

**DRAFT**

**2011 COORDINATED PUBLIC TRANSIT-HUMAN  
SERVICES TRANSPORTATION PLAN FOR THE  
CAPITAL DISTRICT**

**April 11, 2011**

**DRAFT**

## EXECUTIVE SUMMARY

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) legislation was passed in August 2005. SAFETEA-LU required that projects selected for funding under the Section 5310 Elderly Individuals with Disabilities Program, the Section 5316 Job Access and Reverse Commute (JARC) Program, and the Section 5317 New Freedom Program be “derived from a locally developed, coordinated public transit-human services transportation plan”, and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.” This Plan is required to be updated every five years.

To comply with the regulations, the Capital District Transportation Committee, the Metropolitan Planning Organization (MPO) for the Capital District, convened a committee of stakeholders, called the Regional Transportation Coordination Committee or RTCC, to help develop the coordinated plan, identify areas of need and ensure that JARC, New Freedom and Section 5310 funds are spent appropriately. The committee has been meeting regularly since 2006. Since that time, many accomplishments have been made in the region. These are documented in this plan.

In 2006, a survey of human service agencies was conducted in the Capital Region. Over 500 survey questionnaires were mailed to human service agencies located in the four counties. Ninety-three providers and eighty non-providers completed the survey. The survey data were used to aid in the identification of unmet need and to help craft a list of recommendations for future focus. Those recommendations were adopted as part of the *Coordinated Public Transit-Human Services Transportation Plan for the Capital District* in June 2007.

In 2010/11, CDTC and CDTA met with personnel from the United Way 211 System, operated by Family and Children’s Services of Albany, to discuss the possibility of using the United Way’s database to conduct a shortened version of the 2006 Survey. The United Way 211 System has an extensive database of Human Service Agencies located in a 12 county area. Personnel from United Way have the capability of drilling the database down to the 4-County Capital Region. CDTC added this task to Task 4.07 in the 2011-12 Unified Planning Work Program (UPWP). CDTC will contract with United Way to conduct an on-line survey of Human Service Agencies located in the Albany, Rensselaer, Saratoga and Schenectady counties. With the help of the RTCC, the survey form has been shortened from several pages to 18 questions, and has been designed to work as an on-line instrument. The survey will likely be performed in the summer of 2011. Results will be shared with the RTCC. Needs, gaps and barriers will be revisited and refined if necessary. The survey results will be summarized in bar charts and pie charts and will be integrated into CDTC’s New Visions update and into the 2012 Coordinated Plan.

In 2006, the New Freedom Program was a new formula grant program for public or alternative transportation services and facility improvements to address the needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act (ADA). Three New Freedom solicitations were distributed between 2008 and 2011. Four very innovative coordinated projects have been funded as a result of this process. The New Freedom Program is considered highly successful. However, program participants would be willing and able to do more if all of the projects were matched at 80/20, rather than just the capital projects. Many area agencies have reported that they are reluctant to enter the New Freedom arena because they feel

that the 50/50 match requirement for operations is very difficult to meet.

Projects approved under the New Freedom 2010 program will begin in the Fall of 2011. With the aid of United Way and others, CDTC and CDTA staffs will hold a forum on coordination, showcasing the successful programs in place and will attempt to create new partnerships within the human service agency community.

Over the next year, the RTCC will continue to meet quarterly, or more frequently, if the need arises. Requirements for New Freedom, JARC and the Section 5310 program and for human service agency coordination in general, might change significantly once a new federal transportation bill is passed. Once the new requirements are known, CDTC staff will draft a more detailed Coordinated Plan that will address any new requirements or regulations.

## **INTRODUCTION**

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) legislation was passed in August 2005. SAFETEA-LU required that projects selected for funding under the Section 5310 Elderly Individuals with Disabilities Program, the Job Access and Reverse Commute (JARC) Program (Section 5316), and the New Freedom Program (Section 5317) be “derived from a locally developed, coordinated public transit-human services transportation plan”, and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.” The FTA suggested that the coordinated plan include three key elements: (1) an assessment of available services; (2) an assessment of needs; and (3) strategies to address gaps for target populations. The FTA also requires an update to the Plan every four years.

