

# **Clinton County Transportation Needs Assessment**

Prepared for:

Clinton County Department of Planning  
Clinton County Economic Collaborative

Prepared by:



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## Executive Summary

The Final Report of the Clinton County Transportation Needs Assessment is the result of an effort by Clinton County and the Clinton County Economic Collaborative (CCEC) to identify the strengths and weaknesses of the current transportation system. The project included assessing the feasibility of coordinating services for more efficient and effective delivery of service, minimizing costs, and examining issues between counties, states, and countries. It also identified gaps and overlaps in service, as well as solutions for improving services. The outcome of the study is a countywide Coordinated Human Service – Transit Plan.

Clinton County is a predominantly rural county in northeast New York State. It is bordered on the north by the province of Quebec; on the east by Chittenden County, Vermont; to the south by Essex County; and to the west by Franklin County. The county is made up of just over 1,000 square miles, half of which is contained within Adirondack Park. Estimated county population in 2009 was 81,800, up close to two percent from 79,900 in the year 2000. The City of Plattsburgh is the largest city within the county and the county seat, with an estimated population of 19,200.

Detailed demographic data was assembled at both the county and block group levels, including overall population as well as the population in four specific groups that tend to be the most transit dependent: older adults, low income households, zero vehicle households, and persons with disabilities. In general, high concentrations of each demographic indicator of transit need, follow the general population density pattern within the county: Densest in the City and Town of Plattsburgh, radiating out along major corridors, and in Rouses Point.

At a finer level of detail, 20 block groups within the City or Town of Plattsburgh were identified as having very high or high transit need. About one half of the county is considered to have moderate transit need, because of a concentration of one or more of the populations that usually require transit service.

Clinton County Public Transit (CCPT) is the provider of fixed route public transportation and ADA complementary paratransit services in Clinton County. In addition to CCPT's public transit services, there are various human service agencies and private companies operating in and around Clinton County that provide transportation services to certain segments of the population, though almost half of those agencies provide service only to their program clientele. Days and hours of service, especially for those who clients would like to accept shift work and infrequency of service, particularly for those served by CCPT rural routes, were cited by study participants as major gaps in Clinton County's transit inventory.

The study makes various recommendations intended to address gaps in service, economize delivery of service (partially through coordination), minimize CCPT's operating costs, and increase program sustainability. Those recommendations include:

- Create a one-call, one-click center, funded through a consortium of participating agencies and organized via CTAA technical assistance. The development of a one-call, one-click center would create an organizational structure for community information. In its basic form, the center can provide information and referral services to customers regarding transit options. Part of the purpose of the center would be to educate the public, local businesses, and local government officials about transit, in general. Specifically, to provide travel training services, instructing the public on how to get from point A to point B by transit or paratransit. Other initial responsibilities would be to develop an inventory of all modes of transportation and to develop training and public education programs. As the one-call, one-click center evolves, it could potentially provide shared trip reservation, scheduling, and dispatching services as well.

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- Create a south city hub, perhaps funded through a public-private partnership with businesses in the south city area. There are currently hubs at Government Center and the Champlain Mall on Route 3, but there is no corresponding hub for service in the southern part of the county.
  - Update marketing and branding strategies to include the installation of new bus stop signs and information displays at route hubs. Also work with local hotel and motels to get information about public transit on the hotel/motel website. Various fixed route schedule and route name changes are proposed, to make the current CCPT system more accessible to those unfamiliar with public transit (and also to increase system efficiency).
  - Add bike racks to all CCPT buses (CCPT has begun to require future vehicle purchases have bike racks included in the vehicle specifications)
  - CCPT should look to coordinate efforts to provide service with SUNY
  - Create greater transit connections between Clinton County and Franklin County, New York and Chittenden County, Vermont. The North County Express provides service to and from Franklin County, but service is limited to one run in the morning and one in the afternoon. CCPT provides connections to the Grand Isle Ferry service that transports passengers across Lake Champlain, but there is no corresponding transit service at the ferry terminal on the Vermont side. This is especially important for medical staff traveling between Plattsburgh and Burlington, Vermont.

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### Introduction

The Clinton County Transportation Needs Assessment project is an effort by Clinton County and the Clinton County Economic Collaborative (CCEC) to identify the strengths and weaknesses of the current transportation system. The effort will include assessing the feasibility of coordinating services for more efficient and effective delivery of service, minimizing costs, and examining issues between counties, states, and countries. The project will identify gaps and overlaps in service and identify solutions for improving services. The outcome of the study will be a countywide Coordinated Human Service – Transit Plan.

Before a gap analysis can be conducted, an understanding of the current environment in the county must be established. This memo will provide a demographic description of Clinton County and the transportation services currently being provided throughout the county.

### 1.1 Demographics

Clinton County is a predominantly rural county in northeast New York State. It is bordered on the north by the province of Quebec; on the east by Chittenden County, Vermont; to the south by Essex County; and to the west by Franklin County. The county is made up of just over 1,000 square miles, half of which is contained within Adirondack Park. Estimated county population in 2009 was 81,800, up close to two percent from 79,900 in the year 2000. The City of Plattsburgh is the largest city within the county and the county seat, with an estimated population of 19,200.

Three industries make up the largest share of workers in the County: educational services, health care, and social assistance; manufacturing; and retail. Together, these three industries account for five out of every ten workers in the county. In 2010, county unemployment was estimated at 7.2 percent, up from 6.2 percent in the year 2000.<sup>1</sup>

In order to determine a quantifiable estimate of the need for transit service, detailed demographic for data for Clinton County was assembled. The U.S. Census Bureau provides population and demographic data that can be mapped to show where transit need may exist. Detailed demographic data was assembled at both the county and block group levels, including overall population as well as the population in four specific groups that tend to be the most transit dependent: older adults, low income households, zero vehicle households, and persons with disabilities.

At the time this data was assembled, complete data from the 2010 Census was not yet available for the state of New York at the level of geographic detail needed and data from the 2000 Census was already ten years old. Therefore, estimates of current population are based upon the U.S. Census Bureau American Community Survey (ACS) data for 2009, both one and five year estimates. In addition, the difference between the total county population listed in the 2009 1-Year Estimate and the 2010 full count is 173, or less than one percent of the total county population.

#### *Countywide Description*

The population of Clinton County is estimated to be 81,800 people as of 2009. This number is up slightly from the year 2000 (79,900 people), a 2.4 percent increase. However, the estimated 2009 population is still lower than the reported population in 1990 (86,000 people).

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<sup>1</sup> Source: U.S. Bureau of the Census, Census 2000 and 2005 – 2009 American Community Survey 5 Year Estimates

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The number of older adults, defined as persons 65 years of age and older, has been and will continue to increase rapidly as the “baby boom” generation starts to reach age 65 in 2011. To illustrate, in 1990, there were 8,300 older adults in Clinton County, making up 9.6 percent of the total county population. In 2000, the share of older adults as part of countywide population grew to 11.9 percent. In 2009, it is estimated that 10,600 people are aged 65 and older, an increase of 11.6 percent over 2000, making up 13 percent of countywide population.

For this analysis, low income households are defined as those with an annual household income of \$49,999 or less. This figure is based on the Department of Housing and Urban Development (HUD)’s FY2009 Low Income Limits Documentation System, Low-Income Limits for a family of four in Clinton County, \$48,700, or approximately 80 percent of the area median family income. At a county level, there were almost 16,000 low income households in Clinton County, over 4,500 of which were within the City of Plattsburgh, making up 52 percent of total households. In 2000, only 35 percent of households in Clinton County would have been considered low income (at the FY2000 HUD Low-Income Limits).

There are about 12,000 persons with disabilities residing in Clinton County, making up 15 percent of the total population. Due to changes in methodology regarding how and where the Census calculates disabilities, it is not accurate to compare current disability rates to past measurements. However, we can compare the percentage of the civilian non-institutionalized population with a disability, 15 percent, to the statewide average, 11 percent, to show that Clinton County has a higher incidence of disability than many other areas of the state. Among New York counties, both the average and median incidence of disability hover around 12 percent. Sullivan County, where almost 16 percent of the non-institutionalized population has a disability, has the highest incidence rate in the state, followed by Jefferson, Chautauqua, Broome, and then Clinton County in descending order. All five of these counties are also among the 20 New York counties with less than 200,000 total residents.

In the year 2000, the number of households without a vehicle available was 2,700. Estimates for 2009 indicate that the number of households without vehicles has risen slightly to 2,800, a 3.4 percent increase over previous years.

#### *Block Level Demographics and Demographic Illustrations*

Following are a series of maps developed by TranSystems, illustrating total population density and the density of each of the four indicators of transit needs described above.<sup>2</sup> Data is presented at the block group level, the finest level of geography available for the 2005-2009 ACS estimates<sup>3</sup>. The five year estimates provide data to align with the Census boundaries as of the year 2000. Though there have been some geographical boundary changes since then (the City of Plattsburgh has expanded and block groups in both Dannemora and Altona have changed), the changes are very slight and do not alter the overall demographic picture.

In general, high concentrations of each indicator of transit need, older adults, low income households, zero vehicle households, and persons with disabilities, follow the general population density pattern within the county: Densest in the City and Town of Plattsburgh, radiating out along major corridors, and in Rouses Point. This is not surprising given that a large portion of the overall county population lives in this part of the county.

Figure 1 shows overall population density, by block group, for the county. The highest densities are found within the City and Town of Plattsburgh. Population density is higher along the eastern half of the

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<sup>2</sup> Please see Appendix B for a series of maps demonstrating the percentage of population for transit dependent characteristics.

<sup>3</sup> The Census defines a margin of error as a measure of the precision of an estimate at a given level of confidence. The confidence level of a margin of error indicates the likelihood that the difference between the population value and the sample estimate is less than or equal to the margin of error. All ACS estimates are published with their margins of error at the 90 percent confidence level. It should be noted that in Clinton County, the Census margin of error seems particularly high.

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county along I-87(south to north) and along routes 3, 11, and 374 heading west from I-87. Population density in these areas is at least 25 persons per square mile, with densities of greater than 500 per square mile within the City of Plattsburgh.

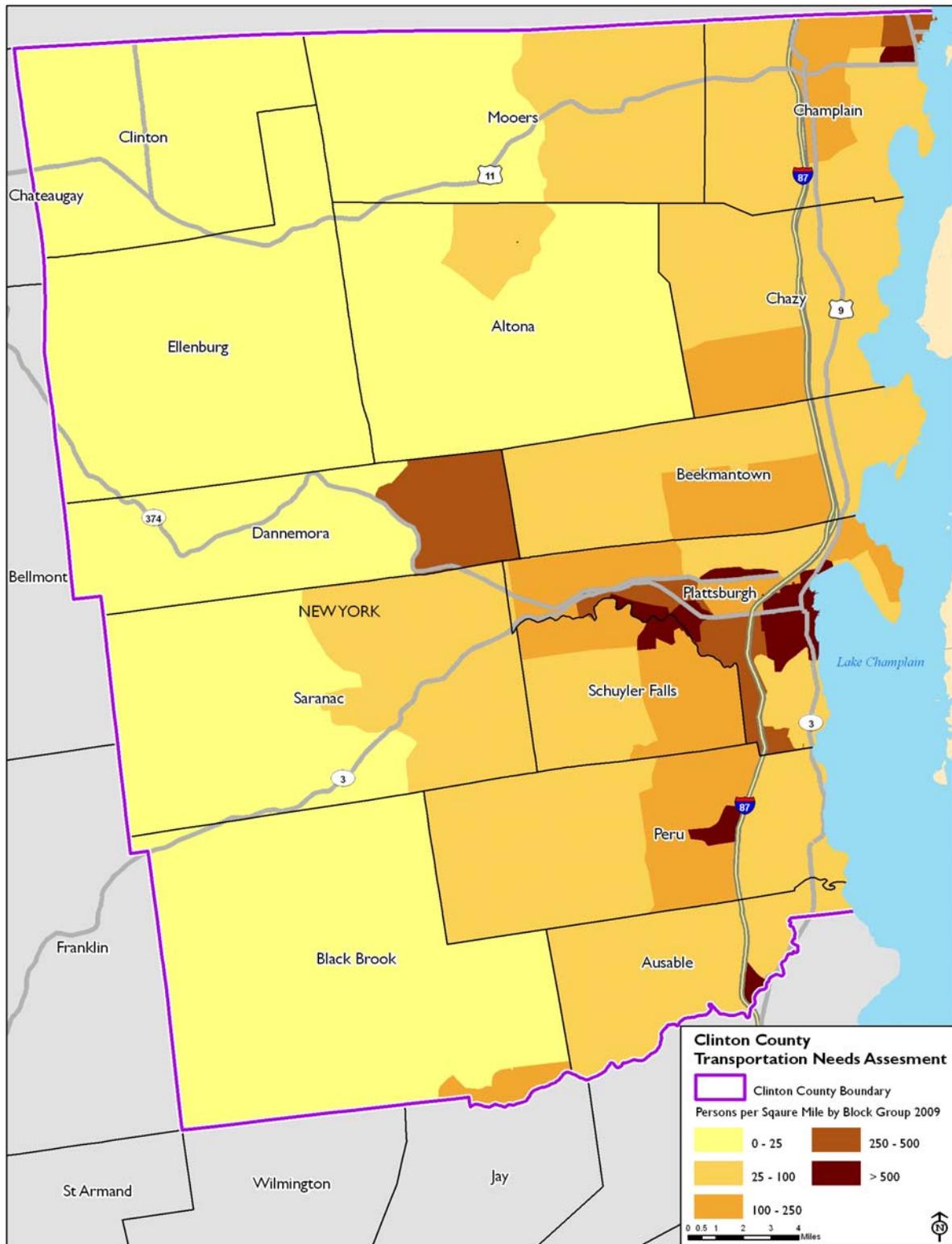
Figure 2 shows the number of persons 65 years of age and older per square mile by block group. The highest density of older adults is again found within the City and Town of Plattsburgh and extending west along the Route 3 corridor. Density in this area is more than 50 or older adults per square mile, with some areas containing more than 100 older adults per square mile. The Rouses Point area also contains a pocket similarly dense with older adults.

Figure 3 shows the number of households per square miles that are considered low income, earning less than \$49,999 annually. As with other characteristics, the highest density of low income households are found in and around the City and Town of Plattsburgh, and in the northeast part of the Town of Schuyler Falls and part of the Town of Peru, just west of and adjacent to I-87. There is also an area east of I-87 in the Town of Champlain and Rouses Point where there are more than 25 low income households per square mile.

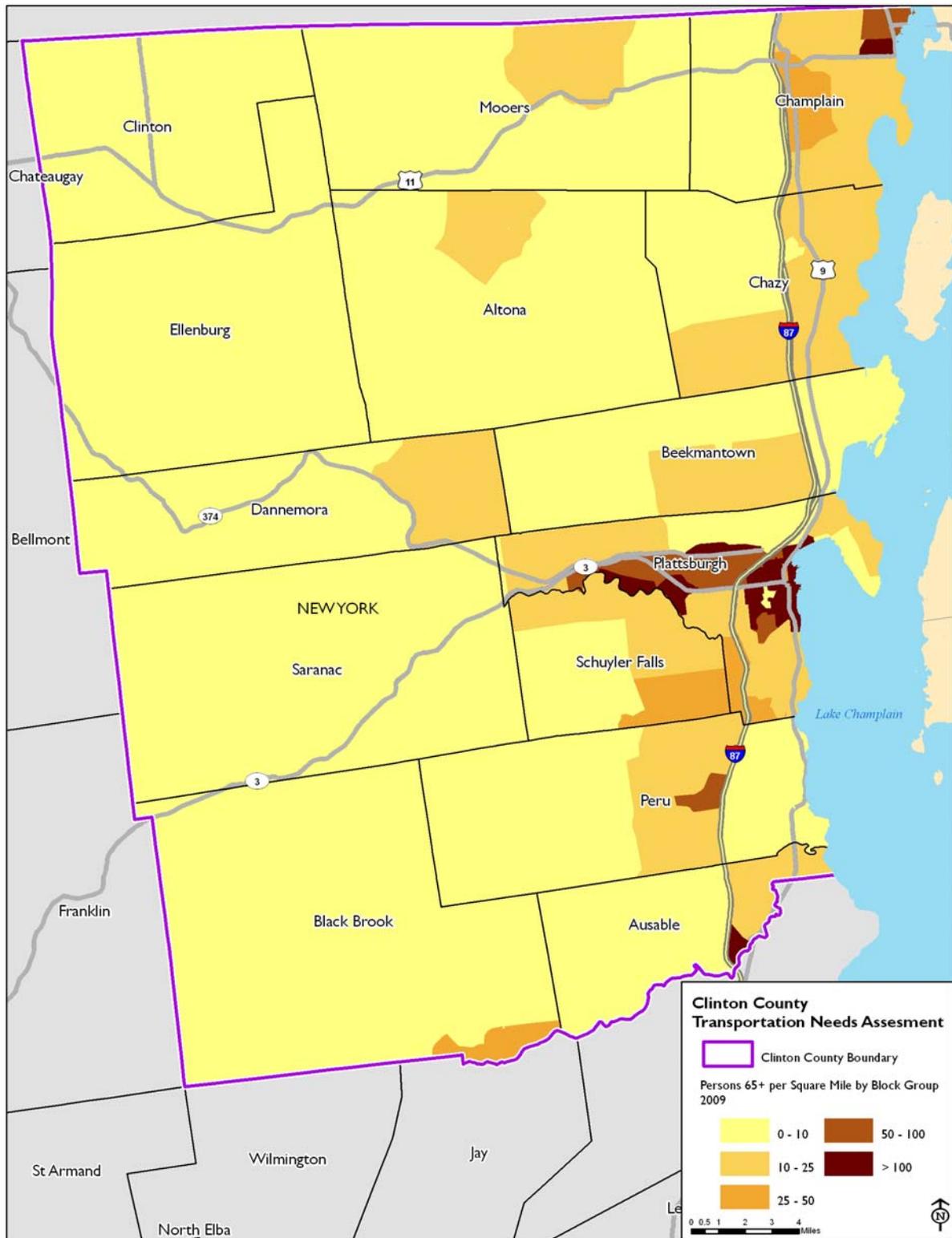
As previously indicated, due to a change in methodology, neither the 2010 Census nor the ACS 5-Year or 3-Year Estimates provide data on disability. Figure 4 illustrates an estimate of the number of persons with disabilities per square mile, based on both the 2009 1-Year ACS estimate of disability and the 5-Year ACS population estimate. To estimate the number of persons with disabilities at the block group level, the prevalence rate of disabilities by age cohort and sex (male/female: Under five years, 5-17 years, 18-34 years, 35-64 years, 65-74 years, and 75 years and older) for the year 2009 at the county level was calculated. The percentage share in each age group was then applied to the age data by block group for the 2005-2009 estimates, to generate the final estimate of persons with disabilities within the county.

While most of the county contains fewer than 25 persons per square mile with a disability, there are pockets of high densities of persons with disabilities (greater than 100 per square mile), mostly found within the City of Plattsburgh. There are similar, small pockets just north of and adjacent to Route 11 in Rouses Point, and small pockets along the Route 3 corridor in the Town of Plattsburgh.

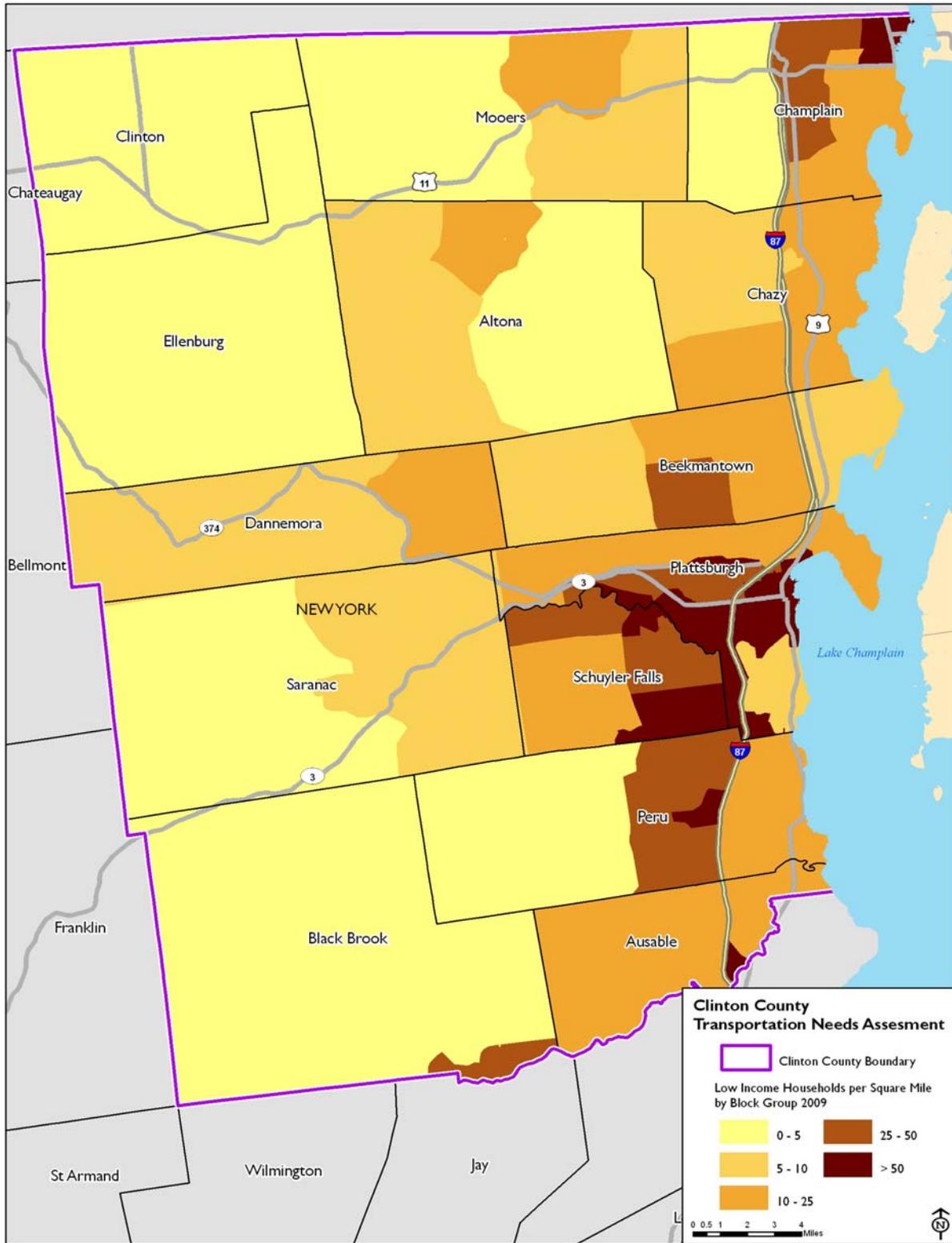
**Figure I: Population Density by Block Group 2009**



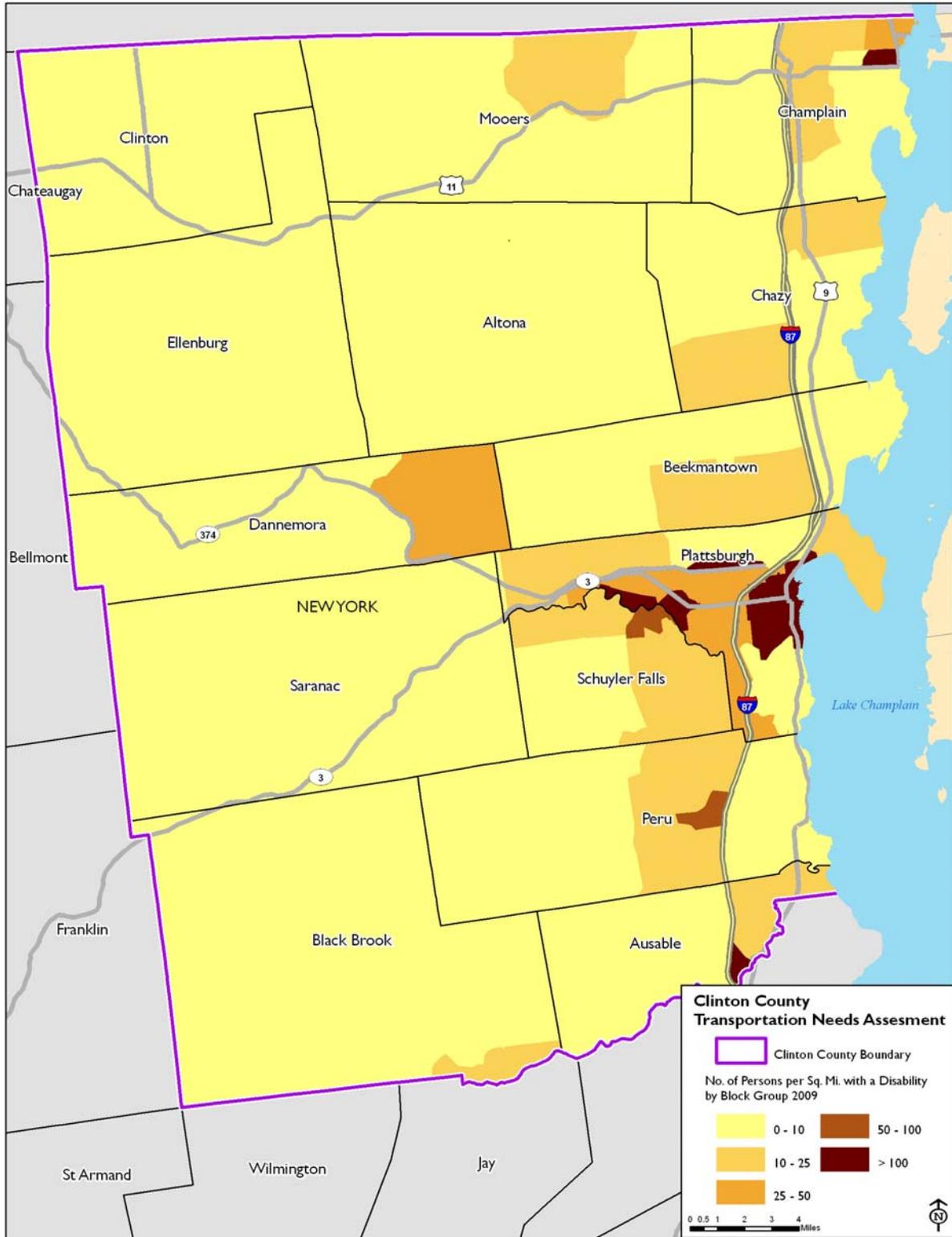
**Figure 2: Density of Older Adults by Block Group 2009**



**Figure 3: Density of Low Income Households by Block Group 2009**



**Figure 4: Density of Persons with Disabilities Population by Block Group 2009**



**Figure 5: Density of Zero Vehicle Households by Block Group 2009**

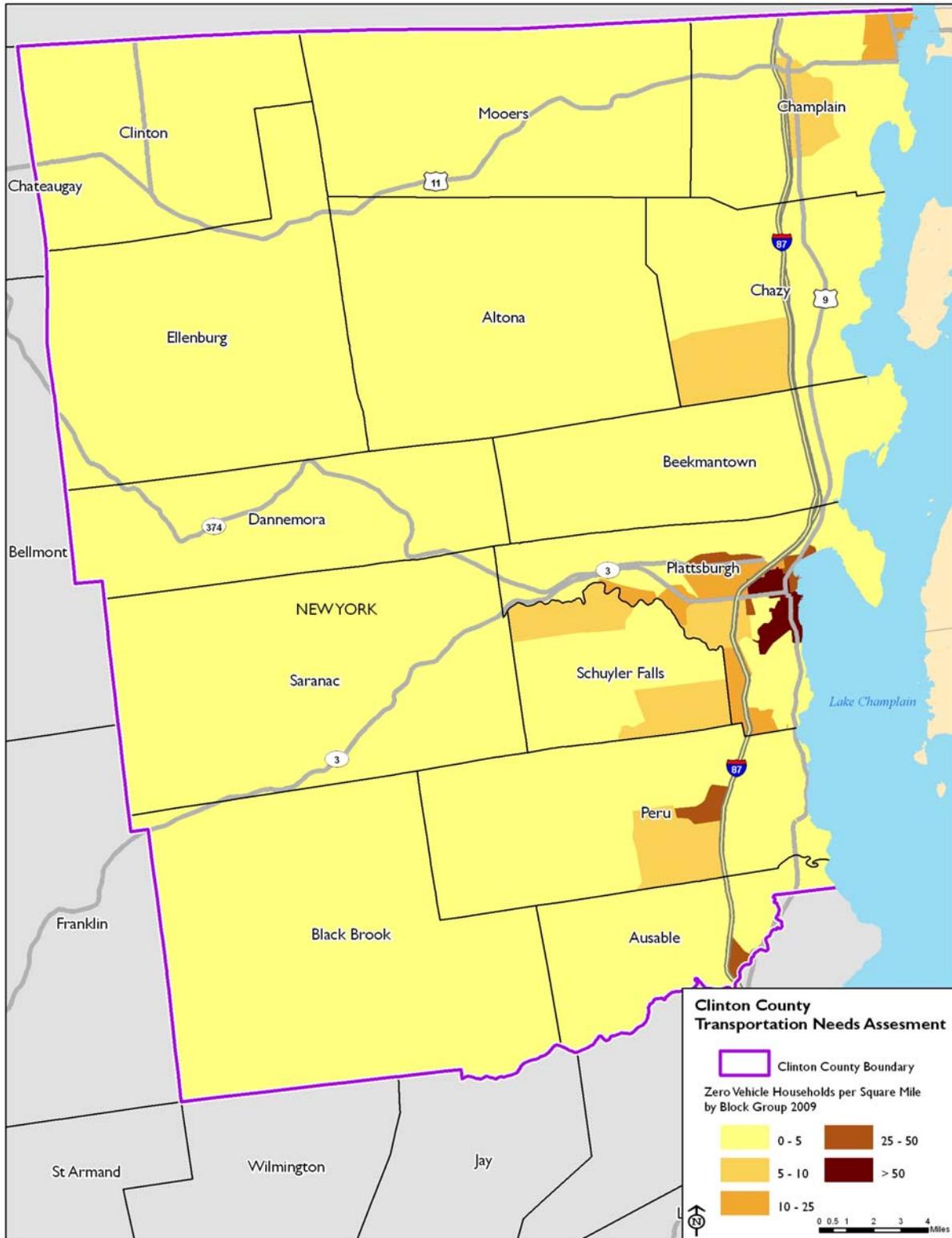


Figure 5 shows the number of zero-vehicle households per square mile, at the block group level.<sup>4</sup> The figure illustrates that the number of households without access to a vehicle is generally less than five households per square mile, countywide. The exceptions are in parts of the City of Plattsburgh, where the density of households without a vehicle exceeds 50 per square mile. There are other areas found in parts of the Town of Champlain, an area adjacent to I-87 and in the Town of Plattsburgh and an area west of, and adjacent to I-87 in the Town of Peru where the density of zero-vehicle households are between five and 50 per square mile.

### Index of Relative Transit Need

An index of relative transit need by block group was created based on the demographic makeup of each, particular block group. For each of the transit need characteristics highlighted previously, older adults, persons with disabilities, low income households, and zero-vehicle households, each block group was ranked compared to the other block groups within the county. Each block group was ranked four separate times, once for each characteristic, to prevent overlap among the different demographic categories. The initial rankings were: 3 (high- top 20%), 2 (moderate- middle 60%), or 1 (low- bottom 20%). The four scores for each block group were totaled, to produce a composite score between zero and 16. Finally, each block group’s composite score was used to determine whether a block group had very high need (11-12 composite), high need (9-10 composite), moderate need (7-8 composite), low need (5-6 composite), or very low need (0-4 composite).

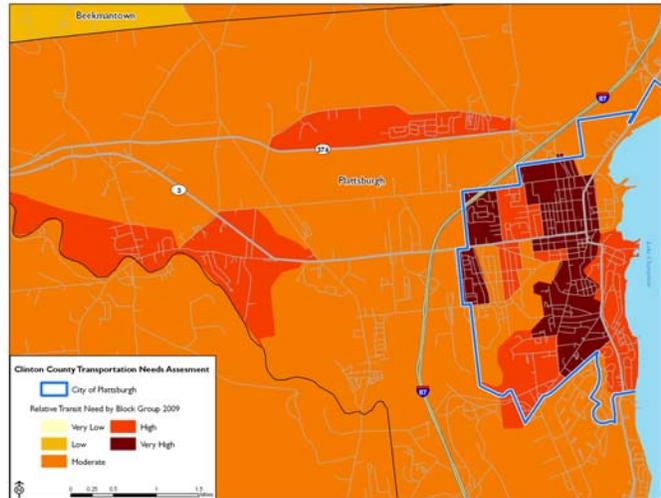
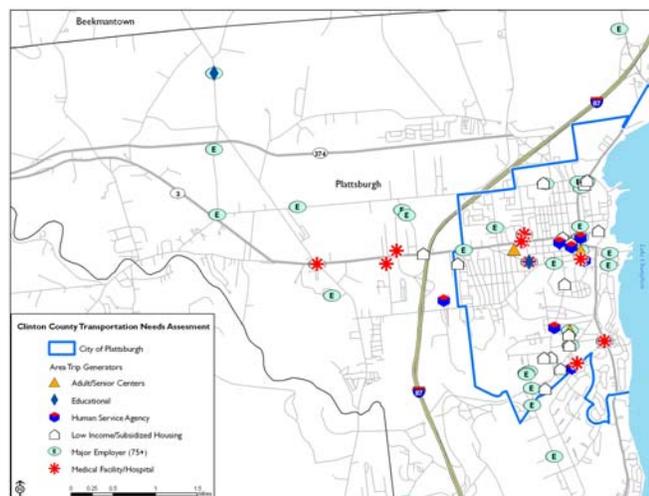


Table 1 displays the results of the indexing process. As shown, 20 block groups have been identified as having very high or high transit need, all of which are in the City or Town of Plattsburgh. About one half of the county is considered to have moderate transit need, because of a concentration of one or more of the populations that usually require transit service. The northwestern part of the county show a low transit need, and almost all of Black Brook and about 50 percent of the towns of Saranac, Champlain, and Chazy show a very low transit need, relative to the rest of the county.

The map shown in Figure 6 also illustrates that transit need index information.

Figure 7 highlights the relative transit need, along with the location of important trip generators throughout the county. Trip generators are those locations that the general public, and especially transit-dependent populations, generally need access to, such as human service and



<sup>4</sup> The Census tracks automobile ownership based on “housing units” (occupied and unoccupied) rather than “households.” In some cases, the actual number of housing units is different than the number of households for a given geography. However, in Clinton County, the number of housing units in each block group is the same as the number of households, allowing us to accurately use the terms interchangeably.

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governmental agencies; nursing homes and adult day care centers; educational institutions; accessible and/or low income housing; large scale retail complexes; and major employers. The trip generators contained in Figure 7 were identified through Advisory Committee and county input, review of existing information, and internet and on-site research. Planned future public input will allow the study team to further supplement the current list of trip generators, which can be found in Appendix C.

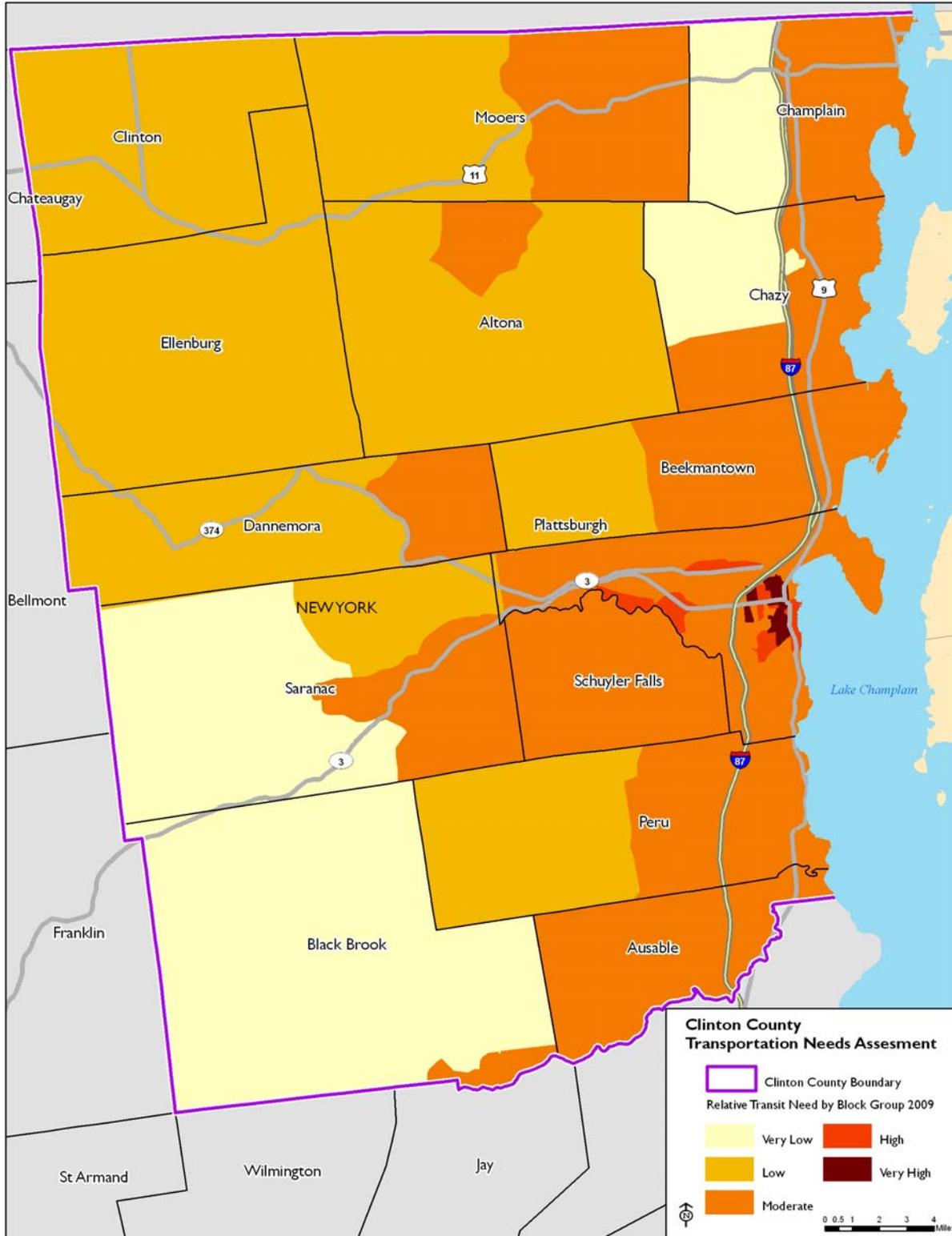
As shown in the map, most of the trip generators within Clinton County are located in the City and Town of Plattsburgh, in the same areas that demonstrate high transit need. What is not clear is whether these trip generators are in the areas of high need because that is where the transit dependent population resides; or if the transit dependent population resides in these areas because that is where the trip generators are located.

**Table 1: Index of Relative Transit Need**

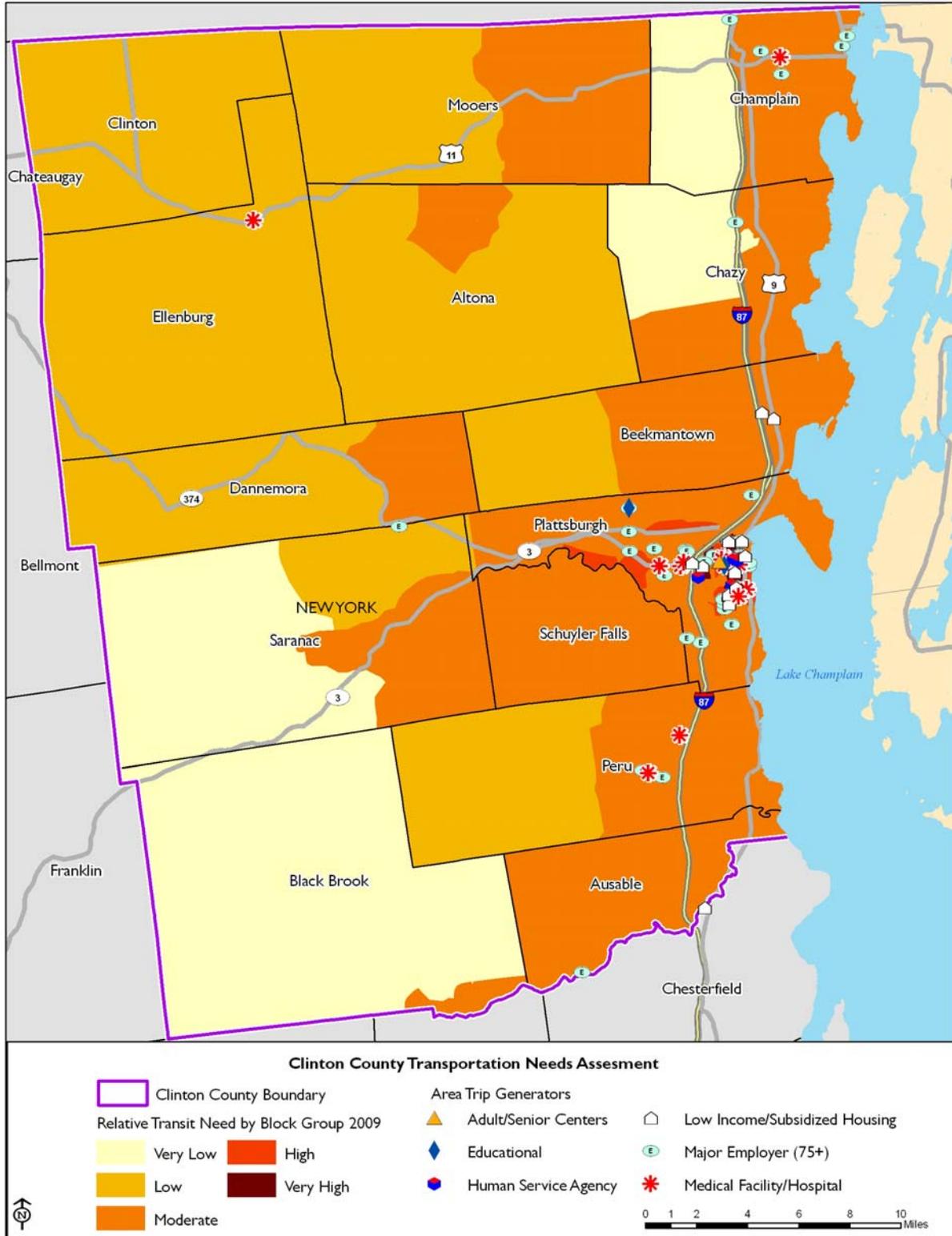
Geo Name	In Town	2009 Estimated Pop.	Persons per Square Mile	Persons 65+	% 65+	65+ per Square Mile	Low Income House-holds	% of HH that are Low Income	Low Income HH per Square Mile	Zero Vehicle Housing Units	% of HUs that have No Vehicles	Zero Vehicle HUs per Square Mile	Persons with Disabilities	% of Pop. that has a Disability	Persons with Disabilities per Square Mile	Relative Transit Need
Block Group 4, Census Tract 1003	Altona	1086	22.15	59	5.43%	1.20	212	50.96%	4.32	14	3.37%	0.29	104	9.62%	2.13	Low
Block Group 5, Census Tract 1003	Altona	885	20.60	98	11.07%	2.28	224	65.12%	5.22	23	6.69%	0.54	102	11.57%	2.38	Low
Block Group 6, Census Tract 1003	Altona	591	63.17	99	16.75%	10.58	146	62.39%	15.61	24	10.26%	2.57	78	13.26%	8.38	Moderate
Block Group 7, Census Tract 1003	Altona	380	149,561.94	0			0			0			51	13.52%	20,225.21	Low
Block Group 1, Census Tract 1020	Ausable	1024	32.29	228	22.27%	7.19	326	69.36%	10.28	89	18.94%	2.81	136	13.25%	4.28	Moderate
Block Group 2, Census Tract 1020	Ausable	1058	93.63	134	12.67%	11.86	238	53.85%	21.06	13	2.94%	1.15	121	11.40%	10.67	Moderate
Block Group 3, Census Tract 1020	Ausable	911	1,027.51	119	13.06%	134.22	172	45.38%	194.00	36	9.50%	40.60	106	11.60%	119.18	Moderate
Block Group 1, Census Tract 1006	Beekmantown	1474	65.65	39	2.65%	1.74	157	28.60%	6.99	0			127	8.58%	5.63	Low
Block Group 2, Census Tract 1006	Beekmantown	908	80.93	54	5.95%	4.81	245	65.68%	21.84	46	12.33%	4.10	93	10.25%	8.30	Moderate
Block Group 3, Census Tract 1006	Beekmantown	982	46.19	150	15.27%	7.06	152	37.53%	7.15	10	2.47%	0.47	106	10.82%	5.00	Moderate
Block Group 4, Census Tract 1006	Beekmantown	1033	141.21	171	16.55%	23.38	158	35.27%	21.60	13	2.90%	1.78	123	11.86%	16.75	Moderate
Block Group 5, Census Tract 1006	Beekmantown	1163	159.05	149	12.81%	20.38	184	42.01%	25.16	0			118	10.18%	16.19	Moderate
Block Group 1, Census Tract 1018	Black Brook	727	178.90	136	18.71%	33.47	188	56.29%	46.26	19	5.69%	4.68	88	12.05%	21.56	Moderate
Block Group 2, Census Tract 1018	Black Brook	1125	8.64	232	20.62%	1.78	213	47.23%	1.64	35	7.76%	0.27	156	13.89%	1.20	Very Low
Block Group 1, Census Tract 1001	Champlain	742	31.68	42	5.66%	1.79	115	41.82%	4.91	0			65	8.81%	2.79	Very Low
Block Group 2, Census Tract 1001	Champlain	747	136.54	84	11.24%	15.35	158	50.64%	28.88	15	4.81%	2.74	78	10.44%	14.25	Moderate
Block Group 3, Census Tract 1001	Champlain	913	348.74	147	16.10%	56.15	213	52.85%	81.36	39	9.68%	14.90	131	14.30%	49.86	Moderate
Block Group 4, Census Tract 1001	Champlain	1013	941.03	111	10.96%	103.11	280	65.88%	260.11	21	4.94%	19.51	112	11.10%	104.42	Moderate
Block Group 5, Census Tract 1001	Champlain	1787	87.34	232	12.98%	11.34	220	36.36%	10.75	8	1.32%	0.39	195	10.92%	9.54	Moderate
Block Group 6, Census Tract 1001	Champlain	673	116.24	168	24.96%	29.02	183	55.45%	31.61	52	15.76%	8.98	108	16.02%	18.62	Moderate
Block Group 1, Census Tract 1002	Chazy	905	39.50	68	7.51%	2.97	115	42.44%	5.02	0			82	9.11%	3.60	Very Low
Block Group 2, Census Tract 1002	Chazy	628	69.77	112	17.83%	12.44	168	59.79%	18.66	12	4.27%	1.33	98	15.61%	10.89	Moderate
Block Group 3, Census Tract 1002	Chazy	1490	83.89	194	13.02%	10.92	233	40.03%	13.12	35	6.01%	1.97	176	11.84%	9.93	Moderate
Block Group 4, Census Tract 1002	Chazy	1229	106.33	170	13.83%	14.71	271	53.24%	23.45	58	11.39%	5.02	153	12.43%	13.22	Moderate
Block Group 4, Census Tract 1004	Clinton	837	12.47	122	14.58%	1.82	207	68.54%	3.08	25	8.28%	0.37	100	11.91%	1.49	Low
Block Group 1, Census Tract 1004	Dannemora	4169	256.76	243	5.83%	14.97	219	50.58%	13.49	26	6.00%	1.60	609	14.60%	37.48	Moderate
Block Group 2, Census Tract 1004	Dannemora	920	18.54	279	30.33%	5.62	269	59.25%	5.42	41	9.03%	0.83	159	17.29%	3.21	Low
Block Group 3, Census Tract 1004	Ellenburg	1036	20.02	160	15.44%	3.09	212	49.53%	4.10	30	7.01%	0.58	136	13.13%	2.63	Low
Block Group 5, Census Tract 1004	Ellenburg	496	8.92	67	13.51%	1.21	109	48.02%	1.96	24	10.57%	0.43	60	12.08%	1.08	Low
Block Group 1, Census Tract 1003	Mooers	1119	23.36	121	10.81%	2.53	198	52.11%	4.13	13	3.42%	0.27	108	9.68%	2.26	Low
Block Group 2, Census Tract 1003	Mooers	1242	94.62	172	13.85%	13.10	294	52.22%	22.40	47	8.35%	3.58	147	11.82%	11.18	Moderate
Block Group 3, Census Tract 1003	Mooers	1083	40.27	140	12.93%	5.21	185	51.97%	6.88	11	3.09%	0.41	101	9.30%	3.75	Moderate
Block Group 1, Census Tract 1019	Peru	1122	25.78	102	9.09%	2.34	160	36.36%	3.68	16	3.64%	0.37	109	9.72%	2.50	Low
Block Group 2, Census Tract 1019	Peru	1854	185.94	232	12.51%	23.27	339	55.39%	34.00	29	4.74%	2.91	224	12.08%	22.45	Moderate
Block Group 3, Census Tract 1019	Peru	1682	61.43	212	12.60%	7.74	293	43.73%	10.70	11	1.64%	0.40	210	12.47%	7.66	Moderate
Block Group 4, Census Tract 1019	Peru	1202	147.66	176	14.64%	21.62	218	41.76%	26.78	55	10.54%	6.76	138	11.46%	16.92	Moderate
Block Group 5, Census Tract 1019	Peru	997	641.62	113	11.33%	72.72	156	35.14%	100.39	65	14.64%	41.83	92	9.26%	59.39	Moderate
Block Group 6, Census Tract 1019	Peru	0														Very Low

