>P ES-6, bullet 5 has been revised to reflect this comment and now reads: “Private bus companies provide commuter bus services between NYC and surrounding suburban communities.”</p>
<p>Executive Summary P6-7, Figure ES1, Revise to include Access-A-Ride in the Public Transportation portion of the table; this is a public transportation, not a community transportation service.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. Access-A-Ride does not qualify as public transportation because while it is an obligation of public transit, it is not available to the general public.</p> <p>In the Coordinated Plan community transportation services are defined as transportation services available to one or more of the target population groups. Based on this definition AAR is categorized as community transportation service.</p>
<p>Executive Summary P6-7, Figure ES1, Public Transit Geographic Coverage entry change to read: “Buses are 100% accessible, rail services have limited accessible infrastructure” but meet ADA requirements.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>For space considerations and because this information is detailed in Chapter 4, Figure ES1 has been revised to read: “Available; Buses 100% accessibility; Accessible infrastructure on rail system limited”</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary p7 (Unmet Needs...), bullet 2: Delete: "In addition, the infrastructure and services are not reliable and are frequently unavailable." These are assertions by those present at the meeting and not backed up by data.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P ES-7, bullet 2, has been revised to read: "In addition, consumers reported that the infrastructure and services are not reliable and are frequently unavailable (i.e., elevators and escalators)."</p>
<p>Executive Summary bullet 8, same page: "While AAR provides broad coverage and is adequate for occasional travel, consumer groups feel the service is less effective at meeting needs for flexible, reliable, and timely transportation." The opinion of consumer groups of the service should not be addressed in the document – statements regarding service gaps are more appropriate. Access-A-Ride is available 24/7 and for any trip purpose. The service does cover a vast geographical area; however, each customer request is for a specific purpose. Customers may schedule subscription trips in order to ensure a routine schedule.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>The opinions of consumer groups came from an extensive public outreach process that was critical to the composition of this report. Thirty focus groups, 10 community workshops, several public meetings, and stakeholder interviews all provided important insights into an array of services. The sentence has been revised to read: "AAR provides broad coverage and is adequate for many travel needs. However, members of consumer groups feel the service is less effective at meeting needs for flexible, reliable, and timely transportation."</p>
<p>Executive Summary P9 Figure ES2: Public Transit Geographic Coverage entry: Change to read: "Rail service on LIRR is oriented to and from NYC, and is also available for local trips between stations. Local and express buses are available in both Nassau and Suffolk counties, operated by MTA LI Bus and Suffolk County Transit. In addition, Huntington and Long Beach operate their own local bus services."</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>For space considerations, and because Long Island's Chapter 4 delves into great detail about transit coverage, this table entry has been revised to read: "Limited coverage - Rail service on LIRR is primarily oriented to and from NYC Local and express buses are available in both Nassau and Suffolk counties"</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary P9 Figure ES2: ADA Paratransit Geographic Coverage entry: Able-Ride and SCAT, the paratransit services operated by MTA LI Bus and Suffolk County Transit both provide paratransit services exceeding the geographic requirements of the ADA, providing services that may extend past rather than limit service to the corridor covered by bus routes.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page ES-10 Figure ES-2 was revised to reflect this comment and now reads: “Available in areas served by fixed route bus; Extends beyond fixed-route corridors in some areas”</p>
<p>Executive Summary p10, Long Island, 2nd bullet add the words “some” and “may” as follows: "...For some members of the target populations, however, high fares (even with senior and disabled discounts), distance to/from stations and the lack of accessible infrastructure may limit the usefulness of the services." NYCT currently lists 67 ADA-compliant Key stations and 16 Non-Key stations as accessible for a total of 83 accessible stations; LIRR has 95 wheelchair-accessible stations; MNR has 64 wheelchair-accessible stations.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P. ES-10 2nd bullet was updated as follows: “The rail network is a critical transportation resource on Long Island. For some members of the target populations, however, high fares (even with discounts for older adults and persons with disabilities), distance to/from stations, and the lack of accessible infrastructure in some locations may limit the usefulness of the services.”</p>
<p>Executive Summary p10, Long Island, 5th bullet, Change the first work from “many” to “some” and delete reference to paratransit service fares as unaffordable. The fare of \$3.50 is extremely reasonable, especially in light of the length of trips provided, which can be from within Suffolk county to locations within Queens. There will always be people who will complain about any fare, but curb-to-curb service for this fare is extremely cost effective for the customer. Bullet should read: “Some services are not affordable for members of the target populations. This is especially true for longer distance trips on Long Island Rail Road.”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>P. ES-10 5th bullet was updated to read: “According to comments made by participants in focus group meetings and public workshops, some services are not affordable for members of the target populations. This is especially true for longer distance trips on Long Island Rail Road and some of the paratransit services, including Able-Ride.”</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary p 14 & p16 - Strategy: "Transit Service Expansion and Improvements" This strategy is appropriate for new community or private services wishing to supplement Public Transit services. Expansion of services by MTA and NYC Transit is not feasible. Change strategy to "Develop services to supplement transit services."</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated. Funding streams discussed in this report are eligible to fund service expansion if new or expanded service is designed to serve one of the three target populations.</p>
<p>Executive Summary p15 - Strategy: Taxi/Community Car Subsidy Programs: Delete MTA (Access-A-Ride) as potential lead agency/champion. AAR has a zero per cent denial rate and already uses taxis and car services as appropriate to insure effective service delivery. MTA cannot utilize federal funding for operating expenses.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page ES-15 has been changed to reflect this comment.</p>
<p>Executive Summary p17, chart, row 1: MTA Long Island Bus should be removed from this list. Accessibility improvements at bus stops are the responsibility of Nassau County.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page ES-17, Figure ES-5 was updated to reflect this comment.</p>
<p>Executive Summary, ES-11 Comment notes that that individuals from the Office on Aging should comment, if need, on the summary description of LHV complementary paratransit services.</p>	<p>Received by Facsimile Virginia Johnson, Westchester Department of Transportation June 3</p>	<p>No action required; no subsequent comment from that office was received.</p>
<p>Executive Summary, ES-13 Commenter requests that Figure ES-4 not be split across multiple pages.</p>	<p>Received by Facsimile Virginia Johnson, Westchester Department of Transportation June 3</p>	<p>Comment noted.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary, ES-18</p> <p>Commenter requests that in Figure ES-5, the consultant not specifically name lead or “champion.” Instead, use generic labels such “transit agencies,” “local governments”, or “nonprofit organizations” in lieu of specific entities.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 3</p>	<p>ES-18 was revised in the Lower Hudson Valley section to reflect this comment.</p> <p>The ES explicitly states that these lead agencies are only suggestions, and the other two subregions mostly included generic language in addition to some specific suggestions.</p>
<p>Executive Summary – 6/18 Version p. ES-11`</p> <p>In the first paragraph regarding Existing Transportation Services, use a lower case c in line 2 following “In Westchester and Rockland Counties...”</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>No change made. Sentence refers to specific counties and proper grammar dictates capitalization. Additionally, a style guide developed for use in all three regions stipulates capitalization in this context.</p>
<p>Executive Summary – 6/18 Version p. ES-11</p> <p>First bullet, fifth line: add “fixed route bus” in describing the Bee-Line</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Requested edit made.</p>
<p>Executive Summary – 6/18 Version p. ES-12</p> <p>Commenter requests that Figure ES-4 not be split across multiple pages.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Repeat of a comment made in a previous review, dated June 3 (see above). Changes made.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary – 6/18 Version p. ES-12</p> <p>Commenter requests clarification on the last bullet point regarding “non-ADA” paratransit services.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Amplification to this bullet point has been added.</p>
<p>Executive Summary – 6/18 Version p. ES-12</p> <p>Under Regional Needs, commenter requests that the current line reading “...limited service hours for feeder bus services at outlying rail stations.....” be reworded as follows: “...limited feeder bus services at outlying rail stations.....”</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Comment noted.</p>
<p>Executive Summary – 6/18 Version p. ES-16</p> <p>Commenter requests that strategies not addressed/included in a region not be labeled “N/A” and suggests an entry as “Not Ranked.”</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Comment noted. The text above this table notes that not all strategies were ranked or discussed in the prioritization exercise. “N/A” notation left as is.</p>
<p>Executive Summary – 6/18 Version p. ES-16</p> <p>Commenter requests that in Figure ES-5, the consultant not specifically name lead or “champion.” Instead, use generic labels such “transit agencies,” “local governments”, or “nonprofit organizations” in lieu of specific entities.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Repeat of a comment made in a previous review, dated June 3 (see above). Change made.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Executive Summary – 6/18 Version p. ES-16</p> <p>Commenter notes that there is a missing high priority strategy for the LHV in ES-5.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 4</p>	<p>Commenter is correct – there is a missing entry in the table on a high priority LHV strategy. Comment addressed with inclusion of the missing strategy in the Executive Summary.</p>
<p>Regional Needs and Strategies</p> <p>On the regional breaks / cross county lines of service to also highlight the lack of service from SI to NJ. I remember discussing it at one meeting - in Sept? The MTA very reluctantly started a limited bus route over the Bayonne Bridge which needs expansion. There is also a study just getting under way for a light rail on SI's West Shore and old North Shore rail line that would run to NJ.</p> <p>There is a huge lack of public options on SI and any highlighting of the need to expand rail service in any public report would be helpful.</p>	<p>Received by email: Anne-Marie McDonough, Staten Island University Hospital 24-Apr-09</p>	<p>There is also a lack of service from Staten Island to New Jersey. The MTA did start a limited bus route over the Bayonne Bridge, and there is a study just getting under way for a light rail on Staten Island's West Shore and old North Shore rail line that would run to New Jersey.</p>
<p>Regional Needs and Coordination Strategies</p> <p>p1, Summary of Key Findings, first paragraph: no mention of interoperability between NYC Transit and LI Bus. Change 2nd and 3rd sentences to read: "Connections between operators such as Westchester County Bee-Line and MTA Long Island Bus with New York City Transit do exist. Significantly, the introduction of MetroCard transfers between MTA NYC Transit and the suburban bus companies has substantially improved travel between the systems."</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>R-1 has been updated accordingly and reads verbatim to suggested text.</p>
<p>Regional Needs and Coordination Strategies</p> <p>p1, Summary of Key Findings, second paragraph: delete Ravitch Commission section. This plan is not relevant in this document.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>R-1 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Regional Needs and Coordination Strategies p3, Accessibility: Delete: "Seven stations on the LIRR Babylon branch are not fully accessible." There is no particular reason to highlight these stations. The point has been made that not all stations are accessible. Key stations were identified based on a number of factors and with community input and both LIRR and MNR have made all key stations accessible.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>R-3 has been updated accordingly.</p>
<p>Regional Needs and Coordination Strategies p3, Accessibility: Add sentence after sentence about complaints of maintenance issues with elevators and other impediments to accessibility as station: Although elevators and escalators do breakdown and escalators must also be taken out of service at times for maintenance and repairs, the MTA agencies inspect virtually all elevators and escalators daily and make repairs on its elevators and escalators as quickly as possible. MTA posts elevator and escalator status to its website and telephone hotline, both available at all times, and are posted on the MTA's website, www.mta.info.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>R-3 has been updated to include this sentence, which reads verbatim to suggested text.</p>
<p>Regional Needs and Coordination Strategies p4: First paragraph re: Putnam County: Delete reference to specific New Freedom funding application because it is only a proposed project and it has not been approved through a formal evaluation process. Change to "Putnam County has identified a need for improved access to bus stops because of a lack of sidewalks in the vicinity of senior housing. Residents who atPART services. Sidewalks in these areas would facilitate local travel and would also address part of the service gap....."</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>There is no longer a reference to Putnam County's project on R-4.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Regional Needs and Coordination Strategies P4. Long Island, 2nd paragraph: Suggestion that connecting residential areas in Queens with major medical facilities in Nassau County, “specifically the Long Island Jewish Hospital” should be deleted. LIJ Medical Center is accessible by an NYC Transit bus line (Q46) and through bus connections between LIRR stations and LI Bus routes on the Hempstead, Port Jefferson, and Port Washington branches. In addition, this is one of the locations for paratransit transfers making it a one-vehicle paratransit trip for New York City paratransit users.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page R-4 has been updated.</p>
<p>Regional Needs and Coordination Strategies P5, first paragraph, 4th sentence, it’s MTA LI Bus, not MTA Bus – change to “MTA Long Island Bus operates several routes into western Suffolk.....”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>R-5 has been updated accordingly.</p>
New York City Subregion		
<p>Chapter 4 New fares effective June 28,2009 - full list on MTA website For example Pay-per-ride Metrocard will be \$2.25 Access--A-Ride = \$2.25 (MTA did NOT double the fare for Access-A-Ride)</p>	<p>Received by email: Linda Black, NYC Department for the Aging 19-May-09</p>	<p>The entire report was updated with the new fares for all MTA services.</p>
<p>Chapter 4 On figure 4-26 Overview of transportation providers in Queens, the fleet size is incorrect. It should read 8 vehicles. It is correct on Figure 4-28.</p>	<p>Received by email: Chris Amendola, HANAC East-West Connection 13-May-09</p>	<p>Figure 4-26 has been updated accordingly.</p>
<p>Chapter 4 Page 4-5, last 2 sentences on the page should be combined or re-written, as is...they don’t read smooth.</p>	<p>Received by email: Alton Treadwell, NYCTCC 1-June-09</p>	<p>Page 4-5 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
Chapter 4 Page 4-6, 4 th line, “years of older or who”....should be “years or older who”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-6 has been updated accordingly.
Chapter 4 Page 4-6, 2 nd paragraph, last sentence, replace the “comma” after Metro cards with “or”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-6 has been updated accordingly.
Chapter 4 Page 4-6, footnote sentence 14, is the parenthesis behind “stations” correct.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-6 has been updated accordingly.
Chapter 4 Page 4-13, “St George’s Terminal”, line 1, place “is” between the words <i>terminal</i> and <i>the</i> . Last line of page is incorrect...words after <i>accessible</i> do not connect with <i>elevators and escalators</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-13 has been updated accordingly.
Chapter 4 Page 4-13, Last line of page is incorrect...words after <i>accessible</i> do not connect with <i>elevators and escalators</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-13 has been updated accordingly.
Chapter 4 Page 4-14, make sure designation points text is clear on the map.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted.
Chapter 4 Page 4-15, next to last sentence on page, does not read clear...perhaps “neither” after disabilities...a comma after <i>dogs</i> , and “to” after <i>or</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-15 has been updated accordingly.
Chapter 4 Page 4-16, 3 rd para, 4 th line, place the word “a” between before <i>customized</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-16 has been updated accordingly.
Chapter 4 Page 4-17, 3 rd para, 2 nd and 3 rd lines, “233 St Stations” should be “233 St Station” and there is a comma and a period after “5 lines”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-17 has been updated accordingly.

Comment	Commenter and Date	Consultant Response
NYMTC Region		
Chapter 4 Page 4-19, “Transfer Hubs – The Bronx”, last sentence, “White Plains Road” is correct.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-19 has been updated accordingly.
Chapter 4 Page 4-20, 2 nd para, last line, add “which” after <i>network</i> , or add a comma and change <i>provides</i> to “providing”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-20 has been updated accordingly.
Chapter 4 Page 4-20, 4 th para, 4 th line, place “as” after <i>such</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-20 has been updated accordingly.
Chapter 4 Page 4-23, Re-write the 2 nd sentence.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted. Sentence left as is.
Chapter 4 Page 4-26, 2 nd para, last line, change to “operate directly between Queens and Manhattan only”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-26 has been updated accordingly.
Chapter 4 Page 4-26, 3 rd para, last line, place “which” after <i>stations</i> .	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-26 has been updated accordingly.
Chapter 4 Page 4-30, 4 th para, last line, Is “110 ten daily trips” correct.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted. This information is correct according to our sources.
Chapter 4 Page 4-31, proofread the first 3 paragraphs.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-31 has been updated accordingly.
Chapter 4 Page 4-32, 2 nd para, last sentence, replace <i>forecast</i> with “forecasted”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.

Comment	Commenter and Date	Consultant Response
NYMTC Region		
Chapter 4 Page 4-32, “Medicaid Transportation”, second sentence, place a comma after “low incomes”,	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.
Chapter 4 Page 4-32, change to “target populations of persons”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.
Chapter 4 Page 4-32, Last para, place a period after (DSS) and delete “and”, then begin next sentence.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-32 has been updated accordingly.
Chapter 4 Page 4-34, 4 th Para, 6 th line, change to “during that time, including” or “during that time which include”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-34 has been updated accordingly.
Chapter 4 Page 4-34, “Coordination Efforts in New York City”, second sentence, re-write the sentence.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Comment noted. Sentence left as is.
Chapter 4 Page 4-34, 3 rd sentence, replace <i>facilities with</i> “facilitates”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-34 has been updated accordingly.
Chapter 4 Page 4-34, 4 th line, replace <i>City’s</i> with “City”.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 4-34 has been updated accordingly.

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8 Identification of Strategies, summary of Unmet Needs. I disagree with the second sentence.</p> <p>AAR does meet most of the requirements of its registrants who have a need for strict time requirements. Of the 18,200 average weekday riders, 25.8% (4,700) are subscription customers who use AAR for work, school and recurring medical trips. These customers have reserved trips with prescheduled drop off times to ensure that they arrive at their destination on time for their appointment. AAR also permits advance reservation customers to request a specific appointment (drop off) time or pick up time when requesting a trip. About 94% of trips are completed timely.</p>	<p>Received by email: Beverly Morris, NYCT 21-Apr-09</p>	<p>Comment noted. The sentence was re-written and now reads: “Access-A-Ride provides demand-response service for persons who are ADA paratransit eligible, but does not accommodate their same-day requests, noting that same-day service is not required by the ADA. Also, several customers who were in the study’s focus groups - and some of the stakeholders who provide social services to these customers – voiced a perception that the Access-A-Ride system had difficulty consistently meeting their recurring travel needs in terms of timeliness, reliability, and flexibility. “</p>
<p>Chapter 8 There was documentation on the lack of accessible subway entrances (83 of 460?) in the body of the report.</p> <p>Am I missing its appearance as a high priority on the lists? Did we think that the MTA had this in their capital plans?</p>	<p>Received by email: Anne-Marie McDonough, Staten Island University Hospital 24-Apr-09</p>	<p>Comment noted. During the strategy prioritization process, this was not ranked as a “high” priority. It is still part of the “Accessibility Improvements at Non-Key Rail Stations” strategy.</p>