## **BACKGROUND:**

In response to the regulations specified in SAFETEA-LU, CDTC assembled a committee in 2006 to help guide the development of the Coordinated Plan. This committee, called the Regional Transportation Coordination Committee or RTCC helped develop the 2007 Coordinated Plan, identified areas of need and ensured that JARC, New Freedom and Section 5310 funds were spent appropriately. The RTCC membership initially consisted of the regional steering committee that was formed by the Capital District Transportation Authority (CDTA) to guide previous Job Access and Reverse Commute efforts, supplemented with others to ensure that representation fulfilled the guidelines set forth in the SAFETEA-LU legislation. Table 1 shows the current membership of the RTCC. The resulting Coordinated Plan was adopted by CDTC’s Policy Board in June 2007.

The 2007 Coordinated Plan focused on three programs (JARC, New Freedom and 5310) laying out strategies for meeting the needs of the populations these programs serve, but also documented previous CDTC coordination efforts, the history behind creating Access Transit, United We Ride efforts, and information regarding STAR usage and history. The 2007 Coordinated Plan can be found on CDTC’s website at:

<http://www.cdtcmpo.org/rtp2030/pubrev/hs-doc.pdf>

As documented in the 2007 Coordinated Plan, the RTCC in 2006, in cooperation with the Albany County United We Ride Effort, conducted a survey of human service agencies that either provide, contract or have clients in need of specialized transportation. Over 500 survey questionnaires were mailed to human service agencies located in the four counties. Ninety-three providers and eighty non-providers completed the survey. The survey data were used to aid in the identification of unmet need and to help craft a list of recommendations for future focus.

**TABLE 1  
AGENCIES REPRESENTED ON THE  
REGIONAL TRANSPORTATION COORDINATION COMMITTEE**

Access Transit  
 Albany County Department for the Aging  
 Albany County Department of Social Services  
 Capital District Regional Planning Commission  
 Capital District Transportation Authority  
 Catholic Charities of Schenectady  
 Catholic Charities/Wheels to Work  
 Center for the Disabled  
 City of Watervliet  
 Clearview Center (Mental Health)  
 Foster Grandparents  
 Independent Living Center of the Hudson Valley  
 Individual from the Mobility Disabled Community  
 NYS Department of Education (Vocational and Education Services for Individuals with Disabilities)  
 NYS Department of Family Assistance  
 NYS Department of Health (Medicaid division)  
 NYS Department of Labor  
 NYS Office of Temporary and Disability Assistance  
 NYS Department of Transportation  
 NYS Office for the Aging  
 Rensselaer County ARC  
 Rensselaer County Department of Social Services  
 Saratoga Bridges  
 Saratoga County Department of Social Services  
 Saratoga County Economic Opportunity Council  
 Schenectady County ARC  
 Schenectady County Department of Social Services  
 Senior Services of Albany

Needs, Gaps and Barriers were grouped according to the following categories. A follow-up survey will be conducted in 2011 as part of CDTC's Long Range Plan (New Visions) Update. According to the RTCC, while some important connections and coordination projects have taken place since 2007, these needs, gaps and barriers are still valid in 2011:

- **Needs**
  - Organizational – Human Service Agencies
    - Shared Maintenance
    - Other Pooled Resources (e.g. drivers, insurance)
    - Group Purchasing (fuel, insurance, maintenance, replacement parts)
    - Driver/Mechanic Training
    - Additional Funds
  - Client Services
    - Travel/Mobility Training
    - Information Sharing/Education
    - Funding
  - Equipment
    - Additional Human Service Agency Vehicles
    - Wheelchair Lifts, Accessibility Devices (e.g. stepstools)
    - Accessible Taxi Cabs
    - Additional Funds
  - CDTA’s STAR Service
    - Need to Manage Demand on STAR
    - Additional Funds
- **Gaps**
  - Some Trip Purposes are Not Being Well Served
  - Geographic Coverage
  - Weekend Coverage
  - Travel/Mobility Training
- **Barriers**
  - Perceived and Real Limitations on Coordinated Service Provision
    - Funding Silos
    - Insurance
    - Accounting Barriers
  - Client Resistance to Sharing/Using Fixed Route Transit
    - Unfamiliarity with/Uncomfortable with Using Fixed Route
    - Fear of Developmentally Disabled/Mentally ill
  - Common Carrier Status

For the 2007 Coordinated Plan development, 2000 Decennial Census data were studied and analyzed. In Spring 2010, the 2010 Decennial Census was conducted. The census “long form” was eliminated from the 2010 Decennial Census effort, but it was replaced by the American Community Survey (ACS). The ACS is a continuous survey of sample households and has been conducted since 2005. In 2008, some of the questions related to disability status were changed in the ACS survey, so data regarding disabilities are only available for 2005-7 (3 year) and for 2009 (1 year). Both data sets have very variable margins of error. However, in absence of more “credible” data, a quick analysis was conducted for the Coordinated Plan Update.