Geo Name	In Town	2009 Estimated Pop.	Persons per Square Mile	Persons 65+	% 65+	65+ per Square Mile	Low Income House- holds	% of HH that are Low Income	Low Income HH per Square Mile	Zero Vehicle Housing Units	% of HUs that have No Vehicles	Zero Vehicle HUs per Square Mile	Persons with Disabilities	% of Pop. that has a Disability	Persons with Disabilities per Square Mile	Relative Transit Need
Block Group 1, Census Tract 1007	Plattsburgh	1786	868.33	458	25.64%	222.67	261	43.28%	126.89	39	6.47%	18.96	284	15.89%	138.00	High
Block Group 2, Census Tract 1007	Plattsburgh	973	281.94	184	18.91%	53.32	157	38.48%	45.49	0			130	13.31%	37.53	Moderate
Block Group 3, Census Tract 1007	Plattsburgh	1128	106.27	183	16.22%	17.24	210	45.26%	19.78	0			127	11.25%	11.96	Moderate
Block Group 1, Census Tract 1008	Plattsburgh	803	237.59	177	22.04%	52.37	163	50.31%	48.23	49	15.12%	14.50	121	15.01%	35.66	Moderate
Block Group 2, Census Tract 1008	Plattsburgh	1349	1,367.96	185	13.71%	187.60	262	56.96%	265.68	38	8.26%	38.53	152	11.27%	154.15	High
Block Group 3, Census Tract 1008	Plattsburgh	734	96.13	50	6.81%	6.55	113	39.65%	14.80	36	12.63%	4.71	69	9.47%	9.10	Moderate
Block Group 4, Census Tract 1008	Plattsburgh	949	118.94	138	14.54%	17.30	97	25.13%	12.16	35	9.07%	4.39	115	12.12%	14.41	Moderate
Block Group 5, Census Tract 1008	Plattsburgh	919	96.58	95	10.34%	9.98	160	44.08%	16.82	45	12.40%	4.73	99	10.73%	10.36	Moderate
Block Group 1, Census Tract 1009	Plattsburgh	743	2,738.47	202	27.19%	744.51	362	83.41%	1,334.22	95	21.89%	350.14	149	20.10%	550.34	Very High
Block Group 2, Census Tract 1009	Plattsburgh	1211	851.94	234	19.32%	164.62	376	61.64%	264.52	51	8.36%	35.88	209	17.24%	146.90	Moderate
Block Group 3, Census Tract 1009	Plattsburgh	586	6,059.34	4	0.68%	41.36	314	83.96%	3,246.82	96	25.67%	992.66	61	10.41%	630.92	Very High
Block Group 4, Census Tract 1009	Plattsburgh	1260	6,371.35	188	14.92%	950.65	323	66.74%	1,633.29	78	16.12%	394.42	154	12.26%	780.92	Very High
Block Group 5, Census Tract 1009	Plattsburgh	874	12,297.80	84	9.61%	1,181.94	337	77.65%	4,741.83	171	39.40%	2,406.09	96	11.02%	1,355.46	Very High
Block Group 1, Census Tract 1010	Plattsburgh	786	3,003.68	134	17.05%	512.08	74	26.71%	282.79	19	6.86%	72.61	103	13.16%	395.21	Very High
Block Group 2, Census Tract 1010	Plattsburgh	640	2,324.49	96	15.00%	348.67	65	29.55%	236.08	28	12.73%	101.70	82	12.80%	297.58	High
Block Group 3, Census Tract 1010	Plattsburgh	847	5,879.32	433	51.12%	3,005.60	97	34.28%	673.31	0			250	29.56%	1,737.73	High
Block Group 4, Census Tract 1010	Plattsburgh	850	1,543.12	79	9.29%	143.42	145	41.19%	263.24	0			92	10.85%	167.36	Moderate
Block Group 5, Census Tract 1010	Plattsburgh	940	5,198.90	161	17.13%	890.45	129	33.86%	713.47	8	2.10%	44.25	141	15.05%	782.42	Very High
Block Group 1, Census Tract 1011	Plattsburgh	3103	12,601.77	0	0.00%	0.00	21	100.00%	85.28	0			204	6.58%	829.80	Moderate
Block Group 1, Census Tract 1012	Plattsburgh	473	2,801.20	56	11.84%	331.64	103	51.50%	609.99	10	5.00%	59.22	55	11.60%	325.00	Very High
Block Group 2, Census Tract 1012	Plattsburgh	584	3,581.14	102	17.47%	625.47	173	60.70%	1,060.85	14	4.91%	85.85	81	13.90%	497.90	Very High
Block Group 3, Census Tract 1012	Plattsburgh	743	3,276.91	272	36.61%	1,199.62	398	95.22%	1,755.33	234	55.98%	1,032.03	140	18.90%	619.22	Very High
Block Group 4, Census Tract 1012	Plattsburgh	1004	1,605.81	48	4.78%	76.77	310	86.11%	495.82	59	16.39%	94.37	75	7.51%	120.61	High
Block Group 1, Census Tract 1013	Plattsburgh	843	13,197.45	121	14.35%	1,894.30	142	56.13%	2,223.06	47	18.58%	735.80	118	14.02%	1,850.13	Very High
Block Group 2, Census Tract 1013	Plattsburgh	713	6,298.12	75	10.52%	662.49	300	82.64%	2,649.98	168	46.28%	1,483.99	76	10.69%	672.96	Very High
Block Group 4, Census Tract 1013	Plattsburgh	682	3,544.13	64	9.38%	332.59	326	79.32%	1,694.11	110	26.76%	571.63	75	10.93%	387.43	Very High
Block Group 5, Census Tract 1013	Plattsburgh	806	16,608.43	8	0.99%	164.85	189	80.08%	3,894.53	0			61	7.62%	1,265.83	High
Block Group 1, Census Tract 1014	Plattsburgh	604	750.36	104	17.22%	129.20	105	38.18%	130.44	46	16.73%	57.15	87	14.47%	108.57	High
Block Group 2, Census Tract 1014	Plattsburgh	633	1,365.80	59	9.32%	127.30	255	61.45%	550.20	98	23.61%	211.45	68	10.78%	147.17	High
Block Group 1, Census Tract 1015	Plattsburgh	1024	66.45	191	18.65%	12.39	104	21.53%	6.75	26	5.38%	1.69	131	12.84%	8.53	Moderate
Block Group 2, Census Tract 1015	Plattsburgh	1121	363.95	115	10.26%	37.34	188	51.51%	61.04	42	11.51%	13.64	115	10.28%	37.41	Moderate
Block Group 3, Census Tract 1016	Plattsburgh	1290	346.75	87	6.74%	23.39	422	80.08%	113.43	37	7.02%	9.95	141	10.94%	37.92	Moderate
Block Group 2, Census Tract 1017	Plattsburgh	818	623.24	27	3.30%	20.57	85	31.37%	64.76	0			73	8.98%	55.95	Moderate
Block Group 3, Census Tract 1018	Saranac	1539	22.77	118	7.67%	1.75	329	58.65%	4.87	0			154	10.01%	2.28	Very Low
Block Group 4, Census Tract 1018	Saranac	1155	54.78	155	13.42%	7.35	129	30.14%	6.12	4	0.93%	0.19	159	13.75%	7.53	Low
Block Group 5, Census Tract 1018	Saranac	1589	57.46	156	9.82%	5.64	194	35.27%	7.02	28	5.09%	1.01	173	10.87%	6.25	Moderate
Block Group 1, Census Tract 1017	Schuyler Falls	1073	179.65	112	10.44%	18.75	212	53.81%	35.50	46	11.68%	7.70	112	10.40%	18.68	Moderate
Block Group 3, Census Tract 1017	Schuyler Falls	1152	168.16	96	8.33%	14.01	204	47.55%	29.78	12	2.80%	1.75	114	9.85%	16.57	Moderate
Block Group 4, Census Tract 1017	Schuyler Falls	1215	196.15	243	20.00%	39.23	354	67.30%	57.15	43	8.17%	6.94	150	12.38%	24.29	Moderate
Block Group 5, Census Tract 1017	Schuyler Falls	980	59.61	129	13.16%	7.85	185	50.14%	11.25	13	3.52%	0.79	127	12.94%	7.71	Moderate

**Figure 6: Index of Relative Transit Need by Block Group 2009**



**Figure 7: Index of Relative Transit Need and Trip Generators by Block Group 2009**



## 1.2 Public Transit Services

Clinton County Public Transit (CCPT) is the provider of public transportation services in Clinton County. CCPT, previously known as CART, began providing service in 1983 with three 12-passenger vans. Today, CCPT operates 16 vehicles, providing service on 17 fixed routes as well as ADA complementary paratransit services.

### 1.2.1. Fixed Route Service

CCPT provides fixed route service, Monday through Friday, on ten city routes and seven rural routes. The span of service on the city routes is from 6:10 AM (Grand Isle Commuter) to 9:15 PM (South City). On Saturday, CCPT has one city route in service from 11 AM until 5 PM. Rural service operated Monday through Friday, from 5:45 AM (Champlain and Rouse's Point) to 8:15 PM (Au Sable).

Overall, fixed route ridership has increased each year from 2006 by at least four percent. In 2010, CCPT provided 41 percent more fixed route trips than it did in 2006 (166,000 and 117,900, respectively). Table 2 displays the growth of fixed route service by rider category.

**Table 2: Fixed Route Ridership by Category 2006 to 2010**

Year	2006	2007	Chg.	2008	Chg	2009	Chg	2010	Chg
Passenger	81,298	89,311	9.9%	94,456	5.8%	99,119	4.9%	86,347	-12.9%
Commuter	11,581	11,260	-2.8%	14,220	26.3%	10,565	-25.7%	10,416	-1.4%
Students	17,456	20,452	17.2%	25,789	26.1%	31,334	21.5%	44,310	41.4%
Other	7,533	5,881	-21.9%	9,579	62.9%	8,716	-9.0%	24,957	186.3%
Total	117,868	126,904	7.7%	144,044	13.5%	149,734	4.0%	166,030	10.9%

Increases in trips in the past five years have been realized in three out of four passenger types: general public, students, and "other." The only decrease in ridership is among commuters; down by ten percent.

### 1.2.2. Paratransit Service

As a provider of fixed route service, CCPT is required to provide ADA complementary paratransit service that is comparable to the fixed route service. As with the fixed route service, CCPT provides both city and rural paratransit service. City paratransit service is available Monday through Friday from 7 AM until 7 PM. On Saturday, City paratransit service is available from 11 AM until 5 PM. Rural paratransit service is available Monday through Saturday from 5 AM until 5 PM. City paratransit service is provided using two accessible vehicles. The rural paratransit service is provided by route deviation. This means that vehicles providing fixed route service will travel off route, up to ¾ mile, to pick-up an ADA paratransit eligible person. CCPT provides service to senior citizens under contract to the Office on Aging. Service is also provided to Department of Social Services (DSS) clients, under contract to DSS.

Overall, paratransit trips provided decreased by 33 percent from 2006 to 2010 (from 12,800 to 8,500). However, as Table 3 illustrates, ridership within categories fluctuated on a year to year basis.

**Table 3: Paratransit Ridership by Category 2006 to 2010**

Year	2006	2007	Chg	2008	Chg	2009	Chg	2010	Chg
City	5,925	4,829	-18.5%	5,465	13.2%	4,817	-11.9%	4,299	-10.8%
OFA City	191	92	-51.8%	42	-54.3%	106	152.4%	162	52.8%
DSS City	2,305	1,829	-20.7%	1,651	-9.7%	1,687	2.2%	2,000	18.6%
Rural	1,144	970	-15.2%	1,364	40.6%	1,092	-19.9%	759	-30.5%
OFA Rural	2,160	2,250	4.2%	1,592	-29.2%	1,451	-8.9%	1,179	-18.7%
DSS Rural	1,121	1,073	-4.3%	718	-33.1%	413	-42.5%	135	-67.3%
Total	12,846	11,043	-14.0%	10,832	-1.9%	9,566	-11.7%	8,534	-10.8%

Trips for the Office on Aging (OFA) City riders dropped significantly (about 80 percent) from 2006 to 2008 before rebounding in 2009 and 2010. It should be noted that these trips account for about two percent of all paratransit trips provided. Trips for Department of Social Services (DSS) City riders experienced a similar pattern of ridership – a 28 percent decrease from 2006 to 2008 and a 23 percent increase from 2008 to 2010. These trips account for about 23 percent of total paratransit ridership.

### 1.2.3. Other Transportation Providers

In addition to CCPT’s public transit services, there are various human service agencies and private companies operating in and around Clinton County that provide transportation services to certain segments of the population. Based on Advisory Committee and county input, prior studies, and a list of federal Section 5310 grantees, the study team assembled a list of potential transportation providers within Clinton County. Those providers were then surveyed with regard to their available services, service structure, operating statistics, hours of operation, fares, and fleet inventory, the summary of which is provided in Table 4.

As shown, there are seven other providers of transportation service, only one of which is available to the general public, though it operates on a very limited schedule of service. The other six providers limit service only to their clientele (or students, as the case may be). Three services are limited to medical trips and two services run only between client homes and agency locations.

#### **Behavioral Health Services North:** *Unknown*

**Clinton County ARC:** The ARC provides about 40,000 annual trips to its clients, transporting them to and from two ARC centers in the morning and evening. Travel is limited to the two agency centers, and general public service is not provided. The ARC has ten vehicles, all of which are accessible and have two or more wheelchair securement areas.

**Clinton County Nursing Home:** The nursing home has one part time driver, operating a single van on Tuesdays, Wednesdays, and Thursdays, from 8 am until 2 pm. The van has space for four wheelchairs and six ambulatory passengers. Use of the van is limited to Clinton County Nursing Home residents, and medical trips, which take priority, account for over 80 percent of their ridership.

**Clinton County Retired & Senior Volunteer Program (RSVP):** Volunteers provide medical trips to seniors 55+ that have a physical limitation or that lack access to a vehicle. Service area is determined on a case-by-case basis, with some trips going to out-of-state facilities.

**Department of Veterans Affairs:** The Department of Veterans Affairs administers a volunteer driver program that provides van trips from Plattsburgh into the Albany-Stratton VA Medical Center 11 times per month. The VA owns two 8-passenger vans, neither of which is accessible, although generally only one van is needed to meet service demand.

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**Joint Council for Economic Opportunity (JCEO):** The JCEO provides medical trips for older adults, under contract to the Clinton County Office of the Aging.

**North Country Express:** The North Country Express commuter routes between Plattsburgh and Malone/Potsdam are operated by First Transit, a private transportation company. There are one or two peak period runs in a single direction between Plattsburgh and Malone Monday through Saturday, and a two daily runs in each direction between Plattsburgh and Malone seven days per week. Fare for service is \$2.50 to Malone or \$5 to Potsdam, one-way. One cutaway van with two wheelchair spaces is used to provide this commuter service.

**SUNY Plattsburgh Student Shuttle:** The SUNY Student Association and College Auxiliary operate a fixed route shuttle seven days per week (in session), funded with student fees, and open only to students. The fixed route shuttle runs 11 am to 9:30 pm and serves popular shopping destinations such as Price Chopper, Target, and the mall. Two 15-passenger vans are used to run the route. There are no accessible spaces on either van.

**Essex County Public Transportation,** the public provider in adjacent Essex County, provides two connections to destinations within Clinton County. The Champlain North route meets CCPT AuSable Route at Mac's Grocery in Keesville, Monday through Friday, once at 6:55 in the morning and once at 5:00 in the evening, accommodating travel to Plattsburgh in the morning and returning in the evening. The Elizabethtown – Saranac Lake Shopping Route operates a single run into Saranac Lake on the third Friday of every month.

*Local Taxi Cab Companies:* In some large cities, such as Washington D.C.; New York City and Chicago; accessible taxicab service is available. Accessible cab programs vary in how the program operates, depending upon local regulations, level of involvement by the city or arrangements with the transit provider. Five taxi cab companies in Plattsburgh were identified. None of the five taxi companies are able to provide transportation to persons who use wheelchairs, who are unable to transfer from the mobility device. A person who uses a fold up wheelchair and is able to transfer from the wheelchair would be able to utilize cab service, if they could afford the fare. Use of cab companies to provide service under contract to a transit agency raises issue regarding appropriate training and drug and alcohol testing requirements.

*Greyhound* long distance bus service travels into Clinton County, stopping at America's Best Value Inn (ABVI) on Booth Street in Plattsburgh, through its Montreal to New York City route. Bus service operates seven days a week, with five or more stops in each direction. Southbound, Greyhound stops at ABVI at 12:25 am, 9:45 am, 11:20 am, 1:35 pm, and 7:10 pm. Northbound, the number of daily Plattsburgh stops varies between seven and eight, depending on day. Stops occur around the clock.

Greyhound maintains an indoor waiting area within America's Best Value Inn. The waiting area is a small room off of the main lobby of the Inn. It has seating for seven people, two vending machines and a board showing scheduled departures and arrivals. (See figures 8 through 10)

Greyhound shares its waiting room with *Adirondack Trailways*, who also operates long distance bus service into Montreal. The Plattsburgh to Montreal route travels five times daily in the southbound direction, and up to seven times daily in the northbound direction. Departure times occur around the clock.



**Figure 8: Exterior of Greyhound Station**



**Figure 9: Waiting Room**

DAILY DEPARTURES		DAILY ARRIVALS	
TO		FROM	
NEW YORK		NEW YORK	
ALBANY		ALBANY	
SARATOGA		SARATOGA	
12 25 AM ADT	GREYHOUND	1 10 AM	
9 45 AM	6	3 35 AM DISCHARGE ONLY	
11 20 AM ADT	ADT TRAILWAYS	6 10 AM	
1 35 PM	TERMINAL	2 15 PM	
7 10 PM		4 35 PM	
		6 05 PM AD	
TO		OF MONTREAL	
MTL		9 00 AM	
1 15 AM		11 20 AM ADT	
6 10 AM		5 20 PM	
2 20 PM		10 5 PM	
4 40 PM			
6 10 PM			

**Figure 10: Schedule Board**

CCPT's Transit Shuttle route stops at the Greyhound/Adirondack Trailways "station" at America's Best Value Inn on weekdays at 7:58, 9:43, and 11:43 AM and 3:48 and 6:58 PM.

Amtrak serves two train stations in Clinton County, one in Plattsburgh at Bridge and Dock streets and one in Rouses Point at Delaware and Platt streets. The Adirondack route between New York City and Montreal stops once daily in each direction at both Rouses Point and Plattsburgh. In the southbound direction, the train stops at Rouses Point 11:05 AM and then Plattsburgh at 12:35 PM. Northbound, the Plattsburgh station stop occurs at 3:15 PM and the Rouses Point at 4 PM.

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CCPT's Transit Shuttle route stops at the Plattsburgh Amtrak station five times a day, Monday through Friday. Timepoints occur at 8:17 and 10:02 AM and 12:10, 4:07, and 7:17 PM.

In Plattsburgh, the Amtrak station is an enclosed waiting area with restrooms and payphones available only during station hours, which are Monday through Friday from noon until 1 PM and then 2:15 PM until 4 PM, and weekends from noon until 3 PM. There is no manned ticket office at this location. The Rouses Point station is a platform only, with no enclosed waiting area or ticket office. Restrooms are available during station hours; Monday through Friday and Sunday from 7 AM to 11:59 AM.

*Lake Champlain Ferries* operate two ferry services between Vermont and Clinton County; one between Grand Isle and Cumberland Head in Plattsburgh, and one between Burlington and Port Kent, in Keeseville. The Grand Isle-Plattsburgh ferry runs year round, seven days a week, 24 hours a day. The trip takes 12 minutes total and headways are from five to 40 minutes, depending on the time of day. The ferry will transport vehicles (and their owners) for \$9.50 one way, and walk-on, adult passengers for \$3.75. The fare is payable by cash only, no debit or credit cards are accepted. Free parking, in a gravel lot, is available for walk on passengers. There is parking for approximately 100 to 150 cars in the lot. There are also restrooms and an ATM available adjacent to the parking area.

CCPT's Transit Shuttle route serves the Grand Isle ferry stop five times daily on weekdays. The bus picks up at the ferry terminal at 7:30, 9:15, and 11:15 AM and 3:20 and 6:30 PM. The Grand Isle Commuter route, also running Monday through Friday, picks up at the ferry terminal at 6:25, 8:45, and 9:15 AM, and 12:30, 2:05, 3:30, and 6:35 PM.

The Burlington-Port Kent ferry runs seasonally in the summer and fall, only. From June until mid-July, there are four daily departures in each direction, leaving between 9 AM and 6:30 PM. From mid-July until early September, there are four daily trips in each direction Monday through Wednesday, and seven daily trips in each direction Thursday through Sunday. The trip across Lake Champlain takes one hour and one-way, adult fares start at \$4.95. The Burlington dock contains amenities such as an ATM parking, and pay phones.

When the seasonal ferry is in operation, CCPT's Rural Ausable route stops at the terminal on weekdays. The stops occur at 6:06 AM and 1:41, 4:51, and 6:56 PM.

*Plattsburgh International Airport*, located south of the City of Plattsburgh, is served by two regional and two international airlines. Allegiant and Direct Air offer non-stop service to Florida destinations. Spirit airlines and US Airways provide international service, connecting through Fort Lauderdale and Boston, respectively. Although the airport's web site does have a Ground Transportation section, CCPT is not listed as an available option. The CCPT Transit Shuttle provides service to and from Plattsburgh International Airport at various times, Monday through Friday. The airport is the second to last stop on the route, with connections at 8:08, 9:53, and 11:53 AM and 3:58 and 7:08 PM. On Saturdays, Loop 2 serves the airport in the afternoon and evening at 12:54, 2:54, 4:54, and 6:54 PM.

**Table 4: Clinton County Transportation Providers**

Service/Agency Name	Type of Service	Eligibility	Trip Type	Days of Service	Hours of Service	Service Area
JCEO	Demand Response	Low Income or Senior	Medical	Not available	Not available	Clinton and Franklin Counties
Dept. of Veteran's Affairs	Fixed Route	Veteran	Medical	11 days per month	Earliest trip – 7 AM	Service provided to VA Center in Albany
Evergreen Valley Nursing Home	Demand Response	Resident	Medical and scheduled activities	Monday – Friday	Daytime hours (varies)	Clinton County
SUNY Plattsburgh Student Association Shuttle	Fixed Route	Student	All	Sunday – Thursday Friday-Saturday	11 AM – 9:30 PM 11 AM – midnight	City and Town of Plattsburgh
Renaissance Village Suites	Fixed Route	Resident	To and from SUNY	Varies depending on time of year	Varies depending on time of year	Plattsburgh
Behavioral Health Services North	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Clinton County ARC	Demand Response	ARC client	Center Program	Monday – Friday	5 AM – 10:30 AM 1:45 PM – 5:45 PM	Clinton County
Clinton County Retired & Senior Volunteer Program	Demand Response	Senior (55+), no vehicle available or physical limitation	Medical	Not Available	Not Available	Clinton County, out of state and out of county trips provided
North Country Express (First Transit)	Fixed Route inter-city	General public	All	Monday- Saturday  Sunday	4:30 AM – 7:25 AM & 4:30 PM – 7:25 PM (Plattsburgh – Malone)  9:30 AM – 3:10 PM (Plattsburgh – Potsdam)	St. Lawrence, Franklin and Clinton Counties
Clinton Nursing Home	Demand Response	Resident	Medical	Tuesday – Thursday	8 AM – 2 PM	Clinton County
Greyhound	Inter-city bus	General public	All	Sunday – Saturday	5 to 8 trips per day	Saratoga, Albany, New York City
Adirondack Trailways	Inter City Bus	General Public	All	Sunday – Saturday	7 times northbound and 5 times southbound	Montreal
Amtrak	Inter-city rail	General public	All	Sunday – Saturday	11:05 AM (SB) & 3:15 PM (NB)	Inter-county and inter-state

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## **I.3 Review of Existing Plans**

### **Clinton County Coordinated Plan**

The Clinton County Coordinated Public Transit-Human Services Transportation Plan, developed in 2010, describes existing services, resources, and current efforts at coordination, so that Clinton County providers can increase service area by utilizing existing vehicles in a more efficient manner. Monthly transportation meetings were held throughout the planning process, in an effort to break down communication barriers between municipalities and the various agencies involved in transportation in Clinton County. To date, the largest effort at coordination has been educating all interested agencies in services offered by CCPT.

It is the goal of Clinton County, under the direction of the Clinton County Planning Department, to:

- Increase the extent of coordination between agencies
- Improve efficiency of existing transportation services
- Increase services as determined
- Reduce administrative costs
- Ensure that each agency involved retains control of its own services

The plan proposes four activities to achieve the goals listed above:

- Establish Clinton County Planning Department as the Lead Agency for the public transportation system in Clinton County
- Establish a Clinton County Transportation Network, identifying each agency as a participant
- Establish a central call center which will provide scheduling and dispatching for transportation providers in the county
- Establish a shared scheduling and transportation program between agencies involved

### **Clinton County Economic Collaborative Studies**

The CCEC and the Development Corporation commissioned a study of major Clinton County employers (75 + employees) and of the attitudes and practices of employees at the three largest employers in the county. The studies were conducted by the Technical Assistance Center at the State University of New York (SUNY) at Plattsburgh. The results are as follows:

#### *Employer Survey*

A total of 114 employers were invited to respond to an electronic survey consisting of 18 questions. A total of 49, or 43 percent of those invited responded to the survey. The major findings of the employer survey are:

- 85 percent of those responding were aware of CCPT services
- 82 percent of those responding do not have a transit pass program 1/3 of the respondents felt that the cost of gas made it difficult to retain employees
- 1/3 of the respondents indicated difficulty recruiting employees due to transportation issues

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### *Employee Survey*

The purpose of this study was to learn about the attitudes and practices of a select group of employees at three places of work. This study was a companion piece to the employer study described above. The employees at the three locations were invited to take the survey either on-line, or using a paper survey. A total of over 2,300 employees were invited to participate in the survey, 148 or six percent responded. The results are as follows:

- Six out of 10 respondents expressed an interest in a monthly pass
- About one percent of the respondents used public transit to get to work; about three percent carpool; and almost 9 out of every 10 respondents use their own vehicle to get to work. Census estimates confirm that about one percent of workers in Clinton County use public transit to get to work
- 75 percent of the respondents do not know where the closest bus stop is, in relation to their home

### **Adjacent Counties' Coordinated Plans**

#### *Essex County, New York*

The Essex County Coordinated Transportation Plan was developed to meet the requirements of SAFETEA-LU, identifying public transportation providers within the County, outlining the current demographic conditions for specialized populations, highlighting historical coordination efforts, and identifying strategies and projects to meet transportation needs.

The document makes no reference to CCPT or any attempt at coordination with Clinton County services.

#### *Franklin County, New York*

As with other SAFETEA-LU required plans, the Franklin County Coordination Transportation Work Plan provided a demographic analysis, inventory of services, and needs gap analysis. The local plan also proposed a new Mobility Program, to be led by Franklin County Transportation and funded with various federal and state grant programs.

The document makes no reference to CCPT or any attempt at coordination with Clinton County services, other than the North Country Express route that connects Malone, Potsdam, and Plattsburgh.

### Introduction

The purpose of this task was to identify areas of current transit services where there were unmet needs (gaps) in service; and where there were opportunities to work collectively to address those gaps. Along with the information collected during the site visit in May 2011, an on-line public survey was conducted and two public input meetings were held. This memorandum contains the results of the survey and public meetings, as well as an identification of potential opportunities for addressing identified gaps. In addition to the gap analysis, this memorandum contains a cost analysis of CCPT fixed route and paratransit operations. The analysis is based on financial data provided by CCPT.

### 1.4 Gap Analysis - Transit Service in Clinton County

The Existing Conditions Review, conducted earlier in the project, provided a snapshot of all transportation services provided in the county. In addition to CCPT, 10 other providers of transportation services were identified. Also identified were five taxi cab companies providing service in the Clinton County area. The list of other providers was developed with input from the Project Advisory Committee (AC), a review of prior studies, and a list of Section 5310 grantees. These agencies were surveyed to collect information about their services, including days and hours of operation, fares, and other related information.

In addition to the agencies identified above, the study team collected information inter-city bus and Amtrak service. Table 5, presented on the next page, provides an overview of the information collected.

Table 5 illustrates the scope of transportation service available throughout the county. The table shows that there are transit options available in addition to CCPT services, however, with the exception of North Country Express, Greyhound, and Amtrak, the other transit services are not available to the general public. Human service agencies such as the ARC provide service only for their clients to and from programs located at their facility. Agencies such as the Clinton Nursing Home and Veterans Affairs provide service to their clients or residents for a specific trip purpose. The transportation provided by the Department of Veterans Affairs is provided by volunteer drivers, using vehicles provided by the Department. Service is only provided to and from the VA Medical Center in Albany. There is no intra-county service provided by the VA for its clients. Service for residents of the nursing home is provided for medical purposes only, and only on 11 days each month. Greyhound and Amtrak provide general public intercity services (although service in the Plattsburgh area is infrequent). Finally, the SUNY Plattsburgh Student Association shuttle is a student-funded service open only to SUNY Plattsburgh students.

The service area for each of the agencies listed in the table varies slightly. CCPT primarily serves the city and town of Plattsburgh, with service extending into certain rural parts of the county. ADA complementary service is restricted to corridors  $\frac{3}{4}$  mile on either side of fixed route service.

**Table 5: Clinton County Transit Providers**

Service/Agency Name	Type of Service	Eligibility	Trip Type	Days of Service	Hours of Service	Service Area
CCPT	Fixed Route	General public	All	Monday – Friday  Saturday	6 AM – 9:15 AM  11 AM to 7 PM (city only)	See Map
CCPT	ADA paratransit service	ADA Certification	All	Monday – Friday  Saturday	7 AM – 7 PM (city)  5 AM – 5 PM (rural)  11 AM – 7 PM (city)  5 AM – 5 PM (rural)	See Map
JCEO	Demand Response	Low Income or Senior	Medical	Not available	Not available	Clinton and Franklin Counties
Dept. of Veteran's Affairs	Fixed Route	Veteran	Medical	11 days per month	Earliest trip – 7 AM	Service provided to VA Center in Albany
Evergreen Valley Nursing Home	Demand Response	Resident	Medical and scheduled activities	Monday – Friday	Daytime hours (varies)	Clinton County
SUNY Plattsburgh Student Association Shuttle	Fixed Route	Student	All	Sunday – Thursday Friday-Saturday	11 AM – 9:30 PM 11 AM – midnight	City and Town of Plattsburgh
Renaissance Village Suites	Fixed Route	Resident	To and from SUNY	Varies depending on time of year	Varies depending on time of year	Plattsburgh
Behavioral Health Services North	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Clinton County ARC	Demand Response	ARC client	Center Program	Monday – Friday	5 AM – 10:30 AM  1:45 PM – 5:45 PM	Clinton County

Clinton County Retired & Senior Volunteer Program	Demand Response	Senior (55+), no vehicle available or physical limitation	Medical	Not Available	Not Available	Clinton County, out of state and out of county trips provided
North Country Express (First Transit)	Fixed Route inter-city	General public	All	Monday- Saturday  Sunday – Saturday	4:30 AM – 7:25 AM & 4:30 PM – 7:25 PM (Plattsburgh – Malone)  9:30 AM – 3:10 PM (Plattsburgh – Potsdam)	St. Lawrence, Franklin and Clinton Counties
Clinton Nursing Home	Demand Response	Resident	Medical	Tuesday – Thursday	8 AM – 2 PM	Clinton County
Greyhound	Inter-city bus	General public	All	Sunday – Saturday	5 to 8 trips per day	Saratoga, Albany, New York City
Adirondack Trailways	Inter City Bus	General Public	All	Sunday – Saturday	7 times northbound and 5 times southbound	Montreal
Amtrak	Inter-city rail	General public	All	Sunday – Saturday	11:05 AM (SB) & 3:15 PM (NB)	Inter-county and inter-state

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A map of the public transit services areas is included in Appendix D. The SUNY Student Shuttle, Renaissance Village, and Evergreen Nursing Home serve specific clients with limited service area. For the most part, the remainder agencies serve all of Clinton County in a demand response manner. JCEO and North Country Transit are exceptions to that statement. JCEO serves both Clinton and Franklin counties, while North Country Express operates routes from Clinton County into St. Lawrence and Franklin counties.

#### **1.4.1. Public Input**

TranSystems conducted two public meetings to gather input on transit needs. The first meeting was held on Wednesday, August 31 at 10 AM at the County Courthouse; the second meeting was held on Wednesday, September 21 at 6 PM, also at the County Courthouse. Although both meetings were publicized via legal notice, flyers, and word-of-mouth, attendance was generally low.

At each meeting, the consultant team presented a project overview and an analysis of the existing conditions in the county. Attendees were then asked for their opinions on the transportation needs in the county, specifically to address the following questions:

1. What do you see as unmet transit needs in the county?
2. How would you address those needs?

The attendees at the two meetings offered a variety of suggestions:

- *South City Hub*: Create a south city hub, perhaps funded through a public-private partnership with businesses in the south city area.
- *Bike Racks on Buses*: Add bike racks to all CCPT buses. (CCPT has begun to require future vehicle purchases have bike racks included in the vehicle specifications.)
- *Bus Stop Signs*: Install signs to mark CCPT bus stops and to indicate which routes serve the stop. It was suggested that creative funding options be explored to assist with the cost of new signs. It should be noted that if the bus stop is not on county property, CCPT must work with, and get approval from, the engineering department of the municipality where the stop is located in order to place a sign.
- *Off-Campus SUNY Students*: Provided public transportation for SUNY students living off campus. It was suggested that CCPT look to coordinate efforts to provide service with SUNY.
- *Regional Connectivity*: Create transit connections with Franklin County and Chittenden County, Vermont. It was suggested that CCPT open a dialogue with each county regarding regional connectivity.
- *Public Education about Transit*: Educate the public, local businesses, and local government officials about transit, in general. Specifically, provide travel training services, instructing the public on how to get from point A to point B by transit or paratransit.

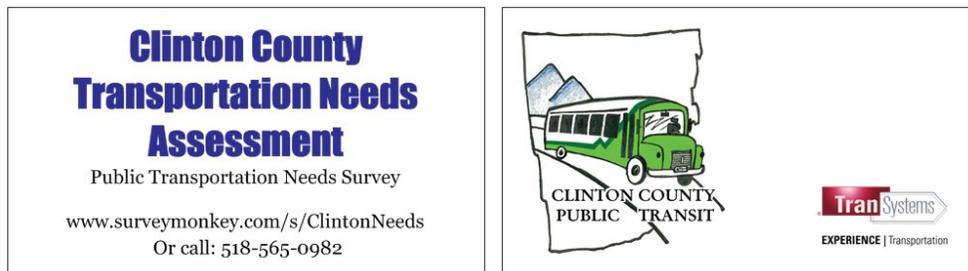
#### **1.4.2. Survey Results**

In addition the public meetings, the TranSystems team conducted a web-based public survey to gather additional information on transportation needs. The questions contained in the survey were designed to supplement those included in the 2011 CCPT Coordination Survey, and to generate additional, specific information about mode of travel, eligibility for service, days and hours of service, passenger origin and destination, and unmet transportation needs, both personally and those of agency clients (if applicable). Survey triage was based on responses, and asked different questions of different respondent types; human service agency vs. personal response, for example.

Respondents that indicated they were agency representatives were asked additional questions about the perceived needs of the clients, including specific client transportation needs and whether lack of transportation prevented clients from participation in program activities. Those agencies that indicated

that they provided or paid for transportation service of some kind were also asked a series of questions designed to measure the agencies' interest in potential coordination activities. A copy of the survey instrument is provided as Appendix E.

Information on how to access the survey (the web link and a local telephone number) was disseminated to employers with 75 or more employees via e-mail and to the general public through business cards distributed at key locations throughout the community. CCPT and the project advisory committee also assisted in publicizing the survey by distributing cards with the link and telephone number on buses and other locations.



A total of 59 completed surveys were received. Table 6 illustrates the breakdown of respondents to the on-line survey by type.

**Table 6: Online Survey Respondents by Type**

Type of Respondent	Number of Responses	Percent Share
Individual	32	54%
County/Municipal Government	7	12%
Private, Non-Profit Human Service Agency	14	24%
College	2	3%
Other	4	7%
TOTAL	59	100%

In addition to the online survey, the TranSystems team analyzed the results from the CCPT 2011 Coordination Survey that was distributed on CCPT buses and other locations where CCPT information was available. Out of the 103 responses to the user survey, 56 (53 percent) were from individuals who resided in Plattsburgh, Plattsburgh City, or Plattsburgh – Pew Township.

The results discussed below include those from both the online survey and the 2011 CCPT Coordination Survey, where applicable. In some cases, the online survey asked questions that were not asked within the CCPT survey, and results are presented as such.

In both of the surveys, individuals were asked what mode they used for transportation (multiple answers could be selected). Table 7 lists all of the responses by mode of transportation combining both the online and user surveys. The most frequently mentioned modes of transportation were: CCPT fixed route, 70 responses (27 percent); personal vehicle, 57 responses (22 percent) or ride from friend or relative, 51 responses (19 percent). The responses to this question show that there was a mix of

respondents using CCPT and other transit services and those using personal vehicles, taxis, or getting rides.

**Table 7: Services Used for Transportation, CCPT Survey and Online Survey**

Type of Transportation	Number of Responses	Percent
Personal Vehicle	57	22%
CCPT Fixed Route	70	27%
CCPT Paratransit	24	9%
Office on Aging Senior Bus	3	1%
Carpool	10	4%
ARC	0	0%
JCEO	11	4%
North County Express	5	2%
Taxi	32	12%
Ride from Friend or Relative	51	19%
TOTAL	252	100%

Survey respondents were asked to make comments or suggestions about transportation needs and to explain, if applicable why they do not use public transportation. Among the comments made by respondents were the following:

- *“I would like to see the original shuttle bus returned. The shuttle bus that went from the mall to the hospital to the government center, repeatedly during the day. This shuttle bus is greatly missed as a way to get to doctor’s appointments and the hospital and downtown and back to the mall conveniently to connect with bus to return home. It is now very inconvenient because of the lack of the shuttle bus to get to doctors and return in a timely manner I have to take cabs many times because of this which I cannot afford because I am trying to survive on a little over \$600 a month.”*
- *“I am just out of high school and do not have a license and would like to get a job but I can only look in Rouses Point where I live.”*
- *“A bus to and from Burlington would be a good option for commuters.”*
- *“I don’t even know about a schedule, and how it works. Perhaps I would use the service if I was more informed about the service.”*
- *“If there were more signs around the region showing a bus stop I believe more people would use the bus. Currently the people I spoke with about the bus system do not know where to go to get on the bus.”*

Non-profit human service agencies who responded were asked to provide information about transportation services that they provide and the transportation needs of their clients. There were some common themes present in the responses to the needs question. Transportation for medical trips was often mentioned, including trips for lab appointments, some as early as 7 AM. Another need was trips from outlying regions, including the northern tier and from DSS-provided housing located

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throughout the county. Days and hours of service, especially for those who clients would like to accept shift work, was also a barrier.

The infrequency of service was most often cited as a problem, particularly for those served by CCPT rural routes, which operate much less frequently than city routes. As a result people must leave their home early or wait a longer period to return home after their appointments. People may need to leave their destination early or find alternate means home if their appointment ends after the end of fixed route service. It was stated that the issues with current service were not as much the quality of service as it was the frequency of service.

Desired destinations of travel reported by both personal respondents and agency representatives were made up primarily of quality of life, educational, and employment destinations. Some specific destinations include:

- Wal-Mart
- Cumberland 12 Movie Theater
- Eye Care for the Adirondacks
- Michaels
- Staples
- Petsmart
- Medical destinations along Military Turnpike
- Cumberland Head
- CV Tech (in the evening)
- Price Chopper
- Champlain Plastics, Inc.
- Various fast food chains
- Consumer Square (shopping center)
- Medical Center/CVPH
- Clinton Community College (main campus and dorms)
- Pfizer

Nineteen agencies answered the question regarding whether lack of transportation prevents their clients from participating in program activities; nearly 75 percent said that was *sometimes* or *frequently* the case.

The respondents representing the county and municipal governments expressed the same concerns as the non-profit human service agencies. Limited rural service, sometimes only one morning and one evening runs, were mentioned. Though it was indicated that extra service from outlying areas could be useful, there was no specific information provided. A third respondent in this category mentioned that some people have shift work and transportation is required evenings and early mornings from some of the outlying communities.

As previously indicated, agencies that said they provide or pay for transportation service for their clients were asked to indicate their interest in various coordination activities, including:

1. Providing transportation services, or more transportation services, under contract to another agency or agencies
2. Purchasing transportation services from another organization (including CCPT) assuming that the price and quality of service meet your needs
3. Providing paratransit service to connect riders with CCPT fixed route service
4. Joining together with another agency to consolidate the operation or purchase of transportation services
5. Assisting our clients in being trained to use CCPT fixed route service

6. Participating in an organized, county-wide transportation marketing and mobility management program designed to be a comprehensive source of available transportation options

Six agencies responded to this series of questions, in whole or in part. For questions 1, 2, 3, 4 and 6 the most common answer was “possibly interested” in these activities. For question 5, on travel training, three respondents indicated they were “interested” in the travel training activity. The lack of enthusiasm for coordinated services may be due to a lack of understanding of what coordination is; the benefits of coordination and/or with the perceived financial and organizational barriers to coordination than an actual opposition to it. This points out the need to educate officials of other agencies providing transit service of the potential benefits of coordinating (not consolidating) transportation services and what coordination means specifically for Clinton County.

## **I.5 Strengths, Gaps, and Overlapping Service**

The analysis of the information collected indicates that the transportation system in Clinton County has strengths, gaps and overlapping service.