Comment	Commenter and Date	Consultant Response
<p>NYMTC Region</p> <p>Chapter 8, NYC p1, Limited travel options, 2nd paragraph: Rephrase to read “Flexibility is also a concern. While AAR offers broad service coverage and is adequate for trips planned at least a day in advance, it is not always able to meet same-day trip requests. Since it is a shared-ride service it is not as flexible and trips are not as quick as customers would sometimes like. Also, for some customers, a higher level of service is required. If customers require a personal care assistant (PCA), that individual may accompany the customer without paying a fare. Some customers need additional assistance but don’t use the services of a PCA. These individuals may be better served by a community service provider.”</p>	<p>Received by email: Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Sentence on 8-1 has been revised to read:</p> <p>“Flexibility is also a concern. Access-A-Ride provides demand-response service for persons who are ADA paratransit eligible, but does not accommodate their same-day requests, noting that same-day service is not required by the ADA. Also, several customers who were in the study’s focus groups - and some of the stakeholders who provide social services to these customers – voiced a perception that the Access-A-Ride system had difficulty consistently meeting their recurring travel needs in terms of timeliness, reliability, and flexibility. AAR also cannot provide the higher level of assistance required for clients who are frail or have severe physical disabilities.”</p>
<p>Chapter 8, NYC p2, Lack of Accessible Infrastructure, first paragraph, 1st sentence: delete the word “only.”</p>	<p>Received by email: Cathryn Flandina, MTA</p> <p>5-May-09</p>	<p>Page 8-2 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8, NYC p2, Lack of Accessible Infrastructure, first paragraph: revise 2nd sentence and add additional detail as follows: “Escalators do not provide ADA-compliant accessibility for vertical movement between levels in a stations, but they do provide accessibility to many elderly and disabled customers who do not require elevators and are provided in many stations that are not labeled “accessible.”. In 2008, NYC Transit elevators were in working order and available to customers more than 95.5% of the time. Despite daily inspections and efforts to keep both escalators and elevators operational, escalators, in particular present a significant maintenance challenge.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Paragraph on 8-2 was revised to read: “Escalators do not provide ADA-compliant accessibility for vertical movement between levels in stations, but they do provide accessibility to many elderly and disabled customers who do not require elevators and are provided in many stations that are not labeled “accessible.” However, the elevators and escalators frequently face reliability and operational issues.” A footnote was also added to reference a May 19, 2008 New York Times article about elevator break-outages.</p>
<p>Chapter 8, NYC p3, Strategy Overview, 4th row: delete the strategy for accessibility improvements at non-key stations. Accessibility improvements beyond those in key stations are made as stations are renovated. Typically, the total cost of a subway elevator, at \$3 million, is beyond scope of New Freedom funding.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8, NYC p3, 5th row: Delete this strategy: NYC Transit has tactile and Braille signage throughout the system. All accessible stations and newly renovated stations have tactile-Braille signage that is located on the left side of the station booth and on the platform columns nearest the stairs as well as on other columns throughout the station. Because NYC Transit stations do not have a “standard” layout it is difficult to install signage in consistent locations within stations, however, NYC Transit has worked with representatives of the visually impaired community to identify reasonable locations for mounting tactile signage. Service announcements made over station public address systems.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>
<p>Chapter 8, NYC p4, first row, Improve access to bus stops: delete MTA/NYCT as possible lead agency. NYC DOT is responsible for bus stops within NYC.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page 8-4 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8, NYC P4, 2nd row, Accessible Information Systems: Delete this strategy. NYC Transit updates its on-line elevator/escalator status page 3 times a day and is working on system enhancements that will provide 24/7 updates as well as reasons for equipment outages, and expected duration of outages. Customers can call the elevator/escalator hot line for this information. In addition, a system is under development to allow customers to subscribe to an e-mail notification system for elevator/escalator e-mail notifications for stations the customer would identify. Making announcements in stations would be confusing since there are so many stations with similar names on different lines, and there are so many elevators and escalators within individual stations.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>
<p>Chapter 8, NYC p4, row 3, Strategy, Taxi/Community Car Subsidy Car Program: Delete MTA (Access-A-Ride) as potential lead agency/champion. AAR has a zero per cent denial rate and already uses taxis and car services as appropriate to insure effective service delivery. MTA cannot utilize federal funding for operating expenses.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page 8-4 has been updated accordingly.</p>
<p>Chapter 8, NYC p.5, Row 3, Job Access Strategies: Delete MTA/NYCT as Possible Lead Agency. This may be an appropriate activity for community organizations of NYC DOT, but it is not consistent with the mission of the MTA.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Page 8-5 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8, NYC P5, row 5, Transit Service Expansion and Improvements: Delete MTA/NYCT as Possible Lead Agency. Suggesting new community or private services to supplement public transit is fine, but not expansion of the transit system. Consider changing strategy to “Services to supplement transit services.”</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated. Funding streams discussed in this report are eligible to fund service expansion if new or expanded service is designed to serve one of the three target populations.</p>
<p>Chapter 8, NYC P11, delete MTA as possible lead agency for Mobility Manager. This is a more appropriate activity for community organizations.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated. Part of the appeal of mobility managers is the flexibility of job descriptions as well as hosting agencies. Community organizations as well as government agencies can hire a mobility manager and create a network of mobility managers to work on issues of mobility from a variety of angles.</p>
<p>Chapter 8, NYC P12/p13 – The Mets play in Queens, not the Bronx (that’s the Yankees) and Mets/Willets Point Station is accessible on game days. Main St.-Flushing on the #7 is an accessible station.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Borough reference corrected on page 12. The old Mets/Willets Point Station was accessible, but focus group participants stated that the newly constructed one is not. The MTA website does not list it as an accessible station.</p>
<p>Chapter 8, NYC P14-15, Develop Accessible Wayfinding System: See earlier comment from p3, 5th row.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8, NYC P17, Fixed Route Bus Stops: Delete MTA/NYC Transit as possible lead organization. Bus stops within NYC are owned by and the responsibility of NYC DOT.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Pages 8-24 and 8-25 have been updated accordingly.</p>
<p>Chapter 8, NYC P18, Accessible Information Systems: Delete this strategy, see explanation above.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated.</p>
<p>Chapter 8, NYC P19-21, Taxi/Black Car Subsidy Program: Delete MTA/Access-A-Ride as possible lead agency for reasons outlined above. Additional comments: P 19, Application for NYC: last sentence suggests MTA or NYC might want to acquire vehicles and provide them to providers. It is not clear why MTA or NYC would provide private taxi or black car operators with vehicles. P20, the estimated cost of such a program in NYC is likely to be many times greater than suggested here, even if the lead agency doesn't purchase vehicles for the service providers.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Pages 8-19 through 8-21 have been updated accordingly. The MTA was deleted as a possible agency for acquiring vehicles on page 8-19.</p>
<p>Chapter 8, NYC P24-25, Travel Training Delete MTA as a possible lead agency. Travel training is provided by several agencies in NYC and NYC Transit has its own program. Additional travel training would be appropriately provided by various social service agencies and community organizations.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Pages 8-24 and 8-25 have been updated accordingly.</p>
<p>Chapter 8, NYC P30-31, Job Access Strategies: Delete MTA/New York City Transit as Possible Lead Organizations. See notes above.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Pages 8-30 and 8-31 have been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8, NYC p. 8-30: Long Island Bus, not Long Island Rail Road, in "MTA-Long Island Railroad. LIRR has received JARC funds to increase transportation availability during peak hours to several of its stations."</p>	<p>Received by email: Cathryn Flandina, MTA 13-Apr-09</p>	<p>Page 8-30 has been updated.</p>
<p>Chapter 8, NYC p. 8-34: College of Staten Island: add community being served by the shuttle bus (employment/low income); also in Best Practices sections.</p>	<p>Received by email: Cathryn Flandina, MTA 13-Apr-09</p>	<p>Page 8-34 has been updated accordingly and now reads: "Funds were approved to operate weekday service with 30 minute headways between the ferry terminal and the CIS campus, serving to increase employment options as a JARC route"</p>
<p>Chapter 8, NYC P34-35, Transit Service Expansion and Improvements: Delete MTA and NYCT as possible lead agencies or change strategy to "Develop Services to Supplement Public Transit Services". See notes above.</p>	<p>Received by email: Cathryn Flandina, MTA 5-May-09</p>	<p>Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated. Funding streams discussed in this report are eligible to fund service expansion if new or expanded service is designed to serve one of the three target populations.</p>
<p>Chapter 8, NYC Accessible pedestrian signals were mentioned in the focus groups and meetings that I attended. How do they fit into the plan?</p>	<p>Comments at public meeting Michael Godino, Brooklyn Center for the Independence of the Disabled 12-May-09</p>	<p>Though not listed as a stand-alone strategy, the strategy "Improve Access to Fixed-Route Bus Stops" does include accessible pedestrian signals.</p>
<p>Chapter 8, NYC Page 8-4, "Strategy Overview", bottom block, replace <i>in</i> with "is".</p>	<p>Received by email: Alton Treadwell, NYCTCC 1-June-09</p>	<p>Page 8-4 has been updated accordingly.</p>
<p>Chapter 8, NYC Page 8-5, "Strategy Overview", top block, add "the" after <i>using</i>.</p>	<p>Received by email: Alton Treadwell, NYCTCC 1-June-09</p>	<p>Page 8-5 has been updated accordingly.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
Chapter 8, NYC Page 8-6, "Strategy Overview", top block, replace <i>may</i> with "made".	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-6 has been updated accordingly.
Chapter 8, NYC Page 8-10, rewrite 1 st bullet on the right, and 2 nd bullet on the left.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-10 has been updated accordingly.
Chapter 8, NYC Page 8-31, 1 st line, add "to" after <i>volunteer</i> ; rewrite second bullet, right side.	Received by email: Alton Treadwell, NYCTCC 1-June-09	Page 8-31 has been updated accordingly.
Chapter 9, NYC p3, Medium Priority Strategies- remove NYCT and delete 1st sentence of last column in 1st row.	Received by email: Cathryn Flandina, MTA 5-May-09	Comment noted. This strategy arose from an extensive public outreach process and Stakeholder Advisory Committee decisions and was voted on as it is stated. This strategy deals with improvements at non-key rail stations, which cannot be made without the involvement of MTA NYCT.
Chapter 9, NYC p4, Low, 1st row -delete 1st sentence of last column	Received by email: Cathryn Flandina, MTA 5-May-09	Page 9-4 has been updated accordingly.
Chapter 9 Priorities of NYC page 9-7 the third paragraph under the heading Taxi/Community Car Subsidy Program. Please add that AAR also offers taxis and car services to customers for advance reservation and subscription trips as a part of our initiative to accommodate every registrant request and not deny any trip request. In 2008 AAR authorized 108,021 taxi trips of which 68,459 were advance reservation. Also, in 2008 AAR authorized 254,695 voucher trips with our contracted car services with 230,840 advance reservation or subscription trips.	Received by email: Beverly Morris, NYCT 21-Apr-09	Sentence on page 9-7 now reads: "AAR also offers taxis and car services to customers for advance reservation and subscription trips as a part of their initiative to accommodate every registrant request and not deny any trip request."

Comment	Commenter and Date	Consultant Response
NYMTC Region		
Chapter 9, NYC p13 “Essential” routes are not being eliminated.	Received by email: Cathryn Flandina, MTA 5-May-09	Page 9-13 has been updated accordingly.
Chapter 9, NYC Page 9-5, 4 th row, last column, place “is” after <i>manager</i> . 6 th row, 5 th column, replace <i>may</i> with “made”.	<i>Received by email:</i> <i>Alton Treadwell, NYCTCC</i> <i>1-June-09</i>	Page 9-5 has been updated accordingly.
Appendix G - NYC Transit Accessible Subway Stations. There are now 2 additional accessible subway stations since you printed out the information 50th Street - Rockefeller Ctr. B,D,F,V Chambers Street 1,2,3	Received by email: Linda Black, NYC Department for the Aging 19-May-09	Appendix G has been updated with these additional stations.
Long Island Subregion		
Chapter 4, Long Island Figure 4-7 and Page 4-23. FREE serves all of Nassau County, not just the communities that are listed. Figure 4-10. FREE serves all of Suffolk County, not just the communities that are listed.	Received by e-mail: Rob Quinn, FREE and CFR May 19, 2009	Requested changes have been made to Figures 4-7, 4-8,4-10, and 4-11, and page 4-23. Profiles of CFR and FREE in Appendix F have also been revised.
Chapter 4, Long Island Maps depicting the SCT bus system are outdated and do not reflect significant service modifications that were made over 5 years ago.	Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009	Map has been replaced.
Chapter 4, Long Island JARC funding narrative for Nassau County is included in the Suffolk County section of Chapter 4, but no such narrative is included for Suffolk use of JARC to expand service on route S27 and S33 in 2006/07.	Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009	Nassau County JARC description has been moved to Nassau County section of Chapter 4, and explanation of SCT JARC routes has been added in its place.

<p>Chapter 4, Long Island Service hours shown for SCAT in Table 4-5 are incorrect.</p>	<p>Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009</p>	<p>Service hours have been corrected in Table 4-5 and elsewhere in the plan.</p>
<p>Chapter 7, Long Island Table 7-3 (p. 7-20) indicates SCAT advance notice (for reservations) should be shortened to one day. Clarification is needed here. SCAT accepts next-day reservations as a matter of fact and policy. If the comment is meant to express one day only and not more then it may be accepted as a valid comment but as it stands appears factually incorrect and should be removed.</p>	<p>Received by e-mail: Robert Shinnick, Suffolk County Department of Public Works June 5, 2009</p>	<p>The comment noted in Figure 7-3 was made by a focus group participant. The table is meant to report on the comments of participants and not to evaluate their accuracy. Some comments may reflect perceptions of participants, rather than the actual characteristics of transportation services or information sources. A statement to that effect has been added to Chapter 7, and a footnote has been added to Figure 7-3 to indicate SCAT's actual advance notice policy.</p>
<p>Lower Hudson Valley Subregion</p>		
<p>Chapter 4 – LHV New Medicaid rates are now in effect. Please update Figure 4-8 (updated Westchester County Medicaid rate sheet provided at public meeting).</p>	<p>Statement at LHV Public Meeting Virginia Johnson, Westchester Department of Transportation May 13</p>	<p>Rates in effect for Medicaid for Westchester County have been updated.</p>
<p>Chapter 4 - LHV The plan would be well-served if specific references to rates and fares were not included, as this information would immediately date the plan – and the plan must service the region for years to come. The NYMTC Project Manager indicated that may not be practical; It was requested that all such references should contain a time reference in the exhibit title or citation.</p>	<p>Statement at LHV Public Meeting Virginia Johnson, Westchester Department of Transportation May 13</p>	<p>Table citations have been included in all rate/fare tables to indicate date.</p>

Comment	Commenter and Date	Consultant Response
<p>NYMTC Region</p> <p>Chapter 8 – LHV The “best practices” associated with each proposed strategy was exceptionally valuable and will aid the Lower Hudson Valley in its implementation efforts. It is recommended that the plan include ideas on how potential project sponsors, or “champions” as referred to in the plan, could integrate or merge funding from multiple programs to support a plan strategy.</p>	<p>Statement at LHV Public Meeting</p> <p>Caryl Weinstein Westchester County Department of Senior Programs and Services</p>	<p>Integration of funding from multiple funding programs has been problematic in coordination efforts since the 1970s. Entire research projects, including a current TCRP project, are dedicated to this single task, thus comprehensive treatment of this comment are beyond the scope of this project. We have added language to Chapter 9, however, that suggest that responsibility for this task be assigned to the Mobility Manager. Additionally, we have included additional bibliographical resources in Appendix H that provides further guidance on “best practices” on this topic.</p>
<p>General Comment – LHV</p> <p>It was stated that there appears to be some repetition in the draft final report.</p>	<p>Statement at LHV Public Meeting</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>May 13</p>	<p>The release schedule of individual chapters at different times throughout the study process required the consultant to include some summary information from prior documents in some chapters in order to add to reader clarity.</p> <p>By design, some chapters were meant to be stand-alone documents, read by various communities of interest who could not read the full report or even subregional documents. Thus, it is imperative that the summary information that begins some chapters remain for reader clarity.</p> <p>To the extent that there is repetition of inventory type data, such references have been removed (e.g., some duplicative references to Westchester County Office for the Disabled service.</p>

Comment	Commenter and Date	Consultant Response
NYMTC Region		
<p>Chapter 8 – LHV</p> <p>The best practices were going to be very helpful and that any additional examples would be beneficial.</p>	<p>Statement at LHV Public Meeting</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>May 13</p>	<p>We have included additional bibliographical resources in an appendix that provides further guidance on “best practices” on this topic in Appendix H.</p>
<p>Appendix A – Lower Hudson Valley, p. A-3</p> <p>The sentence that reads: In 2007, Bee-Line operated 89 bus routes with 348 vehicles, and moved 30,875,894 passengers – edit to reflect 64 bus routes.</p>	<p>Received by Facsimile</p> <p>Virginia Johnson, Westchester Department of Transportation</p> <p>June 3</p>	<p>Edit made to the report.</p>

APPENDIX B

ANNOTATED LITERATURE REVIEW

Appendix B. Annotated Literature Review

Introduction

This appendix is a summary of recent publications relating to community transportation services in the NYMTC region and/or the Lower Hudson Valley. Documents are divided into those that are applicable region-wide and those that are specifically relevant to the Lower Hudson Valley. Each document is accompanied by a brief description of its purpose and contents. Documents cover a range of topics, from targeted studies of demographics in the region to news articles about the paratransit user experience

Regional Documents

New York Region Area-Wide Interim Coordinated Public Transit-Human Service Transportation Plan (Interim Plan)

This Interim Plan report is intended to maintain the New York metropolitan region's eligibility to draw down formula funds for the JARC, Section 5310, and New Freedom grant programs during the Federal Fiscal Year 2007. The Interim Plan lays the foundation for the development of a final Coordination Human Services-Public Transit Plan to guide the use of formula grant monies through these programs.

Regional Transportation Plan Update (2010-2035):Draft Overarching Issues and Trends Considered in the Plan

This draft report of overarching issues or trends which will possibly impact transportation during 2010-2035, the period of the Plan are addressed. These overarching issues are generally grouped into broad categories such as Economic Innovation and Technological Change, Lifestyle and Workforce Change, Globalization and Security, Energy and Climate. In addition, Transportation Financing is also addressed in the draft report.:

New York Metropolitan Transportation Council: Unified Planning Work Program (2008-2009)

The Unified Planning Work Program is the New York Metropolitan Transportation Council's (NYMTC) approach to developing its work program under the requirements of *Safe, Accountable, Flexible, and Efficient Transportation Equity Act: a Legacy for Users* (SAFETEA-LU), which is a Federal legislation which authorizes funding for transportation improvements across the nation. As a starting point, NYMTC compiles a multi-year planning prospectus every three years which is the foundation for meeting the mandate for SAFETEA-LU. This report focuses on NYMTC's mission, vision, regional plan, and shared goals for the Unified Planning Work Program. Accomplishments and highlighted planning projects from the 2008-2009 Work Program and planning accomplishments from the previous program years in the areas of finance, freight transportation, infrastructure, land use, mobility, program development and management, quality of life, regional decision making, and safety are included in this report.

Mobility for the Millennium: A Transportation Plan for the New York Region

NYMTC, as the MPO, is required by Federal regulations to develop a long-range Regional Transportation Plan and update that Plan every three years. This report is the current update of this regional plan and acts in response to the current and future changes in the region's demographics, economy, and transportation needs by providing a relevant, informative, and long-range guide for the transportation planning process through the year 2020.

This document highlights the Regional Transportation Plan's future vision around nine regional goals for improving the transportation system as a whole within the framework of the following goals:

- Infrastructure
- Mobility
- Land Use and Transportation
- Safety
- Airport Access
- Freight Transportation
- Quality of Life
- Regional Planning and Decision Making
- Financing the Future

Report on People First: Coordinated Care Listening Forums

Sponsored by the Commissioners of NYS Department of Health, NYS Office of Mental Health, NYS Office of Mental Retardation and Developmental Disabilities, and NYS Office Alcoholism and Substance Abuse Services, October 24, 2007

A gubernatorial initiative in New York established "People First Coordinated Care Listening Forums," to be held in the spring and summer of 2007 across the state by the Commissioners of Health, Mental Health, Mental Retardation and Developmental Disabilities and Alcoholism and Substance Abuse Services. The report summarizes the issues and information presented by health care providers, individuals, caregivers and other interested citizens at the Forums and presents some of the next steps and recommendations that the Commissioners are taking to improve and coordinate treatment and support for people who have needs across the four systems.

Westchester County

Westchester County Bee-Line Transit System - 2007 Annual Report

The Department of Transportation manages the Bee-Line Transit System. The 2007 Annual Report highlights the significant accomplishments of the Department of Transportation in 2007 and outlines the History, Departmental Administration, Financials, and Operating Statistics for Bee-Line.

On May 19, 1987 a new identity campaign was launched for the County's bus system. "BEE-LINE" and a friendly bee in flight were adopted as the symbol of the bus system. Bee-Line

Transit System includes the following program areas within the Department of Transportation: Surface Transportation, Administration and Fiscal Operations, Planning, and Transportation Outreach. Total operating expenses for the Bee-Line Transit System in 2007 was \$132.3 million. In 2007, Bee-Line operated 64 bus routes with 348 vehicles, and moved 30,875,894 passengers.

Rockland County

Rockland County Bus Stop Study

The County of Rockland has undertaken a county-wide Bus Stop Study to define existing conditions and utilization of bus stop facilities throughout Rockland County, and develop and implementable bus stop program that meets the needs of the Transport of Rockland (TOC) passenger needs. The study identifies the need for formal bus stops. Recommendations that Rockland County transitions from a flag-down service to a fixed bus stop system to serve passengers is necessary. This Executive Summary suggests a three-tiered set of "Bus Stop Blueprint" packages for bus stops. Tier 1 would serve the lightest passenger demands and Tier 3 would serve the heaviest passenger demands. The Implementation Program for the fixed bus stop system consists of ten steps.

Putnam County

Guide to Mental Health Resources and Services in Putnam County - Mental Health Association in Putnam County (2008 Edition)

This document provides a directory of mental health services available in Putnam County. The directory addresses mental health treatment resources, community living, support groups, and advocacy/legal issues.

Annotated Bibliography

The following documents were collected by the Lower Hudson Valley consultant team as part of this task.

Regional Documents

- 1) New York Region Area-Wide Interim Coordinated Public Transit- Human Service Transportation Plan, NYMTC, November 16, 2006.
- 2) 2005-2030 Regional Transportation Plan, NYMTC, August 4, 2005.
- 3) Unified Planning Work Program (UPWP), NYMTC, March 13, 2008.
- 4) Mobility for the Millennium, A Transportation Plan for the New York Region, Executive Summary, NYMTC, undated.
- 5) Report on People First: Coordinated Care Listening Forums, sponsored by the Commissioners of NYS Department of Health, NYS Office of Metal Health, NYS Office of Mental Retardation and Developmental Disabilities, and NYS Office Alcoholism and Substance Abuse Services, October 24, 2007

Westchester County

- 1) Bus Service Guidelines for Westchester County Municipalities, prepared by Westchester County Department of Transportation, October 2003.

- 2) Improved Station Access and Additional Parking at North White Plains Station, prepared by AKRF, Inc., May 2005.
- 3) Westchester County Bee-Line Transit System 2007 Annual Report, prepared by the Westchester County Department of Transportation.
- 4) How-to-Guide for Developing a Smart Commute Program for Your Work Site, prepared by the Westchester County Department of Transportation.
- 5) Westchester County Department of Transportation Central Avenue Bus Rapid Transit Study, Public Meeting Presentation, June 2008.

Rockland County

- 1) Rockland County Bus Stop Study, Executive Summary, prepared by Edwards and Kelsey, undated.
- 2) T.R.I.P.S. Newsletter, periodically published by Rockland County Department of Transportation.
- 3) Route 59 Corridor Transit Operations Study, Executive Summary, prepared by Edwards and Kelsey, undated.
- 4) Rockland “Good-to-Go” Conference Notes, May 23, 2008

Putnam County

- 1) Guide to Mental Health Resource and Services in Putnam County, The Mental Health Association in Putnam County, Inc., 2008 Edition.
- 2) Survey of the Transportation Needs of Persons with Disabilities in Putnam County, Putnam County Office for Persons with Disabilities, 2007.

APPENDIX C

SUMMARY OF STAKEHOLDER INTERVIEWS

Appendix C. Summary of Stakeholder Interviews

(Also includes the Interview Guide)

Introduction

As part of the study process, the consultant worked with the Lower Hudson Valley Stakeholder Advisory Committee to identify organizations, elected officials, nonprofit organizations, or consumer advocates who were familiar with the transportation needs of low income individuals, older adults, and persons with disabilities in the Lower Hudson Valley.