One of the strengths of the current transportation system is that CCPT currently is working with various agencies to educate and inform agency personnel about transportation in the county. CCPT has been working with the Department of Social Services (DSS) and the local Office on Aging to expand transportation opportunities for their clients in Clinton County. Another strength is that CCPT and Clinton County Economic Collaborative (CCEC) have been working together since 2008 with community-based agencies to improve mobility and to promote public transit in the county. That relationship demonstrates an understanding of the importance of utilizing all transit options to successful communities.

The results of the online survey, reviewed in light of the information collected from agencies and at the public meetings, point out current gaps in service, including the following:

- Lack of information and education about transit in the county. Respondents spoke to the need to educate the public as well as business and local elected officials about transit options. Part of this gap in education had to do with travel training, or teaching people how to get from point A to point B on transit.
- Lack of regional connectivity between Clinton County and Franklin County, New York and Chittenden County, Vermont. The North County Express provides service to and from Franklin County, but service is limited to one run in the morning and one in the afternoon. CCPT provides connections to the Grand Isle Ferry service that transports passengers across Lake Champlain, but there is no corresponding transit service at the ferry terminal on the Vermont side. This is especially important for medical staff traveling between Plattsburgh and Burlington, Vermont.
- Lack of a south city hub for CCPT. There are currently hubs at Government Center and the Champlain Mall on Route 3, but there is no corresponding hub for service in the southern part of the county.
- Lack of service available for persons who work evenings or late night shifts
- Infrequency of fixed route service, specifically in the outlying areas of the county
- Lack of commitment to coordinating transportation services in Clinton County. This lack of commitment is likely due to a lack of understanding of the benefits of coordinating service or perceived regulatory and funding barriers to coordination.

Table 5 listed a number of organizations that provide transit service, although the majority of service is not available to the general public. Still, the table highlighted the fact that there are agencies with overlapping clientele and service areas. For example, both the RSVP program and the Department of Veterans Affairs will provide service to locations outside of Clinton County, the VA to the Albany-

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Stratton VA Center. In the case of the RSVP program, service is also provided to locations out of state (Chittenden County, VT). Although an origin-destination (OD) analysis was not done, it would seem that resources could be better used if out of county (out of state) trips to locations that are generally in the same area or general direction were coordinated. Another area of overlap is with service to senior citizens. CCPT provides service under contract for the Office on Aging (OFA). OFA also provides funds to support transportation services provided to senior citizens by JCEO and the RSVP program. Again, it appears that this is an area where resources could be better allocated and duplicative efforts could be eliminated. A similar situation occurs with DSS, who contracts for services with CCPT, but also provides funds for transportation to JCEO and local taxi companies. As with the OFA this is likely a lost opportunity for better focusing resources to provide transportation through better coordination.

Another potential area for coordination is between CCPT and The ARC. The ARC provides service to and from their locations during the morning and afternoon peak periods. It is likely that ARC vehicles and CCPT vehicles are serving riders who live or are traveling to similar areas of the county, both in the morning coming into the city or the evening returning home. Each area where both agencies provide service is a potential lost opportunity to coordinate efforts and resources to provide service.

Other gaps in service or unmet needs identified through both the public processes and meetings with the AC include:

- Lack of affordable or available options for those that need to travel outside of CCPT operating hours and do not qualify for the various human service transportation programs
- Lack of formal park-and-ride areas with corresponding transit services

### **Park and Ride Lots**

There are currently no official park and ride lots in the nine-county Adirondack-Watertown-Plattsburgh region, according to the New York State DOT. Park and ride lots can be used by both carpoolers and transit users. In order to have a market for park and ride to transit, there must be a reason why the driver does not continue all the way to his or her final destination, such as:

- Parking is much more expensive at the final destination
- The trip is long and there is a potential for significant savings on car operating costs (gasoline, wear, etc.) and/or for using the travel time for purposes other than driving (such as reading, working on a laptop, etc.)

However, balanced against these benefits are the limitations of public transit compared to driving:

- Transit services are only available at limited times. If the schedule does not match your work hours, or if you need to work late or arrive early from time to time, you need to find alternative arrangements.
- The transit trip may be slower because there may be intermediate stops or the route may be indirect
- The transit service may be delayed, leading to additional waiting time, potentially late arrivals, or, in the worst case, a missed return trip

Because a person using a park and ride facility has, by definition, a car available for the trip, the benefits of transferring to transit must be significantly greater than the costs in waiting time, delay, and risk of missed connections.

There are few places with pay parking in Clinton County, even in downtown Plattsburgh. Therefore, it is difficult to attract commuters who are looking to avoid parking costs. The other potential demand is for long-distance commuters. The project team observed only a few instances of a market for long-distance transit commuting in the county:

- 1) Plattsburgh to the Northern Adirondack Central School (NAC) in Ellenburg. Those going to NAC currently use the Champlain Mall as an informal park-and-ride location.
- 2) Plattsburgh to the Wyeth plant in Rouses Point. Since the Rouses Point bus leaves from downtown, it is less likely that these commuters park and ride (due to the lack of free daily parking spaces near the bus stop).
- 3) Commuters to Plattsburgh via the Grand Isle Ferry<sup>5</sup>

The first two cases involve Plattsburgh residents commuting outside the city, rather than the other way around. The third case is special because taking a car on the ferry costs an additional \$11.75 daily (per round trip) and thus creates an incentive to leave the car on the other side. Other than these three cases, we did not see evidence of a demand for park and ride lots. There were no suggestions from the project advisory committee or from members of the public for particular routes or locations that could benefit from a park and ride facility.

## I.6 Cost Analysis of Fixed Route and Demand Response Services

Understanding the cost of providing specific services is a key prerequisite to identifying ways to improve transit service by redirecting resources when additional funding is not available. To that end, this section first presents the CCPT system's sources and uses of funds for the most recent full calendar years available, 2009 and 2010. Next, the CCPT total operating cost, net of capital expenses, is used to calculate a system-wide average cost per vehicle mile and per labor hour. These unit costs are in turn subsequently used to estimate route-level costs and productivity (cost per passenger boarding).

Table 8 summarizes CCPT's annual operating costs for 2009 and 2010. Driver and mechanics salaries account for more than half of the total costs. Fuel is the next largest budget item, and it increased significantly between 2009 and 2010. Note that capital expenditures, which vary considerably from year to year, have not been included in this summary of the operating budget.

**Table 8: Annual CCPT Operating Costs, 2009 and 2010**

<b>Operating Costs</b>	<b>2009 (\$)</b>	<b>2010 (\$)</b>	<b>2010 (%)</b>
Management Fee	\$103,916	\$103,916	9%
Driver Salaries	\$472,000	\$506,396	44%
Mechanics Salaries	\$90,816	\$82,093	7%
Payroll SE	\$16,210	\$5,211	0%
Fuel	\$156,333	\$192,903	17%
Vehicle Parts	\$115,147	\$98,941	9%
Workers Comp	\$21,378	\$23,000	2%
Administration*	\$140,246	\$151,150	13%
<b>Total</b>	<b>\$1,116,046</b>	<b>\$1,163,610</b>	<b>100%</b>

\* Includes building costs, supplies, insurance, administrative salary and benefits, and other

Source: CCPT Financials

<sup>5</sup> There could be demand for a park and ride lot at the ferry terminal to serve Plattsburgh commuters going to Burlington, but there currently is no bus service between Grand Isle and Burlington on the Vermont side.

Table 9 presents the sources of operating revenues. The largest single source, accounting for two-thirds of funds, is New York State Operating Assistance (STOA). These funds are available to any mass transit provider within the state by formula. Currently, STOA provides \$0.69 per vehicle mile operated and \$0.405 per passenger trip carried. Passenger fare revenues account for less than ten percent of the total. Federal operating assistance was only five percent of the revenues available in 2010, down sharply from the previous year. Agency support for specialized paratransit services (from DSS, JCEO, and OFA) account for about ten percent of the budget, and “other revenues” include rental income and insurance recovery.

Table 10 shows the calculation of unit operating costs based on the 2010 total expenditures from Table 8. The figures for vehicle miles operated and passenger trips come from year-end summary data supplied by CCPT. Annual labor hours were estimated by summing the total weekly hours (from the 17 weekly and one Saturday shift as per the February 2010 schedule) and multiplying by the number of operating weeks per year, which is approximately 51, given that there are six holidays when no service is operated.

**Table 9: Sources of CCPT Operating Funds, 2009 and 2010**

Sources of Operating Funds	2009 (\$)	2010 (\$)	2010 %
Passenger Fares	\$123,555	\$104,367	9%
DSS	\$98,038	\$91,291	8%
JCEO	\$5,645	\$5,203	0%
Advertising	\$24,158	\$24,986	2%
OFA	\$23,837	\$20,000	2%
Other Agency (schools)	\$10,555	\$16,691	1%
State Operating Assistance	\$689,784	\$802,511	69%
Federal Operating Assistance	\$132,600	\$54,256	5%
Other Revenues	\$7,871	\$44,306	4%
<b>TOTAL</b>	<b>\$1,116,043</b>	<b>\$1,163,610</b>	<b>100%</b>

Source: CCPT Financials

**Table 10: Calculation of CCPT Unit Operating Costs, 2010**

Total annual operating cost	\$1,163,610
Annual vehicle miles	702,588
Average cost per mile	\$1.67
Total annual passenger trips	174,563
Average cost per passenger trip	\$6.67
Total annual labor hours*	30,104
Average cost per labor hour	\$38.65

\*Based on February 2010 schedule of 590.28 labor hours per week multiplied by 51 weeks (accounting for 6 holidays)

Source: TranSystems calculations from data provided by CCPT

The unit cost figures from Table 10 are used to estimate costs at the route level. These calculations are documented in Table 11. Because labor hours are a large component of costs, it is more accurate to allocate costs based on hours of service rather than miles of service. Allocating costs by mile would

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overstate the cost of rural routes, which have faster average running speeds than urban routes. The ridership data used in Table 10 come from the September 2011 route statistics, the most recent available as of the time of the writing of this report. CCPT does not produce estimates of vehicle *hours* per route, only vehicle *miles* per route (column 3). Therefore, monthly vehicle hours per route were estimated based on average operating speed for each route, which was calculated by dividing miles per round trip (column 1) by the scheduled running time per round trip (column 6). For the city routes where service operates continuously with a layover period between trips, the calculation is based on cycle time, which is the round-trip running time plus the layover (all are a total of 60 minutes).

**Table 11: Estimation of Operating Cost Per Passenger at the Route Level, September 2011 Service Statistics**

<b>ROUTE</b>	<b>(1) Miles Per Run</b>	<b>(2) Miles Per Service Day</b>	<b>(3) Miles per Month</b>	<b>(4) Passenger Trips</b>	<b>(5) Passenger Revenue (a)</b>	<b>(6) Run Time (min) (b)</b>	<b>(7) Miles per Hour (c)</b>	<b>(8) Vehicle Hours per Month (d)</b>	<b>(9) Monthly Operating Cost (e)</b>	<b>(10) Operating Cost per Passenger</b>	<b>(11) Net Subsidy per Passenger</b>
AuSable	60	241	5,061	885	\$354	105	34	156	\$6,014	\$6.80	\$6.40
CCC & Shopper	21	252	5,292	8648	\$1,105	60	21	267	\$10,310	\$1.19	\$1.06
Champlain & Rouses Point	53	267	5,607	1787	\$1,869	95	34	176	\$6,802	\$3.81	\$2.76
Churubusco	70	140	2,940	299	\$351	105	40	78	\$3,007	\$10.06	\$8.89
Grand Isle	17	116	2,436	184	\$175	45	22	117	\$4,511	\$24.51	\$23.56
Momot & Duken	6	6	126	226	\$202	43	8	16	\$616	\$2.72	\$1.83
Mooers	50	100	2,100	92	\$85	85	35	63	\$2,434	\$26.46	\$25.54
North City	12	120	2,520	1422	\$1,134	60	12	222	\$8,592	\$6.04	\$5.24
Peru	31	94	1,974	68	\$63	105	18	117	\$4,511	\$66.33	\$65.41
Riverview	62	124	2,604	124	\$108	120	31	89	\$3,437	\$27.72	\$26.85
Saturday Shuttle	30	240	960	330	\$139	120	15	68	\$2,618	\$7.93	\$7.51
Seton Express	5	5	105	4	\$4	25	12	9	\$358	\$89.50	\$88.62
South City	15	189	3,969	5814	\$1,555	60	15	289	\$11,169	\$1.92	\$1.65
Standish	75	150	3,150	332	\$333	145	31	107	\$4,153	\$12.51	\$11.51
SUNY Shuttle	2	58	1,272	101	\$0	20	7	186	\$7,203	\$71.32	\$71.32
Transit Shuttle	27	135	2,835	140	\$126	70	23	130	\$5,012	\$35.80	\$34.90
Wallace Hill	9	45	945	22	\$21	20	27	37	\$1,432	\$65.09	\$64.14
West City	12	132	2,772	1921	\$1,583	60	12	245	\$9,451	\$4.92	\$4.10
Senior Bus	-	-	155	45	\$103	-	n/a	n/a	\$257	n/a	n/a
City Paratransit	-	-	2,101	444	\$778	-	15	140	\$5,414	\$12.19	\$10.44
OFA City Paratransit	-	-	48	7	\$14	-	15	3	\$124	\$17.67	\$15.67
DSS City Paratransit	-	-	969	112	\$224	-	15	65	\$2,497	\$22.29	\$20.29
Rural Paratransit	-	-	4,983	211	\$501	-	35	142	\$5,503	\$26.08	\$23.71
OFA Rural Paratransit	-	-	1,905	61	\$214	-	35	54	\$2,104	\$34.49	\$30.99
DSS Rural Paratransit	-	-	296	9	\$32	-	35	8	\$327	\$36.32	\$32.82

Notes: (a) For DSS and OFA paratransit, includes fares and passes billed but not miles billed. (b) Includes layover time for routes that run continuously. (c) Calculated based on scheduled running time for fixed routes; estimated for paratransit routes. (d) All fixed route miles have an additional 5.85% to account for the system average deadhead miles. (e) Based on estimated cost per vehicle hour, except Senior Bus, which is based on cost per vehicle mile.

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In addition to the revenue miles listed for each route when buses are serving passengers, there are also “deadhead” miles, which result from trips between the garage and the start or end of passenger service. These account for 5.85% of miles operated (using September 2011 figures reported by CCPT). It was not possible to allocate these deadhead miles to each route. Therefore, the deadhead miles were proportionally added to each fixed route by increasing the estimate of monthly miles by 5.85 percent.

Monthly operating cost (column 9) was estimated by multiplying the estimate of monthly hours (column 8) by the 2010 average hourly cost of \$38.65, taken from Table 10. Operating cost per passenger trip (column 10) is the estimated monthly operating cost (column 9) divided by the monthly passenger trips (column 4). Net subsidy per trip (column 11) is operating cost (column 9) less fare revenue (column 5) divided by passenger trips (column 4).

There are a number of simplifications and assumptions involved in the calculations in Table 11. However, the intent is not to produce precise estimates of route-level costs but to determine an order of magnitude for comparison purposes. The results show that there is an enormous range in the amount of cost and net subsidy per passenger trip: from more than \$60 per trip (Peru, Seton Express, SUNY Shuttle<sup>6</sup>, Wallace Hill) to \$1 to \$3 per trip (CCC/Shopper Special, South City, West City). The factor driving this cost differential is route productivity (passenger trips per vehicle mile). Reallocating resources from less productive services to more productive services has the potential to increase transit ridership without increasing costs. Several of the low-ridership fixed routes are as costly to provide per passenger as paratransit (without the customized trip-routing benefits of paratransit). Several are more costly, especially compared to the city paratransit routes.

The Task 3 report on potential improvements contains suggestions for improving or eliminating the low-productivity routes identified in this section. Service increases are proposed for the more productive routes.

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<sup>6</sup> The ridership figures used for September 2011 represent the first month of operations for the SUNY Shuttle. Moreover, one of the primary goals of the shuttle is to enable the use of remote parking lots to substitute for an on-campus lot that was closed due to construction. However, the lot closure did not happen until October 2011, and its impact is thus not reflected in the ridership data used here.

### Introduction

In previous tasks, the TranSystems team collected information on existing transit services, conducted an online survey, and held two public meetings to collect information about existing conditions and perceived unmet transportation needs in the county. In addition, the TranSystems team conducted a review of all of the Clinton County Public Transit (CCPT) rural and city routes. The data used in the review included daily and monthly farebox ridership counts by fare type, a three day trip-level ridership count conducted in January-February 2011, a three-day stop-level ridership audit conducted in June 2011, and comments made in the passenger survey conducted as part of this study.

This technical memorandum includes the results of this review and analysis of all the information collected to date. The first part of this memorandum includes suggestions for improved coordination among services from different providers and for improved marketing and branding techniques. The recommendations were made based on the analysis of the CCPT transit survey, the TranSystems online survey, and the input collected at the two public meetings held at the Clinton County Courthouse.

Part 2 of this memorandum contains the review and analysis of the current fixed route services provided by CCPT. For each route, there is a description of the current service and usage and recommendations for low-cost improvements, new services, and improved marketing and branding of service.

The operating and capital costs of proposed improvements will be identified as part of the Final Report.

## 1.7 PART I Coordination Recommendations

### 1.7.1. Coordination

Throughout the public input process a common theme that emerged concerning transportation services in the county was the need for improved education of the public, local businesses and local government officials concerning transportation options. There was significant discussion at both public meetings about this need, focusing on several aspects of public education. They were:

- The need for travel training
- The need to educate the public on other transportation options
- The need to teach high school students how to use public transit (life skill, similar to teaching a person how to balance a checkbook)
- The need to raise the visibility of transit with local business and government leaders

The development of a one-call, one-click center would address these needs by creating an organizational structure for community information. In its basic form, the center can provide information and referral services to customers regarding transit options. A one-call, one-click center provides a single point of contact for customers and may be telephone or internet based, or may be accessible via both methods. It can also provide the travel training and educational services expressed as a need in the public meetings. As the one-call, one-click center evolves, it could potentially provide shared trip reservation, scheduling, and dispatching services as well.

The recommendation is that Clinton County establish a one-call, one-click center to be an initial point of contact for people seeking transportation options. Initial responsibilities would be to develop an

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inventory of all modes of transportation and to develop training and public education programs. The current Clinton County Coordinated Transit Plan, February 2008, lists as one of the recommendations:

*Establish a Clinton County Transportation network identifying each agency as a participant and increasing the marketable transportation throughout Clinton County*

Previous project tasks have already created an inventory of services as a starting point; creating a one-call, one-click center would build from there. As the center evolves, software to help manage the information could be purchased and installed.

The design of I-call, I-click centers is unique to the area being served. There are three profiles<sup>7</sup> that relate closely to Clinton County and can be considered “best practice” for review:

- Steuben County, NY – Steuben County is a mostly rural county, population 96,000 in the southern tier of New York. The I-call, I-click center has been established by a local non-profit agency. The Center supports five transit providers and a volunteer transportation program.
- North County Transit (NH) – a three county Community Action Program operates North County Transit and a one call center. The North County region is made up of three rural counties, about 3,400 square miles, located between the White Mountain Forest and the Canadian border. The region contains about 85,000 residents. This is a “low tech” center that coordinates a number of transit services and includes a volunteer transportation component.
- Manitowoc County, Wisconsin – a county based system that coordinates with a city transit system. This “low tech” system helps to address the needs of county residents for local and regional trips. The county, located on lake Michigan about 80 miles north of Milwaukee, contains two small cities (Manitowoc, 35,000 people and Two Rives 15,000 people) and is about 600 square miles in size.

Complete profiles of these three centers can be found in Appendix F. More information I-call I-click centers and a One Call One click Toolkit can be found on the Community Transportation Association of America (CTAA) web site ([www.ctaa.org](http://www.ctaa.org)). Technical assistance from the CTAA is available to assist in the development of the one-call, one-click center.

## **Recommendations**

- Create a one-call, one-click center for Clinton County. Initially the center should serve as a sole point for information on transit services. As the center is established and policies and procedures are adopted, the purchase of software to help manage the program should be investigated.
- The one-call, one-click center should take responsibility for developing public education programs for transit services
- Technical assistance through the CTAA should be used to help plan and implement the center

### **1.7.2. Improved Coordination with other Agencies**

CCPT has a strong history of working cooperatively with other agencies. They have an ongoing relationship with the Office on Aging (OoA) and the Department of Social Services (DSS) to provide transportation services for their clients. These efforts are valuable and should be continued.

There are other providers of transit service in the county with whom efforts at coordination would be beneficial. Although a brief overview is provided below, as with the one-call, one-click center, detailed

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<sup>7</sup> [www.ctaa.org](http://www.ctaa.org)

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analysis of the potential for coordination with these and other agencies will be discussed in the forthcoming Coordinated Transit Human Services Transportation Plan.

The State University of New York (SUNY) Plattsburgh has a student-run shuttle, Sunday to Thursday from 11 AM until 9:30 PM and Friday-Saturday from 11 AM until midnight. Service is provided free to SUNY Student Association members between the campus and the shopping areas on Route 3. In September 2011, CCPT began a SUNY parking shuttle service, Monday through Friday from 8:30 AM until about 5 PM. Service is provided for students around the SUNY Campus.

During the public meetings, it was mentioned that there are a growing number of SUNY students who reside in off campus housing. These students, who need to get to and from campus, are often using personal automobiles for that purpose. Having transit options available to this group of students could be a “selling point” for students considering attending SUNY Plattsburgh. It would also help to alleviate any parking problems caused by the number of student owned vehicles.

CCPT is the largest provider of transit service in the county. The next largest provider of service in the county is the ARC, which provides transportation services for clients with disabilities from their home to various programs and jobs in the Plattsburgh area. Behavioral Health Services North also provides some transportation to their clients going to programs in the Plattsburgh area. The services provided by these two agencies and CCPT partially overlap in terms of areas of the county served and time of day service is provided. Given the appropriate circumstances, there may be opportunities to enhance service through cooperative arrangements.

A final area of possible coordination is in the provision of inter-county trips. Currently CCPT has a run that connects to service from Essex County. Attendees at the public meetings expressed the lack of regional connectivity with Franklin County and Chittenden County, VT. CCPT has service to the Grand Isle Ferry Terminal and the Port Kent Ferry Terminal (see discussion of fixed route below). There is no corresponding transit at either terminal on the Vermont side of Lake Champlain. The North County Express provides service Malone to Plattsburgh and from Potsdam to Plattsburgh. There is currently no connection between CCPT service and the stop served by North County Express in Plattsburgh (Durkee Street).

## **Recommendations**

- CCPT should meet with SUNY Plattsburgh officials to determine areas where they can better coordinate the provision of transit services to students. An assessment should be made to determine the transportation needs of students who reside in off campus housing.
- CCPT should meet with the ARC and Behavioral Health Services North to identify areas of potential cooperation and coordination
- CCPT should open a dialogue with North County Express (NCE) and Chittenden County Transportation Authority (CCTA) to explore regional transit connections that can be created to enhance service for riders traveling between counties

### **1.7.3. Marketing and Branding**

As discussed in the Task 2 report, there is a need for better identification of CCPT bus stops and routes. In the CCEC survey of employees conducted in 2008, 75 percent of respondents indicated that they did not know where the nearest bus stop was to their home. Attendees at the public meetings indicated that finding bus stops and knowing which routes serve a stop is a problem. Currently, there are no bus stop signs on the system, except at Government Center. The only way to find out about stop locations is to obtain and read the CCPT route guide (available in print and on the CCPT website). There are issues related to installing bus stop signs, including the cost of purchasing, installing, and maintaining signs. There are also jurisdictional issues: if a site is not owned by the county, CCPT must

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work with the municipality to ensure that the sign can be mounted in accordance with town ordinances. Finally, sign “security” is a consideration, as CCPT has experienced ongoing problems with vandals taking down bus stop signs.

The current CCPT route structure also makes understanding service difficult in some circumstances. All of the urban routes operate in a one-way loop. A passenger’s return trip is never simply the reverse of the outbound trip, although on the other hand the bus stop location is generally the same, since the passenger will be continuing in the same direction to complete the loop. Loops also make it difficult to have informative destination signs (on the bus or at the stop), since the route is ultimately returning to its origin.

Some passengers commented that they would like to see the return of a simple shuttle route that would travel east-west along Route 3 between Government Center and the mall. The westbound portion of the North City route and the eastbound portion of the West City route both travel largely along Route 3 in opposite directions, and perform this function to a certain extent. As discussed in the fixed route section below, the westbound portion of the North City route could be modified to be more of a direct run on Route 3, and the two routes could share a schedule. This would provide the functional equivalent of a mall shuttle. In addition, there are several other routes that regularly or occasionally operate between the two CCPT hubs.

The rural routes are generally named by their destination town or village; however, the city routes have ambiguous names. For example, both the North City and West City routes operate west of downtown.

The CCPT website could be improved with better design, more user-friendly navigation, and integration of periodic updates.

## **Recommendations**

- Develop a partnership with the City and Town of Plattsburgh and the other major towns served by CCPT to provide guidelines for bus stop sign installation. Provide signs at bus stops that identify the route number and name serving the stop. Bus stop signs should be installed at all of the stops listed on the public schedules. The signs should include the route name and destination(s) and a phone number and website address to find more information. The program should also include other stop features such as benches, shelters, trash cans, lighting, and improved crosswalks. Seek state or federal grant funding for the program.
- Create a joint schedule for the North City and West City routes, including all other trips on other routes that operate between the two hubs. This proposal is described in more detail in the fixed route discussion below.
- Rename the city routes based on a numbering system. Change the route destination sign when it reaches the furthest extent of the route. For example, the proposed Route IA (formerly North City) would start at Government Center as “IA – CC Mall via Rt 3” and at the mall it would become “IA – Gov’t Center via Wallace Hill.” The proposed Route IB (formerly West City) would start as “IB – CC Mall via Rugar St” and would then become “IB - Gov’t Center via Rt 3”. Also see the fixed route discussion for more details about these proposals.
- Reduce the number of routes in the CCPT system by consolidating routes and making the special school trips (Momot and Duken and Seton Express) specially marked trips included on the schedule of the regular route (again, more details are in the fixed route proposals below).
- Install information displays at the two hubs, Government Center and Champlain Center Mall. Information display cases should be posted at Government Center and at the Champlain Centre Mall. The display cases should include schedules for all routes served by that hub. The one at the mall should ideally, with the property owner’s consent, be installed either underneath the

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awning or inside the mall entrance adjacent to the bus stop along with a “Transit Information” sign.

- Work with local hotel and motels to get information about public transit on the hotel/motel website. There are a number of hotels and motels along Route 3. Information such as a link to the CCPT website, or a telephone number to call could be added to the hotels’ website. Guests visiting the website would then know that transit services are available, if needed, when they are staying at the hotel.
- Use a simple content management system such as WordPress to improve the look of the CCPT website, facilitate navigation, and enable staff to easily make periodic updates while preserving the overall look of the site

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## **I.8 PART 2 Fixed Route Service Analysis and Recommendations**

### **I.8.1. Rural Routes**

#### **I. AuSable**

The AuSable route operates between Government Center, Keeseville (pop. 1,815), and AuSable Forks (pop. 559) via Route 9 and Route 9N. It is a linear route, with the same alignment in the inbound and outbound directions, with these exceptions:

- The route will detour to the Port Kent Ferry Dock, in the summer when the ferry is operating, by request (pickup requests to be made by telephone)
- The route will also detour by request to serve Clinton Community College

The route makes a connection with Essex County Transit's Champlain North Route at the Keeseville IGA (Mac's Grocery) twice a day: inbound to Government Center departing from Keeseville at 6:55 AM and outbound to government center arriving at Keeseville at 5 PM. (The Champlain North Route also serves this stop at 12:05 PM, but there is no AuSable service at this time.)

There are five daily round trips: two in the morning (5:40 AM and 9 AM), one midday (1:15 PM), and two in the afternoon (4:25 PM and 6:30 PM) (times based on departure from Government Center). The round trip covers 60 miles and takes approximately one hour and 45 minutes.

The route has recently been averaging about 800 riders per month, which makes it the second-most used rural route after Champlain – Rouses Point. The net operating subsidy is \$6 per trip, making this the most economical rural route, again, second only to Champlain – Rouses Point. Average daily boardings are approximately 40, or about eight per roundtrip. The June 2011 stop audit showed that the 6:15 PM trip is relatively poorly used, averaging only four riders per roundtrip; all of the passenger activity was on the southbound portion of the trip.

Unlike most of the other rural routes, this one provides no direct service to any of the major shopping centers in Plattsburgh. As discussed in the section on the Peru route, it is recommended to combine the AuSable and Peru routes into a single route that operates via the Champlain Centre Mall on the way to Government Center. This route would operate two round trips per day only on a trial basis. It is recognized that most passengers on the AuSable route have destinations along Route 9 south of Plattsburgh or in downtown Plattsburgh. These riders would have a longer trip on a routing via the mall. On the other hand, some other riders may take advantage of direct service to Wal-Mart or K-Mart, for example.

#### **Recommendation**

- As described in the Peru route section, combine the AuSable and Peru routes for two trips only on a trial basis. The remaining three AuSable trips would continue to operate as they do now.

### **2. Champlain and Rouses Point (North Rural)**

With more than 1,400 boardings per month, this route has by far the most riders of any rural route, and in fact has almost as many riders as the West City or North City routes. The route runs linearly between Government Center and Champlain via Route 9 and then to Rouses Point via Route 11. There are only a few exceptions to this linear alignment:

- The first morning and first evening trips head west on Route 456 to serve the Stonehelm Motel, in both directions
- The center of Champlain (Elm Street and Main Street) is served on the outbound trips only, but the Price Chopper on Route 11 is served in both directions
- The last part of the route is a one-way loop through Rouses Point via Academy Street, Maple Street, Pratt Street, and Lake Street, serving Wyeth-Ayerst Laboratories and the Dollar General, and then returning to Route 11 (Champlain Street)

The round-trip is 53 miles and the running time is one hour and 30-40 minutes. There are five daily round trips: two in the morning, two in the evening, and one midday. Boardings in June 2011 averaged 14 per trip, more than any other rural route. As a result, the net subsidy per passenger was the lowest of the rural routes—and even one of the lowest in the whole system— at \$3 per passenger trip. There is a significant group of riders who use the service for commuting from Plattsburgh to the Wyeth-Ayerst plant in Rouses Point. Most of these riders head north on the 7 AM departure from Government Center and return on the 4:30 PM departure from Ayerst (which started its outbound trip at 3:35). We considered the possibilities of routing these trips via I-87, but it appears that there would be no time savings from doing so, and possibly some inconvenience to intermediate passengers, such as those going to or from Chazy (although no such passengers were found on these trips during the June 2011 counts).

### **Recommendation**

- No changes to this route are recommended

### **3. Churubusco Route**

This route operates in a linear fashion between the Champlain Centre Mall and Churubusco Town Hall via Route 190 (Military Turnpike). There are two exceptions:

- Varin's in Ellenburg Depot is served southbound on the morning trip and northbound on the afternoon trip via Route 11 and Plank Road
- The Altona Post Office is also served southbound on the morning trip and northbound on the afternoon trip, via County Road 15 (out and back)

There is one morning and one evening roundtrip. The roundtrip is 70 miles and takes one hour and 45 minutes. Based on the ridechecks, about four riders per day go to the Northern Adirondack Central School from the Champlain Centre Mall (which is used as an informal park and ride for this purpose). A handful of other riders (1 to 3 per trip) use the route to travel between Altona (pop. 2,887) or Ellenburg (pop. 1,743) and Plattsburgh. There were no observed ons or offs in Churubusco, which is a hamlet in the town of Clinton (pop. 727).

### **Recommendation**

- Terminate the route in Ellenburg instead of Churubusco. This change would reduce the roundtrip route distance by 12 miles and 20 minutes. Rename the route "Ellenburg-Altona."

### **4. Mooers Route**

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This route operates linearly between the Champlain Centre Mall and Mooers via Route 22 with a further extension to Mooers Forks via Route 11. There is one morning and one afternoon roundtrip daily. Monthly boardings average just over 100. The roundtrip is 50 miles and takes one hour and 25 minutes.

The June 2011 stop audit showed very little passenger activity. One morning trip with two boardings comprised the entire ridership among three days of counts. The January-February 2011 trip audits showed an average of three to four boardings per trip. Based on customer comments, in August 2011 the morning trip was moved from 10 AM to 9:15 AM and the evening trip was moved from 4 PM to 4:20 PM. The hamlet of Mooers (part of the larger town of the same name) has a population of only 440. There are no larger communities served on the route. Due to the low ridership, the net subsidy per passenger is \$26.

### **Recommendation**

- This route should be eliminated due to very low usage and consequent high cost per rider

## **5. Peru Route**

The Peru route operates between the Champlain Centre Mall and Peru. There is currently only one morning and one evening roundtrip. The AM inbound trip is extended to Government Center via CVPH. The PM outbound trip starts at Government Center. These extensions provide some passenger utility and are essentially free since they would otherwise be deadhead trips.

The portion of the route south of the Saranac River consists of a one-way loop. Southbound trips operate via Military Turnpike, Salmon River Road, and Route 22B. Northbound trips operate via Route 22, County Road 32, Pleasant Ridge Road, and Carbide Road. There are some minor differences between the routing of the AM and PM trips around County Road 32, near the Champlain Centre Mall, and between CVPH and Government Center. These differences are due to one-way streets and facilitating commuter trips. The roundtrip covers 31 miles and takes one hour and 45 minutes.

The route averages about 150 boardings per month. The most recent data, from September 2011, show only 68 monthly boardings. Due to the low passenger activity, the route requires \$65 of public subsidy per passenger trip, among the highest in the system.

The June 2011 stop audit found very little passenger activity on this route. There was only one boarding among three counted 6:30 AM departures. The 10:50 AM trips had more ridership, five boardings per trip, however, about half of this ridership occurred within the Plattsburgh portion of the route. The 4:30 PM trip average two boardings, all within the town or city of Plattsburgh.

The on and off counts show that there is a small demand for service from the Pleasant Ridge Road area, specifically: Rabideau's Flea Market and the Pleasant Ridge Trailer Park. There is also ridership from the Pine Ridge East Mobile Home Park on the other side of the Saranac River.

Since the audits were conducted, the 10:50 AM trip was eliminated and the 4:30 PM departure was changed to a 6:15 PM departure (in response to a customer suggestion). However, the new plan leaves a 12-hour gap in service to Peru. One survey respondent asked for "more frequency from Peru to Plattsburgh."

Although Peru is a moderately large community within the county, income levels are higher than some other places served by the system, leading to relatively low transit use. One way to address the high cost per passenger of existing service is to combine two daily trips on the AuSable route with the Peru route. These trips would follow the AuSable route from its southern end to Keeseville, then continue on Route 22 to Peru, where they would follow the Peru route to the Champlain Centre Mall, then

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terminate at Government Center. It is not recommended to attempt this for all AuSable trips because it would increase travel time for those coming from Keeseville/AuSable, who generally have a final destination along the existing AuSable route, such as Skyway Plaza, One Work Source on US Oval, or Government Center. If after six months the combined Peru/AuSable trips fail to attract ridership on the Peru segment, the Peru segment should be discontinued completely.

### **Recommendations**

- The \$65 net subsidy per passenger for the Peru route is an inefficient use of resources. On a trial basis, the Peru route should be combined for two daily round trips with the AuSable route.
- If the combined route fails to attract sufficient patronage in the Peru segment the two trips should revert back to the regular AuSable route

## **6. Riverview Route**

This route operates linearly between the Champlain Centre Mall to Saranac, Redford, and Riverview via Route 3. The route deviates from Route 3 in both directions to serve Dannemora. There is one morning (10 AM departure) and one afternoon (4:10 PM departure) roundtrip daily. Monthly boardings average about 180. The roundtrip is 62 miles and takes two hours. The routing via Dannemora takes about 20 additional minutes and eight miles per roundtrip compared to a direct routing to Saranac. Only two passenger trips to Dannemora were recorded over the three-day audit period (two out of six roundtrips had one boarding or alighting there). Dannemora is also served by two daily roundtrips on the Standish Route. Redford (pop. 477) and Saranac are hamlets within the Town of Saranac. Riverview is much smaller: just a crossroads on Route 3 with a grocery store. Only two alightings and no boardings were recorded in Riverview in the stop audits.

### **Recommendations**

- Dannemora, which is already served on the Standish Route, should be removed from the Riverview Route. This would reduce running time by about 20 minutes per roundtrip, speeding up passenger trips and reducing operating costs.
- Add a stop at Wal-Mart just before serving the mall hub inbound and just after outbound
- Consider truncating the route in Redford. This would save about 25 minutes per round trip, making the running time more comparable to other routes.
- Combine the public schedules for Standish and Riverview so that it is easier to understand that there are four daily trips between the mall and Cadyville, which is the most heavily used portion of the two routes

## **7. Standish**

The Standish route operates between the Champlain Centre Mall and the village of Standish via the communities of Morrisonville (pop. 1,545), Dannemora (pop. 4,000), and Lyon Mountain (pop. 423). On the inbound trip, the hamlet of Saranac is also served. The roundtrip is two hours and 25 minutes and 75 miles, making it the longest CCPT route. There is one morning trip that departs Government Center at 6:20 AM before departing the mall at 6:35, arriving at Standish at 7:34, returning back to the mall at 8:45 AM. The single afternoon trip leaves the mall at 1:40 PM, arrives at Standish at 2:58, and returns

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back to the mall at 4:03 PM. Prior to a schedule change in August 2011, based on a customer comment, the afternoon departure was ten minutes earlier.

The first nine miles of the Standish and Riverside routes (to Cadyville) are the same. Together they provide four round trips in this segment that are fairly well spaced throughout the day.

The Standish Route has recently averaged more than 300 boardings per month, making it the third most used rural route after Champlain-Rouse's Point and AuSable. The June 2011 stop audit showed an average of nine passengers per roundtrip over the three days of counting (similar numbers were also recorded in January-February). There were no boardings or alightings in Saranac (only served inbound). Removing Saranac from the route would reduce the inbound route by seven miles and save about 15 minutes. Saranac would continue to be served with two daily round trips on the Riverview Route.

### **Recommendations**

- Remove Saranac from the inbound route, making it the same as the outbound route.
- Combine the Standish and Riverview schedules on the same sheet so the service to the shared segment becomes easier to understand.

## **1.8.2. City Routes**

### **1. North City (proposed Route 1A)**

The North City route operates daily between 8 AM and 6 PM, departing hourly from Government Center in a one-way loop. There is no 12 PM trip (to permit changing of driver shifts), leaving a two hour gap in service between the 11 AM and 1 PM trips. The round trip is 12 miles and is scheduled to take 51 minutes. However, the June 2011 audit showed that when there is significant passenger activity, trips can be ten or more minutes late, enough of a delay to make subsequent trips late, since there is only nine minutes of recovery time available.

The route averaged 1,500 riders per month in the 12 months ending July 2011. The June 2011 stop audit showed an average of six riders per trip, with the heaviest use between 1 and 3 PM.

The route starts at Government Center and makes a long loop via Margaret Street, Boynton Avenue, and N. Catherine Street, returning back nearly to the start, and continuing south of Route 3 past the Senior Center on S. Catherine Street. There is a second loop, below Route 3, via Broad Street and Beekman Street; there are no official stops in this segment and little recorded passenger activity. The route makes a third loop, north of Route 3, to serve Beekman Towers, the Meadowbrook Nursing Home, and the CVPH. Returning to Route 3, the bus serves Plattsburgh Plaza (Family Dollar and Big Lots), Aldi's Supermarket, the Wal-Mart plaza, the K-Mart shopping center, and finally the Champlain Centre Mall. The return to Government Center is via Tom Miller Road, Beekman Street, and Route 3, and has no designated stops.

In the June 2011 stop audit, there was little activity at the Kinney's on Boynton Avenue (an average of three ons and three offs per day), and no other activity in the first loop. There were significant boardings but few alightings at the Senior Center, but no other activity on the second loop. On the third loop, there was an average of three boardings and one alighting at Beekman Towers, no boardings and one alighting at Meadowbrook Nursing Home, and five boardings and two alightings at CVPH. Wal-Mart, K-Mart, and the Champlain Centre Mall all had significant passenger activity.

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The westbound portion of the route could be streamlined to reduce travel time and provide clearer and more direct service by eliminating most of the first two loops. Because of the number of one-way streets downtown, and because it is not possible for buses to turn right on to Margaret Street southbound (due to the insufficient sight distance and clearance from waiting vehicles), it is difficult to make an efficient routing that directly serves the Senior Center.

### **Recommendations**

- Add a 12 PM trip to meet the demand for noon-time trips and eliminate the current two-hour gap in service
- Streamline the westbound route. The first (turnaround) loop would consist of a left turn on to Margaret Street followed by the next left on Elm Street, left again on N. Catherine Street, and a stop at the Senior Center. If it is undesirable to have buses use Elm Street, which is narrow and residential, the North City loop could instead start with the same loop as the West City route via Durkee Street and Broad Street, and then turn right on to Oak Street, left on to Court Street, and left on to N. Catherine Street, then stopping at the Senior Center.  
In either case, the route would rejoin the current route at Broad Street westbound, turning north on Beekman Street. This change would reduce the inbound route by about ten minutes and would benefit those going eastbound from Government Center to the mall or other retail. It would particularly benefit westbound trips from downtown to Family Dollar, Aldi's, Wal-Mart, or K-Mart where there is no alternative bus route. On the other hand, service to Kenney's Drugs on Boynton Avenue would no longer be part of this route, but would be served instead by the Grand Isle route (see discussion in that section).
- As part of the elimination of the Wallace Hill route, add a stop on the eastbound North City route at the trailer park on Wallace Hill Road, immediately after serving the mall. The route would take Quarry Road to Route 374 to Wallace Hill Road, stop and turn around, and then return to Government Center via routes 374 and 22. This stop would add approximately 2.3 miles to the route.
- Rename the North City and West City services as Route 1A and 1B and create a joint schedule showing the stops they serve in common (sometimes in opposite directions)

## **2. West City (proposed Route 1B)**

The West City route, like the North City route, operates in a one-way loop between Government Center and the Champlain Centre Mall, the two hubs in the system. The roundtrip is 12 miles and takes 50 minutes. There are 11 hourly departures on the half hour from Government Center between 7:30 AM and 6:30 PM, except for 12:30 PM, when the route switches between drivers (using the same vehicle). With 1,800 riders per month, the route is the third-most used in the system after the CCC and South City routes.

The outbound portion of the route initially goes east on Route 3 before heading south on Durkee Street and then west on Broad Street. The first official stop is on Rugar Street at the SUNY Campus. The route continues west on Rugar Street with two more regular, non-flag stops. The western-most point is the Kinney's Drug Store on Military Avenue and Route 3. After that stop, the route starts heading back east on Route 3, leaving the straight line back to Government Center to serve Hannaford's, the Champlain Center Mall, the K-Mart plaza, the Wal-Mart plaza, and CVPH, in that order. The eastbound part of the route between the mall and CVPH is the same as the westbound part of the North City route, except that the West City route does not serve Aldi's or Plattsburgh Plaza

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(Family Dollar and Big Lots). CCPT does not stop on, Route 3 eastbound in this area because there is no safe place to cross the street.

The June 2011 stop audit found no passengers using the CPI Plaza Offices or 16 DeGrandpre Way Offices stops. These stops require a four to five minute detour from the route. The Hannaford's stop is fairly convenient to the CVPH Plaza offices on the other side of Plaza Boulevard. There were a few passengers stopping at the America's Best Value Inn on Plaza Boulevard, which is also the Greyhound bus station for Plattsburgh, and is served directly by the West City route, although it is not a listed stop.

The current West City route provides the SUNY campus with direct service to the mall (and somewhat less direct to K-Mart and Wal-Mart), but on the return trip the nearest place to get off the bus is on Route 3, a few blocks from the campus. However, SUNY students are already served by the S.A. shuttle which provides more direct, frequent, and later service to the malls.

### **Recommendations**

- Add a 12:30 PM trip to eliminate the current two-hour gap in service
- Eliminate the stops at CPI Plaza and DeGrandpre Way Offices, shortening the route
- After serving CVPH on the eastbound trip, add a loop to serve the Senior Center by turning right on N. Catherine Street and then either left on Brinkerhoff Street if feasible or else on Broad Street, returning to Route 3 via Oak Street. This addition would not increase the total cycle time if implemented in conjunction with the previously recommended route reduction.
- Add the America's Best Value Inn / Greyhound terminal and, assuming the previous change is made the Senior Center to the listed stops
- The Town of Plattsburgh should add crosswalks with pedestrian hybrid beacons and pedestrian refuges on Route 3 at Churchill Drive across from Aldi's, and across from Plattsburgh Plaza in order to facilitate the addition of bus stops with benches and shelters that would permit passengers to safely cross Route 3 to access the westbound bus service on Route 3 at these locations. If this change is made, CCPT could add westbound stops at these locations to the West City route.
- Rename as Route 1B and create a joint schedule and map with Route 1A (currently North City)

### **3. South City, Momot & Duken, Seton Express (proposed Routes 2 and 2X)**

The South City route operates in a one-way loop between Government Center and Clinton Community College. Southbound trips operate on the western portion of the former air force base; northbound trips operate on the eastern portion. There are several exceptions to a direct routing:

- The southbound route leaves S. Catherine Street to serve the Momot School and Lakeview/Barnard Apartments
- The southbound route leaves Idaho Avenue to serve the CCC dormitories
- The northbound route makes a loop from Route 9 to serve the Family Dollar store and the Skyway Shopping Center at the Big M, and on the 2 and 4 PM trips only, this segment of the route is extended to serve Seton High School.
- The northbound routes also depart Route 9 to make a loop on U.S. Oval in the old part of the air force base

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The South City route averages 2,700 boardings per month, making it the second-most used in the system. However, monthly boardings in the fall (average of 3,400 per month in 2010) are more than 2.5 times higher than monthly boardings in the summer (average of 1,300 per month in 2010). This difference is due to the high number of CCC students using the route. For example, in July 2011, student passengers accounted for 152 passengers out of 1,166 (13%). By contrast, in September 2011, students accounted for 3,975 out of 5,814 passengers (68%).

The route offers hourly departures from Government Center between 7 AM and 8 PM, except for 1 PM, when there is a change of shifts at the bus garage, for a total of 13 daily roundtrips, the most of any CCPT route. The round trip is 14 miles and has a scheduled running time of 50 minutes.

The June 2011 stop audit was conducted when CCC was in summer session, which is for continuing education and make-up classes only, and thus has much lower student activity than during the rest of the year. The departures between 5 and 8 PM averaged fewer than three riders per trip in the stop audit, whereas service earlier in the day averaged seven riders per trip.

The **Seton Express Route** consists of one 7:30 AM departure from Government Center direct to Seton High School. Passengers using this service return on either of the two South City trips that serve Seton High School. The regular South City route is not suitable for Seton Hall service in the morning because it does not go there directly from Government Center and presumably because it does not arrive at the beginning of the school day. The stop audits showed about two or three riders using the Seton Express morning trip.

The **Momot and Duken Route** provides one afternoon trip from the Momot Elementary School to several locations in Plattsburgh. The stop audit shows that almost all those getting off at Momot in the morning are on the 8 AM South City departure board at Renaissance Village (S. Catherine Street at New Street). A few other Momot passengers (two per day) are on the 7 AM trip and board at Government Center. The stop audits show that the afternoon Momot and Duken trip is only used by passengers boarding at Momot and getting off on S. Catherine Street between Pine Street and Battery Street (including the Renaissance Village Apartments). There was no passenger activity at all on the largest portion of the Momot and Duken Route, west of S. Catherine Street.

## Recommendations

- Add a 1 PM trip to eliminate the current two-hour gap in service
- Because they are lightly used, consider eliminating after the last few evening trips in the summer months so that service would end at 6 PM or 7 PM during the summer months as with the other city routes
- Conduct a stop audit during the academic year to analyze ridership patterns and determine if additional service is needed to reduce crowding
- Reduce the single Momot and Duken trip to Momot School service only, eliminating the remainder of the route. Alternatively, it may be possible to serve this trip with a re-routed South City service. The 2 PM departure would need to be rerouted. Seton High School could be served via Connecticut Avenue, Kansas Avenue, and New York Road. After serving the Skyway Plaza Shopping Center, the route would skip U.S. Oval and instead continue straight on Sheridan Avenue and turn left on S. Peru Street where it would rejoin its outbound route, but in the inbound direction.
- Rename this service as Route 2, incorporating the current South City, Momot and Duken, and Seton Express routes. The latter would be labeled Route 2X. There would be a single combined schedule and map for all services.

- Southbound, serve the Momot School only on the 7 and 8 AM trips. For the other southbound trips, the Lakeview and Barnard Apartments stop would be served either via a stop on S. Catherine Street at Flynn Ave., or by entering and turning around in one of the housing complex driveways.

#### **4. Grand Isle Commuter (proposed Route 3)**

The Grand Isle route is a 16-mile loop between Government Center, CVPH, SUNY, and the Cumberland Head Ferry dock on Grand Isle. The running time is 45 minutes. As of August 1, 2011, the 3 and 6:05 PM trips were cancelled, making the last trip at 1:35 PM. The 12 PM departure was also changed to a 12:30 PM departure. The route has about 300 boardings per month, but averages fewer than one boarding per trip, a very low use of resources.

The June 2011 stop audit showed that almost all of the morning passenger trips are boarding at the ferry dock and alighting at Government Center, and the afternoon trips were in the opposite direction. Despite this pattern, the route is designed so that those going between Government Center and the ferry dock have to loop through SUNY and the hospital in both directions, making most passengers' trips 30 minutes instead of 15 minutes.

Over the 21 trips counted, there were just one on and two offs at the hospital and three offs at SUNY. Both of these destinations are well served by the regular CCPT bus routes that make connections at Government Center (West City and North City). There was no other passenger activity on the route, including none on the residential portions of Cumberland Head (on the two sections of Cumberland Head Road, each served in one direction only).

#### **Recommendations**

- Conduct a survey of passengers boarding the bus at the ferry dock to determine their destination. If most of them are heading downtown, consider modifying the route so that it operates only between the ferry terminal and Government Center, eliminating the loop around the hospital and SUNY. This would reduce the travel time for most passengers from 30 minutes to 15 minutes, and would reduce the cycle time from 45 minutes to 30 minutes. If possible, along with this change interline some morning trips with the West City, North City, or South City routes so that passengers wishing to go from the ferry terminal to other destinations can do so without changing buses.
- Eliminate the 6:10 AM departure, which had one trip with one boarding and three trips with no boardings in the January-February audits and three trips with one boarding each during the June audits
- Shift the existing 9 AM Government Center departure, which is only 30 minutes after the previous departure, to a 5 PM departure to replace the existing 6:15 PM Transit Shuttle departure that would be cancelled. By leaving on the hour, this trip would facilitate transfers from Routes 1A, 1B, and 2.
- Use Route 314 on Cumberland Head westbound in the morning and eastbound in the evening, to provide a faster trip for the largest group of riders. If the stop audit showing there was no passenger activity on any part of Cumberland Head Road is confirmed, consider operating on Route 314 in both directions.
- Change the route name to "Route 3, Grand Isle Ferry Connector"

- Consolidate the map to a single one, using arrows to show where the AM and PM routes are different, if they continue to be different
- Make West Bay Plaza and Kinney's Drugs named stops on this route
- See the Saturday Shuttle recommendations for service on Route 9 north on Saturdays

## 5. CCC/Shopper Shuttle (Route 4X)

The CCC/Shopper Shuttle consists of a one-way loop around the triangle formed by Government Center, Clinton Community College, and the Champlain Centre Mall. It serves several purposes:

- Provides service between the CCC dormitories and the campus, in both directions on each trip
- Provides a direct route between CCC and the CCC dormitories and the mall area; northbound only, return via downtown Plattsburgh
- Provides direct service (eastbound only) between the malls and downtown, similar to the West City route
- Provides direct service (southbound only) between Government Center and the CCC campus, similar to the South City route

Although it was only created in 2010, the CCC/Shopper Shuttle route has the most boardings of any CCPT route by far: an average of more than 4,350 per month for the 12 months ending July 2011. In September 2011, students accounted for 87 percent of the route's 8,648 monthly boardings. In July 2011, students accounted for only 12 percent of the route's 1,000 boardings. In total, more than 80 percent of the route's ridership is lost during the summer months. Unfortunately, the only stop-level data available was counted during the summer.

Hourly service is offered between 8 AM and 7 PM. The summertime stop audit showed that the trips between 12 and 4 PM were more heavily used than the earlier or later trips.

For CCC students wishing to go to downtown, the route provides no travel time benefit northbound compared to the South City route (45 minutes via CCC compared to 28 minutes via South City). Southbound from Government Center, the CCC route is faster: 15 minutes compared to 22 minutes. However, this benefit is not large. The major benefits for CCC students are the direct service to and from the dorms and to the malls. The trip to the mall is only 13 minutes from the CCC dorms. However, the return trip, because it is via Government Center, is 35 minutes. Since the benefit from serving downtown is not large compared to the South City route, and since the route is mostly used by CCC students, service could be improved for most riders by providing two-way linear service between CCC, the CCC dorms, and the mall area. The round trip between CCC and the malls would take approximately 50 minutes. If there is sufficient time to complete the round trip in an hour, the route could add one or two more stops in the mall area, such as Hannaford's.

### Recommendations

- Convert the route into a two-way linear route between CCC and the Champlain Centre Mall, making a one-way loop of the major retail at the mall end. If there is sufficient time to complete the cycle in one hour with adequate layover time, add a stop such as Hannaford's to the route.
- As with the other city routes, this route should have a number and the destination sign should change at the hubs. This route would be 4X-College or 4X-Champlain Mall, depending on the direction.
- Add Saturday service during the academic year (see discussion under Saturday Shuttle)

- Do not operate the route in the summer or during school holidays. Service to all destinations would still be available via the South City route with transfers to the North or West City routes.

## **6. Transit Shuttle (proposed for elimination)**

The Transit Shuttle route is a one-way loop of 27 miles with a running time of one hour and ten minutes. Until August 1, 2010, there were five trips per day. The 7:15 and 9 AM trips were cancelled due to low ridership. However, the June 2011 counts showed that the 7:15 AM trip actually had the most average boardings (3), and the three trips not eliminated (11 AM, 3:05 PM, and 6:15 PM) averaged no more than two boardings each. Because of the low ridership, the average subsidy per passenger is \$35, among the highest of the city routes.

The route attempts to serve many transit destinations (ferry dock, bus station, airport, train station), but because it is such a long route and because service is very infrequent, it is not very usable. For example, someone wishing to go to the Greyhound bus station from Government Center would first have to go all the way to Cumberland Head and back, then stop at the hospital and the mall, before finally getting to the bus station 43 minutes later. The West City route makes the same trip between downtown and the bus station in 15 minutes. In the eastbound direction, the Transit Shuttle route takes 27 minutes, which is only slightly better than the West City route at 35 minutes. However, the West City route has nearly-hourly service.

Almost all of the stops on the route are served by other CCPT routes, all of which have better frequency, and most of which have more direct service to these destinations from Government Center. The only exceptions were the airport stop (one alighting), South Peru Street (one alighting), and Amtrak (one alighting).

The Transit Shuttle largely duplicates the Grand Isle Commuter route. That route now has no service after 1:35 PM, since the 6:35 PM trip on that route was eliminated.

### **Recommendations**

- Eliminate this route. Use the resources to restore an evening trip on the Grand Isle Commuter route leaving Government Center between 5 and 6 PM.
- Make the Greyhound Station an official stop on the West City route
- Make the West Bay Plaza an official stop on the Grand Isle route

## **7. Wallace Hill (proposed for elimination)**

This route makes a one-way loop from the Champlain Center Mall via Quarry Road to Wallace Hill Road, returning via Route 374, Banker Road, and Tom Miller Road. The roundtrip loop is nine miles and takes 20 minutes. Ridership is consistently very low—the lowest of all CCPT routes (except for the Seton Hall Express, which is only one trip per day). Because of the extremely low ridership, the average subsidy per passenger is \$64, one of the highest in the system.

There were five trips a day until August 2011, when three of the trips were cancelled due to low ridership. The June 2011 stop audit showed that even the two trips not cancelled have very low ridership, and almost all of that ridership is at the District 3 Fire Department and the mall. It appears that those riders using this route are coming from the residences near the fire department, probably the

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trailer park. The current route only gets them to the mall. From there they have to transfer to get to other shopping or downtown.

If the route were eliminated due to extremely low ridership and high cost per rider, the North City route could add a stop near the District 3 Fire Department that would serve most of the current riders on the Wallace Hill route. On the other hand, this change would eliminate all service to Plattsburgh Town offices and the businesses on Banker Road.

### **Recommendation**

- Due to the extremely high cost per rider served, eliminate this route and replace it with an additional stop on the North City route near the District 3 Fire Department. The proposed addition to the North City may not require more resources, given other proposed streamlining of the route. Those using the replacement revised North City (Route 1A) will have ten trips per day (11 recommended), rather than two at present. Moreover, they would have direct service to downtown and shopping areas besides the mall, albeit only in a one-way loop. The area that would lose service had virtually zero passenger activity, although it includes town offices and several businesses.

### **8. Saturday Shuttle (Saturday service on proposed routes 1A, 1B, 2, and 4X)**

The Saturday Shuttle consists of two separate loops that incorporate parts of most of the CCPT urban routes. Ridership averaged 250 per month for the 12 months ending in July 2011. (This figure cannot be compared directly to the other route, which operate five instead of only one day per week.) Service operates hourly between 11 AM and 6 PM, with each of the two loops operating only every other hour (a single vehicle is used to provide all Saturday service). Loop 1 starts with the northbound portion of the South City route between the CCC Dorms and Government Center. After arriving at Government Center, Loop 1 becomes the West City route with these exceptions:

- The DeGrandpre Way and CPI Plaza stops are skipped (as is recommended for the weekday service)
- The CYPH stop is skipped, although riders could request a stop on Route 3 at Beekman Street, just a block away

Loop 2 is a modified version of the North City route. The differences compared to North City are:

- Loop 2 adds Route 9N (Margaret Street) all the way to the North Country Shopping Center (Cumberland 12 Cinema and North Bowl Lanes, during the week only served by the Rouses Point route)
- The loop to the Senior Center is skipped
- Beekman Towers is skipped, although the route passes just a block away
- After serving the Champlain Centre Mall, the route uses I-87 to return to the CCC Dorms, via South Peru Street, where Loop 1 starts again

These routes can be confusing for several reasons:

- They are similar to, but different from the weekday routes

- The loops are even longer, and other than Government Center and the major shopping areas, stops are served only in one direction and only every two hours. Thus, for example, someone boarding at the CCC Dorms at 11 AM could get to Government Center by 11:15, but the return trip would take one hour. Similarly, a trip from Government Center to the North Country Shopping Center takes ten minutes, but the return trip would take one hour and five minutes.

The stop audit data received for this route appears to be incomplete. An investigation of this problem is pending as of this draft of this memo.

### **Recommendations**

- Convert this service into Saturday trips on the proposed new Routes 1A, 1B, and 2 (former West City, North City, and South City routes). During the school year, also operate Route 4X.
- The South City route could be shortened on Saturdays because there is no need to serve Clinton Community College or the U.S. Oval. The southbound route would operate via South Peru Street and Southside Grocery (Crete Boulevard), and the northbound route would operate via New York Road and Skyway Plaza. These changes would reduce the route running time by about 15 minutes, providing time to extend the route north via Route 9N to the North Country Shopping Center (12 minute round trip).
- Add a second bus to cover Routes 1A, 1B, and 2 with service every 90 minutes
- During the school year, offer hourly service on Route 4X with a third bus. If ridership is not as high as expected, consider offering all four routes every 120 minutes during the school year.
- Start the first trip at 10 AM instead of 11 AM
- If these changes generate sufficient ridership, consider expanding service to Sundays on a similar schedule

### **1.8.3. Park and Ride Lots**

Park and Ride lots for transit generally are associated with long-distance expressway service making few stops and serving areas with high demand but limited parking such as CBDs, universities, and airports. For example, the Capital District Transit Authority operates the Northway Xpress (NX) commuter bus service along I-87 between Saratoga County and Albany. The NX serves six park and ride lots at various I-87 exits ranging from 50 miles (Glen Falls) to 15 miles (Clifton Park) from Downtown Albany. Park and Ride lots are also used to facilitate carpooling, particularly for long-distance commuting trips. As noted in the Task 2 report, Clinton County does not generally have the characteristics required for such a demand such as a large CBD with expensive parking. There is no large city within commuting distance of the county. The one example of park and ride commuting found in the study was North Adirondack Central teachers who park at the mall and use the CCPT bus to go to work. The largest market for CCPT consists of customers who do not have a car available for their trip; they would not be served by creating park and ride lots.

### **Recommendation**

- Where demand does materialize for park and ride (as in the case of commuters to the NAC, who park at the Champlain Centre Mall), existing parking facilities near bus stops can generally serve the purpose. If such spaces are privately owned and the owner is actively discouraging commuter parking, CCPT should negotiate for a designated area for commuter parking or change the bus stop to a location where there is parking available.

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#### **I.8.4. Hubs and Timed Transfers**

Four of the proposed revised city routes (1A, 1B, 2, and 3) plus two rural routes (Rouses Point route and possibly AuSable) would continue to serve Government Center. The proposed 4X route, formerly the CCC/Shopper Special, would no longer serve Government Center. There should be enough room for all six of these routes to stop at the same time to permit a transfer from each route to any other. Currently there is room for only three buses to stop at the same time. Providing enough room will require eliminating the six metered parking spaces east of the existing bus stop. This will also facilitate bus exit into the travel lane at congested periods. The schedules should be adjusted so that all of the main routes (1A, 1B, and 2) arrive before and leave on the hour. The Grand Isle (Route 3), Rouses Point, and AuSable routes do not operate in a continuous loop. Arrivals and departures on these routes should generally be timed to meet the hourly departures as well, depending on the time of day (some routes, such as Grand Isle, serve mostly inbound AM and outbound PM trips).

With the creation of a separate CCC-Mall route that does not serve Government Center, a southern hub could be created at the Clinton County College to facilitate transfers between the Mall route and the Government Center (South City) route (proposed Route 2). Each of the two routes would complete a one-way trip in approximately 30 minutes. They would arrive and depart CCC at the same time. If departures from Government Center are on the hour, departures from CCC would be on the half-hour. Each route would complete a round trip from CCC in an hour and be ready to re-start the cycle. In addition, it may be possible to schedule the AuSable route so that it arrives at CCC at the same time as the other two routes. Currently the route stops at CCC upon request on any of its 5 daily round trips. Making this connection would facilitate trips from the AuSable route to the shopping areas. The AuSable route could terminate at the CCC. However, this is not recommended, because the South City route makes a slower trip to downtown (via U.S. Oval).

#### **Recommendations**

- Provide room for six buses to stop at the same time at Government Center by removing six parking spaces. If this is not possible at the current location, relocate the hub.
- Schedule the main city routes (Routes 1A, 1B, and 2) so that they depart simultaneously from Government Center
- When feasible, schedule the Grand Isle (proposed Route 3), AuSable, and Rouse's Point routes to make connections to the other three routes, depending on the primary direction of passenger flow: Grand Isle and AuSable buses arriving in the morning and leaving in the evening, Rouses Point buses leaving in the evening and arriving in the morning
- Coordinate the schedules of the proposed Route 2 (former South City) and Route 4X (former CCC/Shopper Special) so that they depart from CCC at the same time, facilitating transfers between the routes

## Introduction

This chapter presents the expected changes in operating costs with implementation of the proposed changes outlined in the previous chapter. It also provides a summary of the total impact on CCPT's annual operating budget and its revenue sources.

### Coordination

The proposed one-call, one-click center for Clinton County would be funded by a consortium of participating agencies. Technical assistance from the CTAA would be used to help plan and implement the center. No additional CCPT operating cost has been assumed in connection with this center.

#### Improved Coordination with other Agencies

There are no specific costs associated with this recommendation, other than a small increase in CCPT staff time.

### Marketing and Branding

This recommendation would require additional staff time to:

- Develop a partnership with the City and Town of Plattsburgh and the other major towns served by CCPT to provide guidelines for bus stop sign installation
- Provide information about public transit to hotels and motels
- Improve schedules and maps

In addition, improving the CCPT website would require web support, probably from a vendor, to design and create a new site using a simple content management system such as WordPress, which would make it easy for CCPT staff to modify website pages or to provide period updates in the form of posts.

The recommended bus shelters, signs, benches, and schedule display cases would require capital expenses (see discussion under Capital Costs).

## 1.9 Impacts of Fixed Route Changes

The expected changes in operating costs, passengers, passenger revenues, and state operating assistance due to the proposed changes in fixed route service discussed in the previous chapter were calculated based on a number of assumptions that are detailed in the following paragraphs. A listing of the impact of all the changes on a route-by-route basis is shown in Table 12.

**Table 12: Impacts of Proposed Changes in Service**

ROUTE	Mileage Per Run	Mileage Per Service Day	Trips/day	Miles per month	Passenger Trips	Passenger Revenue / Boarding	Pass. Revenue / month (a)	STOA	Run Time (min) (b)	Miles per Hour (c)	Vehicle Hours per Month (d)	Monthly Operating Cost (e)	Operating Cost per Passenger	Net Subsidy per Passenger	Change in Pass Trips
AuSable	60	241	4	5,061	919	\$0.40	\$367	\$3,454	105	34	156	\$6,014	\$6.54	\$6.14	34
CCC & Shopper	21	273	13	4,300	8,858	\$0.13	\$1,131	\$6,206	60	21	163	\$6,283	\$0.71	\$0.58	210
Champlain & Rouses Point	53	267	5	5,607	1,787	\$1.05	\$1,869	\$4,138	95	34	176	\$6,802	\$3.81	\$2.76	0
Churubusco	58	116	2	2,436	299	\$1.17	\$351	\$1,605	85	41	63	\$2,434	\$8.14	\$6.97	0
Grand Isle	12	72	6	1,512	226	\$0.95	\$215	\$1,012	30	24	67	\$2,578	\$11.41	\$10.45	42
Momot & Duken	0	0	0	0	0										-226
Mooers	0	0	0	0	0										-92
North City	12	132	11	2,772	1,548	\$0.80	\$1,234	\$2,315	60	12	245	\$9,451	\$6.11	\$5.31	126
Peru	0	0	0	0	0										-68
Riverview	54	108	2	2,268	109	\$0.87	\$94	\$1,425	100	32	74	\$2,864	\$26.27	\$25.41	-15
Saturday Rts 1A, 1B, 2	13	221	17	884	544	\$0.42	\$229	\$759	60	13	72	\$2,782	\$5.11	\$4.69	214
Saturday Rt 4X (CCC)	21	168	8	672	320	\$0.13	\$41	\$539	60	21	34	\$1,309	\$4.09	\$3.96	320
Seton Express	5	5	1	105	63	\$0.88	\$55	\$89	25	12	9	\$358	\$5.68	\$4.81	59
South City	15	204	14	4,274	6,260	\$0.27	\$1,674	\$5,138	60	15	311	\$12,029	\$1.92	\$1.65	446
Standish	68	136	2	2,856	332	\$1.00	\$333	\$1,874	130	31	96	\$3,723	\$11.21	\$10.21	0
SUNY Shuttle	5	116	24	1,272	101	\$0.00	\$0	\$816	20	15	93	\$3,589	\$35.54	\$35.54	0
Transit Shuttle	0	0	0	0	0										-140
Wallace Hill	0	0	5	0	0										-22
West City	12	144	12	3,024	2,053	\$0.82	\$1,692	\$2,673	60	12	267	\$10,310	\$5.02	\$4.20	132
Senior Bus	-	-		155	45	\$2.28	\$103	\$113		n/a	n/a	\$257	n/a	n/a	0
City Paratransit	-	-		2,101	444		\$778	\$1,459		15	140	\$5,414	\$12.19	\$10.44	0
OFA City Paratransit	-	-		48	7		\$14	\$32		15	3	\$124	\$17.67	\$15.67	0
DSS City Paratransit	-	-		969	112		\$224	\$635		15	65	\$2,497	\$22.29	\$20.29	0
Rural Paratransit	-	-		4,983	211		\$501	\$3,120		35	142	\$5,503	\$26.08	\$23.71	0
OFA Rural Paratransit	-	-		1,905	61		\$214	\$1,185		35	54	\$2,104	\$34.49	\$30.99	0
DSS Rural Paratransit	-	-		296	9		\$32	\$184		35	8	\$327	\$36.32	\$32.82	0
<b>TOTAL</b>				47,500	24,308		\$11,149	\$38,772			2,238	\$86,752	\$3.57	\$3.11	1,020

(a) For DSS and OFA paratransit, includes fares and passes billed but not miles billed. (b) Includes layover time for routes that run continuously. (c) Estimated for paratransit routes. (d) All fixed route miles have an additional 5.85% to account for the system average deadhead miles. (e) Based on estimated cost per vehicle hour, except Senior Bus, which is based on cost per vehicle mile.

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### **I.9.1. Rural Route Changes**

#### **AuSable**

It is assumed that the route distance and travel time for operating the AuSable route via Peru would be the same as for the current routing. This rerouting is proposed for only two of the four current AuSable trips. It is assumed that half the current monthly Peru ridership (34 of 68) would use the revised AuSable service, in addition to the current AuSable riders. The operating costs of the AuSable route would remain unchanged. (There would be a cost savings due to the elimination of the Peru route, as discussed below.)

#### **Champlain and Rouses Point (North Rural)**

No changes to this route are recommended, so there are no changes to cost or ridership.

#### **Churubusco Route**

The proposed shortening of the route was modeled by reducing the roundtrip distance by 12 miles and the trip running time by 20 minutes. Because there was no passenger activity at this end of the route, monthly ridership was assumed to be unchanged.

#### **Mooers Route**

It was assumed that this route would be eliminated, resulting in a savings of \$3,478 per month and a loss of 92 riders per month.

#### **Peru Route**

It was assumed that this route would be eliminated. However, half the ridership would be retained on the proposed re-routed AuSable route (on two of its daily trips). That ridership is included in the AuSable figures.

#### **Riverview Route**

The route distance was reduced by 8 miles and the running time reduced by 20 minutes due to the proposed removal of the detour to Dannemora. It was assumed that there would be a loss of 15 monthly boardings based on the observed usage rate of 2 boardings over three days sampled. (However, these riders may instead use the Standish route, which would continue to provide service to Dannemora.)

#### **Standish**

The route distance was reduced by seven miles and the running time reduced by 15 minutes due to the proposed removal of the detour to Saranac from the inbound route. No change in passengers is expected since there was no observed use of this portion of the route.

### **I.9.2. City Route Changes**

#### **North City (proposed Route 1A)**

The number of daily trips was increased from 10 to 11 to account for the additional 12 PM trip. It was assumed that westbound and eastbound route changes balance each other out in terms of miles, hours, and passengers.

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### **West City (proposed Route 1B)**

The number of daily trips was increased from 11 to 12 to account for the additional 12:30 PM trip. It was assumed that westbound and eastbound route changes balance each other out in terms of miles, hours, and passengers (eliminating the stops at CPI Plaza and DeGrandpre Way Offices and adding a loop to serve the Senior Center).

### **South City, Momot & Duken, Seton Express (proposed Routes 2 and 2X)**

The number of daily trips was increased from 13 to 14 to account for the additional 1 PM trip. The single daily Momot and Duken trip was combined with the 2 PM South City trip, thus eliminating the need for a Momot and Duken route, all of whose 226 monthly trips were assumed to move to the (revised) South City route.

The single run of the **Seton Express Route** was assumed to remain unchanged because it could not easily be served by the South City route. Further, it was assumed that ridership would average three boardings per trip, which is consistent with both sets of ridechecks conducted in 2011, rather than the four *per month* recorded in the September 2011 monthly ridership report. It is recommended that this trip be labeled “2X” and combined with the South City schedule.

One other small change is that the Momot School would only be served on the 7 and 8 AM trips. (For the other southbound trips, the Lakeview and Barnard Apartments stop would be served either via a stop on S. Catherine Street at Flynn Ave., or by entering and turning around in one of the housing complex driveways.) This change would shorten travel time for some passengers and would not inconvenience anyone since there is no passenger activity at the Momot School at other times. However, it has no effect on operating costs.

### **Grand Isle Commuter (proposed Route 3)**

It was assumed that this route would be streamlined to serve as a shuttle between the Cumberland Head Ferry dock and Government Center. Round trip running time would be reduced from 45 minutes to 30 minutes and round trip distance would be reduced from 17 miles to 12 miles. (Note that this recommendation assumes that few passengers from the ferry wish to go to CVPH or SUNY; if this is not confirmed by a survey, the routing should stay as it is currently.) The 6:10 AM departure, which had only four boardings out of seven trips checked, would be cancelled. The existing 9 AM Government Center departure, which is only 30 minutes after the previous departure, should become a 5 PM departure to replace the existing 6:15 PM Transit Shuttle departure that would be cancelled. (By leaving on the hour, this trip would facilitate transfers from Routes 1A, 1B, and 2.) Because some of the Transit Shuttle riders would use the rescheduled afternoon departure, it was assumed that passenger ridership would increase by two boardings per trip for each of the 21 trips per month at that time, or 42 total. Further, it was assumed that the few riders currently using the 6:10 AM departure would change to the 8:30 AM departure.

### **CCC/Shopper Shuttle (Route 4X)**

This route would become a two-way route between the Chaplain Centre Mall and other major retail at one end and the CCC dorms and the CCC campus on the other end. The cycle time would remain at 60 minutes. The largest change is that the route would only operate when the college is in session (excluding summer sessions), approximately nine months per year. The operating costs were assumed to decrease by 3/4. During the summer, it was assumed that the much lower, ridership would be accommodated on the South City route, which would be connected by a timed transfer to the North and West City routes that serve the major shopping areas.

### **Transit Shuttle (proposed for elimination)**

The Transit Shuttle route would be eliminated. Service to the Grand Isle Ferry is available via that route, and service to the bus station is available via the West City route. There was hardly any ridership to other places on this route. Conservatively, it was assumed that the 140 monthly riders on this route would not use other transit services, except 42 who were assumed to use the revised Grand Isle Ferry route.

### **Wallace Hill (proposed for elimination)**

This route would be eliminated and replaced with an additional stop on the North City route near the District 3 Fire Department. Although they would probably use the revised North City route, the 22 monthly passengers on the Wallace Hill route were not explicitly accounted for in the revised budget.

### **Saturday Shuttle (Saturday service on proposed routes 1A, 1B, 2, and 4X)**

The proposed Saturday Shuttle was modeled as two separate pieces for the funding impacts analysis:

- Service every 30 minutes departing from Government Center between 10 AM and 6 PM alternating among the proposed new Routes 1A, 1B, and 2 (former West City, North City, and South City routes). Each route would thus operate every 90 minutes. There would be a total of 17 bus trips among the three routes using two buses (and two operators). Routes 1A and 1B would be the same as during the week, but Route 2 (former South City) would operate via South Peru Street southbound and via New York Road and Skyway Plaza northbound (with no service to U.S. Oval), and continue north via Route 9N to the North Country Shopping Center (returning back to Government Center). Because Route 2 would be slightly lengthened, it was assumed that the routes would average 13 miles per round trip instead of 12. Cycle time is still 60 minutes for each of the three routes. Ridership was expected to average eight riders per round trip.
- During the school year only, there would be hourly service on Route 4X using a third bus for a total of eight trips between 10 AM and 6 PM. Ridership is expected to average ten riders per round trip. The operating costs reflect the proposed operation for only nine months of the year.

## **1.10 Summary of Operating Cost Impacts**

The total impact of all of the proposed changes, if implemented, is shown in Table 13 compared to the existing operating and financial data. The total vehicle miles of service would decline by 17 percent, reflecting the proposed reductions in certain trips, portions of routes, and elimination of routes, balanced by the proposed increases, notably in Saturday service and midday trips. Passenger trips, on the other hand, are expected to increase by four percent despite the cuts in service, reflecting the redeployment of service from places and times where it is used little to places and times where it will be used more. Passenger revenues would increase more modestly than trips, since much of the increased service would be on routes with low passenger revenues per trip (such as South City and CCC), due to the large number of non-fare-paying students on these services. It was assumed that average revenue per trip would be the same as it is currently. However, with more service and use, it may be possible for CCPT to negotiate higher payments from CCC and SUNY.

The future State Transit Operating Assistance (STOA) payments were calculated on the basis of the current formula of \$0.609 per vehicle mile operated plus \$0.405 per passenger boarding. Based on the changes modeled, STOA payments would decrease by 12 percent. However, total operating costs would decrease by 20 percent and CCPT costs net of STOA payments would decrease by 25 percent. These favorable results are due to selective cuts that are expected to lead to no net loss of ridership

and thus a higher rate of STOA reimbursement, since there would be more passenger boardings per vehicle mile operated.

The total operating cost per passenger is expected to decline by more than \$1 per trip, or 23 percent, reflecting the increased productivity of service. The predicted reduction in net subsidy per passenger (that is, after accounting for passenger revenue) is slightly greater, 25 percent.

**Table 13: Summary of Operating Cost Impacts**

	Miles per month	Passenger Trips	Passenger Revenue (a)	STOA	Cost to CCPT	Vehicle Hours per Month (d)	Monthly Operating Cost (e)	Operating Cost per Passenger	Net Subsidy per Passenger
Existing (Sept 2011)	57,125	23,288	\$11,067	\$44,221	\$63,635	2,784	\$107,856	\$4.63	\$4.16
Proposed	47,500	24,308	\$11,149	\$38,772	\$47,979	2,238	\$86,752	\$3.57	\$3.11
Change	-9,625	1,020	\$82	-\$5,448	-\$15,656	-546	-\$21,104	-\$1.06	-\$1.05
% Change	-17%	4%	1%	-12%	-25%	-20%	-20%	-23%	-25%

Most of the proposed route changes could be implemented independently. The changes that have by far the largest impact are:

- Operating the CCC route only nine months of the year
- Increasing Saturday service
- Adding midday trips on the core city routes

The latter change would be enabled by purchasing a non-revenue vehicle (passenger car) that could be used by operators to conduct a “street relief” at Government Center. The second shift operators would take the non-revenue vehicle from the CCPT garage and park it at Government Center, where it would be used by the first shift operators to return to the garage. This requires that the reliefs on all three routes that cycle at Government Center be performed at the same time. The capital cost of this vehicle is accounted for in the following section.

## 1.11 Capital Projects

There are a number of capital cost items associated with the recommended improvements. These are summarized in Table 14. All estimated costs are order-of-magnitude estimates for planning purposes. As mentioned, the non-revenue vehicle would be needed to offer midday trips without interrupting service. The estimated cost of the other items includes installation. The largest cost item is bus shelters. The cost estimate assumes high-quality bus shelters, possibly with solar power to provide illumination (without the necessity of an electrical connection). These shelters would be installed at major stops where there are currently no shelters and where property owners permit them. They may also be used to improve the existing shelters at Government Center and for the proposed new hub at the CCC campus. The shelters would include space for a display rack that would include current schedules and maps. Benches could be installed in locations where there is not enough sidewalk space to install a

shelter or where property owners do not want a shelter. Benches make waiting for the bus less burdensome and also provide a physical marker of the stop.

In addition, the proposed capital budget provides for the purchase and installation of two high-quality weatherproof display cases that could be used to provide schedule information at locations where shelters are not needed or not permitted, such as at the Champlain Center Mall or at Wal-Mart.

**Table 14: Estimated Capital Costs for Proposed Improvements**

Item	Unit Cost	Quantity	Amount
Non-revenue vehicle (passenger car)	\$20,000	1	\$20,000
Display cases (freestanding)	\$1,500	2	\$3,000
Benches	\$2,000	30	\$60,000
Bus shelters	\$20,000	10	\$200,000
Bus stop signs	\$500	40	\$20,000
Crosswalks	\$1,000	2	\$2,000
Curb ramps	\$1,500	4	\$6,000
Pedestrian hybrid beacons	\$50,000	2	\$100,000
<b>TOTAL</b>			<b>\$411,000</b>

The system currently has almost no bus stop signs. It is assumed that 40 such signs would be installed at most named bus stops in the system (those listed on schedules) and that the cost of an installed sign is approximately \$500. The signs should have space to provide route name and destination information. Generally one sign per stop is sufficient. The last three items in the list (crosswalks, curb ramps, and pedestrian hybrid beacons) are necessary to provide safe stops on Route 3 eastbound at Churchill Drive across from Aldi's and across from Plattsburgh Plaza. It is assumed that the Town of Plattsburgh would be responsible for making these improvements. The Pedestrian Hybrid Beacon cost includes poles, mast arms, signal lights, push buttons, and electrical connections. These traffic controls, added to the Manual on Uniform Traffic Control Devices in 2009, permit pedestrians to stop traffic on demand with a flashing red light. However, unlike in the case of a standard traffic signal drivers are permitted to proceed after stopping if pedestrians have already finished crossing. This feature minimizes the effect on traffic flow while providing a means for pedestrians to stop traffic even in adverse lighting conditions.

These cost items are small enough that they could be added to the CCPT annual budget and implemented over time. The proposed \$15,000 annual reduction in CCPT operating costs is one potential source of this funding if additional county funds are not available. Alternatively, state or federal transit innovation, enhancement, ITS, or environmental grants could be used to fund some or all of them as a package.

## Coordinated Public Transit-Human Services Transportation Plan - Chapter 5

In August 2005, authorization for the federal transportation programs was renewed in the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Among the many changes to federal programs included in SAFETEA-LU is the requirement for a “locally developed, coordinated public transit – human services transportation plan”. Projects supported by Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (Section 5316) and New Freedom (Section 5317) funds beginning in federal FY 2007 are required to be included in such a plan.

SAFETEA-LU guidance issued by the FTA indicates that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”<sup>8</sup>

Plans must identify current transportation providers and services, discuss the transportation needs of the relevant target populations, identify strategies to address those needs, and establish implementation priorities among projects and activities. Outreach efforts must be made to encourage the participation of human service and transportation providers and representatives of the target populations. Coordination plans must be adopted by an entity that is determined locally. Finally, the projects that will receive Section 5316 or Section 5317 funding must be selected through a competitive process.

The FTA issued three program circulars to provide guidance on the administration of the three programs subject to this planning requirement. Following is a brief summary of each of the programs, as found on the FTA web site, as well as the web address for the full relevant circulars:

### Transportation for Elderly Individuals and Persons with Disabilities (5310)

*This program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each State's share of population for these groups of people.*

[http://www.fta.dot.gov/13094\\_Transportation\\_Elderly\\_Persons\\_related\\_federal\\_registers.php](http://www.fta.dot.gov/13094_Transportation_Elderly_Persons_related_federal_registers.php)

### Job Access and Reverse Commute Program (5316)

*The Job Access and Reverse Commute (JARC) program was established to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. Many new entry-level jobs are located in suburban areas, and low-income individuals have difficulty accessing these jobs from their inner city, urban, or rural neighborhoods. In addition, many entry level-jobs require working late at night or on weekends when conventional transit services are either reduced or non-existent. Finally, many employment related-trips are complex and involve multiple destinations including reaching childcare facilities or other services.*

[http://www.fta.dot.gov/13093\\_Job\\_Access\\_Reverse\\_Commute\\_Program\\_related\\_federal\\_registers.php](http://www.fta.dot.gov/13093_Job_Access_Reverse_Commute_Program_related_federal_registers.php)

### New Freedom Program (5317)

*The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 Census showed that only 60 percent of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA) of 1990.*

[http://www.fta.dot.gov/13093\\_New\\_Freedom\\_Program\\_related\\_federal\\_registers.php](http://www.fta.dot.gov/13093_New_Freedom_Program_related_federal_registers.php)

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<sup>8</sup> Federal Register: March 15, 2006 (Volume 71, Number 50, page 13458)

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## **I.12 Previous Coordinated Plans for Clinton County**

Two previous plans exist with regard to coordinating services within Clinton County. The first Coordinated Public Transit-Human Services Transportation Plan was drafted in 2008, with a subsequent update drafted by Ms. Barrie in 2010. Both versions, describe existing services, resources, and current efforts at coordination. Monthly transportation meetings were held throughout the most recent planning process, in an effort to break down communication barriers between municipalities and the various agencies involved in transportation in Clinton County. To date, the largest effort at coordination has been educating all interested agencies in services offered by CCPT.

It is the goal of Clinton County, under the direction of the Clinton County Planning Department, to:

- Increase the extent of coordination between agencies
- Improve efficiency of existing transportation services
- Increase services as determined
- Reduce administrative costs
- Ensure that each agency involved retains control of its own services

The plan proposes four activities to achieve the goals listed above:

- Establish Clinton County Planning Department as the Lead Agency for the public transportation system in Clinton County
- Establish a Clinton County Transportation Network, identifying each agency as a participant
- Establish a central call center which will provide scheduling and dispatching for transportation providers in the county
- Establish a shared scheduling and transportation program between agencies involved

## **I.13 Public Input**

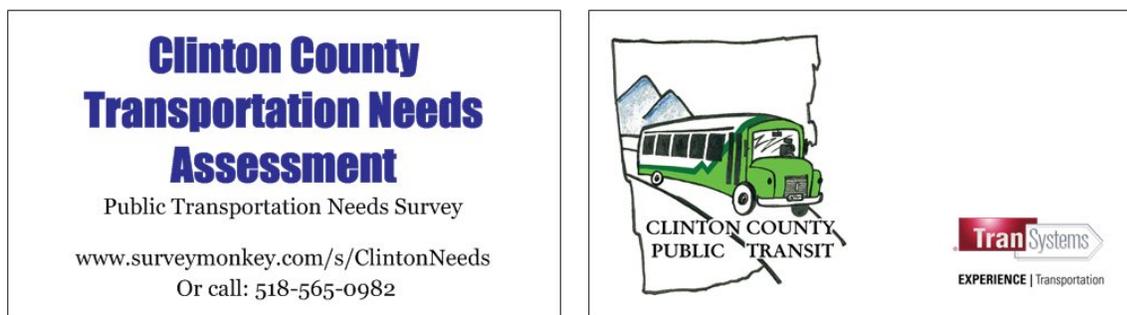
In December 2010, Clinton County, in a coordinated effort with the Clinton County Economic Collaborative (CCEC) hired TranSystems, Inc. to conduct a countywide Transportation Needs Assessment. As part of that project, the consultant was required to update the Coordinated Public Transit Human Services Plan for Clinton County, using the information collected through the planning process.

As part of the project, an Advisory Committee (AC) was established to guide the planning process, provide guidance on project objectives, and offer feedback on local findings. The AC met twice during the course of the project, once for a Kick-Off meeting and once mid-project, and provided ongoing guidance via e-mail. The AC was composed of a broad range of stakeholders from within and near Clinton County, some of whom are also members of the CCEC's Public Transit Initiative Group, as follows:

<b>Name</b>	<b>Agency</b>
Scott Allen	AES Northeast
Maggie Barrie	Clinton County
Bernie Basset	Town of Plattsburgh
Teri Blake	First Transit
Nancy Dougal	Essex County
Sydney Sue Garant	
Bruce Garcia	JCEO
Sara Garvey	Clinton County
Peter Glushko	Town of Peru
Paul Grasso	North Country WIB
Erin Hynes	The Development Corporation
Larry Jeffords	Jeffords Steel
Susan Matton	North Country CoC
Laurie Williams	Clinton County
Joanne Knowlton	The Development Corporation
Mike LaBello	NYS Dept of Transportation
Dean Lombard	Clinton County Chapter NYSARC
Andrew Pulrang	North Country Center for Independence

In addition to the AC, local feedback was sought through a public, online survey and through two local meetings held at the Clinton County Courthouse. The first meeting was held on Wednesday, August 31 at 10 AM at the County Courthouse; the second meeting was held on Wednesday, September 21 at 6 PM, also at the County Courthouse. Both public meetings were advertised in the legal section of the *Press-Republican*, with flyers, and via word-of-mouth.

The web address to the online survey was distributed at both public meetings, via business cards. A local phone number was also provided for those who wished to complete the survey via telephone.



Turnout at both of the public meetings and survey response rate was generally low, probably due to the fact that the region experienced record flooding during the course of the project, and many homes and businesses in the Clinton County and surrounding areas sustained heavy water damage; local residents were understandably distracted. Still, members of the AC felt that the public meetings afforded the public an important opportunity to learn about transportation issues within the County, and those that did attend the meetings and complete the surveys provided valuable feedback on demographics, local conditions, unmet needs, and potential strategies for meeting transit demand.

## I.14 Inventory of Clinton County Transit Providers

This section highlights public transportation services that are available in Clinton County, based on information collected via the AC, public meetings, a survey of public transit providers, and field research conducted during the course of the project.

### I.14.1. Public Transit Services

Clinton County Public Transit (CCPT) is the provider of public transportation services in Clinton County. CCPT, previously known as CART, began providing service in 1983 with three 12-passenger vans. Today, CCPT operates 16 vehicles, providing service on 17 fixed routes as well as ADA complementary paratransit services.

#### Fixed Route Service

CCPT provides fixed route service, Monday through Friday, on ten city routes and seven rural routes. The span of service on the city routes is from 6:10 AM (Grand Isle Commuter) to 9:15 PM (South City). On Saturday, CCPT has one city route in service from 11 AM until 5 PM. Rural service operated Monday through Friday, from 5:45 AM (Champlain and Rouse's Point) to 8:15 PM (Au Sable).

Overall, fixed route ridership has increased each year from 2006 by at least four percent. In 2010, CCPT provided 41 percent more fixed route trips than it did in 2006 (166,000 and 117,900, respectively). Table 15 displays the growth of fixed route service by rider category.

**Table 15: Fixed Route Ridership by Category 2006 to 2010**

Year	2006	2007	Chg.	2008	Chg.	2009	Chg.	2010	Chg.
Passenger	81,298	89,311	9.9%	94,456	5.8%	99,119	4.9%	86,347	-12.9%
Commuter	11,581	11,260	-2.8%	14,220	26.3%	10,565	-25.7%	10,416	-1.4%
Students	17,456	20,452	17.2%	25,789	26.1%	31,334	21.5%	44,310	41.4%
Other	7,533	5,881	-21.9%	9,579	62.9%	8,716	-9.0%	24,957	186.3%
Total	117,868	126,904	7.7%	144,044	13.5%	149,734	4.0%	166,030	10.9%

Increases in trips in the past five years have been realized in three out of four passenger types: general public, students, and "other." The only decrease in ridership is among commuters; down by ten percent.

### I.14.2. Paratransit Service

As a provider of fixed route service, CCPT is required to provide ADA complementary paratransit service that is comparable to the fixed route service. As with the fixed route service, CCPT provides both city and rural paratransit service. City paratransit service is available Monday through Friday from 7 AM until 7 PM. On Saturday, City paratransit service is available from 11 AM until 5 PM. Rural paratransit service is available Monday through Saturday from 5 AM until 5 PM. City paratransit service is provided using two accessible vehicles. The rural paratransit service is provided by route deviation. This means that vehicles providing fixed route service will travel off route, up to ¾ mile, to pick-up an ADA paratransit eligible person. CCPT provides service to senior citizens under contract to the Office on Aging. Service is also provided to Department of Social Services (DSS) clients, under contract to DSS.

Overall, paratransit trips provided decreased by 33 percent from 2006 to 2010 (from 12,800 to 8,500). However, as Table 16 illustrates, ridership within categories fluctuated on a year to year basis.