To the extent possible, the study team achieved geographic diversity in identifying key stakeholder from among the three counties. Face-to-face interviews were conducted whenever possible, however, in one instance, a telephone interview was used as the identified individual could not meet with a member of the study team during the designated week.

In the sections that follow, we provide an overview of the interview results, the detailed stakeholder interview summary, and a copy of the stakeholder interview guide.

Key Stakeholders

The team conducted 13 interviews, with 21 individuals participating in the interview process. Our initial stakeholder list included the following:

Putnam County

The following organizations from Putnam County were interviewed:

- Putnam County Office for the Aging
- Putnam County Office For People With Disabilities and OMRDD Services
- Taconic Developmental Center
- Putnam County Department of Planning/Development & Public Transportation

Rockland County

- Rockland County Department of Planning/Transportation
- Rockland County Office for the Aging

Westchester County

- Family Services of Westchester
- Westchester Independent Living Center
- Center for Aging In Place Support (CAPS)
- Westchester County Department of Community Mental Health
- Westchester County Office for the Disabled

- ALOFT
- Westchester Disabled on the Move, Inc.

Interview Summary

County of Rockland Department of Planning/Transportation

Interview: **Michael J. Gruski, Transit Administrator**
Vincent Marzella, Assistant Supervisor, TRIPS Operations
Irwin G. Cohen, TDM Coordinator
Patrick T. Gerdin, Principal Transportation Planner

County of Rockland Department of Planning/Transportation

Pomona, New York

July 8, 2008

The interview was conducted with four individuals responsible for the transportation department for Rockland County. The office is located in Pomona, New York.

Interview Summary and Key Points

- The Rockland County Department of Public Transportation oversees public transportation needs for Rockland County.
- The Rockland County Department of Transportation operates three transit systems; TRIPS, TOR, and the Tappan ZEEexpress.
- The Department of Transportation assists in providing transportation throughout Rockland County; it also provides information on transportation options out of and into Rockland County.
- It was formed by a non-profit group, however, the county currently runs the entire operation and meets all ADA transit requirements.
- TRIPS is a curb-to-curb service that operates six (6) days a week. It is a demand response service for seniors and the disabled.
- TRIPS has 25 buses and operates 21 routes a day.
- The biggest problem with TRIPS is the lack of drivers.
- Trips is funded through the Section 5307 program and has plenty of money for buses, but not for drivers.
- Preliminary results indicate that Rockland's population 65 years old and over is projected to increase by more than 80% between 2000 and 2035.
- New routes need to be added to TOR and TRIPS to include the new developments and existing public transportation routes.

Agency Services

Rockland County Department of Public Transportation oversees the public transportation needs for citizens of Rockland County. They operate a paratransit system called TRIPS, a fixed route system called TOR, and the Tappan ZEEexpress, a bus that travels over the Tappan Zee Bridge.

Agency Transportation Services

In addition to operating the three main transportation services, Rockland County Department of Transportation also provides information on out-of-county transportation. The other transportation systems that it provides information about are:

- Red and Tan Bus Lines;
- Clarks town Mini-Transit;
- Spring Valley Jitney;
- New Jersey Transit;
- Metro North;
- PATH;
- Amtrak;
- Haverstraw-Ossining Ferry;
- New York Water Taxi;
- Public Taxi Providers;
- Rockland Coaches;
- Coach USA;
- Monsey Trails; and
- Westchester Bee-Line.

Information on the other transit systems can be found on Rockland County's website. They also distribute information at meetings and to individuals who stop by the office. The two main transit systems in Rockland County are TRIPS and TOR.

TRIPS is a curb-to-curb, paratransit bus service for Rockland County residents who are physically or mentally challenged or senior citizens over 60 who find it difficult to use fixed route service. TRIPS is a shared ride transportation system. Passengers may not be transported directly to their destination as there may be several pick-ups and drop-offs along the way. TRIPS operates 21 routes per day with a fleet of 25 light transit handicapped accessible vehicles; service is provided only within Rockland County. Customers can call in as early as 14 days in advance up to the time of the pickup. The dispatcher will be able to notify the person immediately if they can accommodate their transportation needs. There is no priority for people with more debilitating disabilities; the service is first come, first served. The fee for service is \$2 dollars or a book of 10 tickets for \$7. Assistants or aides ride free.

Transportation of Rockland (TOR) is the other transportation system operated out of Rockland County Transportation. It is a fixed route system that operates 60 buses. The vehicles are all 21

foot commuter, and some are ADA accessible. TOR operates throughout Rockland County and into some neighboring counties. It also operates the Tappan ZEEExpress.

Rockland County uses the ITS computer system to track all transportation data. This information is stored to reduce duplication and catch mistakes. The data is submitted to the State on an annual basis.

Rockland County Transit does not advertise regularly; most of its advertising is word of mouth. There has not been a huge need to advertise to the public because the service is always well used. TRIPS has grown on its own.

Rockland County operates a website that provides transit information and transit options. The website also includes bus schedules and links to other transit systems. There are also brochures available throughout the county that describe the program.

Rockland County does offer travel and mobility training throughout the community. Designees will speak to different organizations and provide informational sessions to senior and disabled groups. Potential riders are taught through mobility training to use the service, read schedules, and talk to dispatchers. The ultimate goal is to keep as many riders as possible using the fixed route system and off the paratransit system. This opens the service up for people who do not have any other transit options.

There are several ways that customers can provide feedback on the type of service that they receive and perceived problems in transit. The ITS program has a module for inputting customer concerns. Customers can also call in and voice their concerns to the dispatchers or managers. The non-profit organization of volunteers that founded TRIPS will gather information on the system and act as an intermediary between the customer and the organization. There is also a place on the website for people to email their questions, concerns, and comments.

Coordination Activities

Rockland County Department of Planning/Transportation has attempted to coordinate with Medicaid units in the past. This program was not efficient and ended abruptly. There are no third party contracts to provide service at this time. This practice has not been successful in the past, therefore, the staff does not feel that it would work in the future.

The only coordination project that is currently underway is the information sharing on the website. Rockland County shares information on other transportation providers in the area. They try to link the fixed route system with the pre-existing transportation schedules. This is not a formal process, however, it does help the individual with trip planning and to travel to services or other destinations of his or her choice.

Needs

Rockland County is a diversified county with an aging population. It is the smallest county in land, but one of the largest in population. Due to the area demographics, the aging population, and the rise in fuel prices, the need for public transportation has never been so great. Rockland County Transportation is extensively used, especially the TRIPS paratransit program. A major issue is that many of the existing TRIPS riders could use other alternatives, such as the fixed route system, with travel training. Further, many citizens who really need paratransit are denied service because of the lack of drivers (see further explanation below).

Rockland County Transportation is funded through the Section 5307 program. The system has abundant funding to purchase buses, but insufficient operating dollars to pay drivers. The system has some vehicles that are not being operated because there is no funding to hire drivers to drive them.

The dialysis centers in the area need additional transportation; there are times that people are denied services. Rockland County Transit has no plans at this time to develop a contract with the dialysis center that would guarantee rides to patients.

Recommendations for other Stakeholders

Mike Gruski mentioned a few other individuals that should be contacted as potential stakeholders. Most of these individuals have already been interviewed. However, at a minimum, the following organizations should receive a survey:

- Red and Tan Bus Lines;
- Clarks town Mini-Transit;
- Spring Valley Jitney;
- New Jersey Transit;
- Metro North;
- PATH;
- Amtrak;
- Haverstraw-Ossining Ferry;
- New York Water Taxi;
- Public Taxi Providers;
- Rockland Coaches;
- Coach USA;
- Monsey Trails; and
- Westchester Bee-Line.

Family Services of Westchester

Interview: Susan Wayne, CEO
Marge Leffler, Vice President of Program Development
Family Services of Westchester
Port Chester, New York
July 8, 2008

The interview was conducted with the CEO of Family Services of Westchester and the Vice President of Program Development.

Interview Summary and Key Points

- Family Services of Westchester is a private, not-for-profit agency located in Westchester County, New York.
- Family Services of Westchester has two vehicles that are used solely to transport aides and assistants to client homes.
- Y-SPEC is a no fee employment referral service that matches mature workers in Yonkers with employers in Westchester County.
- Family Services of Westchester uses the website (www.fsw.org) as the main source of marketing.
- The volunteering program has been very successful.
- Westchester County has an aging population with a high number of individuals that rely on public transportation.
- Home health care is a big part of the Family Services program. There are about 70 aides that work for home healthcare throughout the county.

Agency Services

Family Services of Westchester is a private, not-for-profit agency located in Westchester County, New York. Since 1954, Family Services of Westchester has been dedicated to strengthening and supporting families and individuals at every stage of life with a broad range of social and mental health services. While the world has changed in many ways over the last five decades, FSW has remained true to its mission, putting families first, and fostering their well-being. A staff of more than 450 professionals and para-professionals includes Master's level social workers, psychiatrists, clinical psychologists, child care workers, certified home health aides, multilingual clinicians, peer counselors, and early childhood educators. The services provided by FSW include:

- ADAPT;

- Adolescent HIV Prevention Services;
- Adolescent Pregnancy Prevention Services;
- Adoption and Children's Services;
- AmeriCorps;
- Big Brothers/Big Sisters;
- Camp Success;
- Camp Viva;
- Department of Social Services Intensive Care Management;
- Early Childhood Respite;
- Early Head Start;
- Employee Assistance Program;
- Families in Transition;
- Family Based Treatment;
- Family Mental Health;
- The Family Self-Sufficiency Program;
- Family Strengthening Team;
- Family Success Step Down Program;
- Fathers Count;
- Geriatric Outreach Program and Elder Abuse Prevention;
- Head Start;
- HIV/AIDS Mental Health Services;
- Home Health Care;
- In Home Support Services;
- Intensive In-Home Family Preservation Services;
- Juvenile Law Education Project;
- Latino Connections;
- Latino Mentoring;
- Latino Support Group;
- Living Together;
- Maple House Enriched Housing Program;
- Mount Vernon Crisis Intervention;
- My Second Home;
- New Directions PINS Diversion Program;

- Partnership for Care;
- Pathways to Hope;
- Prime Time;
- Reality Check;
- Respite Project;
- Safe School Health Students;
- Senior Personnel Employment Council /Yonkers Senior Personnel Employment Council;
- Service Coordinator Program;
- Sunshine Fund;
- Technology Learning Center;
- Therapeutic Learning Center;
- Touch Points Parenting Program;
- Twenty First Century ASPIRE;
- Westchester County Junior Youth Council;
- The White Plains Guest House;
- Youth and Family Support Center;
- Youth forum; and
- Youth Residents.

Agency Transportation Services

Family Services of Westchester has two vehicles that are used solely to transport aides and assistants to client homes; aides are not charged for this service. The aides will perform their home health duties as required, then are transported home. Family Services believe that this is the most efficient way to perform this task as it is expensive and there is not a lot financial support for this activity. However, there is no other transportation available in the area for the aides to travel from home to work and back in a timely manner.

Family Services of Westchester also supports the Yonkers Senior Personnel Employment Council (Y-SPEC.) Y-SPEC is a no fee employment referral service that matches mature workers in Yonkers with employers in Westchester County. They also offer transportation services for some clients.

Other transportation services in the area are Paratransit, Bee-Line, independent taxi cabs, individual community transit programs, senior centers, and assisted living facilities.

Family Services of Westchester uses the website (www.fsw.org) as its main source of marketing. It also distributes flyers, brochures, an annual report, packets of information, publishes articles in the newspaper, and has specials on TV. Family Services also relies on word of mouth to distribute information about the program.

Family Services of Westchester provides travel and mobility training for some group homes and special needs programs. This training is geared toward individuals with special needs and the elderly.

Family Services has a formal process for customers to provide feedback about the services. A survey is distributed once every three years through the U.S. postal service. Some of the individual programs will send out their own survey every year or after certain events. Clients can also call in and speak to someone directly to voice comments or concerns.

Family Services of Westchester is governed by a board of directors composed of volunteers from local businesses and community volunteers. The volunteer program has been very successful. Funding comes through a mix of grants, fees, philanthropic gifts, and contributions from individuals, foundations, and corporations.

Coordination Activities

Family Services of Westchester is working with the Westchester County Planning Department to develop a coordination plan. No plan has been developed thus far.

Needs

Westchester County has an aging population with a high number of individuals that rely on public transportation. One fourth of the citizens in the county are over the age of 65. It can be dangerous for them to drive themselves or even to use a fixed route system. Westchester County also has many hills and valleys. This makes it difficult for the elderly and disabled to travel and negotiate the area to access the existing transit service. This problem could possibly be solved with a door-to-door service.

There are medical groups closing in the area and people are being transferred throughout and outside the county for doctor appointments. This is another reason that additional transit services are needed.

Home health care is a big part of the Family Services program. There are about 70 aides that work for home healthcare throughout the county. About 90% of these workers rely on public transportation because they do not have personal vehicles. One of the biggest problems encountered by Family Services is getting aides to where they need to be.

The taxi voucher system is under used. This may be due to the fact that not many people are aware of the program. Conversely, the Bee-Line system is over used. Many people are denied rides on the Bee-Line paratransit system due to buses being over crowded.

High income and low income individuals have access to transit service, although by different means (adequate income to purchase service v. public services). However, middle income families struggle because they do not have the income of the more well to do, and do not have access to the public services as does the low income population.

The bus schedules for the Bee-Line paratransit program need to be more reader friendly. Schedules should also be printed in large print. The bus stops should be covered to protect people from the elements.

Putnam County Office for the Aging

Interview: **William Huestis**
Executive Director

Carmel, New York

July 7, 2008

The interview was conducted with William Huestis, the Executive Director. The office is located in Carmel, New York.

Interview Summary and Key Points

- Office for the Aging is the major planner, coordinator, and direct service provider for all senior citizens in Putnam County.
- A Supplemental Nutrition Assistance Program (SNAP) delivers frozen meals to the homes of eligible seniors.
- Participants are given round-trip transportation on regularly scheduled days and times on vans or buses that are operated by program drivers.
- Putnam County Office for the Aging has 12 mini-buses, two (2) of which are handicapped accessible.
- There are about 100-150 clients served every day, about 75 of which are through the home delivered meals program.
- The Office for the Aging has partnered with The United Way of Westchester and Putnam Counties.
- Putnam County's Paratransit program is overwhelmed with people who could utilize other transit services.

Agency Services

Putnam County Office for the Aging's services are available to all residents who are aged 60 or older. It is sponsored by the County of Putnam, The New York State Office for the Aging, and the Older Americans Act. Office for the Aging is the major planner, coordinator, and direct service provider for all senior citizens in Putnam County. The Office offers the following programs:

- Information and Referral;
- Caregivers Resource Center;
- Photo ID Program;
- Senior Guide;
- Friendship Centers;

- Wellness Program;
- Home Delivered Meals;
- Supplemental Nutrition Assistance Program (SNAP);
- Legal Services;
- Medical Insurance Program;
- Health Insurance Information Counseling Assistance Program (HIICAP);
- Demand Response Medical Transportation;
- Employment;
- Adult Day Services;
- Expanded In-Home Services for the Elderly Program (EISEP);
- Elderly Pharmaceutical Insurance Coverage (EPIC);
- Home Energy Assistance Program (HEAP);
- Weatherization, Referral & Packaging Program (WRAP);
- Ombudsman Program; and
- Retired & Senior Volunteer Program.

Agency Transportation Services

Putnam County Office for the Aging offers a medical transportation program and a home delivered meals program for qualifying members of Putnam County. The demand response medical transportation program provides limited demand response medical transportation. This service is intended to transport clients to and from doctor and hospital appointments, primarily seniors who have no other means of transportation and who otherwise could not obtain medical care. Transportation is provided within Putnam County and is also available in certain areas outside of Putnam County.

A Supplemental Nutrition Assistance Program (SNAP) delivers frozen meals to the homes of eligible seniors. Meals are provided for up to 7 days per week depending on individual circumstances. A pre-assignment is required.

The goal of the Putnam County Nutrition Program is to provide senior citizens with a nutritious and satisfying meal at a low cost. These meals are served at friendship centers where they can meet and socialize with other seniors. In addition to meals, the program offers transportation, recreation, shopping assistance and nutrition education. The program is available to all county residents who are 60 years and older or has a spouse that is over 60. Transportation is offered to persons who have no other transportation available. Participants are given round-trip transportation on regularly scheduled days and times on vans or buses that are operated by program drivers.

Putnam County Office for the Aging operates 12 mini-buses, two (2) of which are handicapped accessible. One of the vehicles is assigned to volunteers who drive for medical transportation.

Putnam County does not meet the criteria for most grants, but their vehicles are always operated at over capacity. All employees in the office dispatch for the transit program.

Data on ridership and OM is kept on a program called SOFA. This information is submitted annually to the state. There were 75,000 of units of transportation service provided last year. There is no fare for the riders. However, a \$0.75 donation is suggested for one round trip.

The Office of Aging does not provide any type of travel training to the general public, although, travel tips and information can be provided over the phone. Also, clients can be referred to Putnam Transit for travel training. The Office of Aging does train its drivers to be cautious of their surroundings and to be on the lookout for suspicious activities.

Clients can call and voice problems with the Office of Aging Medical Transportation program staff or the Home Delivered Meals program staff, however, these staff would not take complaints or comments about Putnam Transit. The drivers for the Office of Aging respect their passengers and have a good relationship with them. If any passenger had a problem, they could easily bring it up with the driver.

There are no major problems with the vehicles.

There are several types of marketing used at the Office of Aging in Putnam County, including brochures, flyers, nutrition flyers, pamphlets, TV commercials, newsletters, and radiosspots. There are about 100-150 clients served every day, about 75 of which are through the home delivered meals program.

There is only one other main transportation provider in Putnam County, Putnam Transit (PACT). This system provides transportation services throughout Putnam County. There are also cab companies that can provide transportation but not for disabled individuals.

Coordination Activities

The Office for the Aging has thought about coordinating transportation in the past, however, the Office feels that their clients would lose quality of service. Currently, the Office for the Aging is providing a door-to-door service in which the drivers will actually assist the customer with groceries and check up on them. They feel that this level of service would be lost if they were involved with a coordination plan.

The Office for the Aging has partnered with the United Way of Westchester and Putnam Counties. As a result of a grant from the United Way of Westchester & Putnam Counties, the Office for the Aging is now able to assist seniors with transportation to specialized medical services outside of Putnam County. Seniors will be given the opportunity to make voluntary contributions for the service to help defray the cost and, thereby, maintain the program for Putnam County residents.

United Way, FSCPC, and the Office for the Aging responded to a critical need for an out of county medical transportation service. Putnam County Office for the Aging has been trying to address this need for many years, and through this partnering effort seniors can now get the health care that they need to help them maintain their self-sufficiency and continue to live independently within their communities.

Needs

Putnam County's Paratransit program is overwhelmed with people who choose, but do not need, paratransit services. Many of these individuals could easily ride the traditional bus or trolley, but choose not to. This results in an over use of the paratransit system, where some individuals who need the service are denied. The paratransit system only goes 3/4 of a mile from the fixed route. This results in many gaps in the transit services. The cost of transportation is too high (this includes public transit, paratransit, and personal vehicles). People with significant mobility issues are in need of more help than what traditional transportation can provide. It is difficult in Putnam County to increase transit service, because there is no tax base to pay for it.

There are Office of Aging centers throughout Putnam County. These centers are located in Carmel, Cole Springs, and Mahopac. Specialized transit is needed to all these locations.

Recommendations for other Stakeholders

Putnam County Office of the Aging is interested in hearing more about coordination options and attending the future stakeholder meetings. The Executive Director interviewed mentioned that it would be beneficial to speak with the Putnam County Transportation system program.

Westchester Independent Living Center

Interview: Joe Bravo, Executive Director
Westchester Independent Living Center
White Plains, New York
July 9, 2008

The interview was conducted with Joe Bravo, Executive Director of Westchester Independent Living Center located in White Plains, New York.

Interview Summary and Key Points

- The Westchester Independent Living Center, Inc. (WILC) is a not-for-profit, community-based advocacy and resource center that serves people with all types of disabilities.
- WILC's Community Outreach Program heightens community awareness and understanding of disability-related issues.
- The Center provides education and training for community residents, public officials, and local businesses on issues relating to individuals with disabilities, including access, employment, and availability of services.
- Westchester Independent Living Center does not provide any transportation directly.
- Joe Bravo diligently works to improve the mobility issues surrounding people with disabilities.
- Westchester Independent Living is very satisfied with the transportation service in the area.
- Many people are denied service on Bee-Line paratransit because it will only go $\frac{3}{4}$ of a mile on either side of the fixed route.
- There have been rumors that public transit and paratransit will be cut from the county budget soon.
- This is a big concern for the disabled community. Taxis are too expensive for most people to use on a regular basis, and they do not suit the needs of the disabled.

Agency Services

The Westchester Independent Living Center, Inc. (WILC) is a not-for-profit, community-based advocacy and resource center that serves people with all types of disabilities. It is part of a national network of centers that provide a wide spectrum of non-residential and non-medical services. These services are designed by, directed by, and in most cases, delivered by qualified disabled individuals. The scope of the services is directed by individual and community needs.

WILC's mission is two-pronged: 1) to assist individuals with disabilities become as independent as they can be, and 2) to work within the community to provide Education, Disability Awareness, and Advocacy for the Removal of Barriers.

WILC's main office is located in White Plains, NY, Westchester County's County Seat. WILC's satellite office, Putnam Independent Living Services (PILS), is located in Carmel, NY, Putnam County's County Seat.