**Table 16: Paratransit Ridership by Category 2006 to 2010**

Year	2006	2007	Chg	2008	Chg	2009	Chg	2010	Chg
City	5,925	4,829	-18.5%	5,465	13.2%	4,817	-11.9%	4,299	-10.8%
OFA City	191	92	-51.8%	42	-54.3%	106	152.4%	162	52.8%
DSS City	2,305	1,829	-20.7%	1,651	-9.7%	1,687	2.2%	2,000	18.6%
Rural	1,144	970	-15.2%	1,364	40.6%	1,092	-19.9%	759	-30.5%
OFA Rural	2,160	2,250	4.2%	1,592	-29.2%	1,451	-8.9%	1,179	-18.7%
DSS Rural	1,121	1,073	-4.3%	718	-33.1%	413	-42.5%	135	-67.3%
Total	12,846	11,043	-14.0%	10,832	-1.9%	9,566	-11.7%	8,534	-10.8%

Trips for the Office on Aging (OFA) City riders dropped significantly (about 80 percent) from 2006 to 2008 before rebounding in 2009 and 2010. It should be noted that these trips account for about two percent of all paratransit trips provided. Trips for Department of Social Services (DSS) City riders experienced a similar pattern of ridership – a 28 percent decrease from 2006 to 2008 and a 23 percent increase from 2008 to 2010. These trips account for about 23 percent of total paratransit ridership.

### **1.14.3. Other Transportation Providers**

In addition to CCPT’s public transit services, there are various human service agencies and private companies operating in and around Clinton County that provide transportation services to certain segments of the population. Based on Advisory Committee and county input, prior studies, and a list of federal Section 5310 grantees, the study team assembled a list of potential transportation providers within Clinton County. Those providers were then surveyed with regard to their available services, service structure, operating statistics, hours of operation, fares, and fleet inventory, the summary of which is provided in Table 17.

As shown, there are seven other providers of transportation service, only one of which is available to the general public, though it operates on a very limited schedule of service. The other six providers limit service only to their clientele (or students, as the case may be). Three services are limited to medical trips and two services run only between client homes and agency locations.

#### **Behavioral Health Services North: *Unknown***

**Clinton County ARC:** The ARC provides about 40,000 annual trips to its clients, transporting them to and from two ARC centers in the morning and evening. Travel is limited to the two agency centers, and general public service is not provided. The ARC has ten vehicles, all of which are accessible and have two or more wheelchair securement areas.

**Clinton County Nursing Home:** The nursing home has one part time driver, operating a single van on Tuesdays, Wednesdays, and Thursdays, from 8 am until 2 pm. The van has space for four wheelchairs and six ambulatory passengers. Use of the van is limited to Clinton County Nursing Home residents, and medical trips, which take priority, account for over 80 percent of their ridership.

**Clinton County Retired & Senior Volunteer Program (RSVP):** Volunteers provide medical trips to seniors 55+ that have a physical limitation or that lack access to a vehicle. Service area is determined on a case-by-case basis, with some trips going to out-of-state facilities.

**Department of Veterans Affairs:** The Department of Veterans Affairs administers a volunteer driver program that provides van trips from Plattsburgh into the Albany-Stratton VA Medical Center 11 times per month. The VA owns two 8-passenger vans, neither of which is accessible, although generally only one van is needed to meet service demand.

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**Joint Council for Economic Opportunity (JCEO):** The JCEO provides medical trips for older adults, under contract to the Clinton County Office of the Aging.

**North Country Express:** The North Country Express commuter routes between Plattsburgh and Malone/Potsdam are operated by First Transit, a private transportation company. There are one or two peak period runs in a single direction between Plattsburgh and Malone Monday through Saturday, and a two daily runs in each direction between Plattsburgh and Malone seven days per week. Fare for service is \$2.50 to Malone or \$5 to Potsdam, one-way. One cutaway van with two wheelchair spaces is used to provide this commuter service.

**SUNY Plattsburgh Student Shuttle:** The SUNY Student Association and College Auxiliary operate a fixed route shuttle seven days per week (in session), funded with student fees, and open only to students. The fixed route shuttle runs 11 am to 9:30 pm and serves popular shopping destinations such as Price Chopper, Target, and the mall. Two 15-passenger vans are used to run the route. There are no accessible spaces on either van.

**Essex County Public Transportation,** the public provider in adjacent Essex County, provides two connections to destinations within Clinton County. The Champlain North route meets CCPT AuSable Route at Mac's Grocery in Keesville, Monday through Friday, once at 6:55 in the morning and once at 5:00 in the evening, accommodating travel to Plattsburgh in the morning and returning in the evening. The Elizabethtown – Saranac Lake Shopping Route operates a single run into Saranac Lake on the third Friday of every month.

*Local Taxi Cab Companies:* In some large cities, such as Washington D.C.; New York City and Chicago; accessible taxicab service is available. Accessible cab programs vary in how the program operates, depending upon local regulations, level of involvement by the city or arrangements with the transit provider. Five taxi cab companies in Plattsburgh were identified. None of the five taxi companies are able to provide transportation to persons who use wheelchairs, who are unable to transfer from the mobility device. A person who uses a fold up wheelchair and is able to transfer from the wheelchair would be able to utilize cab service, if they could afford the fare. Use of cab companies to provide service under contract to a transit agency raises issue regarding appropriate training and drug and alcohol testing requirements.

*Greyhound* long distance bus service travels into Clinton County, stopping at America's Best Value Inn (ABVI) on Booth Street in Plattsburgh, through its Montreal to New York City route. Bus service operates seven days a week, with five or more stops in each direction. Southbound, Greyhound stops at ABVI at 12:25 am, 9:45 am, 11:20 am, 1:35 pm, and 7:10 pm. Northbound, the number of daily Plattsburgh stops varies between seven and eight, depending on day. Stops occur around the clock.

Greyhound maintains an indoor waiting area within America's Best Value Inn. The waiting area is a small room off of the main lobby of the Inn. It has seating for seven people, two vending machines and a board showing scheduled departures and arrivals.

Greyhound shares its waiting room with *Adirondack Trailways*, who also operates long distance bus service into Montreal. The Plattsburgh to Montreal route travels five times daily in the southbound direction, and up to seven times daily in the northbound direction. Departure times occur around the clock.

*Amtrak* serves two train stations in Clinton County, one in Plattsburgh at Bridge and Dock streets and one in Rouses Point at Delaware and Platt streets. The Adirondack route between New York City and Montreal stops once daily in each direction at both Rouses Point and Plattsburgh. In the southbound direction, the train stops at Rouses Point 11:05 AM and then Plattsburgh at 12:35 PM. Northbound, the Plattsburgh station stop occurs at 3:15 PM and the Rouses Point at 4 PM.

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In Plattsburgh, the Amtrak station is an enclosed waiting area with restrooms and payphones available only during station hours, which are Monday through Friday from noon until 1 PM and then 2:15 PM until 4 PM, and weekends from noon until 3 PM. There is no manned ticket office at this location. The Rouses Point station is a platform only, with no enclosed waiting area or ticket office. Restrooms are available during station hours; Monday through Friday and Sunday from 7 AM to 11:59 AM.

*Lake Champlain Ferries* operate two ferry services between Vermont and Clinton County; one between Grand Isle and Cumberland Head in Plattsburgh, and one between Burlington and Port Kent, in Keeseville. The Grand Isle-Plattsburgh ferry runs year round, seven days a week, 24 hours a day. The trip takes 12 minutes total and headways are from five to 40 minutes, depending on the time of day. The ferry will transport vehicles (and their owners) for \$9.50 one way, and walk-on, adult passengers for \$3.75. The fare is payable by cash only, no debit or credit cards are accepted. Free parking, in a gravel lot, is available for walk on passengers. There is parking for approximately 100 to 150 cars in the lot. There are also restrooms and an ATM available adjacent to the parking area.

The Burlington-Port Kent ferry runs seasonally in the summer and fall, only. From June until mid-July, there are four daily departures in each direction, leaving between 9 AM and 6:30 PM. From mid-July until early September, there are four daily trips in each direction Monday through Wednesday, and seven daily trips in each direction Thursday through Sunday. The trip across Lake Champlain takes one hour and one-way, adult fares start at \$4.95. The Burlington dock contains amenities such as an ATM parking, and pay phones.

*Plattsburgh International Airport*, located south of the City of Plattsburgh, is served by two regional and two international airlines. Allegiant and Direct Air offer non-stop service to Florida destinations. Spirit airlines and US Airways provide international service, connecting through Fort Lauderdale and Boston, respectively. Although the airport's web site does have a Ground Transportation section, CCPT is not listed as an available option.

**Table 17: Clinton County Transportation Providers**

Service/Agency Name	Type of Service	Eligibility	Trip Type	Days of Service	Hours of Service	Service Area
JCEO	Demand Response	Low Income or Senior	Medical	Not available	Not available	Clinton and Franklin Counties
Dept. of Veteran's Affairs	Fixed Route	Veteran	Medical	11 days per month	Earliest trip – 7 AM	Service provided to VA Center in Albany
Evergreen Valley Nursing Home	Demand Response	Resident	Medical and scheduled activities	Monday – Friday	Daytime hours (varies)	Clinton County
SUNY Plattsburgh Student Association Shuttle	Fixed Route	Student	All	Sunday – Thursday Friday-Saturday	11 AM – 9:30 PM 11 AM – midnight	City and Town of Plattsburgh
Renaissance Village Suites	Fixed Route	Resident	To and from SUNY	Varies depending on time of year	Varies depending on time of year	Plattsburgh
Behavioral Health Services North	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Clinton County ARC	Demand Response	ARC client	Center Program	Monday – Friday	5 AM – 10:30 AM 1:45 PM – 5:45 PM	Clinton County
Clinton County Retired & Senior Volunteer Program	Demand Response	Senior (55+), no vehicle available or physical limitation	Medical	Not Available	Not Available	Clinton County, out of state and out of county trips provided
North Country Express (First Transit)	Fixed Route inter-city	General public	All	Monday- Saturday  Sunday	4:30 AM – 7:25 AM & 4:30 PM – 7:25 PM (Plattsburgh – Malone)  9:30 AM – 3:10 PM (Plattsburgh – Potsdam)	St. Lawrence, Franklin and Clinton Counties
Clinton Nursing Home	Demand Response	Resident	Medical	Tuesday – Thursday	8 AM – 2 PM	Clinton County
Greyhound	Inter-city bus	General public	All	Sunday – Saturday	5 to 8 trips per day	Saratoga, Albany, New York City
Adirondack Trailways	Inter City Bus	General Public	All	Sunday – Saturday	7 times northbound and 5 times southbound	Montreal
Amtrak	Inter-city rail	General public	All	Sunday – Saturday	11:05 AM (SB) & 3:15 PM (NB)	Inter-county and inter-state

## I.15 Demographics

Clinton County is a predominantly rural county in northeast New York State. It is bordered on the north by the province of Quebec; on the east by Chittenden County, Vermont; to the south by Essex County; and to the west by Franklin County. The county is made up of just over 1,000 square miles, half of which is contained within Adirondack Park. Estimated county population in 2009 was 81,800, up close to two percent from 79,900 in the year 2000. The City of Plattsburgh is the largest city within the county and the county seat, with an estimated population of 19,200.

Three industries make up the largest share of workers in the County: educational services, health care, and social assistance; manufacturing; and retail. Together, these three industries account for five out of every ten workers in the county. In 2010, county unemployment was estimated at 7.2 percent, up from 6.2 percent in the year 2000.<sup>9</sup>

In order to determine a quantifiable estimate of the need for transit service, detailed demographic data for Clinton County was assembled. The U.S. Census Bureau provides population and demographic data that can be mapped to show where transit need may exist. Detailed demographic data was assembled at both the county and block group levels, including overall population as well as the population in four specific groups that tend to be the most transit dependent: older adults, low income households, zero vehicle households, and persons with disabilities.

At the time this data was assembled, complete data from the 2010 Census was not yet available for the state of New York at the level of geographic detail needed and data from the 2000 Census was already ten years old. Therefore, estimates of current population are based upon the U.S. Census Bureau American Community Survey (ACS) data for 2009, both one and five year estimates. In addition, the difference between the total county population listed in the 2009 1-Year Estimate and the 2010 full count is 173, or less than one percent of the total county population.

### *Countywide Description*

The population of Clinton County is estimated to be 81,800 people as of 2009. This number is up slightly from the year 2000 (79,900 people), a 2.4 percent increase. However, the estimated 2009 population is still lower than the reported population in 1990 (86,000 people).

The number of older adults, defined as persons 65 years of age and older, has been and will continue to increase rapidly as the “baby boom” generation starts to reach age 65 in 2011. To illustrate, in 1990, there were 8,300 older adults in Clinton County, making up 9.6 percent of the total county population. In 2000, the share of older adults as part of countywide population grew to 11.9 percent. In 2009, it is estimated that 10,600 people are aged 65 and older, an increase of 11.6 percent over 2000, making up 13 percent of countywide population.

For this analysis, low income households are defined as those with an annual household income of \$49,999 or less. This figure is based on the Department of Housing and Urban Development (HUD)’s FY2009 Low Income Limits Documentation System, Low-Income Limits for a family of four in Clinton County, \$48,700, or approximately 80 percent of the area median family income. At a county level, there were almost 16,000 low income households in Clinton County, over 4,500 of which were within the City of Plattsburgh, making up 52 percent of total households. In 2000, only 35 percent of households in Clinton County would have been considered low income (at the FY2000 HUD Low-Income Limits).

There are about 12,000 persons with disabilities residing in Clinton County, making up 15 percent of the total population. Due to changes in methodology regarding how and where the Census calculates

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<sup>9</sup> Source: U.S. Bureau of the Census, Census 2000 and 2005 – 2009 American Community Survey 5 Year Estimates

disabilities, it is not accurate to compare current disability rates to past measurements. However, we can compare the percentage of the civilian non-institutionalized population with a disability, 15 percent, to the statewide average, 11 percent, to show that Clinton County has a higher incidence of disability than many other areas of the state. Among New York counties, both the average and median incidence of disability hover around 12 percent. Sullivan County, where almost 16 percent of the non-institutionalized population has a disability, has the highest incidence rate in the state, followed by Jefferson, Chautauqua, Broome, and then Clinton County in descending order. All five of these counties are also among the 20 New York counties with less than 200,000 total residents.

In the year 2000, the number of households without a vehicle available was 2,700. Estimates for 2009 indicate that the number of households without vehicles has risen slightly to 2,800, a 3.4 percent increase over previous years.

#### *Block Level Demographics and Demographic Illustrations*

Following are a series of maps developed by TranSystems, illustrating total population density and the density of each of the four indicators of transit needs described above.<sup>10</sup> Data is presented at the block group level, the finest level of geography available for the 2005-2009 ACS estimates<sup>11</sup>. The five year estimates provide data to align with the Census boundaries as of the year 2000. Though there have been some geographical boundary changes since then (the City of Plattsburgh has expanded and block groups in both Dannemora and Altona have changed), the changes are very slight and do not alter the overall demographic picture.

In general, high concentrations of each indicator of transit need, older adults, low income households, zero vehicle households, and persons with disabilities, follow the general population density pattern within the county: Densest in the City and Town of Plattsburgh, radiating out along major corridors, and in Rouses Point. This is not surprising given that a large portion of the overall county population lives in this part of the county.

Figure 11 shows overall population density, by block group, for the county. The highest densities are found within the City and Town of Plattsburgh. Population density is higher along the eastern half of the county along I-87(south to north) and along routes 3, 11, and 374 heading west from I-87. Population density in these areas is at least 25 persons per square mile, with densities of greater than 500 per square mile within the City of Plattsburgh.

Figure 12 shows the number of persons 65 years of age and older per square mile by block group. The highest density of older adults is again found within the City and Town of Plattsburgh and extending west along the Route 3 corridor. Density in this area is more than 50 or older adults per square mile, with some areas containing more than 100 older adults per square mile. The Rouses Point area also contains a pocket similarly dense with older adults.

Figure 13 shows the number of households per square miles that are considered low income, earning less than \$49,999 annually. As with other characteristics, the highest density of low income households are found in and around the City and Town of Plattsburgh, and in the northeast part of the Town of Schuyler Falls and part of the Town of Peru, just west of and adjacent to I-87. There is also an area east of I-87 in the Town of Champlain and Rouses Point where there are more than 25 low income households per square mile.

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<sup>10</sup> Please see Appendix A for a series of maps demonstrating the percentage of population for transit dependent characteristics.

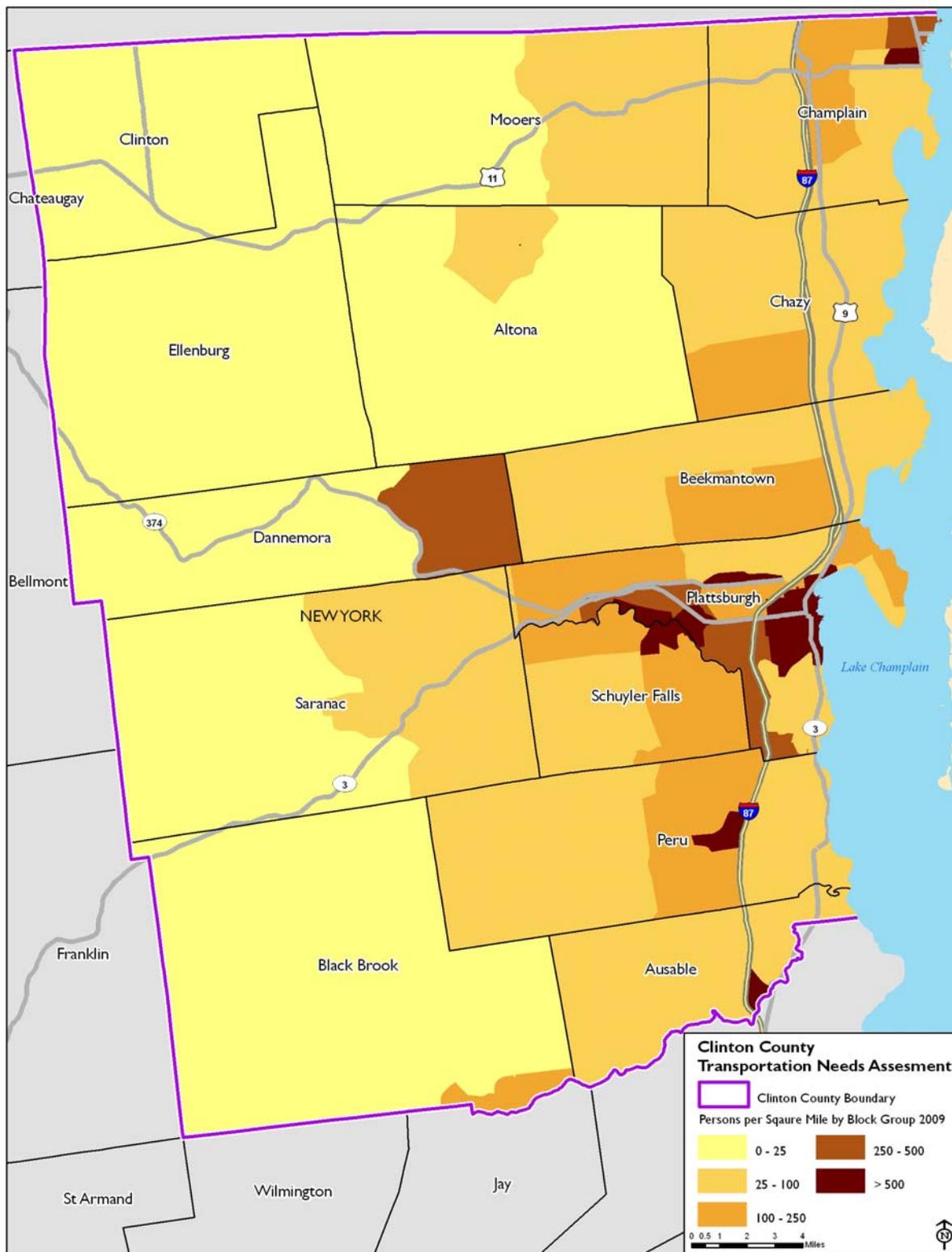
<sup>11</sup> The Census defines a margin of error as a measure of the precision of an estimate at a given level of confidence. The confidence level of a margin of error indicates the likelihood that the difference between the population value and the sample estimate is less than or equal to the margin of error. All ACS estimates are published with their margins of error at the 90 percent confidence level. It should be noted that in Clinton County, the Census margin of error seems particularly high.

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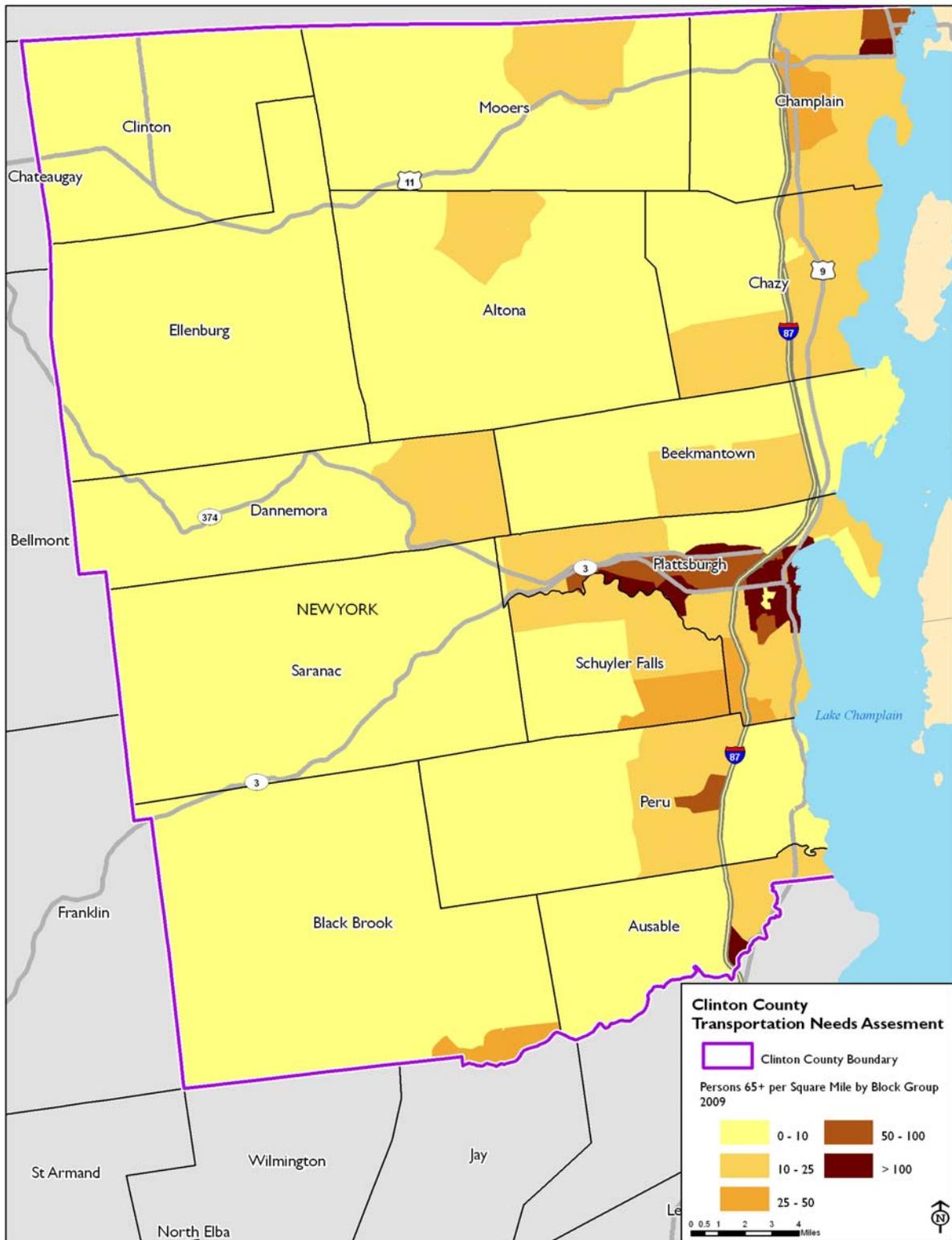
As previously indicated, due to a change in methodology, neither the 2010 Census nor the ACS 5-Year or 3-Year Estimates provide data on disability. Figure 14 illustrates an estimate of the number of persons with disabilities per square mile, based on both the 2009 1-Year ACS estimate of disability and the 5-Year ACS population estimate. To estimate the number of persons with disabilities at the block group level, the prevalence rate of disabilities by age cohort and sex (male/female: Under five years, 5-17 years, 18-34 years, 35-64 years, 65-74 years, and 75 years and older) for the year 2009 at the county level was calculated. The percentage share in each age group was then applied to the age data by block group for the 2005-2009 estimates, to generate the final estimate of persons with disabilities within the county.

While most of the county contains fewer than 25 persons per square mile with a disability, there are pockets of high densities of persons with disabilities (greater than 100 per square mile), mostly found within the City of Plattsburgh. There are similar, small pockets just north of and adjacent to Route 11 in Rouses Point, and small pockets along the Route 3 corridor in the Town of Plattsburgh.

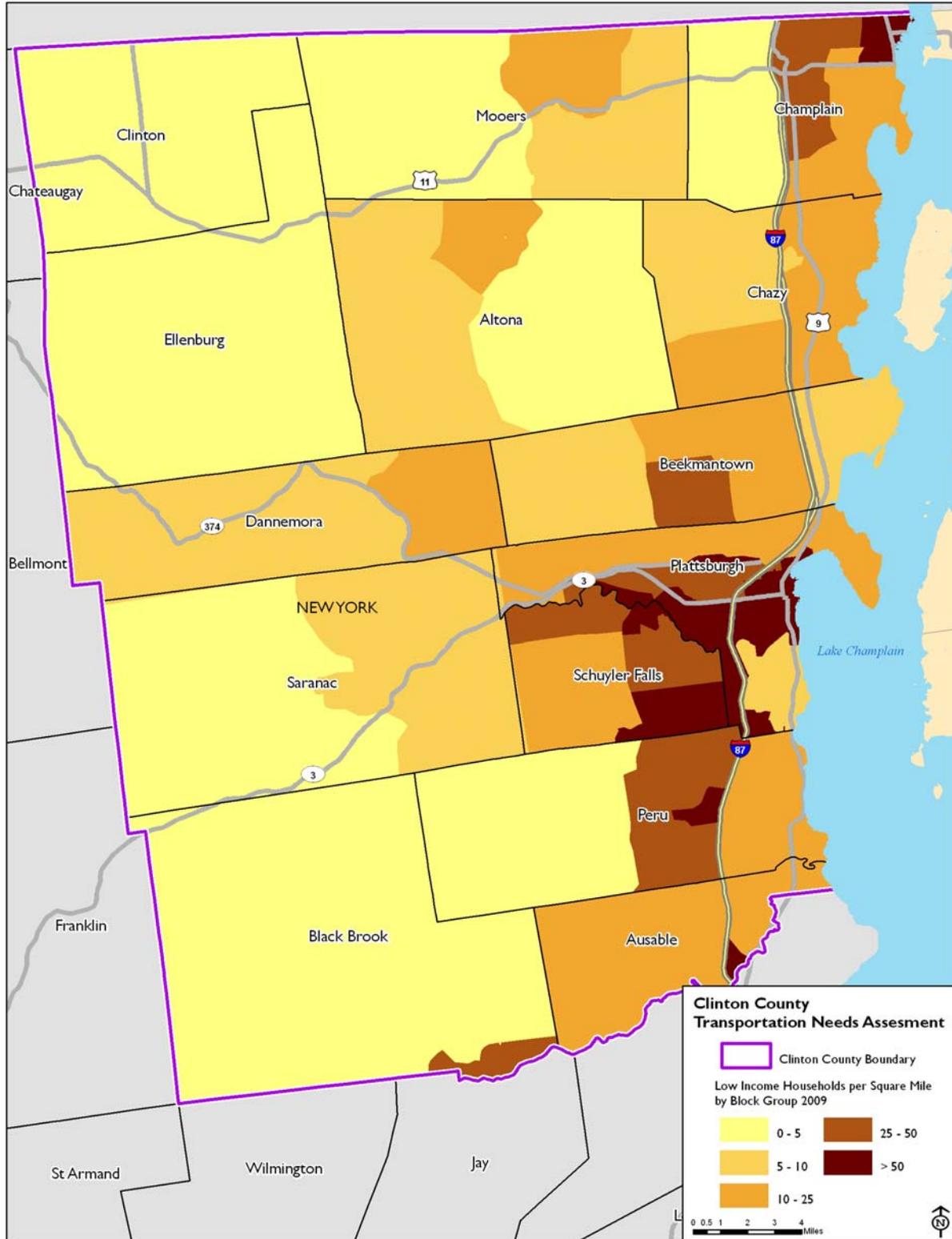
**Figure 11: Population Density by Block Group 2009**



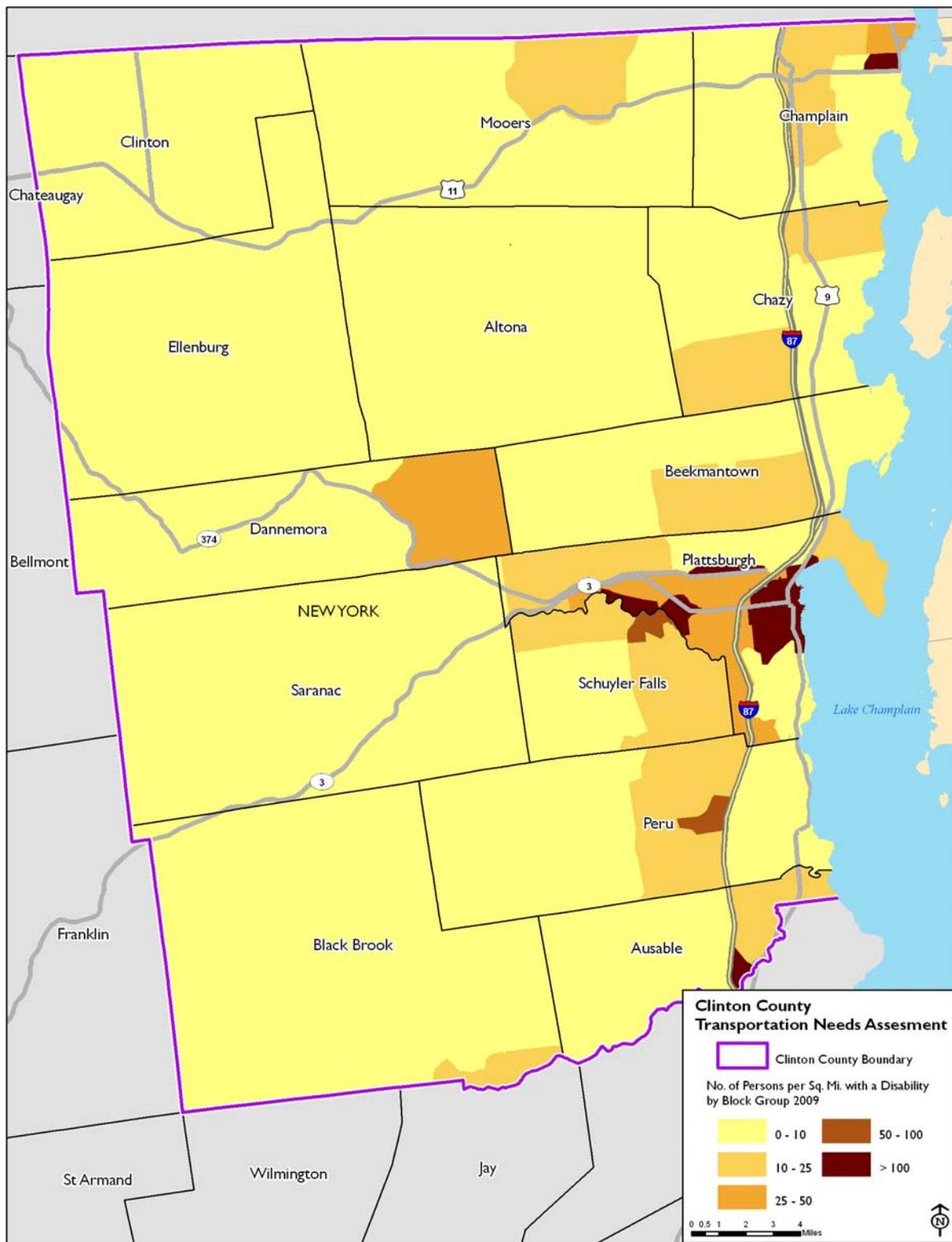
**Figure 12: Density of Older Adults by Block Group 2009**



**Figure 13: Density of Low Income Households by Block Group 2009**



**Figure 14: Density of Persons with Disabilities Population by Block Group 2009**



**Figure 15: Density of Zero Vehicle Households by Block Group 2009**

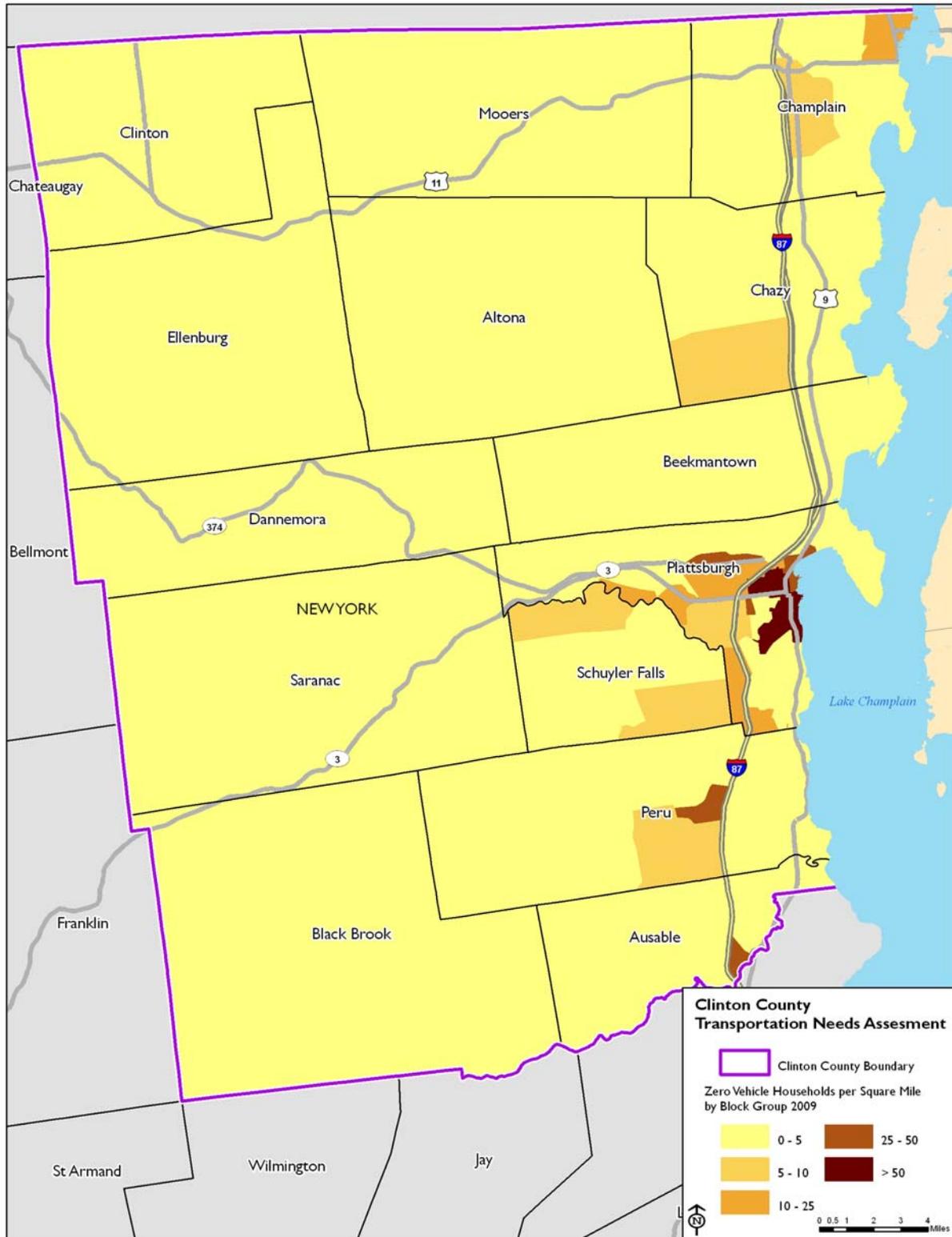


Figure 15 shows the number of zero-vehicle households per square mile, at the block group level.<sup>12</sup> The figure illustrates that the number of households without access to a vehicle is generally less than five households per square mile, countywide. The exceptions are in parts of the City of Plattsburgh, where the density of households without a vehicle exceeds 50 per square mile. There are other areas found in parts of the Town of Champlain, an area adjacent to I-87 and in the Town of Plattsburgh and an area west of, and adjacent to I-87 in the Town of Peru where the density of zero-vehicle households are between five and 50 per square mile.

### Index of Relative Transit Need

An index of relative transit need by block group was created based on the demographic makeup of each, particular block group. For each of the transit need characteristics highlighted previously, older adults, persons with disabilities, low income households, and zero-vehicle households, each block group was ranked compared to the other block groups within the county. Each block group was ranked four separate times, once for each characteristic, to prevent overlap among the different demographic categories. The initial rankings were: 3 (high- top 20%), 2 (moderate- middle 60%), or 1 (low- bottom 20%). The four scores for each block group were totaled, to produce a composite score between zero and 16. Finally, each block group’s composite score was used to determine whether a block group had very high need (11-12 composite), high need (9-10 composite), moderate need (7-8 composite), low need (5-6 composite), or very low need (0-4 composite).

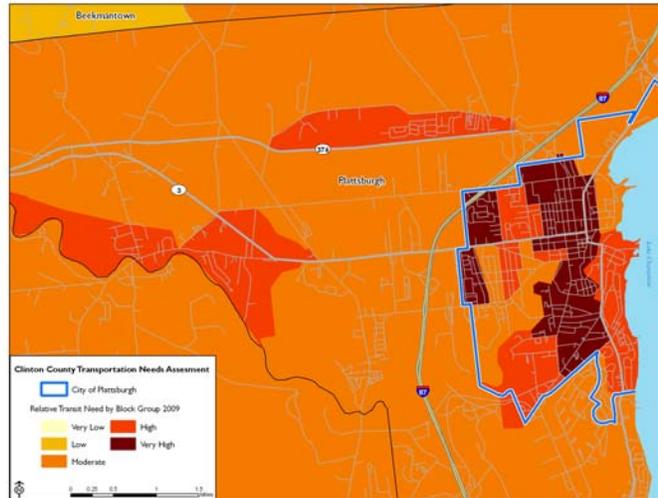
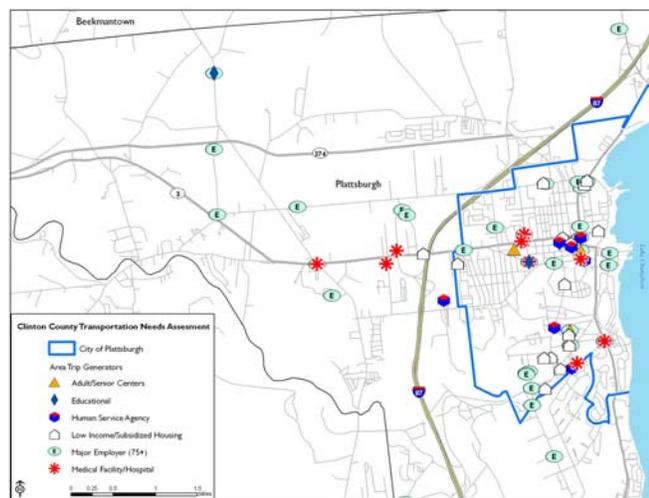


Table 18 displays the results of the indexing process. As shown, 20 block groups have been identified as having very high or high transit need, all of which are in the City or Town of Plattsburgh. About one half of the county is considered to have moderate transit need, because of a concentration of one or more of the populations that usually require transit service. The northwestern part of the county show a low transit need, and almost all of Black Brook and about 50 percent of the towns of Saranac, Champlain, and Chazy show a very low transit need, relative to the rest of the county.

The map shown in Figure 16 also illustrates that transit need index information.

Figure 17 highlights the relative transit need, along with the location of important trip generators throughout the county. Trip generators are those locations that the general public, and especially transit-dependent populations, generally need access to, such as human service and



<sup>12</sup> The Census tracks automobile ownership based on “housing units” (occupied and unoccupied) rather than “households.” In some cases, the actual number of housing units is different than the number of households for a given geography. However, in Clinton County, the number of housing units in each block group is the same as the number of households, allowing us to accurately use the terms interchangeably.

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governmental agencies; nursing homes and adult day care centers; educational institutions; accessible and/or low income housing; large scale retail complexes; and major employers. The trip generators contained in Figure 17 were identified through Advisory Committee and county input, review of existing information, and internet and on-site research. Planned future public input will allow the study team to further supplement the current list of trip generators, which can be found in Appendix C.

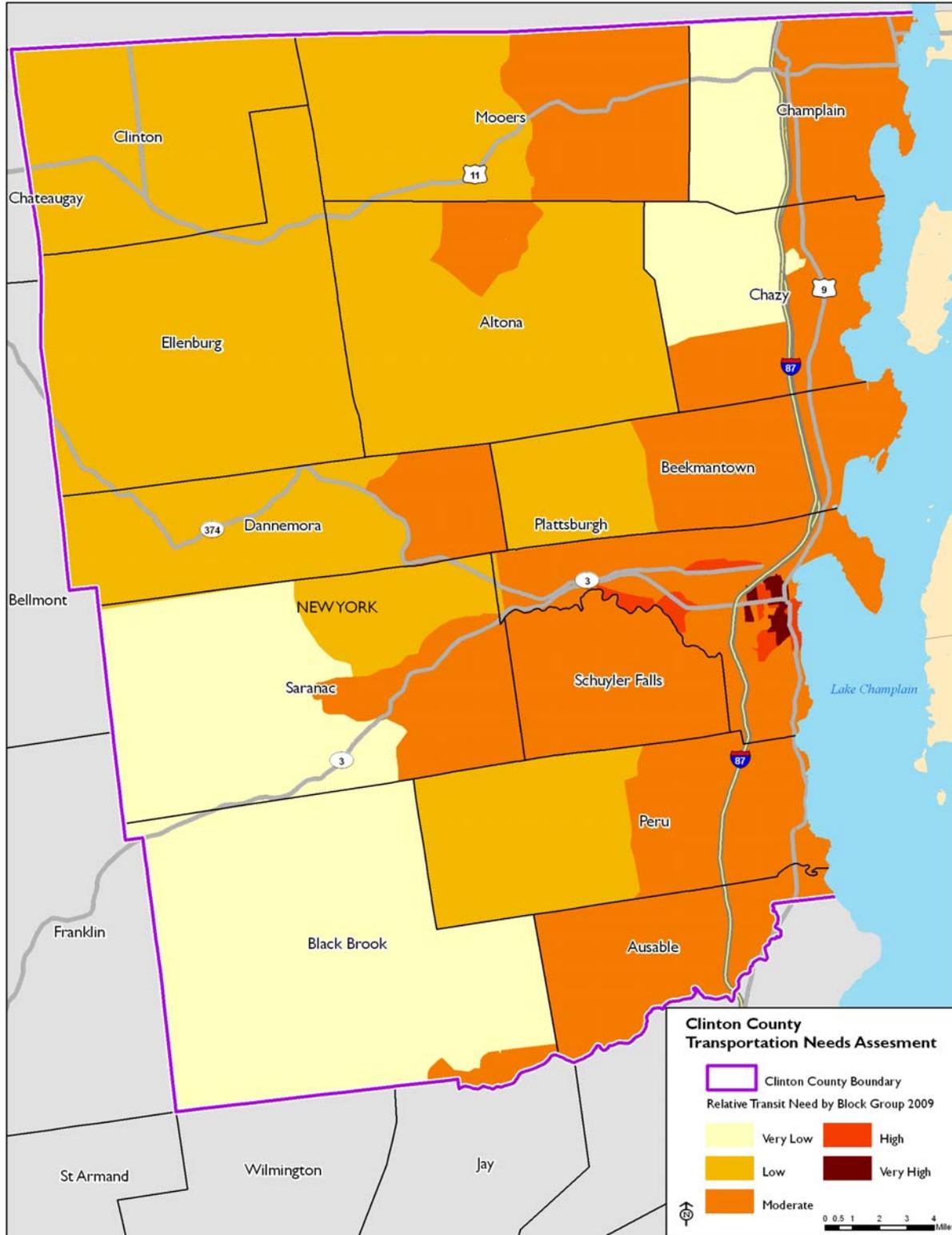
As shown in the map, most of the trip generators within Clinton County are located in the City and Town of Plattsburgh, in the same areas that demonstrate high transit need. What is not clear is whether these trip generators are in the areas of high need because that is where the transit dependent population resides; or if the transit dependent population resides in these areas because that is where the trip generators are located.