When WILC opened its doors in 1981, it was one of the first ILCs in New York State. Throughout its 25 years, WILC has maintained a steady presence in Westchester County and the lower Hudson Valley region as one of the leading advocacy organizations for individuals with disabilities, incorporating in its daily activities the Independent Living philosophy of choice, societal inclusion, and empowerment.

What sets WILC and other ILCs apart from other agencies that serve disabled individuals is the extent of the involvement of people with disabilities. More than 50% of WILC's Board of Directors, as well as approximately 75% of its employees, are persons with various disabilities. WILC staff members provide information, counseling, guidance, and understanding when working with consumers, but it is the consumer who makes his or her own choices toward the pursuit of their employment, housing or personal objectives.

WILC's Community Outreach Program heightens community awareness and the understanding of disability-related issues. WILC staff makes presentations to schools, businesses, and civic groups.

The Center provides education and training for community residents, public officials, and local businesses on issues relating to individuals with disabilities, including access, employment, and availability of services. On a fee-for-service basis, consultation on the Americans with Disabilities Act (ADA) legislation evaluating and advising of steps that should be taken to ensure compliance are also provided. Programs can be tailored to specific needs upon request.

Agency Transportation Services

Westchester Independent Living Center does not provide any transportation directly. Joe Bravo is an advocate for individuals with disabilities. He works to ensure that people with limited mobility have access to paratransit and public transportation services. He works with Bee-Line Paratransit, the Westchester County transportation department, and local taxi services.

Coordination Activities

Westchester Independent Living suggests that clients use one of the aforementioned transportation services. Joe Bravo diligently works to improve the mobility issues surrounding people with disabilities; a program was established that subsidizes taxi fares for people that meet the application criteria. This program is paid for out of the county's money.

Westchester Independent Living is currently working with each individual cab company to get accessible vehicles. There are currently no wheelchair lift/ramp equipped vehicles in the fleet. The disabled community would use taxi service if it was accessible.

Needs

Westchester Independent Living is very satisfied with the transportation service in the area. The bus and train stations are conveniently located to downtown White Plains. They are handicapped accessible for the most part. The Bee-Line paratransit program works very well for many people. The traditional transportation system in White Plains just received a few accessible ADA vehicles. This will help with individuals living in that area.

There are issues with public transportation and paratransit in Westchester and Putnam Counties. Many people are denied service on Bee-Line paratransit because it will only go $\frac{3}{4}$ of a mile off the fixed route. Some people live on the edge of Westchester County and it is too difficult for them to get to the regular service route. The northern Westchester towns, near Salem, are rural and don't have access to any service.

Putnam County has many transportation issues. The paratransit system in Putnam County has never deviated from the $\frac{3}{4}$ of a mile fixed route. This causes problems because Putnam County covers a very large area and many people are not serviced by the paratransit system. There are at least 150 people in the county that have mobility issues. These people need paratransit service and are often denied because of the lack of transportation.

There have been rumors that public transit and paratransit will soon be cut from the county budget. This is a big concern for the disabled community. Taxis are too expensive for most people to use on a regular basis, and they do not suit the needs of the disabled.

Recommendations for Other Human Service Transportation Providers and Stakeholders

Joe Bravo recommended several other transportation providers in the area, including Westchester Office for the Disabled. This agency was already visited as part of the stakeholder interviews. It was also recommended that the consultant interview Joe Gomez from the Council for the Disabled in Putnam County.

County of Rockland, Office for the Aging

Interview: June Molof

Director

Rockland County Office for the Aging

Pomona, New York

July 8, 2008

The interview was conducted on July 8, 2008 at Rockland County Office for the Aging with the Director, June Molof. Her office is located in Pomona, New York.

Interview Summary and Key Points

- There are over 46,500 people in Rockland County over the age of 60.
- The Rockland County Office for the Aging operates a Homebound Meals Delivery program.
- They have a contact with a local Taxi service to provide door-to-door service to seniors in Rockland County. This is called the Taxi Voucher Program.
- Some of the Cab Companies will take advantage of seniors in the area.
- TRIPS has been growing and has been reactive to the aging community.
- June Molof is very interested in becoming part of a human service transportation coordination plan.

Agency Services

The Rockland County Office for the Aging is a planning, coordinating, and grant making agency, funded by the Rockland County Legislature, the New York State Office for the Aging, and the Older Americans Act.

There are over 46,500 people in Rockland County over the age of 60. The special needs of this population are the primary concern of the Rockland County Office for the Aging. It is hoped that this directory of services will assist older Rockland County residents and their families to locate and utilize information about the programs available to them.

The Rockland County Office for the Aging provides a variety of programs, either through its own efforts or through sub-contractors. The programs are designed to maintain maximum independence in the home and provide for employment volunteer activities. Advocacy by and for the elderly both generally and with specific agencies is a prime activity. The goal is a comprehensive and coordinated county-wide system of services. The services provided by the office include:

- Senior Care Helpline;
- Ombudsman Program;
- Expanded In-Home Services for the Elderly Program (EISEP);
- Home Energy Assistance Program (HEAP);
- Weatherization Referral and Packaging (WRAP);
- Health Insurance Information, Counseling, and Assistance (HIICAP);
- Long Term Care Insurance Education and Outreach Program;
- Volunteer Action Center (VAC);
- Senior Employment;
- Looking Forward Newsletter; and
- Caregiver Respite.

Agency Transportation Services

The Rockland County Office for the Aging operates a Homebound Meals Delivery program. In 1974 a need was identified for a home delivered meal service for Rockland County's senior population. To date, more than seven million meals have been served by a dedicated army of volunteers who reach out and touch the lives of friends and neighbors.

Rockland County residents who are shut in due to illness, physical handicap, or advanced age and who cannot shop or cook for themselves are eligible for this service. Meals are delivered by a volunteer. Meals are prepared and packaged in a central commissary and each meal meets the required daily allowance for good nutrition.

This program is partially funded through the Older Americans Act, state and county contracts, United Way, grants, donations and fees for service. Donations are suggested, but there is no fee to participate.

The Rockland County Office for the Aging does not operate any other transportation or paratransit service. However, they recommend Taxi services, TRIPS, coach providers within the county, and independent services by villages and towns.

The Office on Aging does not directly offer any travel or mobility training. But TRIPS will go out to senior centers and teach individuals how to ride a bus and use the service. There is also visually impaired travel training. Seniors can call into the senior help line and voice their concerns. Typically they are referred to TRIPS.

Coordination Activities

The Rockland County Office for the Aging does not have any formal transportation coordination agreements. However they have worked on a few information plans in the past. They have a contact with a local Taxi service to provided door to door service to seniors in Rockland County. This is called the Taxi Voucher Program. Rockland residents age 60 and older who need transportation to and from their medical appointments within Rockland County can use this

service. They must provide proof of residency and age by showing a New York State driver's license, non-driver ID card, senior citizen card or other proof of residency.

Needs

People within the community really need a door-to-door service. It is understood that this cannot be provided to everyone. TRIPS has been growing and has been reactive to the aging community. However, they no longer provide priority service to those with the most need. Some of the Cab Companies will take advantage of seniors in the area. There are many people that are denied service on TRIPS because there are not enough drivers. The Office for the Aging works with all seven (7) senior centers in the county. These locations are always looking for transportation providers to transport their clients.

Recommendations for Other Human Service Transportation Providers and Stakeholders

June Molof is very interested in becoming part of a human service transportation coordination plan. At a minimum, she would like more information about the services available. She did not have any suggestions for other contacts.

Center for Aging in Place Support

Interview: Robert Waldman
President
Center for Aging in Place Support
Larchmont, New York
July 7, 2008

The interview was conducted on July 7, 2008 at the White Plains Public Library. Robert Waldman is the President of the Center for Aging in Place Support.

Interview Summary and Key Points

- The Center for Aging in Place Support will assist in the development of intentional Aging in Place communities in Westchester County to enable people to remain in their homes as long as safely possible.
- There are over 167,000 people age 60 and over in Westchester (2000 census), 18% of the population.
- The paratransit services in the county will operate 3/4 of a mile on either side of their fixed routes. However, 75% of the individuals in the area that need paratransit services live outside of this range.
- The aging community needs a service that will provide door-to-door transportation services.
- Seniors need someone to check up on them and help them get groceries in the house.
- The County's paratransit service is not very reliable, and it does not work for people that do not have a flexible schedule.

Agency Services

The Center for Aging in Place support is a nonprofit 501(c)(3) corporation dedicated to fostering grassroots Aging in Place initiatives in Westchester County, New York.

"Grassroots Aging in Place initiatives," means efforts spearheaded by residents of a town, village, or community, with or without the assistance of social services providers, which will enable those residents and their neighbors to continue to live safely in their own homes and communities as they age.

The Center for Aging in Place Support provides information, advice, and services to individuals who want information and help in getting started, to groups who have started initiatives and want assistance in getting from initial organization to a successful public launch, and to active Aging in Place communities.

The Center for Aging in Place Support will assist in the development of intentional Aging in Place communities in Westchester County to enable people to remain in their homes as long as it is safely possible, by providing resources and services to facilitate community startup, by facilitating the exchange of ideas among individual communities, and by providing economies of scale in their service offerings to their members. Staying in their own home allows people to maintain their connections to their communities and friends, permits them to retain medical professionals who know their medical history, and gives them the comfort and security of familiar surroundings, streets, and stores.

There are several models of, or ways of organizing, supportive intentional communities, providing some combination of social support, health care, and home maintenance services. The choice of model depends on the needs and resources of each community.

Westchester has abundant resources: medical providers, wonderful libraries, a proactive County government with a model Department of Senior Programs and Services, a wide range of community organizations, numerous educational and cultural institutions – all the building blocks for a broad service and program offering.

There are over 167,000 people age 60 and over in Westchester (2000 census), 18% of the population. The county has the potential for at least 30 grassroots aging in place initiatives.

Agency Transportation Services

The Center for Aging and Place Support does not provide any transportation services. The Center for Aging and Place Support is a relatively new program and has not had a chance to develop an inventory of existing transportation services.

Coordination Activities

The Center for Aging and Place Support is currently working on putting information together with Branton Village, DeHaven on the Hudson, At Home on the Sound, At Home in Somers, and ALFOT. There are four other agencies that are involved with CAPS that are too new to have names.

Needs

Transportation in itself is an issue in Westchester County. This is due to the rural nature and geographic isolation of many of the villages in the county. There are many small communities spread throughout the county that do not have reasonable access to transportation services. Many individuals have limited mobility needs. They cannot maneuver the steep hills and geographic area.

People need transportation for everything. Many people are limited because they cannot get to the doctor of their choice or to the area that they desire. They are socially isolated because they do not have mobility. The paratransit services in the county will operate 3/4 of a mile from their fixed routes. However, 75% of the individuals in the area that need paratransit services live outside of this range. The aging community needs a service that will provide regular door-to-door transportation services, not just an occasional trip. This segment of the population requires someone to check up on them and help them get groceries in the house. They need a service that will not take off if they are a few seconds late; a system that will knock on the door to make sure that they are okay.

The demographic analysis will reveal the areas in which people with no access to a vehicle reside. There are areas through out the county that need increased service or specialized transportation services. Again, because of the area's rural nature, it is difficult to provide access to all places. The County's paratransit service is not very reliable, and it does not work for people that do not have a very flexible schedule. It is not a huge issue for people to get to where they need to be. The problem resides with their end trip, as they are often stranded and can't get home. Many times it will take an hour or two to travel just a few miles. This is due to the amount of transfers and a perceived schedule that doesn't make sense for the area.

Recommendations for Other Human Service Transportation Providers and Stakeholders

Robert Waldman suggested speaking with Catherine Wyncoop. He is distributing some of the survey questions to individuals and social service agencies throughout the community. He will have some feedback at the next meeting, including a list of stakeholders.

Westchester County Department of Community Mental Health

**Interview: Grant Mitchell, MD, Commissioner
Desh Conners, Program Administrator**

Westchester County Department of Community Mental Health

White Plains, New York

June 26, 2008

Desh Conners, Program Administrator, and Dr. Grant Mitchell, Commissioner, were present during the Westchester County Department of Community Mental Health interview. The interview was conducted on June 26, 2008 in White Plains, New York.

Interview Summary and Key Points

- The Department of Community Mental Health plans, oversees and coordinates services for individuals with mental illness, developmental disabilities and substance abuse disorders.
- Community Mental Health provides service to about 1500 total people.
- Information on the agency is distributed through the internet website, through providers, brochures, flyers, community outreach programs and general word of mouth.
- Community Mental Health has not attempted any coordination plans but is willing to look into it in the future.
- People who don't have a 'voice' are often forgotten about in the public.

Agency Services

The Department of Community Mental Health plans, oversees, and coordinates services for individuals with mental illness, developmental disabilities and substance abuse disorders. Westchester County offers a wide array of treatment and support services to both children and adults facing the challenges of mental illness.

The Westchester County Department of Community Mental Health Office of Alcohol and Substance Abuse Services is responsible for planning, coordinating, and program oversight of substance prevention, early intervention, treatment and rehabilitation services for the residents of the county. This is done in cooperation with a large system of not-for-profit agencies and with advisory groups.

New York State estimates that there are over 80,000 individuals in need of substance abuse treatment in Westchester County. Services are offered through the county in schools and community youth settings and in inpatient, outpatient, and residential programs licensed by New York State. In Westchester County, counseling and treatment services are available in over 70

programs operated by 25 not-for-profit agencies; substance abuse prevention is offered in over 50 middle and high schools in the county.

The Office of Community Mental Health works cooperatively with agencies in the county to develop programs to insure that high quality services are available to individuals with developmental disabilities and their families. People living at home are assisted in reaching the full range of available services such as residential placement, Home and Community based Waiver Services (HCBS) and Medicaid Service Coordination. In addition to being advocates for individuals with developmental disabilities residing at home, the department coordinates the selection of candidates for residential placement and development.

Community Mental Health provides service to about 1500 total people. These individuals are seriously disabled and are in need of transportation services. There are about 20 clients for each case manager. The agency does not provide any mobility training to clients, although the case managers will give information out on an individual basis. At one time they offered mobility training and would consider doing it again.

Information on the agency is distributed through the internet website, through providers, brochures, flyers, community outreach programs, and general word of mouth.

Agency Transportation Services

Westchester County Department of Mental Health does not provide any direct transportation services. However, they do recommend clients to use local taxi services or the Bee-Line transportation system whenever possible.

Coordination Activities

Community Mental Health has not attempted any coordination plans but is willing to look into it in the future.

Needs

Westchester County special needs residents are in need of transportation services. The county has a sufficient transit system, but it is lacking in many areas. The biggest problem is with the Medicaid program. There are subsidized fares for people that are part of Medicaid on the Bee-Line System and for some taxi services. The problem is with those that do not meet the Medicaid criteria. They have no way to get discounted fares, and often times they are denied services all together.

There are group homes located throughout the area. All of these locations need additional transportation services. Most clients could probably use the Bee-Line system with little or no help, but others need door-to-door service.

The half fare program does not work very well. People who don't have a 'voice' are often forgotten about in the public.

Westchester County Office for the Disabled

**Interview: Chris D. Andritsopoulos, Program Administrator
Evan Latainer, Director**

Westchester County Office for the Disabled

White Plains, New York

June 25, 2008

The interview was conducted with Chris Andritsopoulos and Evan Latiner on June 25, 2008 in White Plains.

Interview Summary and Key Points

- Westchester County is committed to doing everything it can to provide opportunities to people with disabilities.
- The Office for the Disabled arranges for sign language interpreters, works with municipalities to provide handicapped parking stickers, and hosts various events.
- The Travel Training program, co-sponsored by the Westchester County Office for the Disabled and the Department of Transportation is designed for individuals with developmental disabilities.
- The biggest complaint is usually that the service does not cover a wide enough area.
- "We give the rider the best alternative to transit and trains" --Evan Latainer

Agency Services

Westchester County is committed to doing everything it can to provide opportunities to people with disabilities. The Office for the Disabled is dedicated to answering questions, providing assistance, and to direct individuals to resources. The office maintains an on-line comprehensive Disability Resource Guide to provide people with disabilities, their families, and caregivers a convenient and accessible means of finding services throughout Westchester County.

The Office for the Disabled offers a disability awareness video and education program that is available to local schools and organizations. The county also offers a travel training program that teaches people with developmental disabilities to use the regular Bee-Line buses along with a reduced fare fee structure for those who qualify. A ParaTransit system is available by reservation for those who cannot use the regular buses.

The Office for the Disabled arranges for sign language interpreters, works with municipalities to provide handicapped parking stickers, and hosts various events such as the Annual Achievement Awards Breakfast and Annual Day at Playland in June.

Last year, Westchester unveiled the county's first baseball field designed specifically for children with disabilities. The field at Ridge Road Park is the result of a partnership between Westchester

County and the Miracle League, a national non-profit organization, which aims to make baseball accessible to every child, regardless of disability. This is the first summer adults have been able to play on the special rubberized turf field at Ridge Road Park in Hartsdale.

Agency Transportation Services

Mr. Latainer submits revenue hours, miles, and ridership statistics to the New York State Department of Transportation. The actual service administration is contracted out, including drivers, mechanics, and dispatchers. Customer satisfaction information is sent out via the US Postal Service. They can also call in and voice their concerns. In the near future Bee Line will be conducting a survey. There are a few projects and programs that are sponsored through this office. These projects include: Breakfast in October, Sign Language, Travel Training, Handicapped Parking Education, Disability Awareness, BEAT Program, Kids on the Block, a Day of Play, and Play Land. They events typically go very well.

The Travel Training program, co-sponsored by the Westchester County Office for the Disabled and the Department of Transportation is designed for individuals with developmental disabilities. The program, serving Westchester County Residents, teaches the skills necessary to ride Bee-Line buses safely and independently. Learning to travel autonomously is a safe, efficient, cost effective alternative to the Paratransit system.

Coordination Activities

Westchester County Office for the Disabled runs the Bee-Line Paratransit Program. It is a complementary paratransit program that operates throughout Westchester County. There is currently no formal coordination plan in place. However, they do work with private entities, the disabled population, taxi services, and ambulatory persons.

The director has previously discussed Bee Line works with a range of community members and organizations throughout the county. There are quite a few municipalities that have their own transit system. These systems transport passengers to local social events, shopping, doctor's appointments, etc. Bee Line retires older vehicles to the smaller municipalities, who could not normally afford a new bus, would like to expand their fleets, but have limited budgets. Bee-Line helps them whenever possible. Bee Line Paratransit program transports the greatest number of people with disabilities and elderly.

Needs

Citizens of Westchester County has voiced concerns about the Bee-Line Paratransit system. The biggest complaint is usually that the service does not cover a wide enough area. The main reason for this is lack of Federal, State, and local funding. Many people would like to see the service later hours and on Sundays. Westchester County would like to hire two new administrative employees to meet this need. Funding is always an issue. The main funding source is Section 5310.

ALOFT

**Interview: Catherine Wynkoop, PHD, FACHE, NHA, President
Bea Rieser, Volunteer for FISH
Joyce Dupree, ALOFT**

Active Living Over Fifty (ALOFT)

Bedford Village, New York

June 25, 3008

The interview was conducted with Catherine Wynkoop, the President of ALOFT, Bea Riser, a volunteer for FISH, and Joyce Dupree, also of ALOFT. The meeting was held at the Bedford Village Free Library on June 25, 3008.

Interview Summary and Key Points

- ALOFT is a new non-profit organization.
- It is developing intergenerational strategies that enable residents of northeast Westchester who wish to remain in their homes as they grow older to do so safely and confidently.
- Residents and professionals together have participated in planning discussions and will continue to work together as part of the region's Livable Communities Council and task forces.
- There is currently no a transportation system in place.
- ALOFT is also working to address the transportation needs of the older residents in the area.
- Transportation would include not only rides to doctors' appointments, stores, airports and recreational activities, but also transportation for home health aides to members' homes who live too far from train stations or other public transportation to receive needed services.
- The Bee Line Paratransit service is a good service, but it doesn't always make sense for this community.

Agency Services

ALOFT is a new non-profit organization. It is developing intergenerational strategies that enable residents of northeast Westchester who wish to remain in their homes as they grow older to do so safely and confidently.

In October, 2007 ALOFT received designation by the Westchester County Department of Senior Programs and Services as the Livable Communities Connection for the northeast region, which

comprises Bedford, Lewisburg, Mount Kisco, North Castle, North Salem, Pound Ridge, and Somers. ALOFT is the only consumer-defined and directed program in the country to be designated as a Livable Community Connection. As such, there is great interest in how ALOFT develops and whether its model might be replicated in other areas.

ALOFT participants are concerned citizens and stakeholders from houses of worship, geriatrics and other health care fields, schools, volunteer and other community organizations, and local governments. Residents and professionals together have participated in planning discussions and will continue to work together as part of the region's Livable Communities Council and task forces.

Later in 2008, ALOFT will have systems in place to follow the experience of its hotline users. In particular, ALOFT will devise a way to track satisfaction with vendor performance. If information about maintenance and repair workers is requested, ALOFT will check the quality of work after a job is done. It will develop a listing of preferred and vetted providers of maintenance, repair, and handyman services based on consumer satisfaction, background, and reference checks. The purpose of such experience-based information would be a measure of confidence to members who need work and repairs around their homes.

Agency Transportation Services

There is currently no a transportation system in place. But ALOFT is looking in to future transportation options.

Coordination Activities

ALOFT is also working to address the transportation needs of the older residents in the area. Transportation services could be funded by some form of membership fee in ALOFT, which would probably be on a sliding scale. Transportation would include not only rides to doctors' appointments, stores, airports and recreational activities, but also transportation for home health aides to members' homes who live too far from train stations or other public transportation to receive needed services. It is hoped that such transportation costs could be reduced through discounts for volume or that other members, who are able to drive, could be reimbursed for providing driving services.