**Table 18: Index of Relative Transit Need**

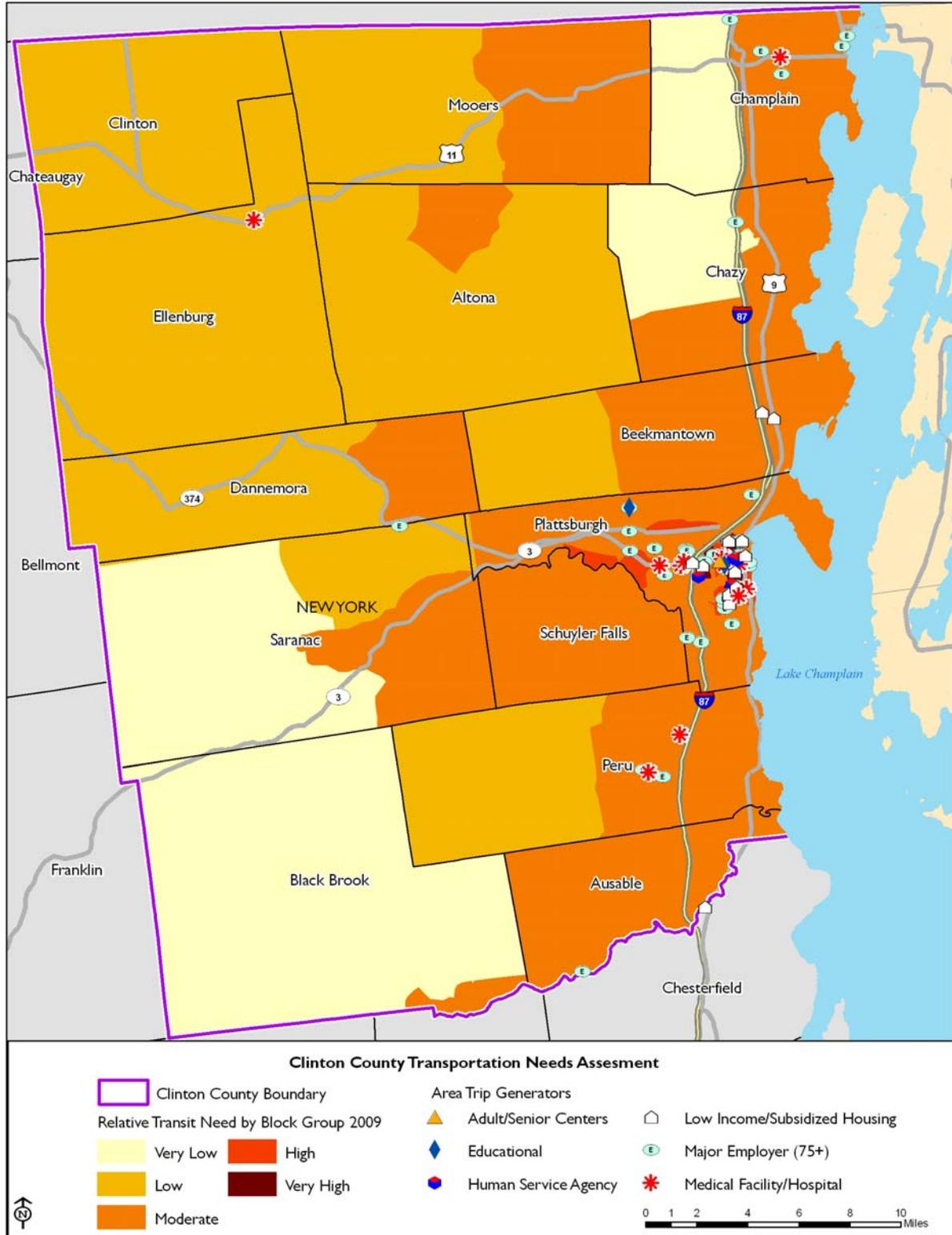
Geo Name	In Town	2009 Estimated Pop.	Persons per Square Mile	Persons 65+	% 65+	65+ per Square Mile	Low Income House-holds	% of HH that are Low Income	Low Income HH per Square Mile	Zero Vehicle Housing Units	% of HUs that have No Vehicles	Zero Vehicle HUs per Square Mile	Persons with Disabilities	% of Pop. that has a Disability	Persons with Disabilities per Square Mile	Relative Transit Need
Block Group 4, Census Tract 1003	Altona	1086	22.15	59	5.43%	1.20	212	50.96%	4.32	14	3.37%	0.29	104	9.62%	2.13	Low
Block Group 5, Census Tract 1003	Altona	885	20.60	98	11.07%	2.28	224	65.12%	5.22	23	6.69%	0.54	102	11.57%	2.38	Low
Block Group 6, Census Tract 1003	Altona	591	63.17	99	16.75%	10.58	146	62.39%	15.61	24	10.26%	2.57	78	13.26%	8.38	Moderate
Block Group 7, Census Tract 1003	Altona	380	149,561.94	0			0			0			51	13.52%	20,225.21	Low
Block Group 1, Census Tract 1020	Ausable	1024	32.29	228	22.27%	7.19	326	69.36%	10.28	89	18.94%	2.81	136	13.25%	4.28	Moderate
Block Group 2, Census Tract 1020	Ausable	1058	93.63	134	12.67%	11.86	238	53.85%	21.06	13	2.94%	1.15	121	11.40%	10.67	Moderate
Block Group 3, Census Tract 1020	Ausable	911	1,027.51	119	13.06%	134.22	172	45.38%	194.00	36	9.50%	40.60	106	11.60%	119.18	Moderate
Block Group 1, Census Tract 1006	Beekmantown	1474	65.65	39	2.65%	1.74	157	28.60%	6.99	0			127	8.58%	5.63	Low
Block Group 2, Census Tract 1006	Beekmantown	908	80.93	54	5.95%	4.81	245	65.68%	21.84	46	12.33%	4.10	93	10.25%	8.30	Moderate
Block Group 3, Census Tract 1006	Beekmantown	982	46.19	150	15.27%	7.06	152	37.53%	7.15	10	2.47%	0.47	106	10.82%	5.00	Moderate
Block Group 4, Census Tract 1006	Beekmantown	1033	141.21	171	16.55%	23.38	158	35.27%	21.60	13	2.90%	1.78	123	11.86%	16.75	Moderate
Block Group 5, Census Tract 1006	Beekmantown	1163	159.05	149	12.81%	20.38	184	42.01%	25.16	0			118	10.18%	16.19	Moderate
Block Group 1, Census Tract 1018	Black Brook	727	178.90	136	18.71%	33.47	188	56.29%	46.26	19	5.69%	4.68	88	12.05%	21.56	Moderate
Block Group 2, Census Tract 1018	Black Brook	1125	8.64	232	20.62%	1.78	213	47.23%	1.64	35	7.76%	0.27	156	13.89%	1.20	Very Low
Block Group 1, Census Tract 1001	Champlain	742	31.68	42	5.66%	1.79	115	41.82%	4.91	0			65	8.81%	2.79	Very Low
Block Group 2, Census Tract 1001	Champlain	747	136.54	84	11.24%	15.35	158	50.64%	28.88	15	4.81%	2.74	78	10.44%	14.25	Moderate
Block Group 3, Census Tract 1001	Champlain	913	348.74	147	16.10%	56.15	213	52.85%	81.36	39	9.68%	14.90	131	14.30%	49.86	Moderate
Block Group 4, Census Tract 1001	Champlain	1013	941.03	111	10.96%	103.11	280	65.88%	260.11	21	4.94%	19.51	112	11.10%	104.42	Moderate
Block Group 5, Census Tract 1001	Champlain	1787	87.34	232	12.98%	11.34	220	36.36%	10.75	8	1.32%	0.39	195	10.92%	9.54	Moderate
Block Group 6, Census Tract 1001	Champlain	673	116.24	168	24.96%	29.02	183	55.45%	31.61	52	15.76%	8.98	108	16.02%	18.62	Moderate
Block Group 1, Census Tract 1002	Chazy	905	39.50	68	7.51%	2.97	115	42.44%	5.02	0			82	9.11%	3.60	Very Low
Block Group 2, Census Tract 1002	Chazy	628	69.77	112	17.83%	12.44	168	59.79%	18.66	12	4.27%	1.33	98	15.61%	10.89	Moderate
Block Group 3, Census Tract 1002	Chazy	1490	83.89	194	13.02%	10.92	233	40.03%	13.12	35	6.01%	1.97	176	11.84%	9.93	Moderate
Block Group 4, Census Tract 1002	Chazy	1229	106.33	170	13.83%	14.71	271	53.24%	23.45	58	11.39%	5.02	153	12.43%	13.22	Moderate
Block Group 4, Census Tract 1004	Clinton	837	12.47	122	14.58%	1.82	207	68.54%	3.08	25	8.28%	0.37	100	11.91%	1.49	Low
Block Group 1, Census Tract 1004	Dannemora	4169	256.76	243	5.83%	14.97	219	50.58%	13.49	26	6.00%	1.60	609	14.60%	37.48	Moderate
Block Group 2, Census Tract 1004	Dannemora	920	18.54	279	30.33%	5.62	269	59.25%	5.42	41	9.03%	0.83	159	17.29%	3.21	Low
Block Group 3, Census Tract 1004	Ellenburg	1036	20.02	160	15.44%	3.09	212	49.53%	4.10	30	7.01%	0.58	136	13.13%	2.63	Low
Block Group 5, Census Tract 1004	Ellenburg	496	8.92	67	13.51%	1.21	109	48.02%	1.96	24	10.57%	0.43	60	12.08%	1.08	Low
Block Group 1, Census Tract 1003	Mooers	1119	23.36	121	10.81%	2.53	198	52.11%	4.13	13	3.42%	0.27	108	9.68%	2.26	Low
Block Group 2, Census Tract 1003	Mooers	1242	94.62	172	13.85%	13.10	294	52.22%	22.40	47	8.35%	3.58	147	11.82%	11.18	Moderate
Block Group 3, Census Tract 1003	Mooers	1083	40.27	140	12.93%	5.21	185	51.97%	6.88	11	3.09%	0.41	101	9.30%	3.75	Moderate
Block Group 1, Census Tract 1019	Peru	1122	25.78	102	9.09%	2.34	160	36.36%	3.68	16	3.64%	0.37	109	9.72%	2.50	Low
Block Group 2, Census Tract 1019	Peru	1854	185.94	232	12.51%	23.27	339	55.39%	34.00	29	4.74%	2.91	224	12.08%	22.45	Moderate
Block Group 3, Census Tract 1019	Peru	1682	61.43	212	12.60%	7.74	293	43.73%	10.70	11	1.64%	0.40	210	12.47%	7.66	Moderate
Block Group 4, Census Tract 1019	Peru	1202	147.66	176	14.64%	21.62	218	41.76%	26.78	55	10.54%	6.76	138	11.46%	16.92	Moderate
Block Group 5, Census Tract 1019	Peru	997	641.62	113	11.33%	72.72	156	35.14%	100.39	65	14.64%	41.83	92	9.26%	59.39	Moderate
Block Group 6, Census Tract 1019	Peru	0														Very Low

Geo Name	In Town	2009 Estimated Pop.	Persons per Square Mile	Persons 65+	% 65+	65+ per Square Mile	Low Income House- holds	% of HH that are Low Income	Low Income HH per Square Mile	Zero Vehicle Housing Units	% of HUs that have No Vehicles	Zero Vehicle HUs per Square Mile	Persons with Disabilities	% of Pop. that has a Disability	Persons with Disabilities per Square Mile	Relative Transit Need
Block Group 1, Census Tract 1007	Plattsburgh	1786	868.33	458	25.64%	222.67	261	43.28%	126.89	39	6.47%	18.96	284	15.89%	138.00	High
Block Group 2, Census Tract 1007	Plattsburgh	973	281.94	184	18.91%	53.32	157	38.48%	45.49	0			130	13.31%	37.53	Moderate
Block Group 3, Census Tract 1007	Plattsburgh	1128	106.27	183	16.22%	17.24	210	45.26%	19.78	0			127	11.25%	11.96	Moderate
Block Group 1, Census Tract 1008	Plattsburgh	803	237.59	177	22.04%	52.37	163	50.31%	48.23	49	15.12%	14.50	121	15.01%	35.66	Moderate
Block Group 2, Census Tract 1008	Plattsburgh	1349	1,367.96	185	13.71%	187.60	262	56.96%	265.68	38	8.26%	38.53	152	11.27%	154.15	High
Block Group 3, Census Tract 1008	Plattsburgh	734	96.13	50	6.81%	6.55	113	39.65%	14.80	36	12.63%	4.71	69	9.47%	9.10	Moderate
Block Group 4, Census Tract 1008	Plattsburgh	949	118.94	138	14.54%	17.30	97	25.13%	12.16	35	9.07%	4.39	115	12.12%	14.41	Moderate
Block Group 5, Census Tract 1008	Plattsburgh	919	96.58	95	10.34%	9.98	160	44.08%	16.82	45	12.40%	4.73	99	10.73%	10.36	Moderate
Block Group 1, Census Tract 1009	Plattsburgh	743	2,738.47	202	27.19%	744.51	362	83.41%	1,334.22	95	21.89%	350.14	149	20.10%	550.34	Very High
Block Group 2, Census Tract 1009	Plattsburgh	1211	851.94	234	19.32%	164.62	376	61.64%	264.52	51	8.36%	35.88	209	17.24%	146.90	Moderate
Block Group 3, Census Tract 1009	Plattsburgh	586	6,059.34	4	0.68%	41.36	314	83.96%	3,246.82	96	25.67%	992.66	61	10.41%	630.92	Very High
Block Group 4, Census Tract 1009	Plattsburgh	1260	6,371.35	188	14.92%	950.65	323	66.74%	1,633.29	78	16.12%	394.42	154	12.26%	780.92	Very High
Block Group 5, Census Tract 1009	Plattsburgh	874	12,297.80	84	9.61%	1,181.94	337	77.65%	4,741.83	171	39.40%	2,406.09	96	11.02%	1,355.46	Very High
Block Group 1, Census Tract 1010	Plattsburgh	786	3,003.68	134	17.05%	512.08	74	26.71%	282.79	19	6.86%	72.61	103	13.16%	395.21	Very High
Block Group 2, Census Tract 1010	Plattsburgh	640	2,324.49	96	15.00%	348.67	65	29.55%	236.08	28	12.73%	101.70	82	12.80%	297.58	High
Block Group 3, Census Tract 1010	Plattsburgh	847	5,879.32	433	51.12%	3,005.60	97	34.28%	673.31	0			250	29.56%	1,737.73	High
Block Group 4, Census Tract 1010	Plattsburgh	850	1,543.12	79	9.29%	143.42	145	41.19%	263.24	0			92	10.85%	167.36	Moderate
Block Group 5, Census Tract 1010	Plattsburgh	940	5,198.90	161	17.13%	890.45	129	33.86%	713.47	8	2.10%	44.25	141	15.05%	782.42	Very High
Block Group 1, Census Tract 1011	Plattsburgh	3103	12,601.77	0	0.00%	0.00	21	100.00%	85.28	0			204	6.58%	829.80	Moderate
Block Group 1, Census Tract 1012	Plattsburgh	473	2,801.20	56	11.84%	331.64	103	51.50%	609.99	10	5.00%	59.22	55	11.60%	325.00	Very High
Block Group 2, Census Tract 1012	Plattsburgh	584	3,581.14	102	17.47%	625.47	173	60.70%	1,060.85	14	4.91%	85.85	81	13.90%	497.90	Very High
Block Group 3, Census Tract 1012	Plattsburgh	743	3,276.91	272	36.61%	1,199.62	398	95.22%	1,755.33	234	55.98%	1,032.03	140	18.90%	619.22	Very High
Block Group 4, Census Tract 1012	Plattsburgh	1004	1,605.81	48	4.78%	76.77	310	86.11%	495.82	59	16.39%	94.37	75	7.51%	120.61	High
Block Group 1, Census Tract 1013	Plattsburgh	843	13,197.45	121	14.35%	1,894.30	142	56.13%	2,223.06	47	18.58%	735.80	118	14.02%	1,850.13	Very High
Block Group 2, Census Tract 1013	Plattsburgh	713	6,298.12	75	10.52%	662.49	300	82.64%	2,649.98	168	46.28%	1,483.99	76	10.69%	672.96	Very High
Block Group 4, Census Tract 1013	Plattsburgh	682	3,544.13	64	9.38%	332.59	326	79.32%	1,694.11	110	26.76%	571.63	75	10.93%	387.43	Very High
Block Group 5, Census Tract 1013	Plattsburgh	806	16,608.43	8	0.99%	164.85	189	80.08%	3,894.53	0			61	7.62%	1,265.83	High
Block Group 1, Census Tract 1014	Plattsburgh	604	750.36	104	17.22%	129.20	105	38.18%	130.44	46	16.73%	57.15	87	14.47%	108.57	High
Block Group 2, Census Tract 1014	Plattsburgh	633	1,365.80	59	9.32%	127.30	255	61.45%	550.20	98	23.61%	211.45	68	10.78%	147.17	High
Block Group 1, Census Tract 1015	Plattsburgh	1024	66.45	191	18.65%	12.39	104	21.53%	6.75	26	5.38%	1.69	131	12.84%	8.53	Moderate
Block Group 2, Census Tract 1015	Plattsburgh	1121	363.95	115	10.26%	37.34	188	51.51%	61.04	42	11.51%	13.64	115	10.28%	37.41	Moderate
Block Group 3, Census Tract 1016	Plattsburgh	1290	346.75	87	6.74%	23.39	422	80.08%	113.43	37	7.02%	9.95	141	10.94%	37.92	Moderate
Block Group 2, Census Tract 1017	Plattsburgh	818	623.24	27	3.30%	20.57	85	31.37%	64.76	0			73	8.98%	55.95	Moderate
Block Group 3, Census Tract 1018	Saranac	1539	22.77	118	7.67%	1.75	329	58.65%	4.87	0			154	10.01%	2.28	Very Low
Block Group 4, Census Tract 1018	Saranac	1155	54.78	155	13.42%	7.35	129	30.14%	6.12	4	0.93%	0.19	159	13.75%	7.53	Low
Block Group 5, Census Tract 1018	Saranac	1589	57.46	156	9.82%	5.64	194	35.27%	7.02	28	5.09%	1.01	173	10.87%	6.25	Moderate
Block Group 1, Census Tract 1017	Schuyler Falls	1073	179.65	112	10.44%	18.75	212	53.81%	35.50	46	11.68%	7.70	112	10.40%	18.68	Moderate
Block Group 3, Census Tract 1017	Schuyler Falls	1152	168.16	96	8.33%	14.01	204	47.55%	29.78	12	2.80%	1.75	114	9.85%	16.57	Moderate
Block Group 4, Census Tract 1017	Schuyler Falls	1215	196.15	243	20.00%	39.23	354	67.30%	57.15	43	8.17%	6.94	150	12.38%	24.29	Moderate
Block Group 5, Census Tract 1017	Schuyler Falls	980	59.61	129	13.16%	7.85	185	50.14%	11.25	13	3.52%	0.79	127	12.94%	7.71	Moderate

**Figure 16: Index of Relative Transit Need by Block Group 2009**



**Figure 17: Index of Relative Transit Need and Trip Generators by Block Group 2009**



## **I.16 Unmet Needs and Gaps in Service**

In this section, the information previously collected on available services and target populations is summarized to demonstrate how well the current transportation system meets the needs of Clinton County residents. The discussion contained here-in is a compilation of opinions expressed by Clinton County, the AC, the general public, and the project team.

### **I.16.1. Gaps in Service**

The following gaps in service were identified:

- Infrequency of fixed route service, specifically in the outlying areas of the county
- Lack of information and education about transit in the county. Participants spoke to the need to educate the public as well as business and local elected officials about transit options. Part of this gap in education had to do with travel training, or teaching people how to get from point A to point B on transit.
- Lack of regional connectivity between Clinton County and Franklin County, New York and Chittenden County, Vermont. The North County Express provides service to and from Franklin County, but service is limited to one run in the morning and one in the afternoon. CCPT provides connections to the Grand Isle Ferry service that transports passengers across Lake Champlain, but there is no corresponding transit service at the ferry terminal on the Vermont side. This is especially important for medical staff traveling between Plattsburgh and Burlington, Vermont.
- Lack of a south city hub for CCPT. There are currently hubs at Government Center and the Champlain Mall on Route 3, but there is no corresponding hub for service in the southern part of the county.
- Lack of service available for persons who work evenings or late night shifts
- Lack of commitment to coordinating transportation services in Clinton County. This lack of commitment is likely due to a lack of understanding of the benefits of coordinating service or perceived regulatory and funding barriers to coordination.
- Lack of affordable or available options for those that need to travel outside of CCPT operating hours and do not qualify for the various human service transportation programs
- Lack of formal park-and-ride areas with corresponding transit services
- There are a number of organizations that provide transit service, although the majority of service is not available to the general public

### **I.16.2. Other Unmet Needs Identified**

In addition to the gaps in existing transit service, the following unmet needs were identified by project participants:

- Availability of transportation for quality of life, education, and employment trips. Some of the specific destinations identified include:
  - Wal-Mart
  - Cumberland 12 Movie Theater
  - Eye Care for the Adirondacks
  - Michaels
  - Staples
  - Petsmart
  - Medical destinations along Military Turnpike
  - Cumberland Head
  - CV Tech (in the evening)

- Price Chopper
- Champlain Plastics, Inc.
- Various fast food chains
- Consumer Square (shopping center)
- Medical Center/CVPH
- Clinton Community College (main campus and dorms)
- Pfizer
- Bike racks on busses
- Bus stop signs at CCPT bus stop locations
- Designated park and ride facilities
- Increased days, hours, and frequency of service to accommodate shift work
- Off-campus transportation for SUNY students
- Transportation for medical trips, especially early AM trips
- Transportation to and from DSS-provided housing

## I.17 Strategies to Meet Needs

To meet federal requirements, coordinated plans must prioritize the various strategies considered to meet needs and address service gaps. The AC was asked to review recommendations and identify those strategies they felt were most valuable in the immediate term. Four concepts were most often cited as high priority: One-call, one-click, generally encompassing expanded coordination, increased public awareness/education, and increased system visibility; Creation of a south city hub; Marketing and branding changes, including renaming of routes and installation of bus stop signs and information displays at hubs; and designated park and ride locations. Each of these high priority strategies, as well as the other strategies developed through the planning process are discussed below:

- *One-call, One-click Center:* The development of a one-call, one-click center would create an organizational structure for community information. In its basic form, the center can provide information and referral services to customers regarding transit options. A one-call, one-click center provides a single point of contact for customers and may be telephone or internet based, or may be accessible via both methods. Part of the purpose of the center would be to educate the public, local businesses, and local government officials about transit, in general. Specifically, to provide travel training services, instructing the public on how to get from point A to point B by transit or paratransit. Other initial responsibilities would be to develop an inventory of all modes of transportation and to develop training and public education programs.

As the one-call, one-click center evolves, it could potentially provide shared trip reservation, scheduling, and dispatching services as well.

- *South City Hub:* Create a south city hub, perhaps funded through a public-private partnership with businesses in the south city area. There are currently hubs at Government Center and the Champlain Mall on Route 3, but there is no corresponding hub for service in the southern part of the county.
- *Marketing and Branding:* Install signs to mark CCPT bus stops and to indicate which routes serve the stop. It was suggested that creative funding options be explored to assist with the cost of new signs. It should be noted that if the bus stop is not on county property, CCPT must work with, and get approval from, the engineering department of the municipality where the stop is located in order to place a sign. Develop a partnership with the City and Town of Plattsburgh and the other major towns served by CCPT to provide guidelines for bus stop sign installation.

Provide signs at bus stops that identify the route number and name serving the stop. Bus stop signs should be installed at all of the stops listed on the public schedules. The signs should include the route name and destination(s) and a phone number and website address to find more information. The program should also include other stop features such as benches, shelters, trash cans, lighting, and improved crosswalks. Seek state or federal grant funding for the program.

Install information displays at the two hubs, Government Center and Champlain Center Mall. Information display cases should be posted at Government Center and at the Champlain Centre Mall. The display cases should include schedules for all routes served by that hub. The one at the mall should ideally, with the property owner's consent, be installed either underneath the awning or inside the mall entrance adjacent to the bus stop along with a "Transit Information" sign.

Work with local hotel and motels to get information about public transit on the hotel/motel website. There are a number of hotels and motels along Route 3. Information such as a link to the CCPT web site, or a telephone number to call could be added to the hotels' website. Guests visiting the website would then know that transit services are available, if needed, when they are staying at the hotel.

Create a joint schedule for the North City and West City routes, including all other trips on other routes that operate between the two hubs.

Rename the city routes based on a numbering system. Change the route destination sign when it reaches the furthest extent of the route. For example, the proposed Route IA (formerly North City) would start at Government Center as "IA – CC Mall via Rt 3" and at the mall it would become "IA – Gov't Center via Wallace Hill." The proposed Route IB (formerly West City) would start as "IB – CC Mall via Rugar St" and would then become "IB - Gov't Center via Rt 3".

- *Park and Ride Facilities:* Where demand does materialize for park and ride (as in the case of commuters to the NAC, who park at the Champlain Centre Mall), existing parking facilities near bus stops can generally serve the purpose. If such spaces are privately owned and the owner is actively discouraging commuter parking, CCPT should negotiate for a designated area for commuter parking or change the bus stop to a location where there is parking available.
- *Bike Racks on Buses:* Add bike racks to all CCPT buses (CCPT has begun to require future vehicle purchases have bike racks included in the vehicle specifications)
- *Off-Campus SUNY Students:* CCPT should look to coordinate efforts to provide service with SUNY
- *Regional Connectivity:* Create greater transit connections between Clinton County and Franklin County, New York and Chittenden County, Vermont. The North County Express provides service to and from Franklin County, but service is limited to one run in the morning and one in the afternoon. CCPT provides connections to the Grand Isle Ferry service that transports passengers across Lake Champlain, but there is no corresponding transit service at the ferry terminal on the Vermont side. This is especially important for medical staff traveling between Plattsburgh and Burlington, Vermont.
- Various, specific fixed route changes, as outlined in the Recommendations Memo



## Appendix A: ADA Compliance Memo

The purpose of this Technical Memorandum is to analyze the compliance of the current Clinton County Public Transportation (CCPT) policies with the requirements of the Americans with Disabilities Act (ADA). The analysis consisted of a review of the policies regarding fixed route and paratransit service. Information was collected from public information (Paratransit Handbook and CCPT Bus Schedule), the First Transit Employee Handbook, sections of the First Transit Training Manual pertaining to ADA, paratransit application materials, and interviews with CCPT and First Transit staff.

The memorandum is divided into three sections: Fixed Route Service, Paratransit Service, and Other Compliance Issues. Each section of the memorandum will start with a review of the pertinent ADA requirements for each type of service, followed by a review and analysis of policies in relation to ADA requirements. A series of Recommended Corrective Measures regarding policies will be presented at the end of each section, and a summary of all Recommended Corrective Measures will be presented at the end of the memorandum.

This review is not intended to serve as an official or Federal Transit Administration (FTA)-sponsored ADA compliance review of the practices of CCPT and First Transit. No determination has been made regarding current operation practices and the compliance of those practices with the requirements of the ADA. This analysis pertains only to a review of the stated policies of CCPT, written or unwritten, and the compliance of those stated policies with the requirements of ADA.

### **Fixed Route Service Policy Review**

#### **Maintenance, Pre-Trip and Lift Failure**

ADA regulatory requirements at 49 CFR §37.163 describe the requirements for maintaining vehicle lifts in operating conditions. The regulations require:

- a. Regular and frequent maintenance checks of lifts and ramps
- b. Pre-trip inspections of vehicles, including cycling the lifts and checking the accessibility equipment
- c. Policies to address the failure of a lift or ramp, both during the pre-trip inspection and during the service day

CCPT, through a contract with First Transit, operates 13 vehicles in fixed route service. First Transit is responsible for ongoing maintenance of the fleet. First Transit has a Preventative Maintenance (PM) program with three types of PM Service: A, B and C.

The three PM programs are followed by First Transit for all vehicles. PM A is conducted at 15,000 miles; PM B is conducted at 30,000 miles; and PM C is conducted at 45,000 miles. First Transit staff indicated that there is a required 30-day New York State Department of Transportation inspection that is also performed on the vehicles. The three PM programs include routine service of the lift. A copy of the PM form and the wheelchair lift inspection form is attached.

The pre-trip inspection includes making sure that all straps are present and in working order. Training is provided for new drivers on paratransit and fixed route pre-trip inspections. The drivers are required to perform a pre-trip inspection on their vehicle before the start of their shift. Drivers use a Driver Vehicle Inspection Record (DVIR) book to record the results of the pre-trip inspection. The inspection includes cycling the lift and checking the operation and condition of other accessibility features such as the wheelchair door, accessibility decal, control box, protective padding, and the presence of a manual pump. A copy of the completed DVIR goes to maintenance, where it is reviewed for any items that may need attention. A copy of the DVIR is included at the end of this memo. If a lift fails to operate properly during the pre-trip inspection, and maintenance is unable to identify and fix the problem, a

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spare vehicle is assigned to the run. Staff indicated that a vehicle with an inoperative lift is not sent into service.

There is no written policy regarding pre-trip inspections and cycling of lifts. The Employee Handbook and Training material pertaining to pre-trip and lifts operation was reviewed. Pages 53 through 55 of the First Transit Employee Handbook spell out the requirements of the Americans with Disabilities Act related to lift operation. The handbook states that drivers must cycle the lifts every day and notify dispatch any time a lift fails. The material, as presented in the handbook, accurately reflects the ADA requirements for pre-trip inspections and cycling of lifts.

The regulations at 49 CFR §37.161(f) state that if a vehicle is operating with an inoperable lift in fixed route service, and the headway to the next accessible vehicle on the route exceeds 30 minutes, that alternate transportation shall be provided to the affected customer promptly. CCPT has no written policy for dealing with the failure of a lift while the vehicle is in service, although First Transit has an unwritten policy to send another bus or use a paratransit vehicle to provide alternate service. First Transit staff indicated that another vehicle can be sent within 15 to 30 minutes of being notified that a lift failed while in service.

## **Stop Announcements**

ADA regulations at 49 CFR §37.167 describe the requirements for drivers to “announce stops, defined as transfer points, major intersections and destinations, intervals along the way to orient a person to their surroundings and any stop requested by a passenger.”

CCPT and First Transit have no written policy regarding drivers making stop announcements. The Employee Handbook and training material pertaining to stop announcement requirements was reviewed. The First Transit Employee Handbook, on page 54, describes the requirements (called “guidelines” in the manual) for announcing stops and transfer points. The handbook specifies what information is to be announced and why announcements are needed, stating that “Operators must announce stops and transfer points on fixed routes. Also, operators are required to announce stops upon request of the request of a customer with a disability...Operators must announce, outside of the bus, their route number at transfer points and at stops served by other routes to assist sight impaired customers who find it hard to read a bus destination sign. Chapter 7 of the First Transit Training Manual also lists the requirements of the Americans with Disabilities Act for making stop announcements (major intersections, transfer points, time points, stops and stops requested by the customer). Drivers are sent into service with a daily trip sheet that lists the stops and turn by turn instructions for the route, although stops and points required to be announced are not highlighted.

The handbook and training material correctly describe the requirements of drivers to call out stops. However, the lack of a written policy outlining consequences for failure to call out stops may lead to inconsistent compliance with the regulations by drivers.

## **Recommended Corrective Measures**

**1**

A formal written policy, based upon current practices should be developed for pre-trip inspections and daily cycling of lifts. The policy should include procedures to be followed, forms to be filled out, and consequences (progressive discipline) for failure to follow the policy.

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**2**

CCPT and First Transit should develop written policy and procedures governing the provision of alternate service should a lift fail while the vehicle is in service.

**3**

A formal written policy for making required stop announcements should be developed. The policy should outline what information drivers will be provided in order to make stop announcements, instruct operators when to make the announcement, and list the consequences (progressive discipline) for failure to call out stops and make external announcements.

## **Paratransit Service Policy Review**

The Department of Transportation (DOT) ADA regulations that address service criteria pertaining to ADA Complementary Paratransit Service are contained in 49 CFR sections 37.129, 37.131(a) to (e), and 37.139(g). The purpose of the service criteria is to ensure that paratransit service is comparable to fixed route service. The regulations define the service criteria that, at a minimum, must be met. The six service criteria are:

- Paratransit service must operate in the same area as the fixed route system. The same area is defined as a corridor  $\frac{3}{4}$  mile on either side of a fixed route.
- Paratransit service must have a comparable response time. Comparable response time is defined as accommodating trip requests made by eligible riders during normal business hours on the day before service.
- Paratransit service must have comparable fares, defined as not more than two times the base, non-discounted fare for fixed route service.
- Paratransit service must meet trip requests for any trip purpose.
- Paratransit service must operate on the same days and during the same hours as fixed route service.
- Paratransit service must operate without capacity constraints for ADA trips requested by ADA eligible riders. This means that there can be no waiting lists, trip caps, patterns and practices of substantial number of trip denials, untimely pick-ups or excessively long trips.

Transit agencies may provide service for ADA eligible passengers that exceeds these minimum requirements and may provide service to non-ADA riders. However, ADA service criteria, as described above, must be met for all ADA eligible trips.

### **CCPT Paratransit Service Policies**

Before analyzing the current ADA complementary paratransit policies for compliance with ADA requirements, current policies will be summarized in Table I. Policies listed below are the stated policies of CCPT as found in the Paratransit Handbook.

**Table I ADA Complementary Paratransit Service Policy Summary**

Service Element	CCPT Policy
Eligibility	Must have a disability or impairment related condition which prevents traveling to and from a bus stop; or cannot understand or use fixed routes because of a vision impairment or mental disability.
Scheduling Trips	Call the Dispatch Office at 561-1452 as many as 14 days in advance of the day the trip is needed but no later than one day before the trip is needed.
Service Area (where may I ride?) – City Service	The Plattsburgh Urban Area
Service Area (where may I ride?) – Rural Service	Trips must begin and end within ¾ of a rural bus route or start within ¾ mile of a rural fixed route and end in the Plattsburgh Urban Area
Span of Service (when may I ride?) City Service	Monday through Friday from 7 am until 7 pm and Saturday from 11 am until 5 pm
Span of Service (when may I ride?) Rural Service	Monday through Saturday from 5 am until 5 pm
Fares – City Service	\$2.00 per trip
Fares – Rural Service	\$3.50 per trip

**Service Area**

ADA regulations at 49 CFR §37.131(a) state that complimentary paratransit service be provided in corridors ¾ mile on either side of existing fixed route service. Based on the information contained in the CCPT bus schedule, dated May 1, 2010, and the Paratransit Handbook, of the same date, paratransit service is provided throughout Clinton County for persons with disabilities that prevent them from using fixed route service. Conversely, CCPT staff indicated that ADA paratransit service is available only within the City of Plattsburgh and within ¾ mile of rural fixed routes. The handbook does state that trips within ¾ mile of a rural fixed route may request a route deviation to their residence, although it does not specify that the drop-off location for the trip must be within ¾ mile of an existing bus route. It should be noted that CCPT does provide service to certain individuals on dialysis and ARC clients who have trips that are up to within one mile of the rural fixed route. There is nothing in the regulations that prohibit providing service beyond the minimum requirements as long as the minimum ADA requirements are met.

TranSystems digitized current CCPT routes and overlaid both a ¾ mile and one mile corridor on the maps contained at the end of this document. As shown, the urban and rural service areas comply with the requirements of the ADA. However, by stating that paratransit service is available countywide in the Paratransit Handbook, it's unclear to passengers that ADA complementary paratransit service is only available within the City of Plattsburgh and within ¾ mile of CCPT's rural routes. By not clearly explaining the limits of the service area and unrealistic expectation of county wide service, regardless of the origin and destination of a trip, may be created.

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## Recommended Corrective Measures

### 4

Printed material describing ADA complementary paratransit service should state that ADA paratransit service is available for trips only with origins and destinations within the City of Plattsburgh and within  $\frac{3}{4}$  mile of rural fixed route service.

## Comparable Response Times

DOT ADA regulations at Section 37.131(b) state the requirements for comparable response time. Comparable response time requires that trip reservations be accepted during normal business hours of the administrative offices as well as *times comparable to normal business hours on a day the entity is not open on a day before a service day* (emphasis added). This means that reservations must be accepted on a Sunday for a Monday and on a holiday on the day before service. This section does state that reservations may be taken by reservation agents or by mechanical means.

Page 4 of the Paratransit Handbook, dated March 10, 2009, instructs riders to call the Dispatch Office at least 24 hours before transportation is needed. Rides may be scheduled up to 14 days in advance of the date the ride is needed. According to information provided by Clinton County, reservations can be made between 6 am and 5 pm, Monday through Friday. A person requesting a ride for Monday must call by 5 pm on Friday (two days in advance). A person requesting a ride for the day after a holiday must call the most recent previous day the office is open, prior to the holiday (for example, on a Friday before a Monday holiday, or three days in advance). There is no office staff on weekends, although voicemail is available, but used for Saturday and Monday cancellations only. Messages from voicemail are retrieved at 6 am on Monday mornings (Tuesday, if Monday is a holiday).

In order to meet the regulatory requirement for response time a rider must be able to make a reservation on Sunday for Monday, and on a holiday for the day after a holiday. As stated, the hours for making CCPT trip reservations are not compliant with ADA regulations.

## Recommended Corrective Measures

### 5

CCPT and First Transit should make arrangements to allow persons to make trip reservations during times comparable to normal business hours on Sunday for Monday, and on holidays for the day after holiday service. Reservations may be taken by a person or by mechanical means (like voice mail). If electronic means are used, a person must be designated to retrieve and schedule trip requests on days when the office is not open.

## Comparable Fares

The ADA regulations at 49 CFR §37.131(c) state that the fare charged for ADA complimentary paratransit service “shall not exceed twice the fare that would be charged to an individual paying full fare.” The regular (non-discounted) fare for fixed route service in the city is \$1 per trip; the regular (non-discounted) fare for rural fixed route service is \$2 per trip; and the paratransit fare is \$2 for city service and \$3.50 for rural service. The fares meet the regulatory requirement that ADA Complimentary Paratransit Service fares not exceed more than two times the fixed route fare.

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## Recommended Corrective Measures

Since the paratransit fares do not exceed twice the regular fixed route fare the current policy is in compliance. There are no Recommended Corrective Measures for fare policy.

## Trip Purpose

The ADA regulations at 49 CFR §37.131(d) state that a transit agency may not impose restrictions or prioritize trips based upon trip purpose. According to First Transit staff, trip requests are taken for any trip purpose. The rider is not asked the purpose of the trip unless the information will help the driver find the correct drop-off location.

## Recommended Corrective Measures

Since trip reservationists do not inquire as to the purpose of a paratransit trip, the current policy appears to be in compliance with ADA regulations on trip purpose and there are no Recommended Corrective Measures for Trip Purpose policy. Trip purpose, if included with the trip request, may not be used to make a determination to not schedule the ride.

## Same Days and Hours of Service

Department of Transportation ADA regulations require that the ADA Complementary Paratransit service be available during the same hours and days as the agency's fixed route service (49 CFR §37.131(e)). The requirement applies on a route-by-route basis. For example, an area that has fixed route bus service on weekdays but not weekends must have ADA Complementary Paratransit service (provide trips) on weekdays, but not on weekends. An area that has bus service from 5 AM until 9 PM must also have ADA Complementary Paratransit service, at minimum, from 5 AM and 9 PM. CCPT has defined its paratransit hours of service broadly and not on a route by route basis. This is acceptable so long as the hours of service for paratransit service are available at all times fixed route service is available.

The Paratransit Handbook lists the following days and hours of operation for City Paratransit service:

### *City (Urban) Service*

Monday through Friday	7 AM to 7 PM
Saturday	11 AM to 7 PM

Service does not operate on six holidays – New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, and Christmas Day.

Table 2 illustrates the fixed route start and end times for urban service:

**Table 2 Fixed Route Run Times - City Service**

Route	Start Time	End Time	Weekday	Weekend
CCC/Shoppers Shuttle	8:00 AM	7:59 PM	Yes	No
Grand Isle Commuter AM	6:10 AM	9:45 AM	Yes	No
Grand Isle Commuter PM	12:00 PM	3:45 PM	Yes	No
Grand Isle Commuter Eve.	6:05 PM	6:50 PM	Yes	No
Momot & Duken	2:26 PM	3:09 PM	Yes	No
North City	8:00 AM	6:51 PM	Yes	No
South City	7:00 AM	9:15 PM	Yes	No
Transit Shuttle	7:15 AM	7:25 PM	Yes	No
Wallace Hill	8:50 AM	5:50 PM	Yes	No
West City	7:30 AM	7:20 PM	Yes	No
Saturday Shuttle Service	11:00 AM	6:54 PM	No	Yes

The earliest fixed route trip starts at 6:10 AM, and the last fixed route service ends at 9:15 PM. Saturday service starts at 11 AM and ends at approximately 7 PM. There is no Sunday service.

Because the hours of service for weekday City Paratransit service are 7 AM until 7 PM, rather than 6:15 AM to 9:15 PM, the hours of service for weekday paratransit do not meet the regulatory requirement for comparable hours of service. The weekend hours of service for City Paratransit service of 11 AM until 7 PM, exceed the regulatory requirement for comparable hours of service on Saturdays.

*Rural Service*

The hours of service for Rural Paratransit Service, as stated in the paratransit handbook are:

Monday through Friday            5 AM to 5 PM

Saturday                                5 AM to 5 PM

Service does not operate on six holidays – New Year’s Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, and Christmas Day.

Table 3 shows the start and end times of the rural fixed route service. For purposes of this analysis, the rural routes have been categorized as AM, PM, or Evening. There are eight AM runs during the week. The earliest of that service starts is 5:35 AM on the Champlain & Rouse’s Point Run, and the latest an AM run ends is 12:05 PM (the second Peru run of the morning). The span of service in the afternoon is 1:15 PM to 8:15 PM, with the Au Sable Evening run operating until 8:15 PM.

The hours of service for Rural Paratransit do not meet the regulatory requirement for comparable hours of service. Since there is no weekend rural fixed route service, and therefore no requirement for Complementary service, the current Rural Paratransit service exceeds the regulatory requirements.

**Table 3 Fixed Route Run Times - Rural Service**

Route	Start Time	End Time	Weekday	Weekend
Au Sable AM	5:40 AM	7:25 AM	Yes	No
Champlain & Rouse's Point AM	5:35 AM	10:45 AM	Yes	No
Churubusco AM	7:05 AM	8:41 AM	Yes	No
Mooers AM	9:15 AM	10:40 AM	Yes	No
Peru AM 1	6:30 AM	7:45 AM	Yes	No
Peru AM 2	10:50 AM	12:05 PM	Yes	No
Riverview AM	10:00 AM	11:58 AM	Yes	No
Standish AM	6:20 AM	8:45 AM	Yes	No
Au Sable PM	1:15 PM	3:00 PM	Yes	No
Au Sable Eve.	4:25 PM	8:15 PM	Yes	No
Champlain & Rouse's Point PM	3:35 PM	6:58 PM	Yes	No
Churubusco PM	2:05 PM	3:42 PM	Yes	No
Mooers PM	4:00 PM	5:25 PM	Yes	No
Peru PM	4:30 PM	5:50 PM	Yes	No
Riverview PM	4:10 PM	6:08 PM	Yes	No
Standish PM	1:30 PM	3:53 PM	Yes	No

### Capacity Constraints

ADA requirements state that paratransit service must operate without capacity constraints for ADA trips requested by ADA eligible riders. This means that there can be no waiting lists, trip caps, or patterns and practices of substantial number of trip denials. A capacity constraint may also be a substantial number of untimely pickups, drop offs, excessively long trips, or long hold times on the telephone.

CCPT stated that the trip denial goal is zero. A goal of zero denials is appropriate and in compliance with ADA regulations. In discussions with CCPT and First Transit it was learned that a trip that cannot be scheduled when requested is defined as a missed trip, rather than as a denial. The term missed trip, as used here, is misleading. A missed trip is a trip that has been scheduled and either the vehicle does not show up to transport the customer, or the vehicle arrives so late that the customer cancels the ride. A more appropriate term for trips not scheduled would be either *denial* or *refusal*. A trip *denial* can occur in two instances: 1) when a trip cannot be scheduled because there is no room on a vehicle or 2) when an offer of a trip is made that is more than one hour, plus or minus, from the time the customer has requested to travel. If the customer accepts a time that is more than one hour earlier or later than requested, the original requested time is considered a denial, and the time accepted is considered a separate trip request. A trip *refusal* is when a customer is offered an alternate time within 60 minutes of the requested pick-up time and the customer declines to schedule the trip.

The ability of customers to call in to request trips or to check on scheduled rides is an important part of paratransit operations. Difficulty in getting through to schedule and check on rides may discourage people from using the service and could represent a capacity constraint. The stated call handling standard for First Transit is to answer a call within three rings and no hold time, if it can be helped. A telephone standard must be measurable. The First Transit standard of answering within three rings is difficult to measure. A better goal would be to specify a maximum amount of time a person may be on hold during any part of the day and what percentage of time the standard should be met. To have a standard like this in place, a telephone system with the capability of measuring hold times and providing

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reports is needed. However, if a telephone system with these capabilities is not available, there are ways that call times can be monitored. One way, for example, is for there to be random visits and observations at the call center to observe operations and see how quickly calls are answered and to time any calls placed on hold.

Untimely service and/or long trips may discourage people from using the paratransit system. As such, untimely service and long rides can also be considered a form of capacity constraint. It is important that on-time goals and ride time goals be established and monitored to ensure compliance with ADA regulations concerning capacity constraints. CCPT and First Transit do not have an on-time performance goal for either pick-ups or drop offs and on-time performance has not been measured, for either pick-ups or drop offs. There is also no travel time standard for paratransit service. As a result, there is no way for CCPT to assess if their operations meet the regulatory requirements concerning capacity constraints.

## Recommended Corrective Measures

**6**

The stated policy regarding the hours of operation for weekday, Urban (City) ADA paratransit service should be revised to reflect the start of the earliest and latest times of fixed route service as shown in published schedules. Alternatively, CCPT could allow a paratransit rider to schedule a ride that begins and ends within  $\frac{3}{4}$  mile of the Grand Isle Commuter route between 6:10 AM and 7 AM and within  $\frac{3}{4}$  mile of the South City route between 7 PM and 9:15 PM.

**7**

The stated policy regarding the hours of operation for weekday, Rural ADA paratransit service should be revised to reflect the start of the earliest and latest times of fixed route service as shown in published schedules. Alternatively, CCPT could allow a paratransit rider to schedule a ride that begins and ends within  $\frac{3}{4}$  mile of the Au Sable route between 5 PM and 8:15 PM weekdays.

**8**

CCPT and First Transit should classify trip requests not scheduled when requested as either denials or refusals. A denial is a trip request that cannot be scheduled because there is no room, or if the scheduled time offered is more than 60 minutes before or after the original requested time. A refusal is a trip request where a customer is offered a scheduled time no more than 60 minutes before or after the requested time, and the customer declines the trip offer.

**9**

CCPT and First Transit should conduct random monitoring of performance answering calls. This can be done through direct observation and recording of call handling.

# 10

CCPT and First Transit should set an on-time window goal for pick-ups and drop offs. Once the goal is set, monitoring should be routinely conducted to measure goal achievement.

# 11

CCPT and First Transit should establish a travel time goal and monitor achievement of that goal.

## Other Compliance Issues

**Eligibility** – Regulations require that information about the eligibility process be made in alternative formats upon request, that a determination of eligibility be made within 21 days, that presumptive eligibility be granted if a determination of eligibility is not made within 21 days of receipt of a completed application, and that there is an appeals process for those persons determined not to be eligible for service. Further, DOT regulations at 49 CFR Sections 37.125 (d) and (e) requires letters granting eligibility contain the following five pieces of information:

1. Name of the eligible individual
2. Name of the transit provider
3. Telephone number of the entity's paratransit coordinator
4. Expiration date for eligibility
5. Any conditions or limitations on the individual's eligibility, including the use of a PCA

TranSystems requested a copy of the application form and any letters sent to customers indicating the eligibility, the Certificate of Eligibility provided to the customer, letters denying eligibility, and information provided to customers about the appeals process. The information was reviewed to determine if all the required information was included and provided to applicants.

The application uses two forms, Form 1, ADA Paratransit Individual Application Form and Form 2, ADA Paratransit Medical Verification Form. Form 1 is completed by the applicant and returned to CCPT separately from Form 2. Form 2 is completed by a health care professional and returned to CCPT separately from the application. The application form asks the applicant to state the reason they cannot use CCPT bus service, how their disability prevents them from using fixed route service, mobility devices used, the need for Personal Care Attendants (PCAs), and how far the nearest CCPT bus stop is to the applicant's residence. The Medical Verification Form inquires about the applicant's ability to walk. The question asks the health care professional to assume that a city block is 500 feet, and asks the professional to indicate if the person can walk no blocks, one, two, or more than two blocks.

Since the determination of eligibility must be based on the ability to travel to any origins or destinations within the service area, the question about the ability to walk various distances is an appropriate question to ask. Questions about where an applicant's house is located in relation to bus stops may be used to explain the potential use of fixed route service, but may not be used to determine eligibility.

The application form does not include any information about the right to service if the application approval process takes more than 21 days. Taking longer than 21 days to determine eligibility is not a violation of the regulations, but failing to provide service to an applicant after 21 days is a violation of the regulations. Applicants must be informed of their right to service if the eligibility decision takes more than 21 days. It is important to note that the 21 days starts from the receipt of a complete application.

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A review of the letters granting eligibility and the Certificate of Eligibility provided to the customer do contain the five elements listed in the regulations. If an applicant is determined to be eligible with conditions, the conditions are stated on the Certificate of Eligibility. The letter used to indicate the denial of eligibility was also reviewed. Letters denying eligibility must contain the reason why the determination has been made. The sample letter reviewed did contain an explanation of why the application was denied. The right to appeal, and instructions on how to appeal, were included with the letter denying eligibility.

Since this is a review of policies only, TranSystems is making no determination of the appropriateness of decisions on eligibility of applicants. We are only stating that the required information appears to be included in the letters and Certificates of Eligibility.

**No Show Policy** – DOT regulations at 49CFR 37.125(h) state that a process to suspend a rider for a reasonable amount of time may be established for persons who have a pattern or practice of missing scheduled trips. Regulations also state that the No Show must be beyond the control of the person. FTA guidance, through compliance reviews and letters of findings, identify late cancellations and frequency of use as factors to be considered when developing and implementing a No Show policy.

As stated in the Paratransit Handbook, CCPT's No Show Policy states that any trip canceled less than two hours in advance will be marked as a No Show. The policy further states that more than three No Shows in a 90-day period will result in a one month suspension.

The cancellation threshold of two hours before a scheduled pick-up might be deemed in compliance with the regulations. However, three no shows within a 90-day period being considered a pattern or practice of no shows and an abuse of the system would likely be considered non-compliant and may limit access to the service. As noted earlier, FTA findings have requested that the frequency of rides be considered when developing a No Show policy.

The following two examples, using the current CCPT No Show Policy, illustrates the need to consider frequency of use in designing an appropriate policy. Person A, riding to and from work for three months may have a total of 60 one-way trips. If this rider had four No Shows during that period, the no show rate would be 6.7 percent and would be subject to suspension. Person B, riding to and from a location one time each month would have six one way rides in that same three month period. Three No Shows by this rider in the three months would not result in a suspension even though 50 percent of this person's trips were No Shows.

The appeal process for suspensions and the policy of continuing service until the appeal is heard is compliant with regulatory requirements. An appeal of a suspension may be made, in writing, within one week of receiving the suspension letter. CCPT investigates the rider's trip history with First Transit staff and renders a decision within 30 days. It was stated that even if service is suspended, trips to medical appointments will not be suspended. Service is continued during the appeal process.

The decision on the appeal should be made by a person, or panel of people not involved with the initial decision to suspend service. It does not appear that the current appeal policy on suspensions of service for excessive No Shows meets the criteria for an independent person or panel to review the appeal.

**Origin to Destination Service** – ADA regulations, at 49 CFR Section 37.129(a) require that paratransit service be an origin to destination service. On September 1, 2005 guidance was issued on the subject of origin to destination service, providing the DOT interpretation of origin to destination service, which says that even if a transit provider establishes curb to curb service as the mode of service, door to door service may still need to be provided to individuals if needed. Further, the guidance states that *"it is not appropriate for a paratransit provider to establish an inflexible policy that refuses to provide service ... beyond*

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the curb in all circumstances. On an individual, case-by-case basis, paratransit providers are obliged to provide an enhancement to service when it is needed and appropriate to meet the origin to destination requirement.”<sup>13</sup>

CCPT policy, as stated in the Paratransit Handbook, states “Paratransit Service provides curb to curb transportation only. The driver is not responsible for getting you from the roadside to your home or your destination after leaving the bus.” This policy is inconsistent with the origin to destination requirement of the ADA and should be revised to reflect the requirements of origin to destination service

**Wheelchair Securement** – ADA regulations, at 49 CFR 37.3 define a “common wheelchair” as any class of three- or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A “common wheelchair”, as defined in the regulations, does not exceed 30 inches in width and 48 inches in length, measured two inches above ground and does not weigh more than 600 pounds when occupied. The regulations further state, at Section 37.5(g), that service may not be refused to an individual with a disability because of its insurance company conditions coverage or rates on the absence of individuals with disabilities.

The current CCPT policy on wheelchair securement, as stated on page 5 in the Paratransit Handbook states “Your wheelchair or scooter must be capable of being tied down on our bus. You may not ride if your mobility aid cannot be tied down properly.” The wording of the policy is subjective (what is properly secured and who determines if a wheelchair is properly secured?) and is non-compliant with the regulatory requirements.

## Recommended Corrective Measures

# 12

Information sent out with the paratransit application should explain the 21 day application determination window. Applicants should be informed of their right to transportation if a decision about paratransit eligibility takes longer than 21 days. A notice that a complete application package has been received should be sent to the applicant so that the applicant knows when the 21 day review period begins.

# 13

The No Show Policy should be revised to reflect the frequency with which the rider uses the system. *TCRP Synthesis 60 Practices in No Show and Late Cancellation policies for Paratransit Service* should be used as a guide to developing the No Show Policy.

# 14

The appeal process for the No Shows should be revised to ensure that an uninvolved party or panel of people are responsible for making a decision on a rider’s appeal.

# 15

The policy regarding level of service provided should be revised to meet the requirements of origin to destination service. It is recommended that *Topic Guide 5*,

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<sup>13</sup> Topic Guides on ADA Transportation, Topic Guide 5, Origin to Destination Service in Paratransit, Door-to-Door Service is Required When Necessary, June 2010, Disability Rights Education & Defense Fund (DREDF and TranSystems Corporation)

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*Origin to Destination Service in ADA Paratransit* be reviewed and used as a resource when revising and implementing the new policy.

## 16

The section of the paratransit handbook referring to wheelchair securement needs to be revised to reflect the regulatory language. The statement in the handbook, “You may not ride if your mobility aid cannot be properly tied down” is non-compliant. The standard “safely tied down” is not objective and may require a subjective decision by the driver about what “properly secured” is. The revised policy should reference the definition of common wheelchair and set a standard for decision making that is objective and measureable.

Table 4 provides a summary of the Recommended Corrective Measures proposed as a result of the policy analysis.

**Table 4 Summary of Recommended Corrective Measures**

Number	Recommended Corrective Measure
1	A formal written policy, based upon current practices should be developed for pre-trip inspections and daily cycling of lifts. The policy should include procedures to be followed, forms to be filled out, and consequences (progressive discipline) for failure to follow the policy.
2	CCPT and First Transit should develop written policy and procedures governing the provision of alternate service should a lift fail while the vehicle is in service.
3	A formal written policy for making required stop announcements should be developed. The policy should outline what information drivers will be provided in order to make stop announcements, instruct operators when to make the announcement, and list the consequences (progressive discipline) for failure to call out stops and make external announcements.
4	Printed material describing ADA complementary paratransit service should state that ADA paratransit service is available for trips only with origins and destinations within the City of Plattsburgh and within $\frac{3}{4}$ mile of rural fixed route service.
5	CCPT and First Transit should make arrangements to allow persons to make trip reservations during times comparable to normal business hours on Sunday for Monday, and on holidays for the day after holiday service. Reservations may be taken by a person or by mechanical means (like voice mail). If electronic means are used, a person must be designated to retrieve and schedule trip requests on days when the office is not open.
6	The stated policy regarding the hours of operation for weekday, Urban (City) ADA paratransit service should be revised to reflect the start of the earliest and latest times of fixed route service as shown in published schedules. Alternatively, CCPT could allow a paratransit rider to schedule a ride that begins and ends within $\frac{3}{4}$ mile of the Grand Isle Commuter route between 6:10 AM and 7 AM and within $\frac{3}{4}$ mile of the South City route between 7 PM and 9:15 PM.
7	The stated policy regarding the hours of operation for weekday, Rural ADA paratransit service should be revised to reflect the start of the earliest and latest times of fixed route service as shown in published schedules. Alternatively, CCPT could allow a paratransit rider to schedule a ride that begins and ends within $\frac{3}{4}$ mile of the Au Sable route between 5 PM and 8:15 PM weekdays.

Number	Recommended Corrective Measure
8	CCPT and First Transit should classify trip requests not scheduled when requested as either denials or refusals. A denial is a trip request that cannot be scheduled because there is no room, or if the scheduled time offered is more than 60 minutes before or after the original requested time. A refusal is a trip request where a customer is offered a scheduled time no more than 60 minutes before or after the requested time, and the customer declines the trip offer.
9	CCPT and First Transit should conduct random monitoring of performance answering calls. This can be done through direct observation and recording of call handling.
10	CCPT and First Transit should set an on-time window goal for pick-ups and drop offs. Once the goal is set, monitoring should be routinely conducted to measure goal achievement.
11	CCPT and First Transit should establish a travel time goal and monitor achievement of that goal.
12	Information sent out with the paratransit application should explain the 21 day application determination window. Applicants should be informed of their right to transportation if a decision about paratransit eligibility takes longer than 21 days. A notice that a complete application package has been received should be sent to the applicant so that the applicant knows when the 21 day review period begins.
13	The No Show Policy should be revised to reflect the frequency with which the rider uses the system. <i>TCRP Synthesis 60 Practices in No Show and Late Cancellation policies for Paratransit Service</i> should be used as a guide to developing the No Show Policy.
14	The appeal process for the No Shows should be revised to ensure that an uninvolved party or panel of people are responsible for making a decision on a rider's appeal..
15	The policy regarding level of service provided should be revised to meet the requirements of origin to destination service. It is recommended that <i>Topic Guide 5, Origin to Destination Service in ADA Paratransit</i> be reviewed and used as a resource when revising and implementing the new policy.
16	The section of the paratransit handbook referring to wheelchair securement needs to be revised to reflect the regulatory language. The statement in the handbook, "You may not ride if your mobility aid cannot be properly tied down" is non-compliant. The standard "safely tied down" is not objective and may require a subjective decision by the driver about what "properly secured" is. The revised policy should reference the definition of common wheelchair and set a standard for decision making that is objective and measurable.

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## Maintenance Forms

PM-A 5,000  
 PM-B 15,000  
 PM-C 45,000



Light Duty Bus

Preventive Maintenance Inspection

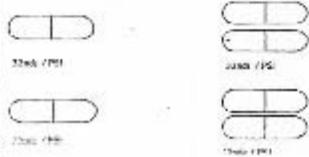
Location: \_\_\_\_\_  
 Unit No. \_\_\_\_\_

Date \_\_\_\_\_  
 Mileage \_\_\_\_\_

Pull Due  
 A B C All

Pull Due  
 A B C All

Drive on Inspection			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Condition of operator's area (seat, floor, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check auto. transmission neutral start operation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Start engine from its manual recess
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check handbrake
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check starter protection circuit
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check reverse warning system
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check parking brake
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check control brakes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check windshield & mirror condition
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check wiper and washer operation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check instruments and horns
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check oil pressure and water temperature
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check operation of all accessories
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check door operation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check handbrake operation & mounting (if app.)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check run box & destination sign op. & mounting
Interior Circle Inspection			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check HVAC system
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check seats and floor covering
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check safety equipment & fire suppression system
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check engine cover seal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check stop request system
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check interior lights
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check glass condition
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check emergency window holders & doors
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check physical damage, water leaks, & graffiti
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Replace or clean A/C filters
Attach & Perform wheelchair supplemental insp. (if app.)			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exterior tire condition
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check wiper blade and arm condition
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check destination sign and run box display
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check mirrors & mounting
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check lights & reflectors
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check passenger doors
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check & lubricate door hinges
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check fuel tank cap
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check caps for compartment doors
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check for physical damage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check license plate, permits & state inspection
Tire and Wheel Inspection			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check tires for irregular or alignment wear
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check beam and record reading
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check & record tread depth and air pressure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check sidewall wear
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check for cuts & leaks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check for mismatched tread and coatings
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check valve stems and caps
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check dual mating with square
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check threads for cracks and loose tags



Print Inspector's Name: \_\_\_\_\_  
 Inspector's signature: \_\_\_\_\_

Engine Compartment Inspection			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check engine compartment door
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check fan, shroud, & radiator
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Test battery charge and adjust
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Record antifreeze protection level
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pressure test cooling system, check for leaks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Test & adjust Pressure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check coolant hose condition
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check alternator mount and connections
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check fuel control & transmission connections
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check transmission breather & fluid level
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Service crankcase breather
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check oil level for condition, alignment, & location
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check exhaust system
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check filter minder & record reading
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check intake system
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check fire alarm wiring
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check power steering and fuel fluid
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check all engine or belt driven components
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect turbocharger
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drain water from fuel/water separator (if applicable)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check for oil leaks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Coverage fuel filters
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drain all pivoting fluid circuits
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check refrigerant level, evidence of leaks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check A/C compressor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check A/C hose condition
Safety Inspection & Service			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check state of charge
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check hold down, tray, extension, cables, etc.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Load test batteries
Attach & perform pre-season A/C supplemental insp. (if app.)			
Under Vehicle Inspection			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check vibration camper
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check engine and transmission mounts
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check steering
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check bottom of engine for oil leaks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check transmission for leaks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check differential breather and fluid
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check exhaust system
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check ride height
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check driveline, U-joints, & slip yokes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check fuel tank
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drain water (if any) from fuel tank
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check suspension components
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check brake lining and drum thickness, 15K or 12 months
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check inner wheel seals for leaks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check service brake condition and adjustment
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check parking brake condition and adjustment
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check brake hoses
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check lines for cuts and damage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check entire steering system
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check king pins
Lubrication			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Change oil filters
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drain engine oil
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Change automatic transmission fluid every 10K
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Change power steering fluid & filter (non-synthetic fluid ONLY)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Change differential fluid (non-synthetic fluid ONLY)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lubricate chocks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check for cracked engine hoses

Wheelchair Lift



Preventive Maintenance Inspection

Location: \_\_\_\_\_  
 Unit No. \_\_\_\_\_ Mileage \_\_\_\_\_ Date \_\_\_\_\_

Code Init.

Inspection	
	Check lift access door (if app.) for ease of opening, latch security & door hold back.
	Check platform emergency release mechanism for ease of operation.
	Operate lift through complete cycle and check for:
	Unusual noises
	Jerky operation
	Operates too slowly or too fast
	Drift down
	Check bridgeplate operation
	Check all pivot points for wear and looseness
	Check rollers for wear and smooth rotation
	Check operation of platform barrier mechanism
	Check cam slots for wear and proper alignment
	Check cable condition (if applicable)
	Check hydraulic hoses for leaks, chafing, or cracks
	Check electrical connections and routing of wires and cables
	Check operation and adjustment of all safety switches
	Check all lift mounting brackets for loose bolts, broken welds, etc.
	Operate the manual back-up raise/lower system (if applicable)
	Check hydraulic pump reservoir oil level. Consult service manual for proper fluid to use.
	Are operator decals in place? Consult service manual for information.
	Check wheel chair hold-downs inside vehicle for secure mounting and proper operation
Lubrication	
	Clean all linkages and mechanisms if needed before lubrication
	Lubricate (don't over lubricate):
	Emergency platform release mechanism
	Platform barrier latch mechanism
	Bridgeplate hinge
	All pivot points
	Cams and slots
	Rollers
	All linkages

PMI Follow-up Needed	

These and all other items identified as in need of attention are to be noted on this form, an attached loger sheet or directly onto repair work orders.

Print Inspector's Name: \_\_\_\_\_  
 Inspector's signature: \_\_\_\_\_

CCPT DVIR

P.104

COMPANY: \_\_\_\_\_

Bus No: \_\_\_\_\_

Enter the appropriate inspection codes for each trip taken.

✓ = Good      X = Questionable      0 = Defective

\*If (X) or (0) is entered for any item, please explain in comments section below.

IF THERE IS A SERIOUS PROBLEM - NOTIFY A MECHANIC IMMEDIATELY

Date: \_\_\_\_\_

Ending Mileage: \_\_\_\_\_

Starting Mileage: \_\_\_\_\_

Total Mileage: \_\_\_\_\_

Gallons of Fuel: \_\_\_\_\_

DRIVER: \_\_\_\_\_

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MOTOR COACH

APPROACH	TRIP			DRIVER AREA	TRIP			EXTERIOR	TRIP		
	PRE	MID	POST		PRE	MID	POST		PRE	MID	POST
Leaks				Interior / Gauge Lights				Rear View Mirrors			
Bus Level				Horn				Wheels & Tires			
<b>ENGINE COMPARTMENT</b>				Air Press. Gauge / Loss				Body & Paint Damage			
Loose / Broken Parts				Fuel Gauge				Windows / Windshield			
Wires, Hoses & Belts				Oil Pressure Gauge				Battery Box / Batteries			
Water / Coolant				Water Temp. Gauge				Exhaust System			
Engine Oil				Ammeter & Voltmeter				Fuel Cap			
Transmission Fluid				Speedometer / Tach.				Headlights (Hi/Low)			
W/S Washer Fluid				Windshield Wipers				Clearance / Marker Lts.			
<b>INTERIOR</b>				Windshield Washer				Sign Lights			
Fire Extinguisher				Defroster Fans				Back-up Lights / Beeper			
Reflectors				Heater Fans				Stop Lights / Reflectors			
First Aid Kit				Mirror Adjustments				Turn Signals & 4-ways			
Interior Mirrors				Two-way Radio Check				Licence Plate Lights			
Sunvisor				Ignition				<b>WHEELCHAIR</b>			
Seat Cushions / Frames				Clutch				Special Service Door			
Seat Belts				Hyd. Brake / Pedal Fade				Door Warning Mechanism			
Seat Belt Cutoff				Steering Mechanism				Posted Decals-Warnings			
Emerg. Doors / Hatches				Cleanliness				Control Mechanism			
Emergency Windows				Other				Lift Operation			
Service Door & Steps								Protective Padding			
Handrail								Manual Pump Handle			

I HAVE REVIEWED THE PREVIOUS DVIR, PERFORMED A PRE-TRIP INSPECTION, AND FIND:

NO DEFECTS  DEFECTS AS RECORDED

PRE-TRIP SIGNATURE: \_\_\_\_\_

DRIVER'S COMMENTS: \_\_\_\_\_

Other

Brake Test Service

Brake Test Emergency

Other

I HAVE PERFORMED A POST-TRIP INSPECTION, CHECKED FOR PERSONS AND LOST ARTICLES, AND FIND:

NO DEFECTS  DEFECTS AS RECORDED

POST-TRIP SIGNATURE: \_\_\_\_\_

MECHANIC'S COMMENTS: \_\_\_\_\_

ABOVE DEFECTS CORRECTED

ABOVE DEFECTS NEED NOT BE CORRECTED FOR SAFE OPERATION OF VEHICLE

MECHANIC'S SIGNATURE: \_\_\_\_\_

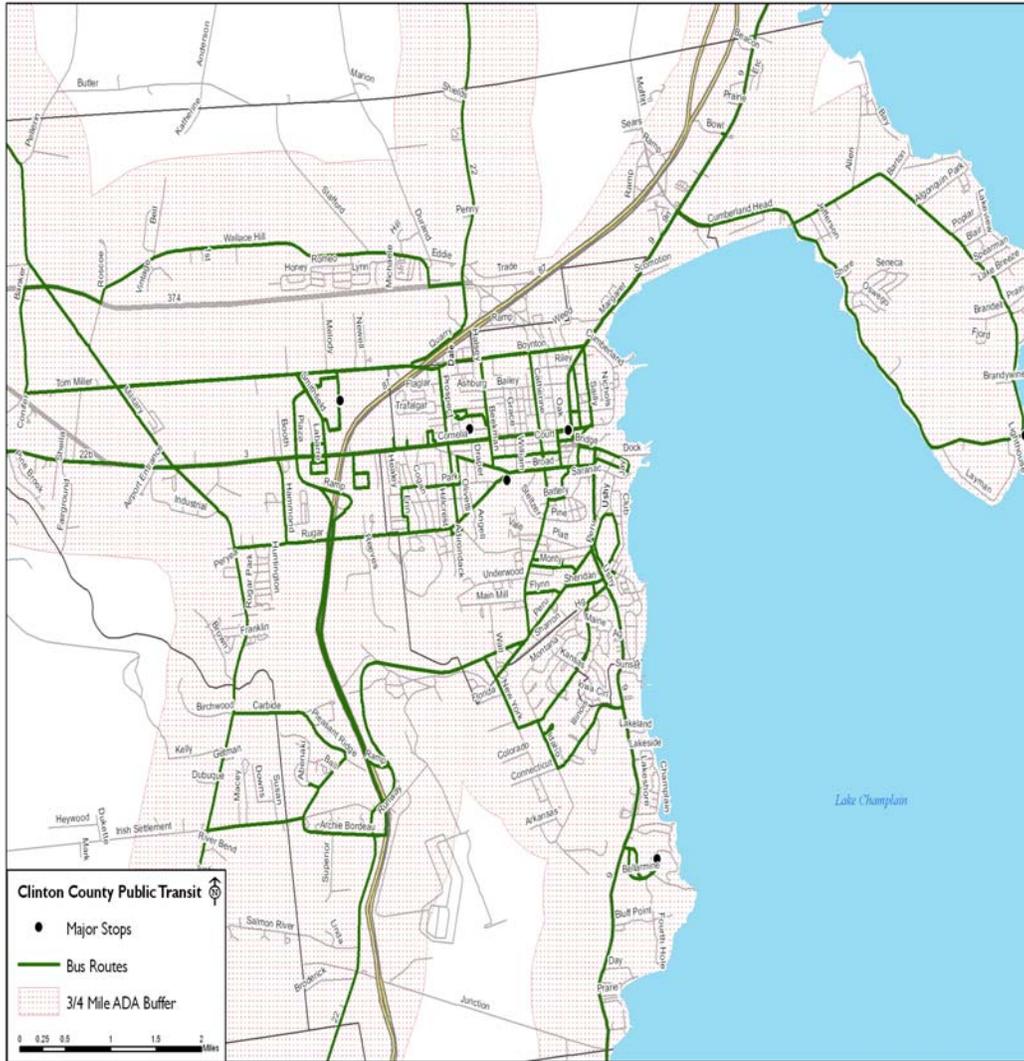
DATE: \_\_\_\_\_

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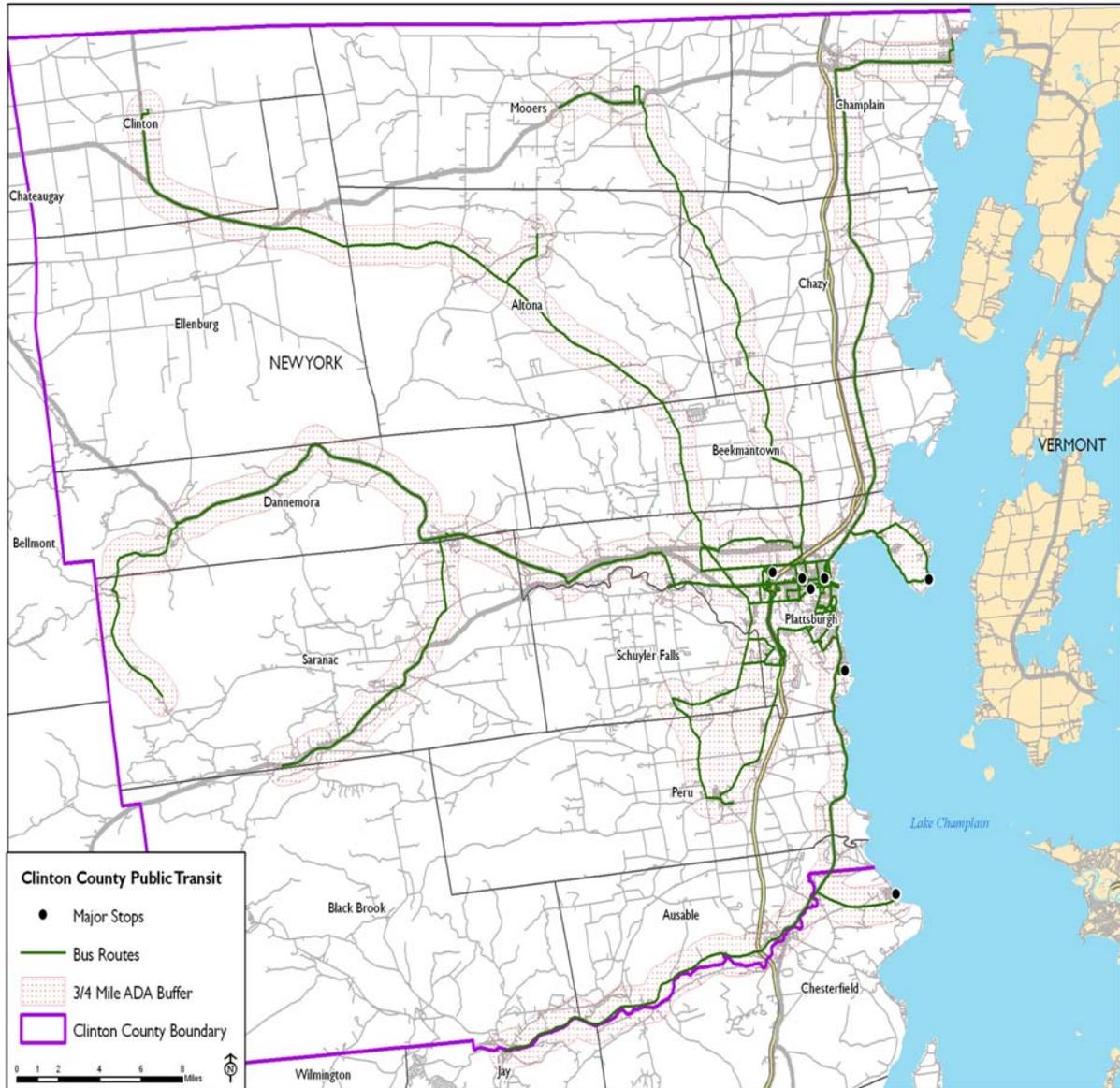
## Service Area Maps

# ADA Complementary Paratransit Service Area

## Urban Service



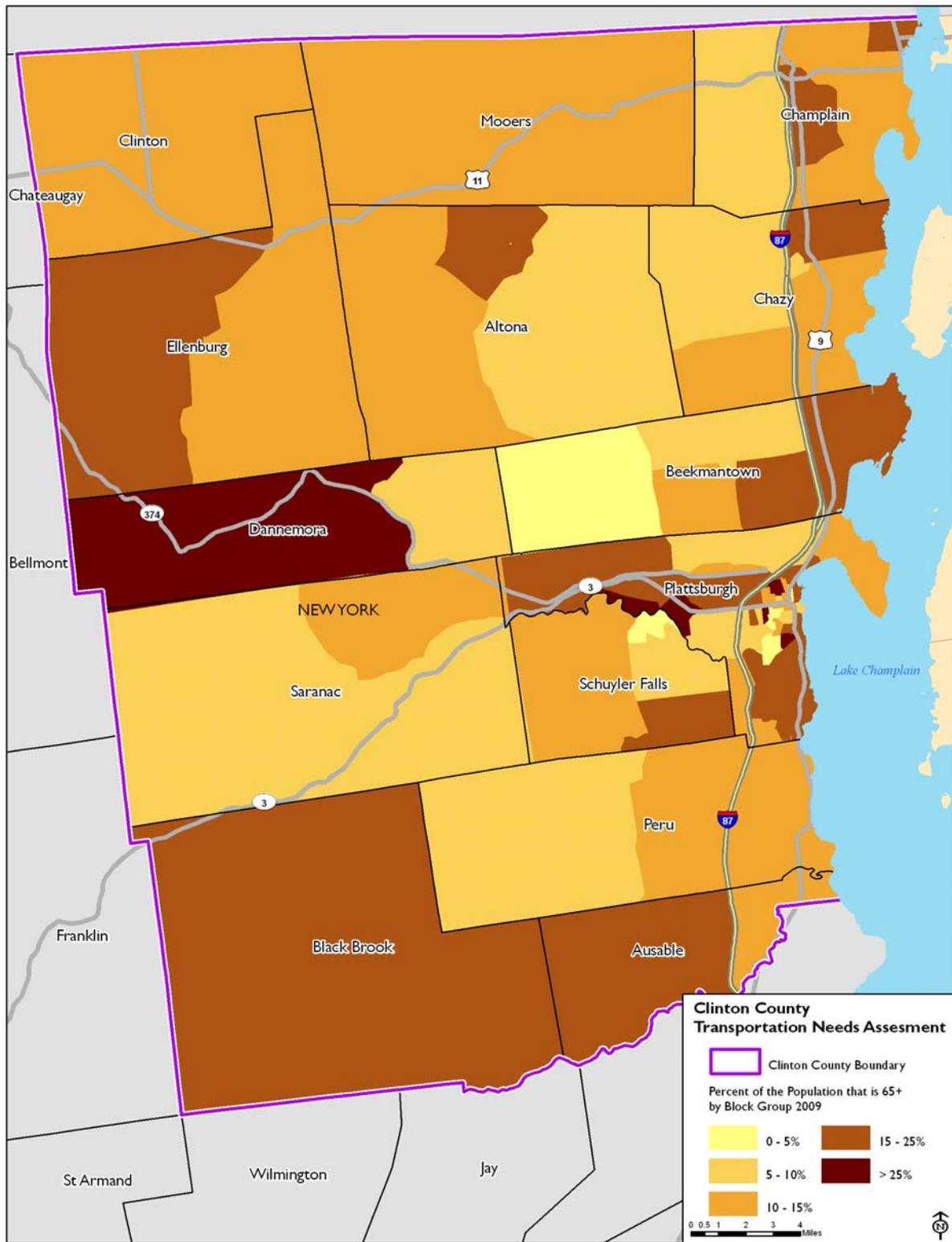
# ADA Complementary Paratransit Service Area Rural Service



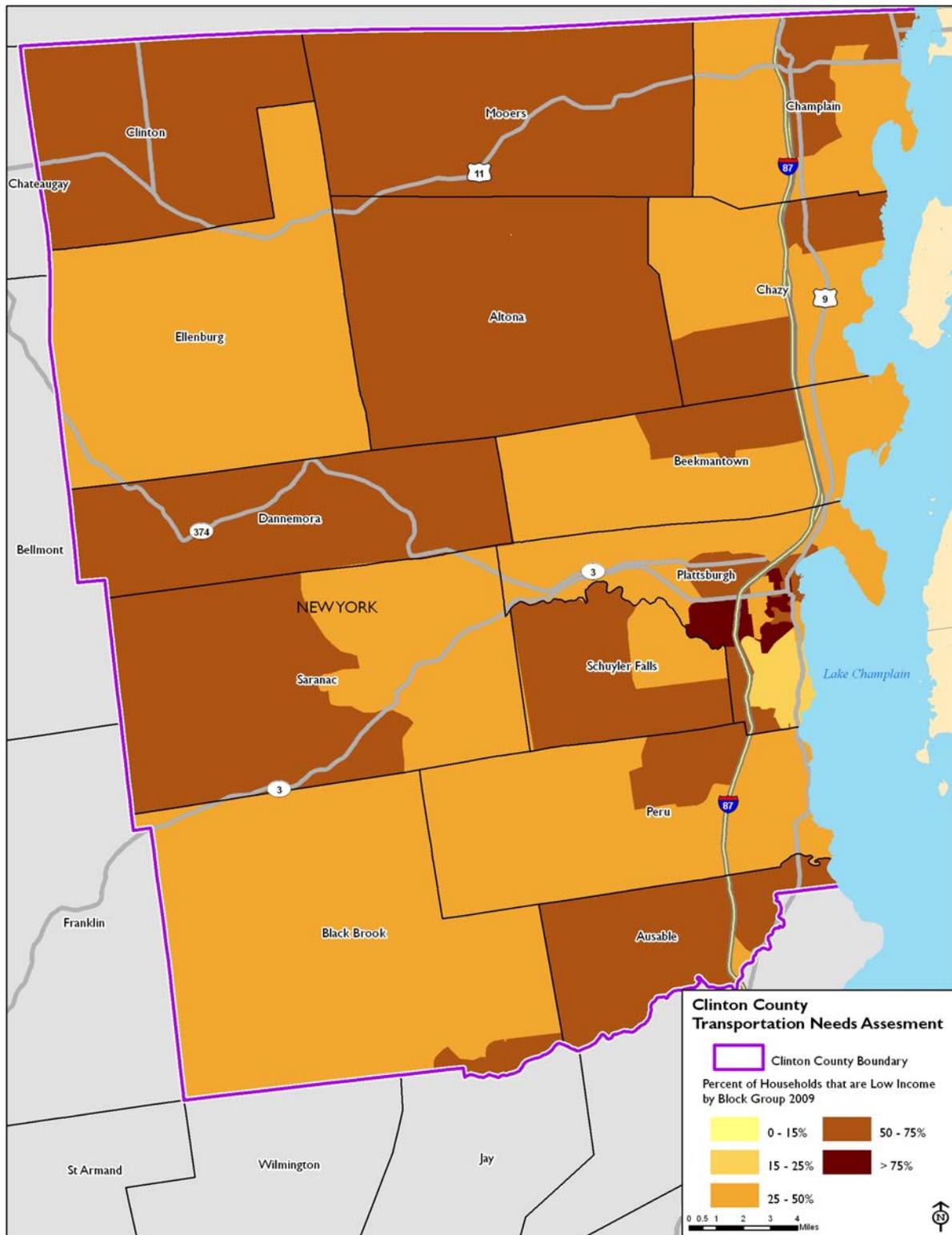
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## Appendix B: Demographic Percentage Maps

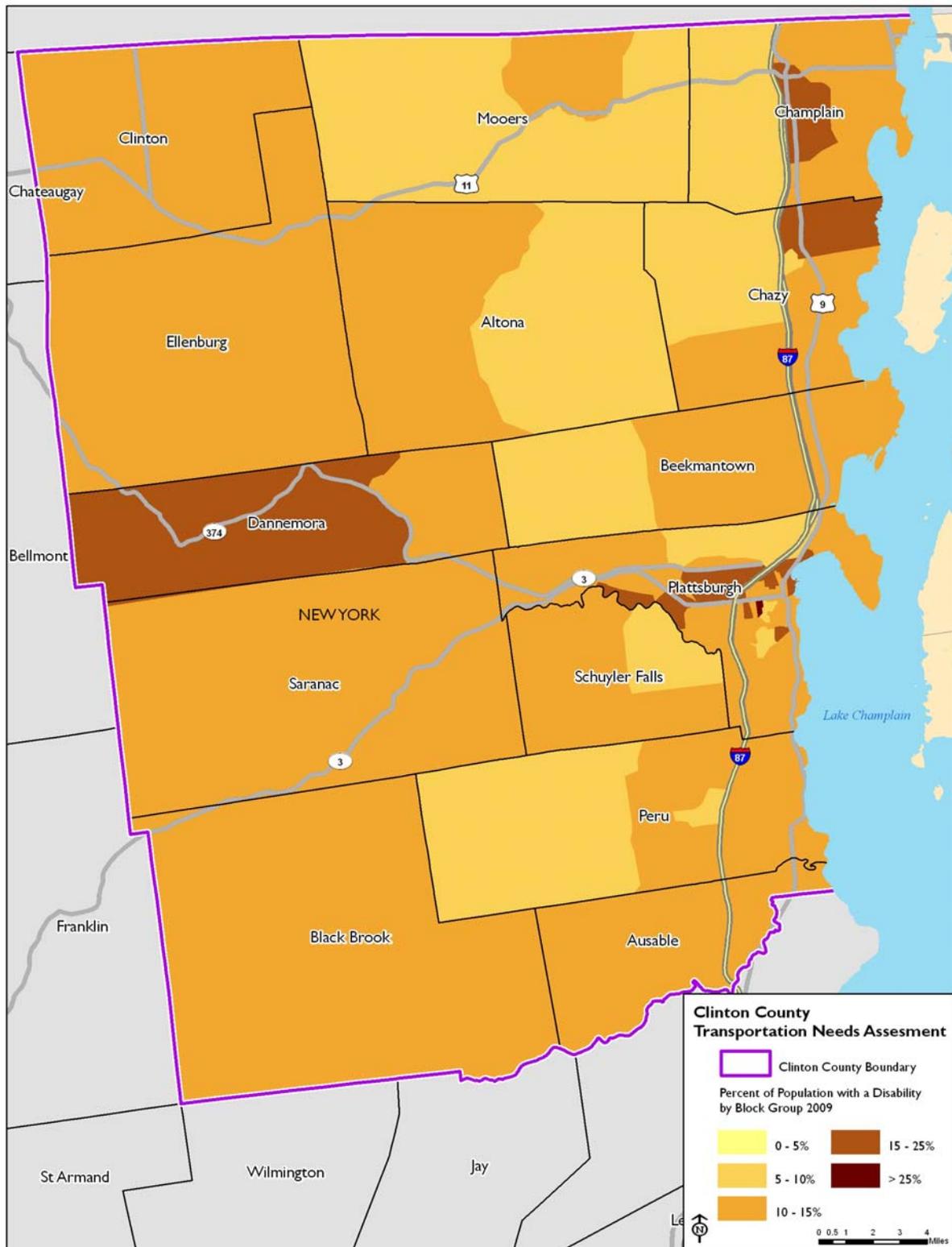
## Percent of the Population that is Older by Block Group 2009



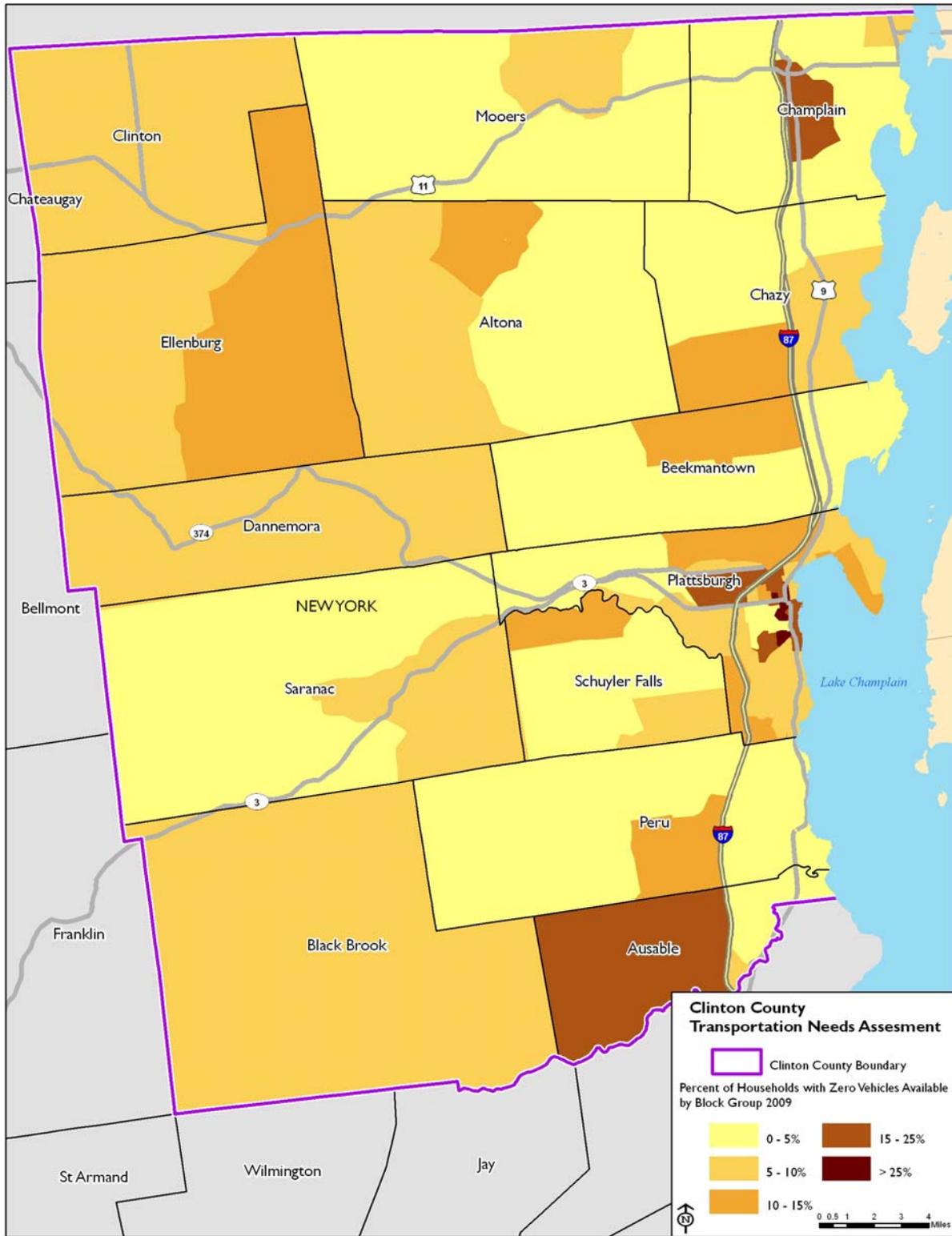
## Percent of Households that are Low Income by Block Group 2009



## Percent of the Population with a Disability by Block Group 2009



**Percent of Households that have no Access to a Vehicle by Block Group 2009**



### Appendix C: Trip Generators

Name	Address	Town	Category
3 Wire Group, Inc., Northern Parts & Service	21 Northern Ave	Plattsburgh	Employer
A. Schonbek & Co., Inc.	61 Industrial Blvd	Plattsburgh	Employer
A.N. Deringer, Inc.	173 W Service Rd	Champlain	Employer
Adirondack Health Care Associates	3384 Route 22	Peru	Med
Adirondack Regional Technology Center/TRAID	5139 North Catherine Street	Plattsburgh	Edu
Advocacy and Resource Center	231 New York Road	Plattsburgh	Employer
Akrimax Pharmaceuticals	64 Maple St	Rouses Point	Employer
ARC - Day Habilitation	279 New York Road	Plattsburgh	Adult
ARC - Free Standing Respite Service	279 New York Road	Plattsburgh	HSA
ARC - Medicaid Service Coordination	231 New York Road	Plattsburgh	HSA
ARC - Prevocational Services	231 New York Road	Plattsburgh	HSA
ARC - Residential Services	231 New York Road	Plattsburgh	HSA
ARC - Workforce Network	231 New York Road	Plattsburgh	HSA
Au Sable Valley Central School	1273 Rt 9N	Clintonville	Employer
Beekmantown Central School District	37 Eagle Way	West Chazy	Employer
Behavioral Health Services North	22 US Oval, Suite 218	Plattsburgh	Employer
Bombardier Transportation	71 Wall St	Plattsburgh	Employer
Camoplast Rockland, Ltd	1 Martina Cir	Plattsburgh	Employer
Catholic Charities of Clinton County	4914 South Catherine Street	Plattsburgh	HSA
CCL Plastic Packaging	4 Plant St	Plattsburgh	Employer
Champlain Plastics Inc.	87 Pillsbury Rd	Rouses Point	Employer
Champlain Valley Cardiology	206 Cornelia Street	Plattsburgh	Med
Champlain Valley Educational Services	1585 Military Turnpike, PO Box 455	Plattsburgh	Employer
Champlain Valley Family Center for Drug Treatment	20 Ampersand Drive	Plattsburgh	HSA