In partnership with its older residents, an Elder-friendly Community engages in a community building process that involves assessment, planning that anticipates and prepares for the aging of its citizens, and implementation. This results in policies and actions that maximize opportunities to age successfully. ALOFT has researched options for different transportation options for an Elder-friendly Community. Some of the transportation challenges include: road design which makes walking difficult; many older drivers experiencing specific difficulties related to the driving environment; and customer-orientated community transportation options which are lacking for older adults. Some of the action steps that were discussed are: Use workability audits to identify and prioritize pedestrian improvements, improve roadway design and signage, provide safety programs and refresher courses for older drivers, make transit services more flexible and customer responsive, and support volunteer driver programs.

Catherine has traveled throughout the community and has met with nearly everyone. She is working diligently on developing a transportation coordination plan. She is still in the beginning stages of planning therefore nothing formal has been developed thus far.

Needs

Some insight was provided into the transportation needs of the community. Two stories illustrate the need for transportation services. One woman found only one answer to having a home attendant for her husband was to hire a live-in attendant because of the difficulty in transporting the worker from the train station in Katonah to her home in Lake Katonah area. Not everyone can afford to transport help and many people don't have the room for live-in help. The other story was about a 90 year old woman. She is unable to use the free transportation provided to Shop Rite, CVS, Kohl's, etc. through the town of Bedford, because she needs help getting her purchases from the van to her house. Door-to-door service could potentially solve this issue.

The Bee-Line Paratransit service is a good service, but it doesn't always make sense for this community. Rides have to be scheduled a week in advance. The people of the community do not want to see large transit buses. They would prefer a service like ITN. There are many volunteers that have received bad press about providing the service. However, people are still interested in volunteering to help provide transportation to the aging community.

Recommendations for Other Stakeholders

Catherine had a few suggestions for other individuals and organizations to contact as stakeholders. Chappaqua Transportation and Bee-Line are the large commercial livery services in the area. Chappaqua Transport runs the Mother Hen service; Joan Corwin is the owner. There are also a number of private taxi operators in the area.

Putnam County Office for People with Disabilities and OMRDD Services

Interview: Medley J. Broege

Coordinator

Carmel, NY

June 25, 2008

Medley is the Coordinator of this office which is part of the Putnam County of Mental Health, Social Services and Youth Bureau. Ms. Broege's time is split between disability and MRDD issues on a 40/60 basis.

Interview Summary and Key Points:

- The county department provides services, information/referral, and advocacy on behalf of persons with disabilities in Putnam County.
- The Office is active in representing persons with disabilities on various committees and ad-hoc groups.
- While not a direct provider of transportation services, the Office Coordinator was familiar with most transportation resources for persons with disabilities in the County.
- This Office is very familiar with the County public transportation system. While viewing the system as a tremendous asset to the County, service area coverage is not uniform. Portions of the western part are not served at all.
- The County is served by the County public transit system and a small group of human service agencies. The Coordinator sees little coordination activity; groups have been formed to discuss transportation issues, but little action oriented results have occurred.
- There is strong support among the public for specialized transportation. A recent budget issue concerning the funding of paratransit services brought extensive public support.
- The western portions of the county are unserved by public transportation.
- Dutchess County's coordination initiatives may represent a model for Putnam County.

Agency Services

This office is part of the Departments of Mental Health, Social Services, and Youth Bureau. This office primarily provides information/referral services, linking persons with disabilities with needed services.

Agency Transportation Services

The Office for People with Disabilities and OMRDD services does not provide client transportation services. The Coordinator, when necessary, will provide information/ referral services and will attempt to arrange transportation for clients without mobility.

Other Transportation Services

The County operates public transportation services. The system operates both fixed routes and complementary paratransit services. The Office for People with Disabilities helps in the distribution of applications for paratransit eligibility. Medley provided copies of route and schedule information, including some system statistics.

The Putnam Office for the Aging provides transportation to seniors. The agency operates small buses and has a network of volunteers that use agency cars to transport seniors to medical appointments. Advance reservations are required. As this program only serves senior, this service cannot meet the needs of all transit disadvantaged individuals in the County.

The Putnam ARC also operates vehicles. They transport clients from group homes to a day program. Transportation is included in the day habilitation program fees collected by the organization (e.g., included in the daily rate).

The Hudson Valley Cerebral Palsy Association has been used as resource in the past when Medley's office needs to refer a client for transportation services.

VASED Supportive Employment is another organization involved with the provision of services to persons with disabilities. This organization refers people to agencies to get job coaching/training, etc. They use contractors. An organization known as Careers for People with Disabilities is the contractor in Putnam County.

Putnam County Independent Living Center Services – This is a satellite office of a Westchester County based agency. At one point, the agency director, had sought grant funds to get a vehicle to transport Putnam residents to the ILC.

Coordination Activities

There are no on-going coordination initiatives taking place in the County at this time, according to the Coordinator. There have been some efforts in the past to seek grant funding to improve transportation services to disabilities; however, it is unclear that anything ever resulted from these activities.

Needs

The western portions of the County not served by public transportation represent the areas of most need in Medley's opinion. Additionally, improvements in the delivery of existing paratransit services are needed.

Other Comments

Medley indicated that she is aware of coordination in Dutchess County and believes that this represents a potential model for Putnam County. She is unsure if Putnam has the necessary

Recommendations

There may not be a "critical mass" in Putnam County to achieve coordination, however, there may be opportunities to build on existing services (Putnam County Transit and the Office for the

Aging) to improve the quality and quantity of services. Dutchess County should be used as a model.

Westchester Disabled on the Move, Inc.

Interview: Sherry DeFrancesco

Administrative Director

Yonkers, NY

June 25, 2008

Westchester Disabled on the Move, Inc. (WDOMI) is a not-for-profit community based organization. It is a non-residential center for people with disabilities. WDOMI is part of a national network of Independent Living Centers dedicated to independence and equal rights for individuals with disabilities.

Interview Summary and Key Points

- There are a substantial number of resources and organizations in Westchester County that serve persons with disabilities.
- There is an extensive public transit system in the County, although the northern sections of the county are not as well served as the southern portion.
- There are opportunities to improve customer service functions at the County's Office of the Disabled, the entity that manages the paratransit. Customers can experience long hold times when calling reservations during peak periods.

Agency Services

WDOMI is an advocacy agency for individual and represents persons with disabilities in public policy issues. Agency services include:

- Benefits and Systems Advocacy
- Disability Awareness Program
- Housing Options Program
- Advocacy and Architectural Barriers Consultation Program
- Independent Living Transition Program
- Information and Referral
- Independent Living Skills - Peer Counseling

A primary mission of the agency is to support programs and policies that permit independent living. The agency will provide one-on-one assistance to individuals in seeking Social Security Disability, Supplemental Security Income, Medicaid, Medicare, Personal Assistance and other forms of public assistance. In addition, consumers are assisted in returning to the workforce by receiving information about Social Security Work Incentives and through Peer Counseling.

Agency Transportation Services

Westchester Disabled on the Move does not provide transportation services. The organization does provide information/referral services. Staff are active with local providers; Sherry serves as the Chair of the Transportation Advisory Committee for the Westchester County Office of the Disabled's paratransit program.

Other Transportation Services/Other Resources

WDOMI works closely with several other agencies with respect to transportation. Sherry cited the following organizations:

- Westchester Independent Living Center
- Westchester Office for the Disabled
- United Way
- VESID
- Westchester County Senior Programs and Services
- Westchester/Putnam Workforce Investment System (One Stop Center)
- Young Adult Institute for People with Disabilities
- Westchester ARC
- Careers Guidance Center

Coordination Activities

Sherry was not familiar with any on-going coordination activities in the transportation field. Most activities are coordinated with Westchester County government departments, most notably the Westchester Office for the Disabled.

Needs

The northern sections of Westchester County are not served by the Bee-Line public transit system, so there are unmet needs in this area. The Office for the Disabled's paratransit program exceeds the ADA ¾ mile service area criterion, but there are still some areas that are unserved. Evening service was also cited as an issue, as the paratransit program service ends at 7:00 p.m. Finally, while there is a travel time standard for the system, this standard is apparently routinely violated given the size of the county.

Additionally, there are opportunities to improve the customer service functions in paratransit. Sherry cited anecdotal evidence that customers can experience very long hold times (40 minutes) when calling the reservations center.

Other Comments

There is a need to improve Bee-Line's performance on fixed route stop announcements. Sherry indicated that bus drivers forget to announce stops at major intersections or upon request from a disabled passenger.

Westchester County government has a great website with a tremendous amount of information and resources that assist persons with disabilities.

There are current efforts underway in the county to improve travel training.

Recommendations

In terms of improvements, Sherry believes that there is a need to expand paratransit capacity, primarily as a means to reduce travel time. Also, there is a need to expand reservations capacity to reduce hold times during peak periods. Use of the fixed route system could be improved if the BeeLine would enhance shelters and benches at some stop locations, improve signage heights for persons who use wheelchairs, and provide real-time traveler information.

Taconic Developmental Center

Interview: Ann Woody, Deputy Director

Deputy Director

Wassaie, NY

July 9, 2008

The interview was conducted via the telephone with the Deputy Director of Taconic Developmental Center in Putnam County.

Interview Summary and Key Points

- The Taconic Developmental Center is a regional office for the Office of Mental Retardation and Developmental Disabilities (OMRDD)
- Putnam County has eight (8) residential sites that are overseen by the Taconic Developmental Center
- Taconic Developmental Center provides transportation services for their consumers
- The center would like to coordinate the transportation of their consumers who participate in the day programs

Agency Services

Taconic Developmental Center is one of thirteen regional offices for Office of Mental Retardation and Developmental Disabilities (OMRDD) within the State of New York. The center serves Columbia, Dutchess, Greene, Putnam, and Ulster Counties. In Putnam County the center oversees eight (8) residential sites. Each site has two vehicles for the transportation needs of its consumers. Since sites are residential they are in operation 24 hours a day, 7 days a week. Services provided by OMRDD include:

- Camp
- Crisis Intervention
- Employment Services
- Evaluation, Intake and Referral
- Family Support Services
- Forensic Services
- Housing/Individual Support Services
- Parent Advocacy and Training
- Residential Services

- Service Coordination
- Wavier Services
- Counseling
- Day Services/Day Habilitation
- Environmental Modification (E-Mods)/Adaptive equipment
- Family Care
- Financial Assistance
- Health Care
- In-home Services
- Recreation
- Respite Services
- Transportation

Agency Transportation Services

Transportation is available for groups or individuals for medical appointments, work, and recreational activities. There is not a fare for transportation as the fare is built into the operating costs. The center does not require a consumer to make a reservation ahead of time to request a trip. Vehicles operated by the agency are typically minivans or station wagons.

Information about the center and OMRDD is available at schools, the website, county mental health directors, and local OMRDD offices. Most of the advertising is through word of mouth. The website includes a brief description of the services provided and the numbers and locations of individual offices within each county.

Taconic Developmental Center does not currently offer travel and mobility training for their consumers as they do not have easy access to the public transportation offered in Putnam County. Other offices within OMRDD do offer travel and mobility training for their consumers that can access public transportation and have the mental and physical capability.

The Center has just begun to use the Core National Indicator Survey to measure the performance of all the services that consumers may receive through OMRDD. There is currently no data as this survey process is new.

Coordination Activities

The Taconic Developmental Center does not currently participate in any coordination activities.

Needs

Taconic Developmental Center provides a multitude of services to their consumers and do not feel that they have any needs. When asked about other individuals within the county, Ms. Woody indicated that she does not know what the needs are of individuals outside of the center.

The center would like to coordinate with a transportation provider to provide trips for their consumers that participate in the day programs. This would alleviate the need for current staff members to provide trips for the consumers. The center would save money and time.

Recommendations for Other Human Service Transportation Providers and Stakeholders

Taconic Developmental Center did not have any suggestions of other Human Service Transportation Providers or stakeholders for contact about the coordination activities in Putnam County.

Putnam County Department of Planning/Development & Public Transportation

Interview: John Lynch

Commissioner

Carmel, NY

July 16, 2008

The interview was conducted via the telephone with the Commissioner of Putnam County Department of Planning/Development & Public Transportation in Putnam County.

Interview Summary and Key Points:

- Putnam County Department of Planning/Development & Public Transportation oversees Putnam Transit
- Putnam Transit is operated by First Transit through a contract
- Putnam Transit operates four fixed routes, a paratransit service, and a trolley service
- Putnam County Department of Planning/Development & Public Transportation does not currently participate in coordination activities

Agency Services

Putnam County Department of Planning/Development & Public Transportation oversees First Transit, who I contracted to operate Putnam Transit. The Department of Planning/Development & Public Transportation has contracted with First Transit for approximately 15 years. The contract is put out for bid every five years and is awarded based on quality and experience.

Agency Transportation Services

Putnam Transit operates four fixed routes within Putnam County, Monday through Friday from 4:50 AM to 9:00 PM. On Saturday, the services run from 8:00 AM to 6:00 PM. Fares are \$2.25 for a one-way trip. The Elderly and Disabled fare is \$1.00 one-way. Students and children under thirteen are also charged a dollar for one-way trips. Infants are free. Transfers are 75 cents for the general public and 25 cents for the Elderly and Disabled.

Putnam Transit operates a paratransit service during the same hours as the fixed route. Individuals need to call on the day preceding service. The fare is \$3.00 one-way and available only to eligible passengers who have applied for and received a Paratransit I.D. card.

In addition to the fixed route and the paratransit service, Putnam Transit operates a trolley service in the Village of Cold Spring. The trolley operates from Memorial Day to mid-December and

holidays three days a week (Friday, Saturday, and Sunday). Hours of operation are from 11:00 AM to 6:45 PM. The fare for the trolley is ten cents one-way.

Putnam Transit is currently using the pencil and paper method of scheduling trips. The Department of Planning/Development & Public Transportation is interested in and looking at software for the future use of scheduling trips.

Putnam Transit does advertise their service through brochures distributed throughout the community, the county website, and through the local newspaper. Information is available in Spanish for those that need it.

Traveling training is organized through PARC to help their group home individuals maneuver and access the public transportation services.

There are several ways for consumers to provide feedback on the type of service that they receive and problems with Putnam Transit. Individuals are able to complete a comment card that is available on the vehicles. Consumers can also call the dispatcher and express any concerns or comments that they have.

Coordination Activities

The Putnam County Department of Planning/Development & Public Transportation does not currently participate in any coordination activities.

Needs

Mr. Lynch stated that there is a need for paratransit services in the more rural areas of Putnam County. Putnam Transit's paratransit service only goes out $\frac{3}{4}$ of a mile from the fixed route and many individuals are denied transportation because they live outside of the $\frac{3}{4}$ mile boundary. In addition, Putnam Transit needs more buses on the routes that they currently operate so as to reduce headway time. Funding is also a need for transportation within the county. There was talk at the March public forum about suspending public transportation by elected officials due to budget constraints. Lastly, veteran groups within Putnam County need transportation to the VA hospital.

Recommendations for Other Human Service Transportation Providers and Stakeholders

Putnam County Department of Planning/Development & Public Transportation suggested that the Putnam County Office on Aging and the Putnam ARC should also be contacted as potential stakeholders. There are also a number of private taxi operators in the area.

Interview Guide

Interview objectives:

Please Record:

Interviewer/Team Name: _____

Interviewee:

Agency/Organization: _____

Date: _____

1. Existing Interagency Planning and Coordination

Questions where agency/organization has recent HST plan (Assumes interviewer has reviewed plan)

- Has your plan been effective at supporting coordination? If yes, how? And if not, why not? Please be as specific as possible.

- Are you still working with the stakeholders who helped you draft the plan? If yes, in what capacity?

- Has your organization implemented any of the recommendations set out in the plan or moved forward with identified action items? Please describe any progress or challenges?

- If your plan includes performance measures, have you begun the process of collecting data and measuring progress? Has this been a useful exercise? Why or why not – can you provide specific examples?

- Do you have any other ways to measure success or progress towards the plan?

Questions where no existing plans/documents are available prior to meeting:

- Does your organization have any planning documents, including strategic plans, vision or policy statements, etc. that guide or direct the delivery of coordinated or specialized transportation services?

- If plans are available, can we get a copy of any plans, documents or statements?

- Does your plan set up a process to track or measure performance against stated goals? If so, what are goals and measures? Do you use this process?_____

- If nothing formal is documented, has your organization/agency participated in any formal or informal discussions about coordination? Please describe any efforts:

2. Inventory of Transportation Resources

- Do you currently have an inventory or existing community transportation resources and programs that fund or provide transportation services?

- If yes, how was the inventory prepared? What format is it in? Can we get a copy?

- If no - do you know if any other organization or agency has prepared an inventory of available transportation services? How you know what services are available?

- Given your knowledge of the existing services, what do you consider the major gaps or needs for transportation services? Do you know about any services that are under-used or over-provided? Please describe these gaps/needs/under-utilized services in terms of population, service area, time of day/week.

- Have you documented specific transportation needs of various target populations that aren't met? How have did you document these needs? Do you use this information? Could you provide examples of existing needs by population?

- Do you have any tools that help you identify potential service duplications, available or underused assets, and/or gaps in existing services? If yes, what are these tools? How were they developed and how are they currently used?

- Do you have any technology or other tools available to you that can be used to track spending on transportation or coordination efforts? If yes, what are they? Do you know of any tools that you wish you had?

- Do you collect data on performance issues, such as cost per trip, ridership, on-time performance, etc? How do you collect/store this information? How, if at all, do you use the information?

3. Customer amenities and service policies

- Do your local transportation service providers offer user-friendly and accessible information? How is it distributed and made available to target populations?

- Does an organization in your community provide travel training and consumer education programs available on an ongoing basis? Who sponsors these programs? How is the travel training organized?

- Is there a formal or informal process for customers to provide feedback about the services? What is this process? Do you collect customer satisfaction information on a regular basis? What do you do with this information?

- Have you ever sponsored a project or service that was designed directly or indirectly to support persons with disabilities, older adults or low-income individuals that was not successful? Could you please describe the project, talk a bit about how it came about and some of the challenges it faced in succeeding? What could have been differently that might have resulted in a more successful project?

- What sorts of marketing and communication programs are available to users? How is the information distributed? Are there other efforts to build awareness and promote use of the services?

4. Funding and billing policies

- Do you have any tools in place to track financial data across transportation programs or providers? What are they? How do you use them?

5. Internal practices and practices than enhance transit efficiency

- Do you have any arrangements or procedures that help facilitate access to a broad range of transportation providers, for example letting clients ride with different operators based on trip type or time of day? How effective are these arrangements? If so, how do these arrangements work in terms of funding, customer preferences and service availability?

- Do you have any support services coordinated (i.e. vehicle procurement, training, etc.) that help to lower costs and ease management burdens of individual agencies?

6. Perceived Opportunities for Coordination

- How would you characterize the interest/momentum for coordination? What is the primary source of this interest/momentum?

- Would you say there is sustained support for coordination from elected officials, agency administrators and other community leaders? Why or why not?

- What is your vision for coordination? How do you think it could help transportation in the NYC region? What are some of the projects you would like to see happen?

APPENDIX D

SURVEY INSTRUMENT AND LIST OF ORGANIZATIONS CONTACTED & RESPONDENTS

Appendix D: Survey Instrument

Connecting Communities Through Coordination

Developing a Coordinated Public Transit – Human Services Transportation Plan for the NYMTC Region (New York City, Long Island, Lower Hudson Valley)

Connecting Communities through Coordination

**Developing a Coordinated Public Transit -
Human Services Transportation Plan**
for the NYMTC Region (New York City, Long Island, Lower Hudson Valley)

NYMTC
NEW YORK METROPOLITAN
TRANSPORTATION COUNCIL

Sponsored by:
New York Metropolitan Transportation Council

In association with:
Nelson Nygaard Consulting Associates
JAC Planning
RLS & Associates
TranSystems Corporation
Urbitrans Associates

The Safe, Accountable, Flexible, Efficient Transportation Act, a Legacy for Users (SAFETEA-LU) was enacted in August 2005 and provides guaranteed funding for Federal surface transportation programs through FY 2009. SAFETEA-LU requires the establishment of a locally-developed, coordinated public transit – human services transportation plan (HSTP) in order for the NYMTC Region to access three specific funding programs: Section 5310 Elderly and Individuals with Disabilities, Section 5316 Job Access Reverse Commute (JARC), and Section 5317 New Freedom. In response to this requirement, the New York Metropolitan Transportation Council (NYMTC) is embarking on a thorough planning process to identify strategies that encourage more efficient use of available service providers that bring enhanced mobility to the region’s older adults, persons with disabilities, and individuals with lower incomes. A summary of the project is attached to this e-mail.

As part of this planning process, NYMTC must develop an inventory of transportation services available to the elderly, persons with disabilities, and low-income individuals. We are asking your assistance in completing this survey so that the inventory is comprehensive and complete.

The survey is organized into sections, as follows:

- Part I: Identity of Respondent
- Part II: About Your Organization
- Part III: About Your Transportation Services
- Part IV: Assessment of Needs/Coordination

If your organization is not involved in the provision or purchase of transportation services, we would still like your opinions on the status of coordination in the region. The survey will automatically skip Part III and take you directly to opinion questions in Part IV

Questions on the survey marked with an (*) must be completed. A status bar will keep you apprised of your status in completing the survey. If necessary, you can complete the survey in two or more sessions, but you must do so on the same computer.

In order to meet the overall coordination study schedule, we ask that you complete the survey by **July 25, 2008**.

If you have any questions regarding this survey, please contact Todd Lenz via email at tlenz@rlsandassoc.com, or via telephone at (937) 299-5007.

PART I: IDENTIFICATION OF RESPONDENT

This section identifies the respondent organization and provides contact information.

Identification of Organization:

1. Name of Organization: _____
2. Organization Director/CEO (Name/Title): _____
3. E-mail Address of Individual Listed in Q2: _____
4. Street or Mailing Address: _____
5. City: _____
6. State: _____
7. Zip: _____
8. Telephone _____

9. Fax: _____
10. Name of Individual Responding to Survey: _____
11. E-mail address of Respondent: _____
12. Title of Respondent: _____
13. Agency Website: _____
-

PART II: ABOUT YOUR ORGANIZATION

The first set of questions has to do with the general characteristics of your organization and the general nature of the mission of the agency.

1. Please check the box that best describes your organization. (*Check only one*)

- | | |
|--|---|
| <input type="checkbox"/> Public Sponsored Transit Agency | <input type="checkbox"/> Red Cross |
| <input type="checkbox"/> Social Service Agency – Public | <input type="checkbox"/> Private School |
| <input type="checkbox"/> Social Service Agency – Nonprofit | <input type="checkbox"/> Neighborhood Center |
| <input type="checkbox"/> Medical Center/Health Clinic | <input type="checkbox"/> Taxi/Wheelchair/Stretcher |
| <input type="checkbox"/> Nursing Facility/Long-Term Care | <input type="checkbox"/> Information/Referral |
| <input type="checkbox"/> Adult Day Care | <input type="checkbox"/> Shelter/Transitional Housing |
| <input type="checkbox"/> County/Municipal Office on Aging | <input type="checkbox"/> Job Developer |
| <input type="checkbox"/> Nonprofit Senior Center | <input type="checkbox"/> One Stop Agency |
| <input type="checkbox"/> Faith Based Organization | <input type="checkbox"/> Other (specify): |
| <input type="checkbox"/> YMCA/YWCA | _____ |

2. What are the major functions/services of your organization? (*Check all that apply*)

- | | |
|--|--|
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Job Placement |
| <input type="checkbox"/> Health Care | <input type="checkbox"/> Residential Facility Services |
| <input type="checkbox"/> Social Services | <input type="checkbox"/> Income Assistance |
| <input type="checkbox"/> Nutrition | <input type="checkbox"/> Screening |
| <input type="checkbox"/> Counseling | <input type="checkbox"/> Information/Referral |
| <input type="checkbox"/> Day Treatment | <input type="checkbox"/> Recreation/Social |
| <input type="checkbox"/> Job Training | <input type="checkbox"/> Homemaker/Chore |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Rehabilitation Services | <input type="checkbox"/> Other (specify): |
| <input type="checkbox"/> Diagnosis/Evaluation | _____ |

3. Under what legal authority does your organization operate?

- Local government department or unit (city or county)
- Private nonprofit organization
- Transportation authority
- Private, for-profit
- Other (Specify): _____

4. Is your organization engaged in the direct operation and/or the purchase of transit services for the general public or the direct operation/purchase of transportation services for human service agency clients? (Check one.)

- Yes No

 **If the answer to Question 4 was “No,” please go to Part IV, Question 1.**

All others continue below.

PART III. TRANSPORTATION SERVICES PROVIDED

Service Providers or Purchasers Only. In this section, explain the various methods by which your organization delivers public transit or human service agency transportation. Exclude meal deliveries or other non-passenger transportation services that may be provided.

1. Which mode of transit service delivery best describes your transportation program? (Check all that apply)

- We operate fixed route (fixed path, fixed schedule, with designated stops) service.
- We contract/purchase for fixed route (fixed path, fixed schedule, with designated stops) service.
- We operate demand response service using paid drivers.
- We operated demand response service using non-transportation staff as drivers.
- We operate demand response service using volunteer drivers.
- We operate express or commuter services.
- We coordinate a volunteer service (volunteers use their own vehicles).
- We provide subsidies/reimbursements to customers who arrange their own transportation.
- Other (Specify): _____

Note:

Definition - Fixed route. Transit service that operates over specified paths according to an established schedule. Passengers board or are discharged only at designated stops along the route. This is typical urban bus service.

Definition - Demand Response. Transit service characterized by flexible routing and schedules that reflect customer requests. Subscription services, which may operate over the same route and pick up the same customers everyday, are considered demand response.

Definition - express or commuter service. Fixed route services (see above) that is characterized by limited stops, services provided primarily during peak periods, with customer travel oriented in one direction.

2. What population does your system serve? (Check all that apply)

- We serve the general public.
 - We serve the elderly.
 - We serve persons with disabilities, regardless of age.
 - We serve low income persons.
 - Other (please specify):
-

3. Does your organization impose eligibility requirements on those persons who are provided transportation? (Check one only)

- Yes No

If "Yes," please specify.

4. Define the level of passenger assistance provided for users of your transportation service. (Check all that apply)

- Curb-to-curb (*i.e.*, drivers will assist passengers in and out of vehicle only).
- Door-to-door (*i.e.*, drivers will assist passengers to the entrance of their origin or destination).
- Drivers are permitted to assist passengers with a limited number of packages.
- Drivers are permitted to passengers with an unlimited number of packages.
- We provide personal care attendants or escorts to those passengers who require such services.
- Passengers are permitted to travel with their own personal care attendants or escorts.
- Other (specify): _____

5. Please provide the following information regarding the vehicle fleet used in the provision of transportation services provided directly by your agency. The vehicle type(s) used include the following:

Vehicle Type	Total Number	No. Wheelchair Accessible
Sedans		
Station wagons		
Minivans		
Standard 15-passenger vans		
Converted 15-passenger vans (e.g., raised roof, wheelchair lift)		
Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)		
Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle)		
School bus (yellow school bus seating between 25 and 60 students)		
Medium or heavy duty transit bus		
Over-the-road coach		
Other (Describe):		

6. Are the vehicles equipped with two-way radio communications or do the drivers carry any type of communication device? (Check one.)

Yes No

If "Yes," what type of communications device/system is used? (Check all that apply.)

- Cellular phones
- Two-way mobile radios requiring FCC license
- Pagers
- Mobile data terminals
- Other (describe):

7. What are the daily hours and days of operation for your transportation services? Check days and list hours of operation in the space provided.

	Sun	Mon	Tues	Wed	Thu	Fri	Sat
Transportation service begins:	_____	_____	_____	_____	_____	_____	_____
Transportation service ends:	_____	_____	_____	_____	_____	_____	_____

Is there other information regarding your hours and days of operation that would be useful in understanding your service (please specify)?

8. If you operate demand response transportation services, how do customers/clients access the service? (check one only)

- There are no advance reservation requirements.
- Clients/customers must make an advance reservation (e.g., by telephone, facsimile, internet, or arrangement through a third party, etc.)
- Not applicable – customers do not have to make a reservation to access our transportation services.
- Other (describe):

9. If advance reservations are required, how much advance notice must be provided? (check one only)

- We use a real-time reservation policy.
- Customers/clients must call for a reservation the day before travel.
- Customers/clients must call for a reservation 24 hours before travel.
- Customers/clients must call for a reservation two days before travel.
- Customers/clients must call for a reservation three days before travel.
- Customers/clients must call for a reservation four days before travel.
- Customers/clients must call for a reservation five days before travel.
- Customers/clients must call for a reservation one week before travel.
- Other (please specify):

10. Does your transportation program accommodate same day service requests on a space available basis? (check one only)

- Yes No

If another same day policy is in effect, please specify.

11. Does your transportation program permit will call return trip reservations? (check one only)

- Yes No

If another will/call policy is in effect, please specify.

Note:

Definition: will call. A return trip reservation where the customer does not specify a specific pick-up time but is obligated to call the transit provider when ready for transport

12. Must individuals be certified or prequalified in order to access your transit services? (check one only)

- Yes No

If "Yes," what are eligibility/qualification standards?

13. Does your transportation provide service in New York City? (check one only)

- Yes, our service area includes all or part of the five boroughs.
 No, our service area is elsewhere in the NYMTC region (Long Island or the Lower Hudson Valley).

You will have opportunity to refine your service area in the next series of questions, including defining service areas that include New York City and adjacent areas. If you serve any of the five boroughs AND Long Island or the Lower Hudson Valley, select "Yes" above.

 **If the answer to Question 13 was "No," please go to Question 14.21.**

All others continue below.

14.1 Does your service area include the Bronx? (check one only)

- Yes.
- No, we serve other boroughs (skip to Question 14.4).

14.2 Does your transportation program serve all of the Bronx? (check one only)

- Yes
- No

If "No," above, please indicate which neighborhoods/communities your transportation program serves in the Bronx.

14.3 If "No" above, please indicate which neighborhoods/communities your transportation program serves in the Bronx. (check all that apply)

- | | | |
|---------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Baychester | <input type="checkbox"/> Highbridge | <input type="checkbox"/> Riverdale |
| <input type="checkbox"/> Bedford Park | <input type="checkbox"/> Hunts Point | <input type="checkbox"/> Soundview |
| <input type="checkbox"/> City Island | <input type="checkbox"/> Kingsbridge | <input type="checkbox"/> Throgs Neck |
| <input type="checkbox"/> Concourse | <input type="checkbox"/> Melrose | <input type="checkbox"/> Tremont |
| <input type="checkbox"/> Co-op City | <input type="checkbox"/> Morrisania | <input type="checkbox"/> West Farms |
| <input type="checkbox"/> Country Club | <input type="checkbox"/> Morris Park | <input type="checkbox"/> Westchester |
| <input type="checkbox"/> Eastchester | <input type="checkbox"/> Mott Haven | <input type="checkbox"/> Williamsbridge |
| <input type="checkbox"/> Fordham | <input type="checkbox"/> Parkchester | <input type="checkbox"/> Woodlawn |

Add anything else that will assist in understanding your service area in the Bronx.

14.4 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.4 was "No," please go to Question 15.**

All others continue below.

14.5 Does your service area include Brooklyn? (check one only)

- Yes.
- No, we serve other boroughs (skip to Question 14.8).

14.6 Does your transportation program serve all of Brooklyn? (check one only)

- Yes
- No

14.7 If No above, please indicate which neighborhoods/communities your transportation program serves in Brooklyn. (check all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> Bay Ridge | <input type="checkbox"/> Cypress Hills | <input type="checkbox"/> Ocean Hill-Brownsville |
| <input type="checkbox"/> Bedford Stuyvesant | <input type="checkbox"/> DUMBO | <input type="checkbox"/> Park Slope |
| <input type="checkbox"/> Bensonhurst | <input type="checkbox"/> East Flatbush | <input type="checkbox"/> Prospect Heights |
| <input type="checkbox"/> Borough Park | <input type="checkbox"/> East New York | <input type="checkbox"/> Red Hook |
| <input type="checkbox"/> Brighton Beach | <input type="checkbox"/> Flatbush | <input type="checkbox"/> Sheepshead Bay |
| <input type="checkbox"/> Brooklyn Heights | <input type="checkbox"/> Flatland | <input type="checkbox"/> Spring Creek |
| <input type="checkbox"/> Bushwick | <input type="checkbox"/> Fort Green | <input type="checkbox"/> Sunset Park |
| <input type="checkbox"/> Canarsie | <input type="checkbox"/> Gravesend | <input type="checkbox"/> Williamsburg |
| <input type="checkbox"/> Carroll Gardens | <input type="checkbox"/> Green Point | <input type="checkbox"/> Windsor Terrace |
| <input type="checkbox"/> Coney Island | <input type="checkbox"/> Marine Park | |
| <input type="checkbox"/> Crown Heights | <input type="checkbox"/> Midwood | |

Add anything else that will assist in understanding your service area in Brooklyn.

14.8 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.8 was “No,” please go to Question 15.**

All others continue below.

14.9 You have indicated that your service area includes all or part of New York City. Does your service area include Manhattan? (check one only)

- Yes.
- No, we serve other boroughs (skip to Question 14.12).

14.10 Does your transportation program serve all of Manhattan? (check one only)

- Yes
- No

14.11 If "No" above, please indicate which neighborhoods/communities your transportation program serves in Manhattan. (check all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> Battery Park City | <input type="checkbox"/> Harlem | <input type="checkbox"/> Soho |
| <input type="checkbox"/> Chelsea | <input type="checkbox"/> Inwood | <input type="checkbox"/> Tribeca |
| <input type="checkbox"/> Chinatown | <input type="checkbox"/> Little Italy | <input type="checkbox"/> Upper East Side |
| <input type="checkbox"/> Clinton/Hell's Kitchen | <input type="checkbox"/> Lower East Side | <input type="checkbox"/> Upper West Side |
| <input type="checkbox"/> East Harlem | <input type="checkbox"/> Midtown East | <input type="checkbox"/> Washington Heights |
| <input type="checkbox"/> East Village | <input type="checkbox"/> Midtown West | <input type="checkbox"/> West Village |
| <input type="checkbox"/> Financial District | <input type="checkbox"/> Morningside Heights | <input type="checkbox"/> Yorkville |
| <input type="checkbox"/> Gramercy | <input type="checkbox"/> Murray Hill | |
| <input type="checkbox"/> Greenwich Village | <input type="checkbox"/> Roosevelt Island | |

Add anything else that will assist in understanding your service area in Manhattan.

14.12 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.12 was "No," please go to Question 15.**

All others continue below.

14.13 You have indicated that your service area includes all or part of New York City. Does your service area include Queens? (check one only)

- Yes.
- No, we serve other boroughs (skip to question 14.16).

14.14 Does your service area include Queens? (check one only)

- Yes
- No

14.15 If “No” above, please indicate which neighborhoods/communities your transportation program serves in Queens. (check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> Arverne | <input type="checkbox"/> Hollis | <input type="checkbox"/> Queens Village |
| <input type="checkbox"/> Astoria | <input type="checkbox"/> Howard Beach | <input type="checkbox"/> Rego Park |
| <input type="checkbox"/> College Point | <input type="checkbox"/> Jackson Heights | <input type="checkbox"/> Richmond Hill |
| <input type="checkbox"/> Corona | <input type="checkbox"/> Jamaica | <input type="checkbox"/> Ridgewood |
| <input type="checkbox"/> Douglaston | <input type="checkbox"/> Jamaica Estates | <input type="checkbox"/> Rockaway Park |
| <input type="checkbox"/> East Elmhurst | <input type="checkbox"/> Kew Gardens | <input type="checkbox"/> Rosedale |
| <input type="checkbox"/> Elmhurst | <input type="checkbox"/> Kew Gardens Hills | <input type="checkbox"/> South Jamaica |
| <input type="checkbox"/> Far Rockaway | <input type="checkbox"/> Little Neck | <input type="checkbox"/> Sunnyside |
| <input type="checkbox"/> Flushing | <input type="checkbox"/> Long Island City | <input type="checkbox"/> Woodhaven |
| <input type="checkbox"/> Forest Hills | <input type="checkbox"/> Maspeth | <input type="checkbox"/> Woodside |
| <input type="checkbox"/> Fresh Meadows | <input type="checkbox"/> Middle Village | |
| <input type="checkbox"/> Glendale | <input type="checkbox"/> Ozone Park | |

Add anything else that will assist in understanding your service area in Queens.

14.16 Do you serve other boroughs in New York City or other areas on Long Island/Lower Hudson Valley? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.16 was “No,” please go to Question 15.**

All others continue below.

14.17 Does your service area include Staten Island? (check one only)

- Yes.
- No, we serve other boroughs (skip to question 14.20).

14.18 Does your transportation program serve all of Staten Island? (check one only)

- Yes
- No

14.19 If "No" above, please indicate which neighborhoods/communities your transportation program serves in Staten Island. (check all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Arden Heights | <input type="checkbox"/> Great Kills | <input type="checkbox"/> Rosebank |
| <input type="checkbox"/> Bay Terrace | <input type="checkbox"/> Heartland Village | <input type="checkbox"/> Rossville |
| <input type="checkbox"/> Bulls Head | <input type="checkbox"/> Howland Hook | <input type="checkbox"/> Stapleton |
| <input type="checkbox"/> Charleston | <input type="checkbox"/> Mariners Harbor | <input type="checkbox"/> St. George |
| <input type="checkbox"/> Castleton Corners | <input type="checkbox"/> New Brighton | <input type="checkbox"/> Todt Hill |
| <input type="checkbox"/> Chelsea | <input type="checkbox"/> New Dorp Beach | <input type="checkbox"/> Tompkinville |
| <input type="checkbox"/> Dongan Hills | <input type="checkbox"/> Port Ivory | <input type="checkbox"/> Tottenville |
| <input type="checkbox"/> Eltingville | <input type="checkbox"/> Port Richmond | <input type="checkbox"/> West New Brighton |
| <input type="checkbox"/> Fox Hills | <input type="checkbox"/> Richmondtown | <input type="checkbox"/> Westerleigh |

Add anything else that will assist in understanding your service area in Staten Island.

14.20 Do you serve other areas (Long Island or the Lower Hudson Valley) in the NYMTC region? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.20 was "No," please go to Question 15.**

All others continue below.

14.21 You have indicated that your service area includes areas outside of New York City. Does your service area include Nassau County? (check one only)

- Yes.
- No, we serve other boroughs (skip to question 14.24).

14.22 Does your transportation program serve all of Nassau County? (check one only)

- Yes
- No

14.23 If "No" above, please indicate the cities/towns your transportation program serves in Nassau County. (check all that apply)

- Glen Cove
- Long Beach
- Oyster Bay
- Hempstead
- North Hempstead

Add anything else that will assist in understanding your service area in Nassau County.

14.24 Do you serve other areas of Long Island (Suffolk County) or the Lower Hudson Valley? (check one only)

- Yes, we serve other areas.
- No, we have completely defined our service area.

 **If the answer to Question 14.24 was "No," please go to Question 15.**

All others continue below.

14.25 Does your service area include Suffolk County? (check one only)

- Yes.
- No, we serve other areas in the Lower Hudson Valley (skip to Question 4.28)

14.26 Does your transportation program serve all of Suffolk County? (check one only)

- Yes
- No

14.27 If "No" above, please indicate the cities/towns your transportation program serves in Suffolk County. (check all that apply)

- | | | |
|---------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Babylon | <input type="checkbox"/> Huntington | <input type="checkbox"/> Shelter Island |
| <input type="checkbox"/> Brookhaven | <input type="checkbox"/> Islip | <input type="checkbox"/> Smithtown |
| <input type="checkbox"/> East Hampton | <input type="checkbox"/> Riverhead | <input type="checkbox"/> Southampton |
| <input type="checkbox"/> Southold | | |

Add anything else that will assist in understanding your service area in Suffolk County.

14.28 Do you serve other areas in the Lower Hudson Valley (Westchester, Putnam, or Rockland Counties)? (check one only)

- Yes, we serve other areas.
 No, we have completely defined our service area.

 **If the answer to Question 14.28 was "No," please go to Question 15.**

All others continue below.

14.29 Does your service area include Westchester County? (check one only)

- Yes.
 No, we serve other areas in the Lower Hudson Valley (skip to question 14.32).

14.30 Does your transportation program serve all of Westchester County? (check one only)

- Yes No

14.31 If "No" above, please indicate the cities/towns your transportation program serves in Westchester County. (check all that apply)

- | | | |
|---------------------------------------|---|--------------------------------------|
| <input type="checkbox"/> Mount Vernon | <input type="checkbox"/> Harrison | <input type="checkbox"/> Pelham |
| <input type="checkbox"/> New Rochelle | <input type="checkbox"/> Lewisboro | <input type="checkbox"/> Pound Ridge |
| <input type="checkbox"/> Peekskill | <input type="checkbox"/> Marnaroneck | <input type="checkbox"/> Rye |
| <input type="checkbox"/> White Plains | <input type="checkbox"/> Mount Kisco | <input type="checkbox"/> Rye Brook |
| <input type="checkbox"/> Yonkers | <input type="checkbox"/> Mount Pleasant | <input type="checkbox"/> Scarsdale |
| <input type="checkbox"/> Bedford | <input type="checkbox"/> New Castle | <input type="checkbox"/> Somers |
| <input type="checkbox"/> Cortlandt | <input type="checkbox"/> North Castle | <input type="checkbox"/> Yorktown |
| <input type="checkbox"/> Eastchester | <input type="checkbox"/> North Salem | |
| <input type="checkbox"/> Greensburgh | <input type="checkbox"/> Ossining | |

Add anything else that will assist in understanding your service area in Westchester County.

14.32 Do you serve other areas in the Lower Hudson Valley (Putnam, or Rockland Counties)? (check one only)

- Yes, we serve other areas.
 No, we have completely defined our service area.

 **If the answer to Question 14.32 was "No," please go to Question 15.**

All others continue below.

14.33 Does your service area include Putnam County? (check one only)

- Yes.
 No, we serve other areas in the Lower Hudson Valley (skip to Question 14.36)

14.34 Does your transportation program serve all of Putnam County? (check one only)

- Yes No

14.35 If "No" above, please indicate the cities/towns your transportation program serves in Putnam County. (check all that apply)

- | | | |
|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Carmel | <input type="checkbox"/> Patterson | <input type="checkbox"/> Putnam Valley |
| <input type="checkbox"/> Kent | <input type="checkbox"/> Philipstown | <input type="checkbox"/> Southeast |

Add anything else that will assist in understanding your service area in Putnam County.

14.36 Do you serve other areas in the Lower Hudson Valley (Rockland County)? (check one only)

- Yes, we serve Rockland County.
- No, we have completely defined our service area.

 **If the answer to Question 14.36 was “No,” please go to Question 15.**

All others continue below.

14.37 Does your transportation program serve all of Rockland County? (check one only)

- Yes
- No

14.38 If "No" above, please indicate the cities/towns your transportation program serves in Westchester County. (check all that apply)

- Clarkstown
- Haverstraw
- Orangetown
- Ramapo
- Stony Point

Add anything else that will assist in understanding your service area in Putnam County.