<b>Name</b>	<b>Address</b>	<b>Town</b>	<b>Category</b>
Champlain Valley Industries	231 New York Ave	Plattsburgh	Employer
Chartwells SUNY Plattsburgh	101 Broad St	Plattsburgh	Employer
Chazy Central Rural School	609 Miner Farm Road	Chazy	Employer
Civil Air Patrol, Adirondack Mountain Group	PO Box 2942	Plattsburgh	Employer
Clinton Community College	136 Clinton Point Dr	Plattsburgh	Employer
Clinton County Department of Social Services	13 Durkee Street	Plattsburgh	HSA
Clinton County Dept. of Social Services - Employment and Assistance	13 Durkee Street	Plattsburgh	HSA
Clinton County Dept. of Social Services - Food Stamps	13 Durkee Street	Plattsburgh	HSA
Clinton County Government Center	137 Margaret St, Ste 208	Plattsburgh	Employer
Clinton County Nursing Home	16 Flynn Ave	Plattsburgh	Employer
Clinton County Office for the Aging	135 Margaret Street	Plattsburgh	HSA
Continental Connection	240 Valley Road	S. Burlington	Employer
CVES - Special Education	1585 Military Turnpike	Plattsburgh	Edu
CVES - Technical Education Center	1585 Military Turnpike	Plattsburgh	Edu
CVPH - Champlain Valley Heart Center	75 Beekman Street	Plattsburgh	Med
CVPH - Rehabilitation and Wellness Center	295 New York Road	Plattsburgh	Med
CVPH Health Center	206 Cornelia Street	Plattsburgh	Med
CVPH Medical Center	75 Beekman Street	Plattsburgh	Med
CVPH Medical Center	75 Beekman St	Plattsburgh	Employer
Dannemora Federal Credit Union	344 Tom Miller Road	Plattsburgh	Employer
Delagar/Division of Belcam	27 Montgomery Street, PO Box 277	Rouses Point	Employer
Diamond Comic Distributors, Inc.	42 Skyway Plz	Plattsburgh	Employer
Eastern Adirondack Health Care Network	101 Broad Street	Plattsburgh	Med
Evergreen Valley Hassett Day Services	8 Bushey Boulevard	Plattsburgh	Adult Day Center

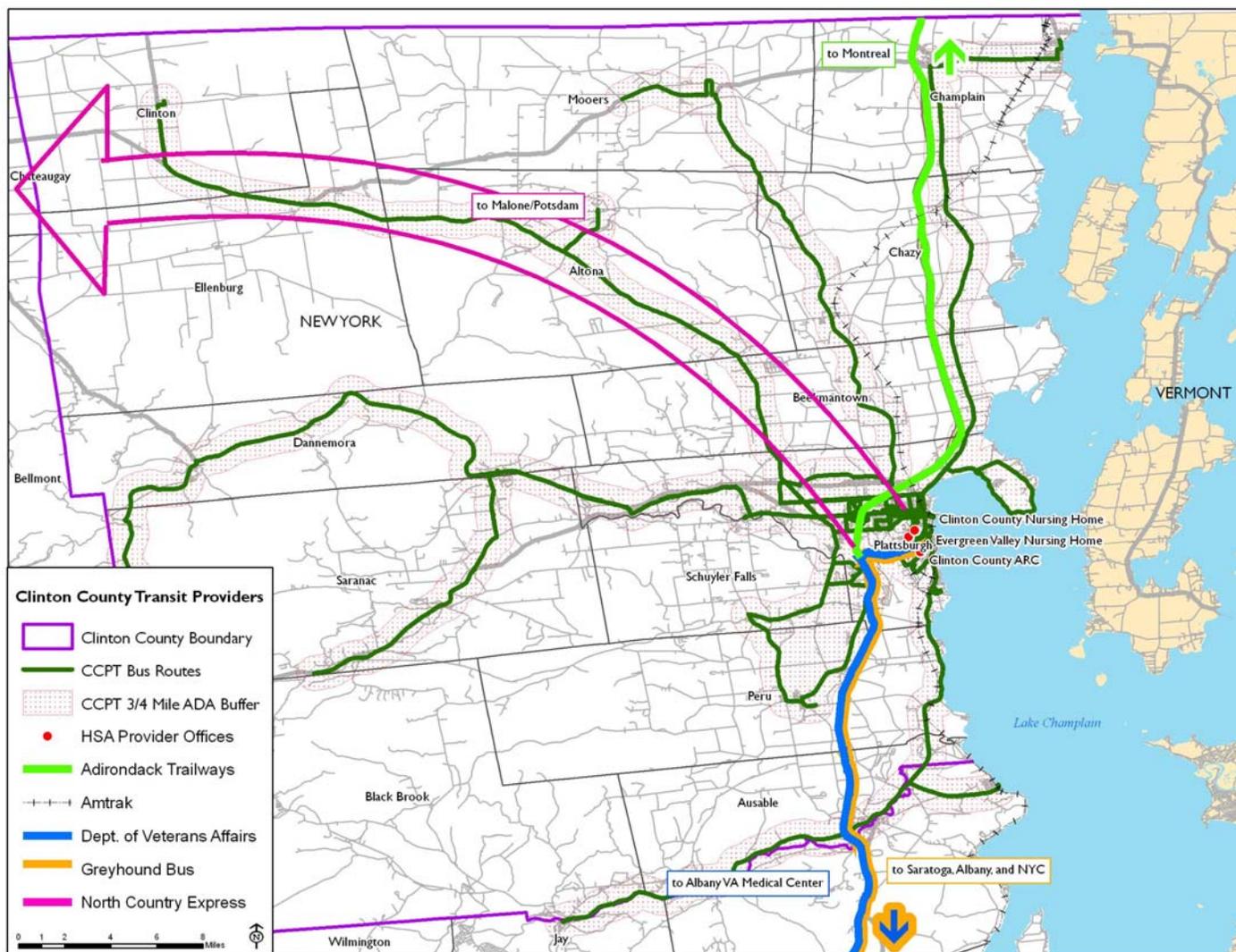
<b>Name</b>	<b>Address</b>	<b>Town</b>	<b>Category</b>
Evergreen Valley Nursing Home	8 Bushey Boulevard	Plattsburgh	Adult
Evergreen Valley Nursing Home	8 Bushey Blvd	Plattsburgh	Employer
Eye Care for the Adirondacks	450 Margaret St	Plattsburgh	Employer
Fitzpatrick Cancer Center	212 Cornelia Street	Plattsburgh	Med
Georgia-Pacific Corp.	327 Margaret St	Plattsburgh	Employer
Great North Woods Medical	23 Hammond Lane	Plattsburgh	Med
Hannaford - Super Stores	7 Pyramid Dr	Plattsburgh	Employer
IntraPac Group	4 Plant Street	Plattsburgh	Employer
J.C. Penney	60 Smithfield Blvd, Champlain Centre	Plattsburgh	Employer
JCEO Senior Outreach	54 Margaret Street	Plattsburgh	Adult
Jeffords Steel & Engineering Co.	4398 Route 22, PO Box 40	Plattsburgh	Employer
Joint Council for Economic Opportunity	54 Margaret St	Plattsburgh	Employer
K-Mart #7044	459 State Route 3 -010	Plattsburgh	Employer
Lakeside Apartments	460 Margaret Street	Plattsburgh	Housing
Literacy Volunteers of Clinton County	101 Broad Street	Plattsburgh	HSA
Lowe's Home Improvement	39 Centre Dr	Plattsburgh	Employer
Meadowbrook Healthcare	154 Prospect Ave	Plattsburgh	Employer
Mold-Rite Plastics, Inc.	1 Plant Street	Plattsburgh	Employer
Monaghan Medical Corp.	5 Latour Ave, Suite 1600	Plattsburgh	Employer
Mountain Valley Teleservices, LLC.	12 New York Road	Plattsburgh	Employer
Murnane Building Contractors	99 Boynton Avenue, PO Box 3048	Plattsburgh	Employer
Naked Turtle	1 Dock Street	Plattsburgh	Employer
Neuropsychology Clinic and Psychoeducational Services	101 Broad Street	Plattsburgh	Med
New York State Electric & Gas	4125 State Route 22	Plattsburgh	Employer

<i>Name</i>	<i>Address</i>	<i>Town</i>	<i>Category</i>
North Country Center for Independence	102 Sharron Avenue	Plattsburgh	HSA
North Country Medical Group	481 Route 11	Champlain	Med
North Country Regional Traumatic Brain Injury	101 Broad Street	Plattsburgh	Med
Northeastern Clinton Central School	103 Route 276	Champlain	Employer
Northway Apartments	390 Margaret Street	Plattsburgh	Housing
Northway Apartments	106 Boynton Avenue	Plattsburgh	Housing
Northwestern Family Medical Center	16 St. Edmunds Way	Ellenburg	Med
Novabus	260 Banker Road	Plattsburgh	Employer
NY Alzheimer's Disease Assistance Center	101 Broad Street	Plattsburgh	Med
ORC MACRO International	130 Arizona Ave # 1500	Plattsburgh	Employer
Pactiv Corporation	74 Weed St	Plattsburgh	Employer
Perkins Restaurant	417 State Route 3	Plattsburgh	Employer
Peru Central School	17 School Street, PO Box 68	Peru	Employer
Peru Central School Federal Credit Union	22 Davey Drive	Peru	Employer
Peru Family Health Center	9 Elm Street	Peru	Med
Pfizer	64 Maple St	Rouses Point	Employer
PHA - Hortense B. Sterns Apartments	73 Cornelia Street	Plattsburgh	Housing
PHA - John Collins Extension	13 Mildred Boulevard	Plattsburgh	Housing
PHA - John Collins Park	243 South Peru Street	Plattsburgh	Housing
PHA - Lakeview Towers	34 Flynn Avenue	Plattsburgh	Housing
PHA - Leander A. Bouyea Court	4827 South Catherine Street	Plattsburgh	Housing
PHA - McGualley Avenue Apartments	McGaulley Avenue	Plattsburgh	Housing
PHA - Robert S. Long Apartments	39 Oak Street	Plattsburgh	Housing
PHA - Russell H. Barnard Apartments	46 Flynn Avenue	Plattsburgh	Housing

<b>Name</b>	<b>Address</b>	<b>Town</b>	<b>Category</b>
PHA - Thomas Conway Apartments	46 Bushey Boulevard	Plattsburgh	Housing
Pioneer Apartments	7673 State Route 9	Plattsburgh	Housing
Plattsburgh Building & Construction Trades Council	PO Box 478	Plattsburgh	Employer
Plattsburgh City School District	49 Broad St	Plattsburgh	Employer
Plattsburgh Health Center	675 State Route 3	Plattsburgh	Med
Plattsburgh Sam's Club #6456	7 Consumer Sq	Plattsburgh	Employer
Press Republican	170 Margaret Street, PO Box 459	Plattsburgh	Employer
Price Chopper #168	475 State Route 3, 19 Centre Dr	Plattsburgh	Employer
Renaissance Village	5035 South Catherine Street	Plattsburgh	Housing
Residential Resources	3384 Rt 22, Suite 2	Peru	Employer
Rip Van Winkle Motel	11 Cumberland Head Road	Plattsburgh	Housing
Salerno Plastics Corp.	14 Gus Lapham Ln	Plattsburgh	Employer
Saranac Central School District	32 Emmons Street	Dannemora	Employer
Schluter Systems	194 Pleasant Ridge Road	Plattsburgh	Employer
Senior Citizen's Council of Clinton County	5139 North Catherine Street	Plattsburgh	HSA
Special Education Training and Resource Center	1585 Military Turnpike	Plattsburgh	Edu
State University of New York College at Plattsburgh	101 Broad St, Hawkins Hall 159	Plattsburgh	Employer
Stonehelm Motel	72 Spellman Road	Plattsburgh	Housing
SUNY Speech & Hearing Center	101 Broad Street	Plattsburgh	Edu
Terrace West Apartments	10 Healy Avenue	Plattsburgh	Housing
The Northeast Group	12 Nepco Way	Plattsburgh	Employer
Third Age Adult Day Center	227 Sibley Hall - SUNY Plattsburgh	Plattsburgh	Adult
United States Postal Service	16 Hudson Ave.	Glens Falls	Employer
UPS	214 Banker Rd	Plattsburgh	Employer

<i>Name</i>	<i>Address</i>	<i>Town</i>	<i>Category</i>
UPS Supply Chain Solutions, Inc.	1 UPS Way	Champlain	Employer
VA - TRICARE Service Center	80 Sharron Avenue	Plattsburgh	Med
Villa Motel	50 AuSable Street	Keeseville	Housing
WABTEC/Vapor Stone Rail Systems	2622 Arizona Avenue	Plattsburgh	Employer
Walmart Supercenter #1994	25 Consumer Sq	Plattsburgh	Employer
West End Efficiency Apartments	528 State Route 3	Plattsburgh	Housing
Women's Health Center Northern NY	8 Broad Street	Plattsburgh	Med
Women's Imaging Center	89 Plaza Boulevard	Plattsburgh	Med
World Warehouse and Distribution, Inc.	5 Coton Lane	Champlain	Employer
WPTZ-TV	5 Television Dr	Plattsburgh	Employer
YMCA	17 Oak Street	Plattsburgh	HSA

## Appendix D: Transit Provider Service Area Map



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## Appendix E: Public Survey Instrument

# Clinton County Needs Assessment

## Clinton County Needs Assessment



Clinton County, in a coordinated effort with the Clinton County Economic Collaborative (CCEC) is conducting a countywide transportation needs assessment. The needs assessment is an evaluation of the strengths and weaknesses of current transportation services, the feasibility of coordinating transportation for more efficient and effective delivery of transportation service to minimize costs, and an examination of mobility issues existing between adjacent counties, states, and countries.

As part of this effort, Clinton County and the CCEC request that you complete the following survey, through which you will be able to outline personal or organizational transportation needs and resources.

We greatly appreciate your time and effort.

For questions or comments or to receive this survey in an accessible format, please contact Caroline Ferris

via email: [crferris@transystems.com](mailto:crferris@transystems.com)

via phone: (518) 565-0982 (collect calls accepted)

## Contact Information

# Clinton County Needs Assessment

## Please provide the following information:

**Name:**

**Organization (if applicable):**

**Title (if applicable):**

**Street Address :**

**City, Town, or Village:**

**State:**

**ZIP:**

**Email Address:**

## Agency Type

### Which of the following best describes your organization?

- I am an individual responding to the survey on my own behalf
- County Government
- Municipal Government
- Federal or State Human Service Agency
- Private, Non-Profit Human Service Agency
- Private, For-Profit Transportation Company
- Private, Non-Profit Transportation Company
- Other (please specify):

## Agency Services

### Please provide a brief description of the programs your agency provides

### Please provide a description of your clientele and their specific transportation needs

# Clinton County Needs Assessment

**Please note the major origins (where they started trips) and destinations (where they're going) for your clients (on their going trips), including the facility or site name and address (street address, city/town and zip code) of each destination**

Origin 1	<input type="text"/>
Destination 1	<input type="text"/>
Origin 2	<input type="text"/>
Destination 2	<input type="text"/>
Origin 3	<input type="text"/>
Destination 3	<input type="text"/>

**Does your organization provide (i.e. purchase, operate, or arrange for) passenger transportation services of any type?**

- No  
 Yes

## Transportation Services

Note: fixed route, fixed schedule service does not include subscription type trips where clients are picked up at their homes, even on a regular basis. Demand-response service means a flexibly routed van/sedan/minibus that operates in response to calls from passengers, even if the same trip is provided on a regular basis ("subscription service").

**What type of transportation service(s) do you provide? (Please check all that apply)**

- We operate fixed route, fixed schedule service
- We contract/purchase fixed route, fixed schedule service from an independent carrier/operator
- We operate a demand responsive service using paid drivers
- We operate a demand responsive service using non-transportation staff as drivers
- We operate a demand responsive service using volunteer drivers
- We contract/purchase demand responsive service from an independent carrier/operator
- We provide demand responsive service using staff's own vehicles
- We coordinate a volunteer driver program (volunteers driving their own vehicles)
- We provide subsidies/reimbursement to clients/riders who arrange for their own transportation
- We purchase bus tickets or passes for clients to use CCPT fixed route or paratransit
- Other transportation service (please specify):

## Eligibility and Trip Type

# Clinton County Needs Assessment

## Who is eligible for transportation service with your agency? (Please check all that apply)

- Agency clients only
- General Public
- Older Adults (60+)
- Older Adults (65+)
- Low-Income
- Persons with Disabilities
- Other (please specify):

## What types of trips are permitted using your service? (Please check all that apply)

- All types of trips are permitted
- Work trips
- Medical appointments
- Shopping
- Social/ recreational
- Personal business
- Education
- Other (please specify):

## Transportation Operations

## Who is eligible for transportation service with your agency? (Please check all that apply)

- Agency clients only
- General Public
- Older Adults (60+)
- Older Adults (65+)
- Low-Income
- Persons with Disabilities
- Other (please specify):

# Clinton County Needs Assessment

## What types of trips are permitted using your service? (Please check all that apply)

- All types of trips are permitted
- Work trips
- Medical appointments
- Shopping
- Social/ recreational
- Personal business
- Education
- Other (please specify):

## Please indicate your typical hours of transportation service

	Weekday	Saturday	Sunday
Time transportation service begins:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Time transportation service ends:	<input type="text"/>	<input type="text"/>	<input type="text"/>

## If transportation service hours vary by program or day, please describe that variation

## What are the busiest days/hours for your transportation service?

## Please describe your transportation service area

## Please explain your fare or donation policy

# Clinton County Needs Assessment

**Please provide information about each type of vehicle (not each individual vehicle) in the table below. Please categorize by type of vehicle, e.g. sedan, van, minibus, full-size bus.**

	Vehicle Type	Lift/Ramp Equipped	Ambulatory Passenger Capacity	Wheelchair Capacity	No. of Vehicles of this Type
Veh. type 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Veh. type 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Veh. type 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Veh. type 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Veh. type 5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Please provide a list of TRANSPORTATION-RELATED (ONLY) facilities, including administrative offices, transit centers, parking lots, or bus shelters owned or operated by the transit agency, etc.**

## Service Statistics and Funding

**Please indicate the total number of one-way passenger trips your agency provided during the most recent fiscal year**

Number of trips:

**What is your current total annual budget for the transportation services provided?**

\$

## Staffing

**Please indicate the number of full-time-equivalent staff, by type, involved in your transportation program, considering only time spent directly on transportation**

Manager or coordinator:

Schedulers:

Dispatchers:

Drivers:

Case Workers:

Other:

# Clinton County Needs Assessment

## Transportation Coordination Opportunities

**Please indicate your agency's interest level in the following transportation coordination opportunities:**

	Interested	Possibly Interested	Not Interested
Providing transportation services, or more transportation services, under contract to another agency or agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing transportation services from another organization (including CCPT) assuming that the price and quality of service meet your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing paratransit service to connect riders with CCPT fixed route service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joining together with another agency to consolidate the operation or purchase of transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assisting our clients in being trained to use CCPT fixed route service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participating in an organized, county-wide transportation marketing and mobility management program designed to be a comprehensive source of available transportation options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Unmet Transportation Needs

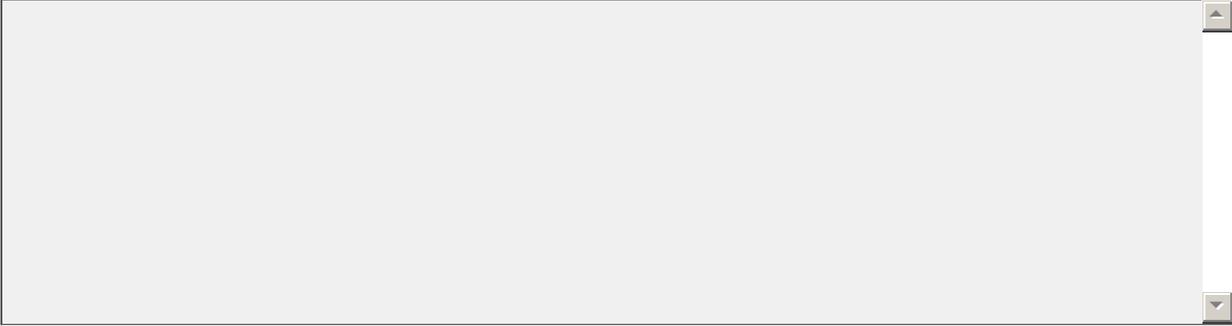
**Does lack of transportation keep people from participating in your agency's or company's programs, activities, or services?**

- Yes, frequently
- Sometimes
- Never
- Don't Know

**Please describe any unmet transportation demand (days/hours during which transportation service is not available, or destinations that are not served etc.)**

## Clinton County Needs Assessment

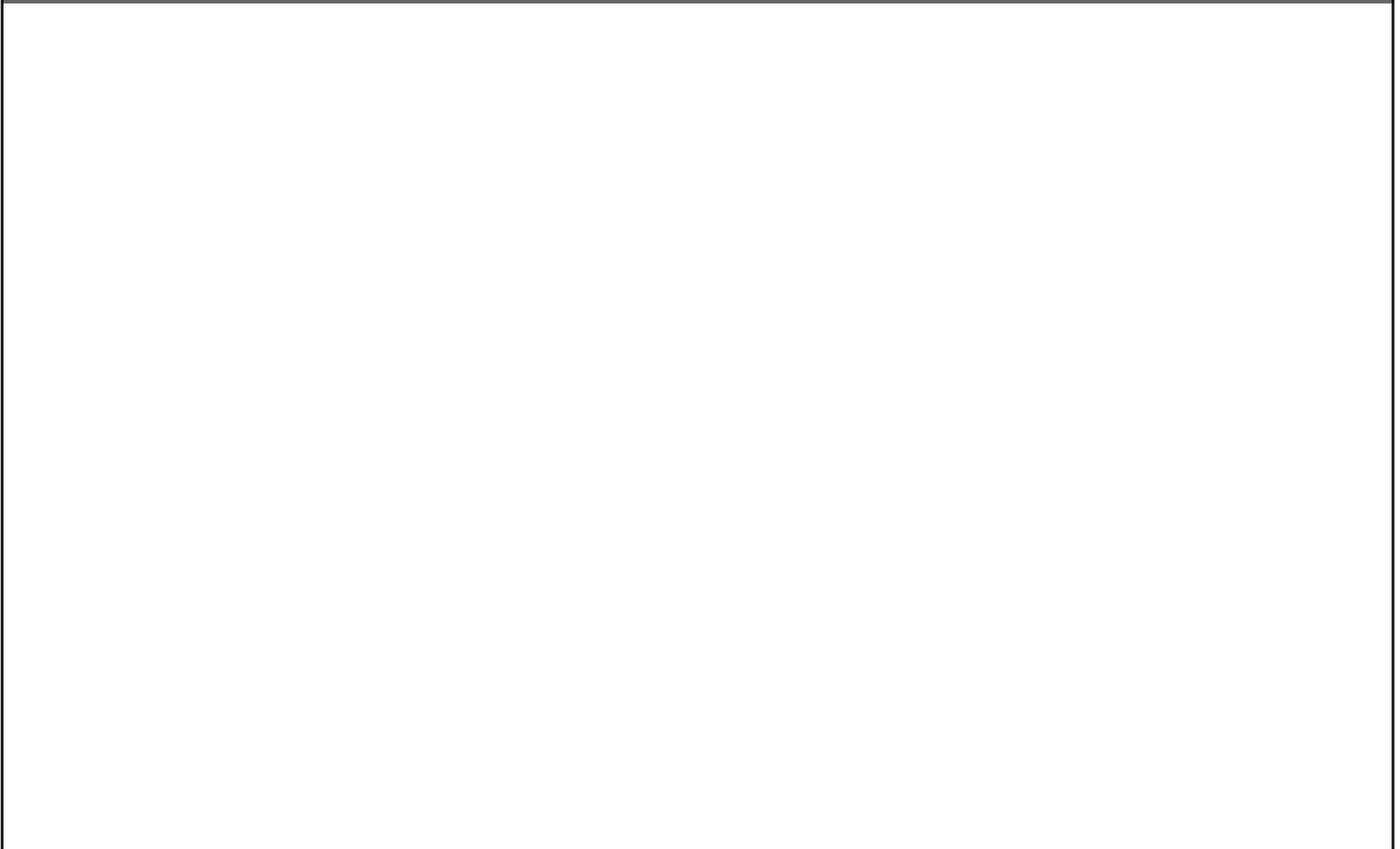
**If expanded or improved transportation services would benefit your agency, clients, customers, or other people in and around the area you serve, please describe the benefits below. Be as specific as possible about geographic areas where better transportation is needed, times of the day when transportation is needed, problems with transportation costs or service quality, etc.**



**If your clients do not use public transportation, please comment on the reasons why (limited hours and days of service/ quality of service/ availability, etc.)**



## Individual Transportation Options/Choices



# Clinton County Needs Assessment

**Which of these services do you currently use for transportation? Please check all that apply.**

- Personal motor vehicle
- Clinton County Public Transit (CCPT) fixed route buses
- Clinton County Public Transit (CCPT) paratransit
- Advocacy and Resource Center (ARC)
- Joint Council for Economic Opportunity (JCEO)
- Office for the Aging Senior Bus
- North Country Express/Greyhound/other private carrier
- Taxi
- Carpool
- Ride with Friends or Relatives
- Walk/Bike
- Currently, I have no reliable method of transportation
- Other (please specify):

## Individual Choices

**I don't use public transportation for the following reasons (please check all that apply):**

- I don't have to
- It's too expensive
- It takes too long to reach my final destination
- The bus does not go where I want or need to go
- The bus does not operate at the time I want to travel
- Using public transportation is a hassle
- I don't understand the bus schedule
- I don't want people to know that I use public transportation
- I need assistance when traveling
- The bus is not reliable
- Other (please specify):

## Unmet Individual Transportation Needs

# Clinton County Needs Assessment

**Has lack of transportation options prevented you from doing any of the following? Please check all that apply.**

- Lack of transportation is not a problem for me
- Shopping or personal errands
- Medical trips
- Education
- Employment
- Taking kids to daycare/ school and then continuing to my workplace
- Agency services
- Recreation

**Are there any specific places within or near Clinton County that you would like to travel to that you cannot currently, due to lack of transportation options? Please describe those destinations:**

**Are there any days or hours that you would like to travel that you cannot currently, due to lack of transportation options?**

**Please use the comment field below for any additional information you wish to provide to Clinton County Public Transit (CCPT)**

**Thank you**

Thank you for your valuable input!

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Appendix F: One-Call, One-Click System Profiles  
(Source: Community Transportation Association of America web site)

# ONE CALL-ONE CLICK Profiles

## STEBEN COUNTY, NEW YORK

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### BACKGROUND

Steuben County is a mostly rural county, with approximately 96,000 residents, located at the northern fringe of the Appalachian region in New York State's Southern Tier. Local interest in transportation coordination initially was articulated in the October 2002 Schuyler-Steuben Rural Transportation Needs Study, and defined more clearly in the Human Services Coordination Plan (HSCP) completed in June 2007. The HSCP was prepared by staff of the Elmira-Chemung Transportation Council (ECTC), which is the metropolitan planning organization for the City of Elmira in Chemung County and the City of Corning in Steuben County.

ECTC also organized and facilitated meetings of the Schuyler-Steuben Transportation Committee to ensure stakeholder input during the study process. New York State Department of Transportation (NYS-DOT) also served as an active proponent of coordination during and after completion of the HSCP. The coordination planning process incorporated a formal assessment of community resources, functions, and gaps in transportation services, and generated the following key recommendations:

- A "mobility management" function for the County should be developed to provide the public with transit information and referral (I&R) to transportation services, and to assist with further coordination efforts.
- Scheduling and dispatching software should be acquired for Steuben Area Rides, and potentially for other transit service providers in order to coordinate existing and new public rider services.
- Increased involvement by, and coordination with, the Steuben County Department of Social Services is needed. Collaboration with other agencies in the County, where coordination of services could be of benefit to County residents, also is encouraged.
- Creation of a marketing program for the various transit services available in the County is needed to give them a common identity and improve residents' awareness of, and access to, the county-wide transit system, tied to the easy-to-remember 2-1-1 telephone number and comprehensive information and referral service.
- Definition of potential transportation needs that could be funded by the FTA Section 5317 New Freedom program.
- Continued discussion of additional coordination efforts should be undertaken by a Steuben-specific advisory committee.

Although the HSCP did not recommend a specific organizational approach for coordination, two alternatives were cited for further discussion. The choices were either to locate the mobility management function

# ONE CALL-ONE CLICK Profiles

## STEBEN COUNTY, NEW YORK

tation and evaluation of sound strategic, operating, fiscal and technology plans.

IHS' program structure, shown in Figure 1, is organized around three broad functions: communication programs, capacity-building programs, and collaboration programs.

Funding required to engage IHS in the coordination process came from an FTA Section 5316/5317 JARC/ New Freedom grant awarded to IHS by NYSDOT in 2009. The Steuben Coordinated Transportation (SCT) Project work scope includes four primary tasks:

- Create and staff a full-time Mobility Manager position to carry out the day-to-day transition to mobility management by coordinating services and planning among Steuben County's varied public, private, and volunteer transportation programs, and increasing transportation access for the low-income, elderly, and disabled to get to and from the employment and services they need.
- Coordinate transportation service marketing and promotion to create a common identity for the transit system in Steuben County that improves residents' awareness of, and access to, the services available, and increases availability and ridership among transit providers.
- Expand the existing toll-free 2-1-1 regional one-call information Helpline to include specialized transportation information & referral services. Provide information and referral, data collection, and online database information management services.
- Provide technology assistance supporting procurement of mobility management (scheduling) software suited to a multi-user environment; and provide hosting and network administration services for the scheduling system installed on an IHS computer network server. Transit providers, and potentially other specialized transportation providers, will need to have access to the system via the Internet.

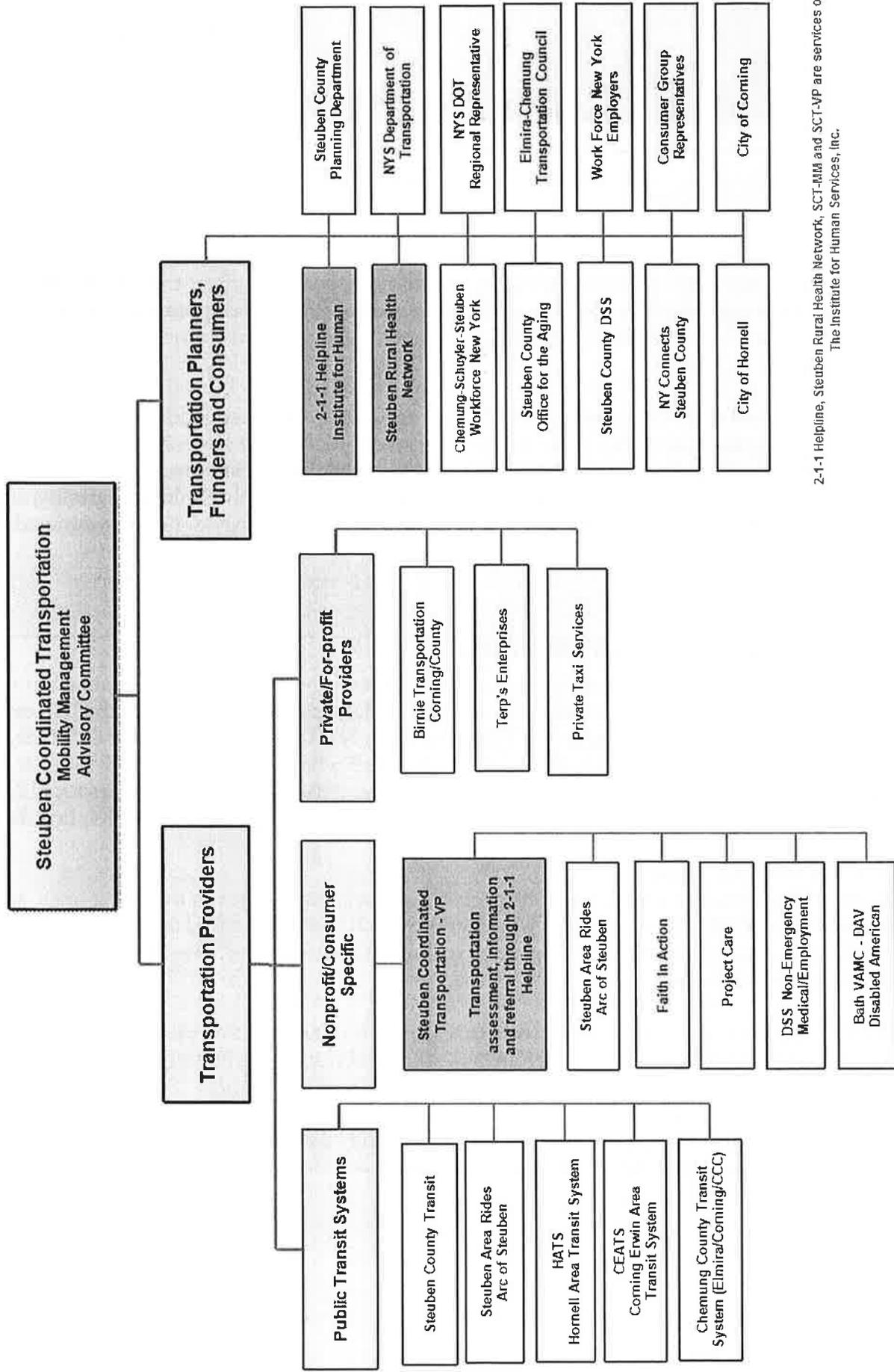
# ONE CALL-ONE CLICK Profiles

## STEBEN COUNTY, NEW YORK

resources to implement a coordinated system. IHS was invited to take a leading role in the coordination process for a number of reasons, notably:

- The Institute's mission and reputation for maintaining neutrality and providing all services with impartiality and integrity were well-established. IHS brings together member organizations and assists them in functioning as a comprehensive, collaborative and coordinated network of planners, funders and providers.
- IHS is overseen by an 18-member Board of Directors representing a wide cross-section of local organizations and local governments, including a number of transportation stakeholders:
  - Steuben County Administrator
  - Board Member, United Way of the Southern Tier
  - CEO, Arbor Development (housing/shelter services)
  - Executive Director, Pro Action of Steuben and Yates, Inc. (community action program)
  - Executive Director, Catholic Charities of Steuben County
  - IHS Board Member At-Large
  - Director, Steuben County Department of Community Services
  - NY Connects / Caregiver Coordinator County Office for the Aging
  - Executive Director, Arc of Steuben
  - Deputy Director, Legal Assistance of Western New York
  - Director, Continuing Education Corning Community College
  - Executive Director, Steuben County School Boards Association
  - Director, Steuben County Public Health and Nursing Services
  - Board Member, Bethesda Foundation Board (health services)
  - Commissioner, Steuben County Department of Social Services
  - Program Officer, Community Foundation of Elmira-Corning and the Finger Lakes
  - Executive Director, CSS Workforce NY
  - Social Worker Executive, Bath VA Medical Center
  - Assistant Professor, Alfred University School of Psychology/Counseling
- IHS administers the volunteer-driver-based Steuben Coordinated Transportation program as a partnership with the Steuben County Office for the Aging, United Way of the Southern Tier, and 2-1-1 Helpline.
- IHS already is the 2-1-1 regional call center service provider in Steuben and neighboring counties, and it was determined that adding transportation one-call service would present fewer challenges than setting up an entirely new program. The 2-1-1 service is an established toll-free help line operated in accordance with state and national standards for information and referral, with sufficient capacity to meet anticipated demand, ACD capability for call routing and state-of-the-market I&R software staffed

FIGURE 2: Steuben Coordinated Transportation Project Organizations & Stakeholders



2-1-1 Helpline, Steuben Rural Health Network, SCT-MM and SCT-VP are services of The Institute for Human Services, Inc.

Source: Institute for Human Services

Community Transportation Association of America

**one call - one click**  
TRANSPORTATION SERVICES TOOLKIT

# ONE CALL-ONE CLICK Profiles

## STEBEN COUNTY, NEW YORK

### INFORMATION DATABASE

IHS' current one-call service database includes information for approximately 500 agency programs and thousands of individual services. Users may call or search the database online (by keyword, category or agency name) and results are geographically specific. The information for each program is updated annually for each agency, primarily via electronic formats. Although there are no formal written agreements with the agencies partnering to provide their program information, IHS reports a 97% response rate associated with implementing online data collection, a significant increase that coincided with discontinuing the use of paper forms. Services accessed through the NY 5-1-1 travel information telephone number are also noted in the database.

### RESERVATIONS AND SCHEDULING

Although the transportation one-call service will not be actively involved in accepting reservations for rides or scheduling trips, IHS is playing an important role in the procurement and implementation of new paratransit scheduling software. The JARC/New Freedom grant includes 80% federal funding to acquire the software through an ongoing competitive procurement process. The prospective users of the system will provide the required 20% local share on a pro-rata basis. IHS will host the software and facilitate a multi-user environment, enabling the transit providers to utilize it without the burden of ownership and maintenance.

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### LOOKING FORWARD

IHS will be looking for alternative grant-funding opportunities in the future to cover the ongoing costs of providing mobility management services.

For more information about the Institute for Human Services one-call center, contact Patrick Rogers, Executive Director, Institute for Human Services, Inc., [rogersp@ihnsnet.org](mailto:rogersp@ihnsnet.org).

# ONE CALL-ONE CLICK Profiles

## TRI COUNTY COMMUNITY ACTION PROGRAM, NH

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### **BACKGROUND**

The Tri-County Community Action Program (TCCAP), operator of North Country Transit (NCT), provides transportation one-call service as part of a coordinated public transportation program in New Hampshire's North Country region. The North Country includes 51 communities and 25 unincorporated places in three predominantly rural counties (Carroll, Coos and Grafton) situated between the White Mountain National Forest and the Canadian border. The area contains approximately 85,000 residents spread over 3,418 square miles.

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### **CONDITIONS PRECEDING ONE-CALL SERVICE**

TCCAP first developed its transportation one-call service in the mid-1990s. Prior to that, the vehicle-dispatching function in remote rural communities comprising much of the service area was decentralized, and customers interacted directly with drivers via telephone to obtain dial-a-ride transportation. As demand for transportation increased, TCCAP recognized the need to centralize NCT scheduling and dispatching and established a one-call center in Berlin, NH, using a toll-free "800" number. Some customers initially objected to calling Berlin, preferring to talk with drivers directly. This concern has been mitigated over time with marketing and procedural changes to make customers more comfortable with the one-call approach.

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### **DESIGNATING A LEADER**

The North Country region is predominantly rural and served by relatively few transportation providers. TCCAP is a private, not-for-profit "501(c)3" social service agency with a broad mission statement:

Tri-County CAP is dedicated to improving the lives and well-being of New Hampshire's people and communities. We provide opportunities and support for people to learn and grow in self-sufficiency, and to get involved in helping their neighbors and improving the conditions in their communities.

Establishing a coordinated public transit system fell within this mission, and TCCAP assumed a lead role largely in the absence of other ready and willing organizations. TCCAP partnered with the American Cancer Society, Office for Aging, and State Department of Health and Human Services to help create support for and fund public transit service.

Consistent with federal policy, the New Hampshire Department of Transportation (NHDOT) has been actively promoting transportation coordination at the regional and local levels for more than a decade. In 2000, State initiative manifested in the formation of the Committee for Public Transportation in the North Country (CPTNC), following a successful summit meeting that indicated the need for more public transportation in the North Country. The Committee included representatives from local businesses, hospitals,

# ONE CALL-ONE CLICK Profiles

## TRI COUNTY COMMUNITY ACTION PROGRAM, NH

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### ONE-CALL SERVICES TODAY

The transportation one-call function is fully integrated into the NCT Service-delivery process. NCT provides the following services:

- Berlin-Gorham – Fixed-route and demand-responsive service is provided from 7:00 a.m. until 5:00 p.m. on weekdays and from 11:00 a.m. until 5:00 p.m. on Saturdays, excluding holidays.
  - Trolley – serves designated bus stops at scheduled times, and may also be flagged down as long as it is safe to stop. Drivers may also deviate a short distance from the route to allow access for people unable to make it to a stop, with prior notification.
  - Dial-A-Ride allows individual passengers to request transportation between specific locations at specific times. Both the origin and destination must be within the service area. A 24-hour advance reservation is requested for demand-response service. Same-day service may be available but is not guaranteed. Transportation to medical appointments is provided on a priority basis.
- Lancaster – Fixed-route and demand-response service is provided from 8:00 a.m. until 4:00 p.m. on weekdays, excluding holidays.
  - Tri-Town Bus – serves designated bus stops at scheduled times and may also be flagged down as long as it is safe to stop. Drivers may also deviate a short distance from the route to allow access for people unable to make it to a stop, with prior notification.
  - Dial-A-Ride is available between the towns of Groveton, Dalton, Whitefield and Lancaster.
- Northern Coos County – Dial-a-Ride service is available between the towns of Pittsburg, West Stewartstown, Colebrook and North Stratford from 8:00 a.m. until 4:00 p.m. on weekdays, excluding holidays.
- Long Distance Medical Transportation – TCCAP manages a volunteer-based service for patients requiring long distance nonemergency medical transportation (NEMT). The program currently has 20 volunteers who use their own vehicles and receive \$0.41 per mile for service provided.
- Carroll County Transit – TCCAP currently is implementing new service based on recommendations made in the Carroll County Transit Plan.

Other agencies referring clients to the NCT call center include the local American Cancer Society (ACS) chapter, Littleton Regional Hospital and Littleton Senior Center. NCT provides contract service for Littleton Hospital, and incoming calls for service ring to a dedicated phone line.

The Community Transportation Association of America is a national non-profit, membership organization working to ensure that our nation's residents have reliable, accessible, affordable, convenient and safe transportation services. The Association is involved in several projects to provide information and technical assistance to communities, transportation providers, human services agencies and other groups to increase mobility through effective public and community transportation.

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The "One-Call One-Click Transportation Services Toolkit" was created with United We Ride funding from the Office of Disability Employment Policy, U.S. Department of Labor, through a cooperative agreement between the Community Transportation Association of America and the Federal Transit Administration. The opinions and conclusions expressed herein are solely those of the authors and should not be construed as representing the opinions or policy of any agency of the federal government. Dec 2010.

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TRANSPORTATION SERVICES TOOLKIT

# ONE CALL-ONE CLICK Profiles

## MANITOWOC COUNTY, WISCONSIN

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### BACKGROUND

Manitowoc County is an example of an area that started small, with its one-call service developing gradually as part of overall coordination and mobility-management activities. This is a joint activity of the County and the City of Manitowoc. The County hired the Mobility Manager, and the City's transit clerk serves as the one-call services clerk. It operates at relatively low volumes of between 6 and 20 calls per day.

The population of Manitowoc County is 84,000, and it covers approximately 600 square miles. It is located on Lake Michigan, 80 miles north of Milwaukee. The primary cities are Manitowoc (35,000 population) and Two Rivers (15,000 population).

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### BEFORE ONE-CALL SERVICES

The Aging and Disability Resource Center Director (ADRC) is a function of Manitowoc County, and the ADRC Director led efforts to coordinate transportation resources and develop a one-call service. The County, through the ADRC, applied for, and received, a grant to prepare a coordination plan. This plan followed a model process used throughout Wisconsin and included an assessment of resources, identification of needs, and recommended steps to coordinate.

### EXISTING SERVICES

The City of Manitowoc operates Maritime Metro Transit, serving the municipalities of Manitowoc and Two Rivers. Service is operated on six routes, either hourly or half-hourly. Paratransit service is provided under a contract with Assist to Transport, a private firm.

In addition to the ADRC, Manitowoc County operates three transit programs: a rural curb-to-curb service for people with disabilities, a curb-to-curb service for seniors (through a contract with Assist to Transport), and a volunteer-driver program. This volunteer program is primarily geared to people needing transportation to out-of-county locations. It is currently limited and used as a last resort, but the County is obtaining two 5310 vans to be used in an expanded program. The hospitals also operate shuttle services for patients.

### NEEDS

The primary motivation for the one-call service was improving customer service. There was a need to simplify the process of learning how to obtain transportation and to provide one source for information about it.

Other mobility strategies that were adopted were in response to needs for improved services. One example is a need for more long-distance trips for medical services.

# ONE CALL-ONE CLICK Profiles

## MANITOWOC COUNTY, WISCONSIN

- Improve service convenience, expanding/improving service hours, geographic coverage, driver assistance, same-day service, etc.
- Establish/expand volunteer driver/escort program, developing and incorporating a volunteer-driver program into the delivery of services.

The one-call service has a short-term goal of referring customers to the service that meets their needs. The long-term goal is to track unmet needs and use this information to implement programs to meet those needs.

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### ONE-CALL SERVICES TODAY

The partners in the one-call service are the County (and its ADRC) and the City. The City's transit clerk was already responding to many community questions about transportation and serves as the primary contact for transportation requests. While the taxi company participated in initial discussions, it chose not to partner but to participate on an advisory committee.

The Mobility Manager began implementing the recommendations of the coordination plan, and good progress has been made on achieving the initial objectives.

### TRAINING

When the Mobility Manager started work, she trained one day with the ADRC Director and one day with the Transit Manager. She also received training in Mobility Management from the Wisconsin DOT, giving her a base of job skills and common skills shared by other mobility managers in the State. The mobility managers have a Google group that provides for regular communication and allows them to continue learning from each other. The State's support has been very important in making this program successful.

### EARLY ACTIVITIES

Early activities included hiring a Mobility Manager, creating a resource guide, and establishing a one-call center with a single telephone number.

#### *1) Resource Guide*

The Resource Directory has been a very useful tool. It includes information on taxi, limousine, ferry, car rentals, airport, in-home services, and the Bus Buddy program. The Resource Directory, in booklet format, includes questions at the front to help people determine if fixed-route transit is an option and to explore resources such as church volunteers.

Communication has been the key to creating and maintaining information. The Mobility Manager is in frequent contact with providers and the transit one-call clerk and regularly updates the Resource Directory to reflect service changes. She then distributes the updated information to agencies with clients that might need the information – from the ADRC to the center for victims of domestic violence. The Mobility Man-

The Community Transportation Association of America is a national non-profit, membership organization working to ensure that our nation's residents have reliable, accessible, affordable, convenient and safe transportation services. The Association is involved in several projects to provide information and technical assistance to communities, transportation providers, human services agencies and other groups to increase mobility through effective public and community transportation.

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