15. In the previous question, you defined the areas within the NYMTC study area where your system provides service. Does your transportation program transport customers to areas outside this service area?

16. What are the five (5) most frequent customer destinations that your organization provides transport to?

Destination Name	Address	City
(1)		
(2)		
(3)		
(4)		
(5)		

17. For the most recent fiscal year, how many passenger trips were made on your system?

Note:

Definition: Unlinked passenger trip. The number of passengers who board transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.)

18. What is the time period for these ridership counts/estimates?

Beginning: _____ Ending: _____

19. How many annual vehicle miles of service were provided for the fiscal year noted above?

20. How many annual vehicle hours of service were provided for the fiscal year noted above?

21. Please indicate the number of full-time, part-time, and volunteer personnel used in your transportation program.

Position Title	No. of Positions		
	Full-Time	Part-Time	Volunteers
Managers			
Assistant Managers			
Other Supervisory Personnel			
Eligibility Determination Specialists			
Reservationists			
Schedulers			
Dispatchers			
Drivers			
Mechanics			
Other:			
Other:			
Other:			

22. Where are your vehicles garaged?

Garage/Overnight Location	Address	City
(1)		
(2)		
(3)		
(4)		
(5)		

23. Who maintains your vehicles (list facility or name of vendor)?

Maintenance Facility/Vendors	Address	City
(1)		
(2)		
(3)		
(4)		
(5)		

24. Does your organization charge a fare or fee for providing transportation services? (choose one only)

Yes No

If "Yes," what is the fare or fee?

25. Does your organization accept any donations from seniors to offset the cost of providing transportation services? (choose one only)

Yes No

If "Yes," what is the suggested amount?

26. What were your transportation operating revenues during the most recently completed fiscal year?

Category	Actual, FY 2007
Transportation Operating Revenues – List Individually	
a) Fares and Donations	
b) Local Government Funding (City, town, village)	
c) County Government Funding	
d) State Government (NYSDOT) Funding	
e) Other State Government Funding	
f) Federal Transit Administration (FTA) Grants	
g) Title III-B (Older Americans Act)	
h) Medicaid	
i) Veterans Administration	
j) Other Federal (Specify):	
k) Other Federal (Specify):	
l) United Way	
m) Other (Specify):	
n) Other (Specify):	
Total Transportation Revenues	

27. Did your program receive any capital revenues during the most recently completed fiscal year?

Category	Actual, FY 2007
Transportation Capital Revenues – List Individually	
a) Local Government Funding (City, town, village)	
b) County Government Funding	
c) State Government (NYSDOT) Funding	
d) Other State Funding	
e) Federal Transit Administration (FTA) Capital Grants	
f) Other Federal	
g) Other Federal	
h) Other (specify): _____	
i) Other (specify): _____	
Total Transportation Revenues	

28. What were your total transportation operating expenses during the most recently completed fiscal year?

Category	Actual, FY 2007
Transportation Operating Expenses	
a) Transportation Operations (administration, operations, and maintenance)	
b) Transportation Capital	
Total Transportation Expenditure	

PART IV: ASSESSMENT OF NEEDS AND CURRENT COORDINATION STATUS

1. Have you received transportation requests that your agency has been unable to accommodate?

Yes No

If "Yes," please describe?

2. If you had additional resources, what type of service expansion would most benefit your customers? (check all that apply)

- Provide more frequent service to keep up with demand.
- Provide service beyond our current service area to new areas/destinations.
- Provide service during hours and days our service does not currently operate.
- Provide service for other passengers/client types we do not presently serve.
- Other (please specify):

If you checked yes in Question 2 to any of the first four answers above, please specify:

What service would be added to keep up with demand?

What service area would you expand to? What new areas or destinations would be served?

What hours/days of service would you extend/begin operation?

What new customers/client groups would you serve?

3. Does your agency currently provide transportation service to another organization under contract or other informal arrangement?

- Yes No

If "Yes," please describe?

4. Does your agency currently purchase transportation service from another organization under contract or other informal arrangement?

Yes No

If "Yes," please describe?

5. Are your transportation services coordinated in any way with the transportation services of other agencies?

Yes No

If "Yes," please describe?

6. If yes to Question 5, what type of coordination arrangements are in effect?

- Information and referral
- Joint procurement
- Joint training
- Joint dispatch
- Shared use of vehicles
- Shared maintenance
- Trip sharing
- Service consolidation
- Joint grant applications
- Other (please specify):

7. Would your organization be interested in providing transportation service, or more transportation services, under contract to another agency?

Yes No Not Sure

8. If your organization currently operates vehicles, would you be willing to consider purchasing transportation services from another organization, assuming the price and quality of the service met client needs?

- Yes No Not Sure

9. What issues, if any, have your coordination efforts encountered (check all that apply)?

- I do not know – our organization has not participated in coordination efforts
 - Statutory barriers to pooling funds
 - Restrictions placed on the use of vehicles
 - Liability/insurance concerns
 - Turf issues among providers
 - Billing/accounting issues
 - Unique characteristics of client populations
 - Other (Define):
-

10. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area? (check only one)

- Statutory barriers to pooling funds
 - Restrictions placed on the use of vehicles
 - Liability/insurance concerns
 - Turf issues among providers
 - Funding
 - Unique client characteristics/inability to mix clients on-board vehicles
 - Other (Define):
-

11. In your opinion, what enhancements are most needed to improve the coordination of public transit and human service transportation in your service area?

12. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?



13. On a scale of one to five, with five being the strongest support, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organization worked together to better coordinate the delivery of transportation services?



14. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the space below.

Please return this survey to:

Todd Lenz, Information Specialist
RLS & Associates, Inc.
3131 South Dixie Highway, Suite 545
Dayton, OH 45439

Thank you for taking time to complete this survey. If you have any questions on this project, please contact:

Ms. Nancy O'Connell, NYMTC Project Manager
199 Water Street, 22nd Floor
New York, New York 10038
Voice: (212) 383-2529

nloconnell@dot.state.ny.us

APPENDIX E

SURVEY REPORT

Appendix E: Survey Report

1: Introduction

1.1 Survey Methodology

This task report summarizes work conducted under Task 3.2, “Survey of Providers.” To accomplish this subtask, the consultant team followed a series of sequential steps, as follow:

- Design Instrument;
- Upload Survey to Website;
- Develop Mailing list;
- Develop and Mail Survey Letter;
- Survey Distribution;
- Track Responses and Conduct Follow-Up Telephone Calls; and
- Tabulate and breakdown responses, by region.

Design of Survey Instrument

The first step involved the drafting of the survey instrument. As noted in the scope of work and consistent with the constrained timeframe for the accomplishment of this task, the consultant team built the survey instrument on a successful survey developed and used by the team in the conduct of the Chicago RTA coordination plan. Major points of departure was the enhancement of the NYMTC survey to collect detailed information on neighborhoods served in New York City and cities/towns in Long Island and Lower Hudson Valley.

A draft of the survey instrument was submitted to NYMTC for review and approval. Additionally, NYMTC was consulted and provided assistance in the definition of neighborhoods for each of the five boroughs.

The survey was designed to capture information on:

- The scope of services provided by the organization;
- Details on the service area for the transportation program;
- Information on rider eligibility and eligibility criteria;
- Information on transportation expenses and revenues; and
- Subjective opinions on coordination, mobility barriers, and unmet needs.

Even if the organization proved not to be a provider of specialized transportation services, the survey was designed for that respondent to skip detailed questions about their transportation program and offer opinions on coordination and needs.

The survey was designed to be administered either as a web-based survey or via traditional mail out/mail-in methods. Thus, individuals who may be uncomfortable submitting an on-line survey had the option of completing a paper copy of the survey and returning it via mail to the consulting team.

Upload Survey to Website

Once the survey was approved by NYMTC, the survey was upload to a commercial web survey website. The online version was tested thoroughly internally by various members of the consultant team. The on-line version was designed to be completed in a single session or, at the respondent's choice, through multiple online sessions.

Survey Letter and Invitation to Respond

Based on discussion with NYMTC staff and after soliciting advised from the Regional Advisory Committee, it was determined that the letter announcing the survey would be communicated to prospective respondents under NYMTC signature. The consultant drafted the transmittal letter and submitted the letter for review and revision to the NYMTC Project Manager. Once approved, both paper and electronic copies of the letter were developed.

Compilation of Draft Mailing Lists

Concurrent with the survey design and communication protocols, consultant team leaders in each of the three study regions (New York City, Long Island, and the Lower Hudson Valley) developed the initial list of survey providers. These lists were drawn from a variety of sources, including but not necessarily limited to:

- Existing NYMTC mailing lists;
- Previous plans and studies concerning specialized and human services transportation;
- Review of all current transit plans and studies of relevance (summarized in another task);
- Input from the Stakeholder Advisory Committees formed in each of the three study regions;
- The results of interviews conducted with key stakeholders during the months of June and July.
- Lists of previous grantees under the Section 5310 (Elderly and Persons with Disabilities Program) and Section 5316 (Job Access and Reverse Commute)

programs supplied by NYMTC and the New York State Department of Transportation; and

- Other community and human resources directories.

Where necessary, the consultant team attempted to obtain and validate an correct e-mail address. To this end, each regional team made telephone calls to mailing list entries to identify the correct respondent name, e-mail address, etc.

It was not possible to obtain valid e-mail addresses in all cases. Where e-mail was not available, a current facsimile number and/or mailing address were obtained.

Survey Distribution

With all previous steps in place, each regional consultant team electronically distributed via e-mail the survey letter complete with links to the on-line survey. This letter was sent on July 7, 2008. A response was requested by July 25, 2008. When a valid email address could not be obtained, a paper of the survey was sent via regular mail or, when available, via facsimile. A total of 326 survey invitations were transmitted to identified providers throughout the NYMTC region (Exhibit 1).

**Exhibit 1.
Survey Distribution Lists**

Distribution	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	
Electronic Surveys	100	71	65	236
Faxed or Mailed Surveys	64	15	11	90
Total Survey Invitations	164	86	76	326

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

In addition to these procedures, NYMTC posted the link to the survey webpage on its own webpage and advertised the availability of the study on the site. Additionally, NYMTC publicized the survey in its periodic electronic publication, NYMTC Notes, widely distributed to a large constituency in the region.

Survey Follow-Up

During the period of response, the consultant team issued a series of two follow-up letters to those organizations who had yet to respond to the survey invitation.

Although initially set for July 25, 2008, the consultant team accepted surveys through August 15, 2008.

Survey Tabulation

Following the close of the survey response period, the consultant team assigned to this task downloaded responses and created a Microsoft Access database of all survey responses. From this database, the data were split into three datasets (one for each region) and distributed to the respective team leaders.

1.2 Survey Response

Given the short duration of the response period and the length of the survey instrument, the study team set a goal of 20.0 percent for the response rate to this survey.

A total of 81 completed surveys were submitted. One survey was submitted by a Metropolitan Planning Organization outside the study area while four other surveys were duplicate submissions. Thus, a total of 76 completed, usable surveys were submitted.

This response rate goal was exceeded in each individual region and for the region as a whole. A response rate of 23.6 percent for the region was achieved (Exhibit 2).

**Exhibit 2.
Survey Response Rates**

Surveys	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	
Total Surveys Distributed	164	86	76	326
Completed Surveys	34	24	18	76
Response Rate	20.73%	27.91%	23.68%	23.31%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

1.3 Survey Results

Detailed discussion of survey results will be reported in the individual regional reports being prepared as part of this project. In the next chapter, a summary of regional results is provided.

Chapter 2: Survey Results Summary

2.1 About the Respondent Organization

Type of Organization

This question asked the respondent to select the response that best described the nature of their organization. It is clear that the nonprofit sector is important component in terms of organizations that provide specialized transportation services to the study’s target population (low income, the elderly, and persons with disabilities). More than 35 percent of all respondents classified themselves as a provider of social services in the nonprofit sector (Exhibit 3).

**Exhibit 3.
Organization Type**

Organization Type	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Adult Day Care	4	2		6	7.89%
County/Municipal Office on Aging		1		1	1.32%
Faith Based Organization	1			1	1.32%
Medical Center/Health Clinic	2	3	1	6	7.89%
Neighborhood Center	2			2	2.63%
Nonprofit Senior Center	4			4	5.26%
Nursing Home/Long-Term Care Facility		1	1	2	2.63%
Private School			1	1	1.32%
Publicly Sponsored Transit Agency		4	1	5	6.58%
Shelter/Transitional Housing Agency		1		1	1.32%
Social Service Agency – Nonprofit	13	6	8	27	35.53%
Social Service Agency – Public			1	1	1.32%
Taxi/Wheelchair/Stretcher Service			1	1	1.32%
Other (please specify)	6	5	4	15	19.74%
No Response	2	1		3	3.95%
Total	34	24	18	76	100.00%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Major Functions/Services of the Organization

The survey provided 18 functional categories representing major programs or services of the organization. The most frequently cited organizational function was “social services” followed by “transportation” (Exhibit 4).

**Exhibit 4.
 Major Functions/Services of the Organization
 (Multiple Answers Permitted)**

Functions/Services	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent Organizations
Transportation	20	17	7	44	57.9%
Health Care	13	12	7	32	42.1%
Social Services	26	9	11	46	60.5%
Nutrition	16	9	1	26	34.2%
Counseling	15	11	9	35	46.1%
Day Treatment	9	7	9	25	32.9%
Job Training	10	7	4	21	27.6%
Employment	7	3	3	13	17.1%
Rehabilitation Services	10	7	9	26	34.2%
Diagnosis/Evaluation	6	7	6	19	25.0%
Job Placement	11	5	3	19	25.0%
Residential Facility Services	9	8	6	23	30.3%
Income Assistance	3	2		5	6.6%
Screening	8	2	4	14	18.4%
Information/Referral	13	9	5	27	35.5%
Recreation/Social	16	10	5	31	40.8%
Homemaker/Chore	3	3		6	7.9%
Housing	12	6	3	21	27.6%
Other (specify):	6	4	5	15	19.7%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Organizational Status

Respondents were asked to indicate the legal status of the agency (e.g., local government, private nonprofit, private for-profit, etc.). Overwhelmingly, and consistent with the responses to the first question, the vast majority of respondents were private nonprofit corporations (Exhibit 5).

Transportation Service Provider

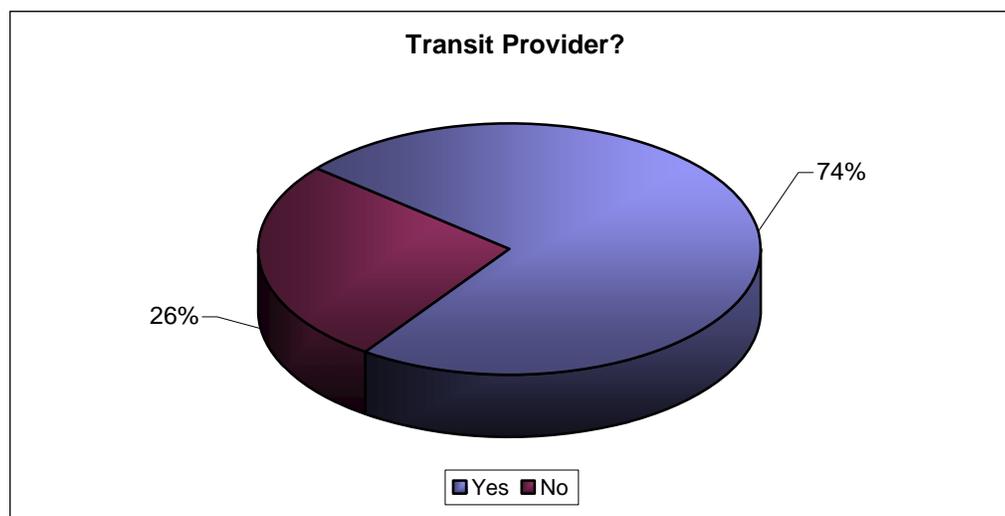
Respondents were requested to indicate whether the organization was engaged in the direct operation and/or the purchase of transit for the general public or the direct operation/purchase of transportation services for human service agency clients. As the survey mailing list was designed to capture transportation service providers, it is not surprising that more than 76 percent of respondents indicated they provided general public or human service agency transportation service (Exhibit 6).

Exhibit 5. Organization Legal Status

Organization Legal Status	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Local government department or unit		4	2	6	7.89%
Other	2	1	1	4	5.26%
Private nonprofit organization	28	17	15	60	78.95%
Private, for-profit	2			2	2.63%
Transportation authority		1		1	1.32%
No response	2	1		3	3.95%
Total	34	24	18	76	100.00%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Exhibit 6. Transit Service Provider?



Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

2.2 Transportation Services Provided

The next section of the survey asked specific questions about the transportation services provided by the organization.

Modes of Service

Those organizations that responded “yes” to the previous question were requested to indicate all the modes of service that are provided by the organization. As is commonly

the case, there are respondents who indicated “fixed route” may be referring to regularly scheduled subscription demand response services.

**Exhibit 7.
Modes of Services Provided
(Multiple Answers Permitted)**

Mode	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent of Provider Organizations
We operate fixed route (fixed path, fixed schedule, with designated stops) service.	8	9	1	18	32.14%
We contract/purchase for fixed route (fixed path, fixed schedule, with designated stops) service.	2	3	3	8	14.29%
We operate demand response service using paid drivers.	12	15	6	33	58.93%
We operated demand response service using non-transportation staff as drivers.	2	2	1	5	8.93%
We operate demand response service using volunteer drivers.		2		2	3.57%
We operate express or commuter services.					0.00%
We operate coordinate a volunteer service (volunteers use their own vehicles).			1	1	1.79%
We provide subsidies/reimbursements to customers who arrange their own transportation.	2		1	3	5.36%
Other					0.00%

Source: NelsonNygaard Consulting Associates, Inc., September 2008.

Populations Served

Virtually all of the respondents indicated that they served one or more of the target populations groups. More than half of all transit service providers indicated that they serve both the elderly and persons with disabilities. About a fourth of all respondents that provide transit service indicated that they serve persons with low incomes.

**Exhibit 8.
 Populations Served
 (Multiple Answers Permitted)**

Population Served	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
We serve the general public.		4	1	5	8.93%
We serve the elderly.	16	11	6	33	58.93%
We serve persons with disabilities, regardless of age.	8	14	7	29	51.79%
We serve low income persons.	3	4	5	12	21.43%
We serve clients who participate in our programs/services who do not fall into the above categories.	3	4	6	13	23.21%
Other		4	1	5	8.93%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Vehicle Fleets

Forty-six of 56 respondents that indicated they operated or purchased client or general public transit services reported information on their vehicle fleets. The total number of vehicles reported was 1,172 vehicles. This translates to an average fleet size of 25.5 vehicles per responding organization. Seven organizations reported fleets in excess of 100 vehicles.

This question also asked about the accessibility of the fleet to persons with disabilities. Overall, it was reported that 54.1 percent of all vehicles used were accessible.

**Exhibit 9.
 Fleet Size and Accessibility**

Fleet	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Total Vehicles Owned	298	547	327	1,172
Total Accessible	210	321	103	634
Accessibility Ratio	70.47%	58.68%	31.50%	54.10%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Advance Reservation Requirements – Demand Response Mode

For those organizations that provided service in demand response mode, the organization’s advance reservation policies were asked as part of the survey. We found a wide range of policies in effect ranging from real-time or same day reservations honored to organizations that had not set policy but requested (not required) clients to give as much advance notice as possible in booking trips with the organization.

**Exhibit 10.
 Advance Reservation Requirements**

Advance Reservation Requirement	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Must call for reservation 1 week before travel.	1		1	2
Must call for reservation 2 days before travel.	1		1	2
Must call for reservation 24 hours before travel.	3	1		4
Must call for reservation 3 days before travel.	1			1
Must call for reservation 5 days before travel.	1	1		2
Must call for reservation day before travel.	2	2	1	5
We use a real-time reservation policy.		1		1
Other	8	9	6	23
Total Response	17	14	9	40

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Eligibility Requirements

More than eighty percent of all respondents that provided or purchased transportation on behalf of their consumers indicated that there were eligibility requirements in place that must be met in order to access transportation services. The range of requirements varied; in some cases, documentation of age was required and persons over a certain age were deemed eligible. In other cases, a formal eligibility determination was made by a third party and only individuals determined eligible would be transported by the organization. In yet other cases, an in-house eligibility determination was made by non-transportation program staff. Finally, several respondents reported that they only transport persons who were deemed eligible for the organization’s services.

Exhibit 11. Eligibility Requirements for Transportation

Response	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Total Respondents That Impose Eligibility Requirements for Transportation Services	19	16	9	44
Total Number of Organizations That Provide or Purchase Transportation	22	20	14	56
Percent	86.36%	80.00%	64.29%	78.57%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Service Characteristics of Respondents

The next series of questions on the service asked questions about the characteristics of the transportation service (ridership, units of service operated, and number of employees).

One observation made on the employment numbers is the relatively low utilization of volunteers in all three regions.

Exhibit 12. Service Characteristic

Service Characteristic	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Ridership¹	1,110,361	3,966,422	807,951	5,884,734
Units of Service				
Annual Vehicle Miles	2,349,994	8,176,887	6,789,957	17,316,838
Annual Vehicle Hours	243,554	810,111	217,212	1,270,877
No. Employees				
Full Time	193	851	606	1,650
Part Time	52	102	18	172
Volunteers	2	1	1	4
Total Employees	247	954	625	1,826

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

¹ Data for MTA Long Island was omitted from the reported ridership as the organization included fixed route ridership in the totals.

Fare, Donations, Expenses, and Revenues

Some transit providers, particularly those serving the general public charge a fare for the service. Respondents were asked to indicate if they charge a fare or fee for services. Similarly, some organizations permit, and in some cases required, to permit customers to make a voluntary donation to offset the cost of providing transportation service.

**Exhibit 13.
Fares and Donations**

Response	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Fare for Service					
Yes.	17	10	8	35	68.6%
No	2	9	5	16	31.4%
Opportunity to Make a Donation					
Yes	8	17	12	37	74.0%
No	9	3	1	13	26.0%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Expenses and Revenues

The final set of questions in this section asked information on the amounts and sources of transportation revenues as well as total transit operating and capital expenses.

Total operating expenses were reported from among respondents to be just over \$42.6 million (N=32). Reported capital expense were reported to be just under \$1.1 million.

Revenues used to support capital and operating expenses are derived from a variety of Federal, state, and local sources, including fares. Fewer agencies reported the detailed breakdown of revenues, so revenues do not equal expenses in the following exhibit. The role of local government and Medicaid, the single largest funder of human services transportation in the U.S. can be seen in the total amounts.

Capital expenses are funded from equally diverse revenues (Exhibit 4).

Exhibit 14. Expenses and Revenues

Expenses and Revenues	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Operating Expenses				
Capital Expenses	228,675	485,101	362,338	1,076,114
Operating Expenses	23,214,870	14,267,336	5,161,494	42,643,700
Total Expenses	\$23,443,545	\$14,752,437	\$5,523,832	\$43,719,814
Operating Revenues				
Fares	273,963	679,097	279,344	553,378
Local Government	1,556,209	3,742,435	25,780	1,582,060
County Government	-	1,169,922	938,622	938,693
NYSDOT	7,200,000	1,134,478	691,581	7,891,652
Other State	20,000	-	518,730	538,801
FTA	-	-	51,700	51,771
Title III-B	94,235	-	42,225	136,531
Medicaid	6,866,705	4,656,028	1,166,554	8,033,330
Veteran's Administration	-	-	-	71
Other Federal	-	-	-	71
Other Federal	-	-	-	71
United Way	-	-	-	71
Other Non-Federal	4,066,352	440,813	129,021	4,195,444
Other Non-Federal	145,543	1,898,329	1,974	147,588
Total Operating Revenues	\$20,223,007	\$13,721,102	\$3,845,531	\$24,069,532
Capital Revenues				
Local Government	0	51,749	71	51,820
County Government	0	30,000	13,671	43,671
NYSDOT	0	85,037	13,671	98,708
Other State	0	8,000	71	8,071
FTA	0	175,115	108,871	283,986
Other Federal	0	0	163,812	163,812
Other Federal	0	0	71	71
Other Non-Federal	228,785	70,051	256,585	555,421
Other Non-Federal	0	0	71	71
Total	\$228,785	\$392,557	\$556,326	\$1,205,631.

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

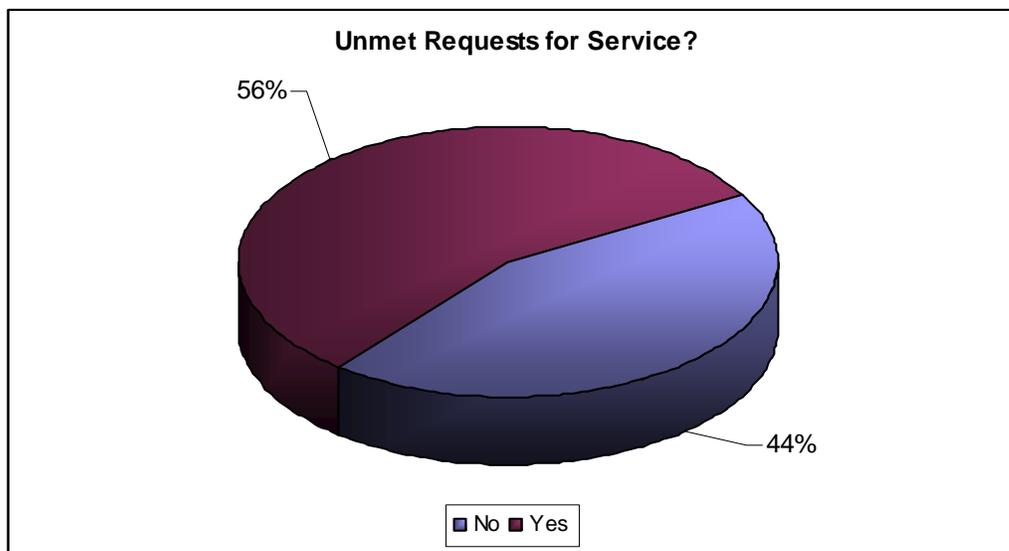
2.3 Assessment of Need and Subjective Assessments of Coordination

The next section of the survey asked questions about needs and solicited the respondent's subjective opinions about coordination of transportation services.

Unmet Requests for Service

More than half of those organizations responding (N=61) indicated that the organization had received transportation requests that your agency has been unable to accommodate.

Exhibit 15.
Unmet Requests for Service



Potential Expansion That Would Be Most Beneficial to Customer

Respondents were asked if additional resources were made available for their transportation programs, what type of service expansion would most benefit their customers. Four choices were provided along with an opportunity to provide additional comments (Exhibit 16).

**Exhibit 16.
 Most Beneficial Type of Service Expansion
 (Multiple Answers Permitted)**

Types of Expansion	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Provide more frequent service to keep up with demand.	12	11	5	28
Provide service beyond our current service area to new areas/destinations.	4	10	7	21
Provide service during hours and days our service does not currently operate.	5	9	4	18
Provide service for other passengers/client types we do not presently serve.	2	4	5	11

Source: NelsonNygaard Consulting Associates, Inc., September 2008.

Regional variations were noted in this question. Whereas New York City respondents indicated they would provide more frequent service, respondents in the Lower Hudson Valley indicated that expansion of current services areas would be most beneficial. Respondents in Long Island generally voiced equal concern for enhancements in frequency, service area, and expansion of the days/hours of service.

Provision of Service Under Contract

Only 16 of the respondents to this survey indicated that that they provided service to a another organization either through formal contractual means or through informal arrangements. Seven of these respondents were in New York City while the remaining nine responses were from Long Island or the Lower Hudson Valley.

Purchase of Service Under Contract

Results were almost identical for this question to the previous question. A total of 17 agencies reported that they purchase service on behalf of their customers from a third party. About half (N=8) were from New York City.

Exhibit 17.
Provision/Purchase of Service

	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Purchase/Provide Service				
Provide Service Under Contract to Other Organizations	7	4	5	16
Purchasing Service Under Contract from Other Organizations	8	5	4	17

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Coordination of Services

Respondents were asked if their services were coordinated in any way with other organizations that provide transportation services. Approximately the same number of respondents to the previous questions indicated that some coordination of service occurs (N=16). The level of coordination, however, as indicated by the number of affirmative responses, was higher on Long Island than other regions. Only two respondents in the Lower Hudson Valley indicated they coordinated services with other organizations.

A second part to this question asked the type or level of coordination that the organization was engaged in, ranging from simple information/referral activities to joint dispatching and sharing of vehicles. The level of coordination was generally modest, with those reporting indicating that information and referral was the most common coordination technique (Exhibit 18).

Exhibit 18. Coordination of Service

Coordination Strategies	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
No. Organizations Indicating They Coordinate Service	6	8	2	16
Type of Coordination				
Information and referral	3	5	1	9
Joint procurement	1	1		2
Joint training	2	1		3
Joint dispatch	1			1
Shared use of vehicles	2	1	1	4
Shared maintenance	1	1		2
Trip sharing	1			1
Service consolidation			1	1
Joint grant applications				

Source: NelsonNygaard Consulting Associates, Inc., September 2008.

Organizational Interest in Expanding Coordination

Two questions on the survey were posed regarding potential interest in expanding their level of coordination of transportation services. In the first questions, agencies were asked if there would be interested in providing transportation service, or more transportation services, under contract to another agency. The second question was posed to those organizations that operate vehicles and asked if they would be willing to consider purchasing transportation services from another organization, assuming the price and quality of the service met client needs.

Only seven responding agencies (N=65), or about 10 percent, responded that they would have interest in providing service to other organizations under contract.² A slightly more favorable response was provided to the second question, with 10

organizations, or about 16 percent (N=62) indicating they would be willing to purchase transportation service from another organization.

Under either category, favorable responses to these questions was low.

² The total number of responses to this question exceeds the current number of organizations that indicated that they presently provide or purchase service. Since this section of the survey was open for response by all participants, some answers to this question were provided by organizations that do not presently provide transportation services.

**Exhibit 19.
 Organizational Interest in Expanding Coordination**

Response	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
Interest in Providing Service Under Contract to Other Organizations				
Yes	3	3	1	7
No	15	9	10	34
Not Sure	9	10	5	24
Interest in Purchasing Service Under Contract from Other Organizations				
Yes	2	5	3	10
No	15	10	7	32
Not Sure	8	7	5	20

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Coordination Issues

Respondents were asked to select from a series of options what coordination issues they have encountered in their own previous efforts to effect higher levels of service coordination.

Respondents indicated that the unique nature of client populations represented the most significant issue facing coordination efforts.

Restrictions on the use of vehicles and associated vehicle liability/insurance issues were the second most frequent responses of those organizations that identified a coordination issue. This is a common finding in coordination studies, despite the fact that substantial research has been undertaken on this topic, including recent work on vehicle restrictions done on behalf of the Federal Coordinating Council on Access and Mobility (CCAM).

**Exhibit 20.
 Coordination Issues
 (Answers Permitted)**

Obstacles Encountered	Region			NYMTC Region
	New York City	Long Island	Lower Hudson Valley	No.
I do not know - our organization has not participated in coordination efforts	15	7	7	29
Statutory barriers to pooling funds		1	2	3
Restrictions placed on the use of vehicles	5	3	3	11
Liability/insurance concerns	4	4	3	11
Turf issues among providers		2	1	3
Billing/accounting issues	1	4	3	8
Unique characteristics of client populations	7	8	4	19
Other		3	1	4

Source: NelsonNygaard Consulting Associates, Inc., September 2008.

Perceived Barriers to Mobility

The NYMTC region was consistent with similar survey that pose this question, with the most frequently cited barrier to mobility being the identification of funding to support transportation services for the low income, elderly, and persons with disabilities.

The lack of public transportation service in the service area was seen as a barrier to mobility, with virtually all respondents citing this factor coming from Long Island or the Lower Hudson Valley.

Most of the “other” type response related to unique client characteristics, a finding brought out in the previous question (Exhibit 21).

**Exhibit 21.
 Perceived Barriers to Greater Mobility**

Mobility Barrier	Region			NYMTC Region	
	New York City	Long Island	Lower Hudson Valley	No.	Percent
Lack of public transportation service in our area.	1	7	3	11	20.4%
The cost of transportation services.	4	2	3	9	16.7%
The hours and days of existing services do not meet our needs.			2	2	3.7%
Eligibility restrictions imposed by various human service agencies.	1		1	2	3.7%
Funding to support transportation.	11	3	4	18	33.3%
Lack of private sector transportation services in our area.					0.0%
Turf/jurisdictional issues among communities in the service area.					0.0%
Other	4	7	1	12	22.2%

Source: Nelson\Nygaard Consulting Associates, Inc., September 2008.

Support for Coordination Among Elected Officials and Other Community Leaders

The final two series of questions on the survey asked respondents to rank, on a one to five scale, some subjective assessments about the perceptions of local elected officials, agency administrators, and other community leaders regarding coordination. These questions were drawn directly from the CCAM's assessment tools.

In the first question, respondents were asked if there was sustained support from community leaders regarding coordination planning activities.

The second question asked if members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of transportation services.

The majority opinion, regardless of region, was either strongly disagree, disagree, or unsure with respect to whether community leaders supported sustained efforts to plan for the coordination of transportation services (Exhibit 22).

Opinions were much more favorable with regard to the second question regarding community leader perceptions about the benefits of coordination (Exhibit 23).

Exhibit 22.
Is There Sustained Support Among Community Leaders for Coordination Planning?

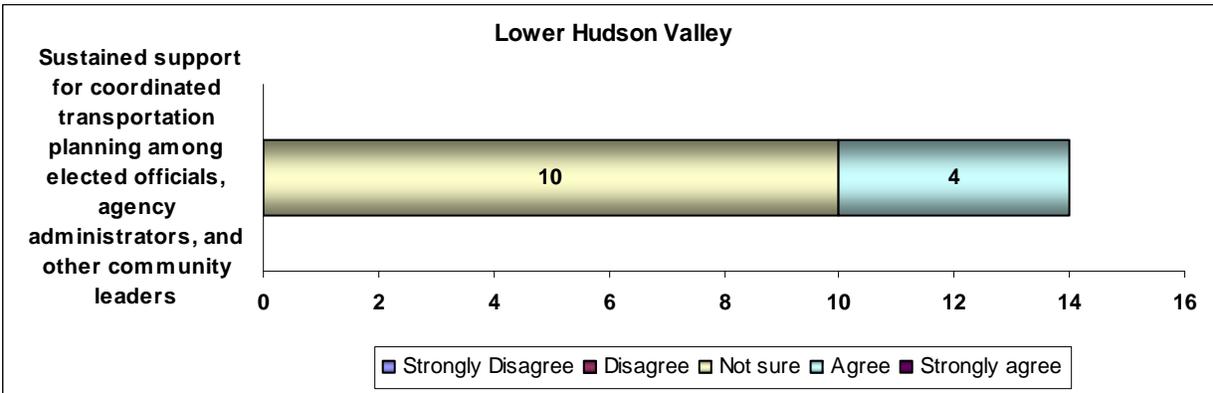
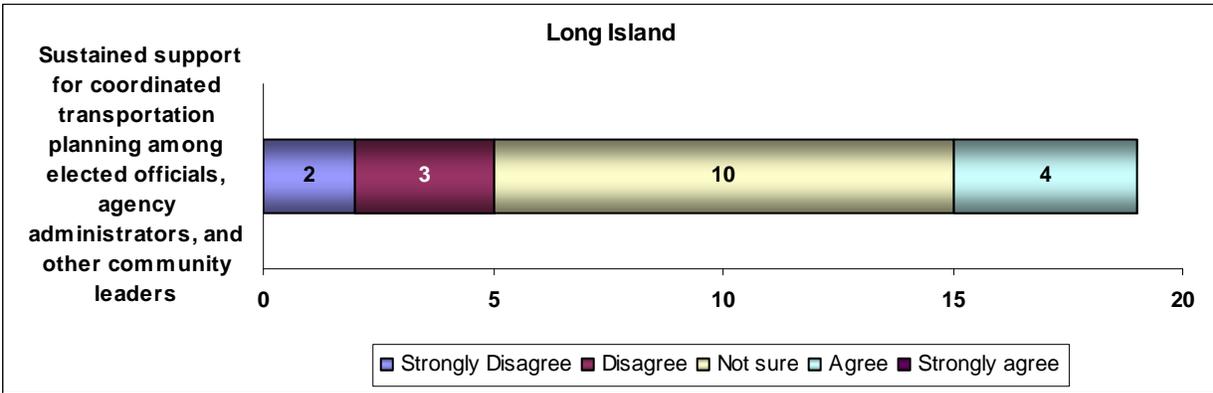
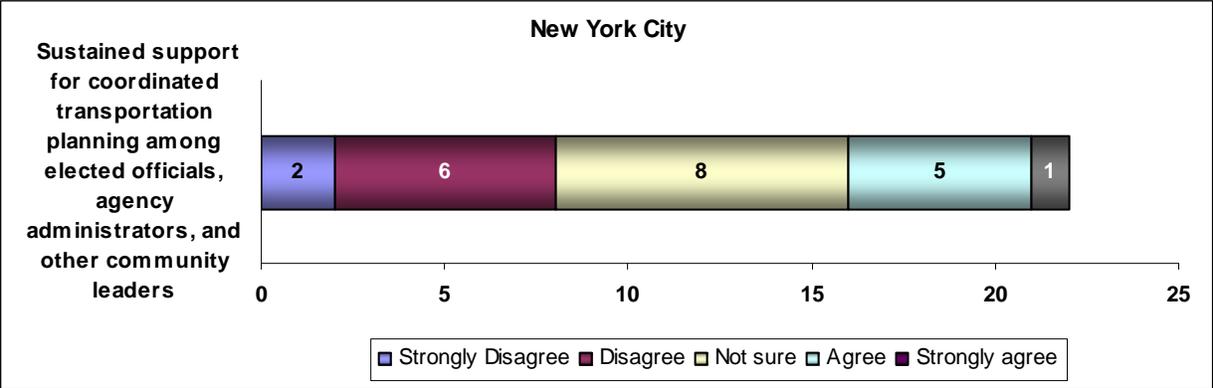
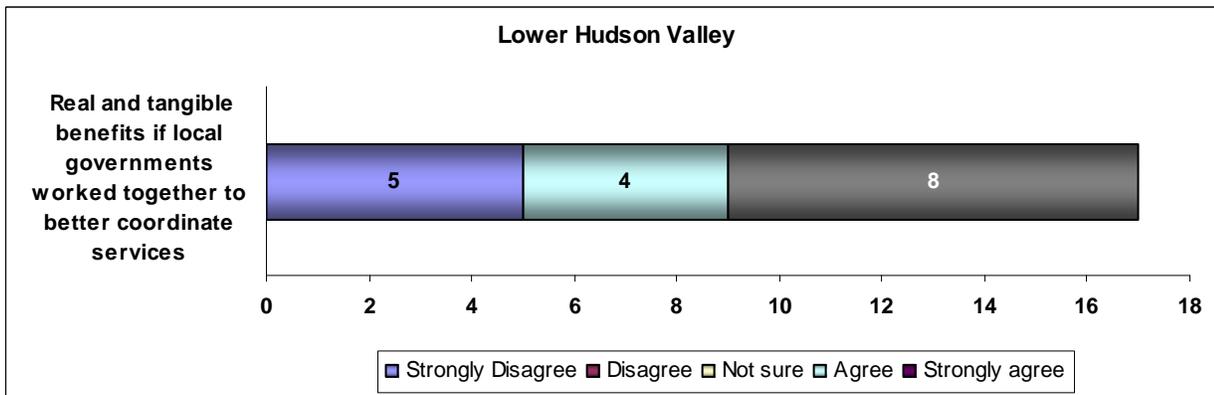
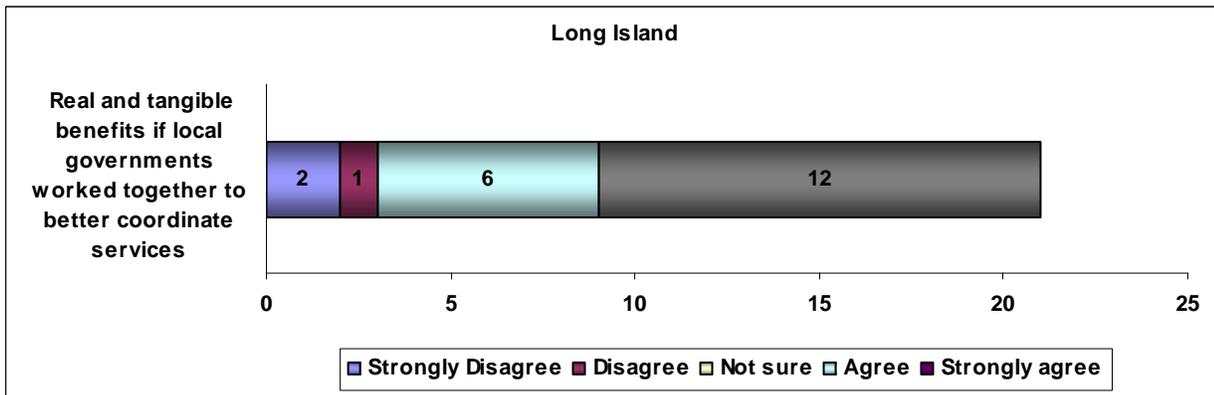
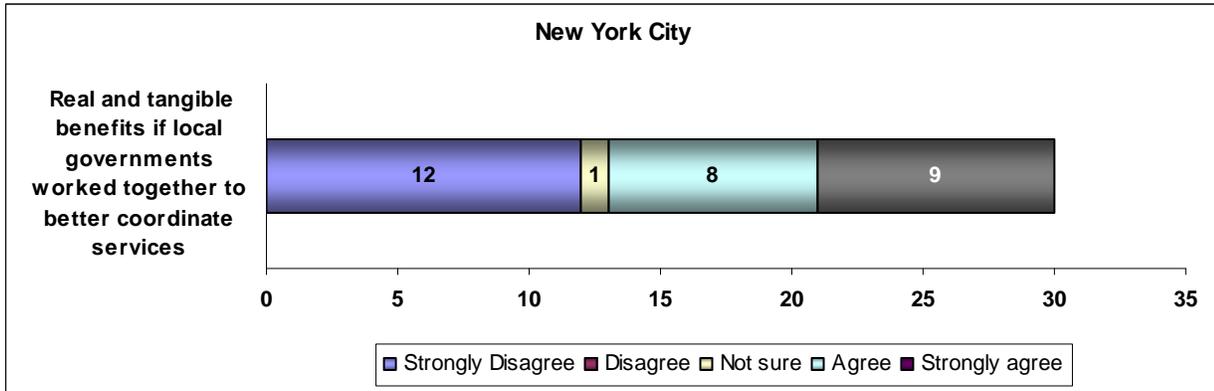


Exhibit 23. Members of the Governing Board Perceive Real and Tangible Benefits from the Coordination of Transportation Services?



APPENDIX F

BIBLIOGRAPHY OF BEST PRACTICES

Appendix F. Bibliography of Best Practices

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