In the 2007 Plan it was reported that about 17.4% of the age 5+ population (or 126,000 people)

had one or more disabilities. Disability categories included sensory, physical, mental, self-care, go outside the home and employment. The 2005-7 ACS reported similar statistics, with 14.7 percent of the age 5+ population reporting a disability (or 112,700 people). The margin of error for this figure is quite high at  $\pm 19.6\%$  (or  $\pm 22144$  persons). Nonetheless, these figures are in the range of what would be expected. The 2009 ACS data confirm these relationships—in 2009, 14.1% of the age 5+ population had a disability ( $\pm 22.9\%$  or  $\pm 25370$  persons).

**Table 2**

**Total Population Age 5+ 2009 Estimate**

	<b>Population Age 5+</b>	<b>Percent</b>	<b>Margin of Error</b>
<b>Total Age 5+</b>	787449		$\pm 11307$
<b>With Disability</b>	110989	14.1%	$\pm 25370$
<b>Without a Disability</b>	676664	85.9%	$\pm 34026$
<b>Total Population</b>	811781		$\pm 11245$

Furthermore, in 2000, about thirty-six percent of all persons aged 65+ had a disability; the 2005-7 ACS data report that 38 percent of this age group had a disability. In 2009 about the same percentage of persons aged 65+ had a disability as well. Tables 2 and 3 contains the 2009 ACS estimates.

**WHAT’S CHANGED SINCE THE 2030 PLAN WAS APPROVED IN 2007**

With the direction of the 2007 Coordinated Plan and newly formed Regional Transportation Coordination Committee (RTCC), great strides were made in the coordination arena since the *2007 Coordinated Public Transit-Human Services Transportation Plan (CPTHHS) for the Capital District* was adopted in June 2007. For one, membership on the RTCC has grown since it was first formed, as has attendance at meetings. This Committee has become more involved in coordination activities.

***The Job Access and Reverse Commute Program***

Prior to the passage of SAFETEA-LU, Job Access and Reverse Commute (JARC) funds were not allocated to states and regions by formula (based on the number of low-income persons), but were discretionary grants. Between 1999 and 2007, CDTA prepared applications for JARC funding, on behalf of its four constituent Capital District counties and had successfully garnered four discretionary grants totaling over \$2M.

The Coordinated Plan clearly recommended that the existing JARC program activities should be continued with formula allocations. However, SAFETEA-LU required that a funding solicitation be drafted and circulated in the region, opening up the application process to all those who were interested. CDTC staff drafted the JARC solicitation in the summer of 2007, and advertised the solicitation using Public Notices and email. The solicitation was also advertised on CDTC’s homepage. A second, very similar solicitation was advertised in November 2010. In both cases, CDTA was the only applicant. CDTA proposed to continue funding the travel trainer

**Table 3**

	Albany County	% of Total County Pop	Rensselaer County	% of Total County Pop	Saratoga County	% of Total County Pop	Schenectady County	% of Total County Pop	Capital Region	% of Total Popu- lation
<b>Total Population</b>	<b>292453</b>		<b>153245</b>		<b>215276</b>		<b>150807</b>		<b>811781</b>	
<b>Under 5 years:</b>	<b>15567</b>	<b>5.3%</b>	<b>8643</b>	<b>5.6%</b>	<b>11973</b>	<b>5.6%</b>	<b>8866</b>	<b>5.9%</b>	<b>45049</b>	<b>5.5%</b>
<i>With a disability</i>	516	0.2%	182	0.1%	87	0.0%	187	0.1%	972	0.1%
<i>No disability</i>	15051	5.1%	8461	5.5%	11886	5.5%	8679	5.8%	44077	5.4%
<b>5 to 17 years:</b>	<b>44419</b>	<b>15.2%</b>	<b>24089</b>	<b>15.7%</b>	<b>36556</b>	<b>17.0%</b>	<b>25970</b>	<b>17.2%</b>	<b>131034</b>	<b>16.1%</b>
<i>With a disability</i>	3188	1.1%	2324	1.5%	1918	0.9%	1010	0.7%	8440	1.0%
<i>No disability</i>	41231	14.1%	21765	14.2%	34638	16.1%	24960	16.6%	122594	15.1%
<b>18 to 34 years:</b>	<b>76987</b>	<b>26.3%</b>	<b>36143</b>	<b>23.6%</b>	<b>42862</b>	<b>19.9%</b>	<b>30776</b>	<b>20.4%</b>	<b>186768</b>	<b>23.0%</b>
<i>With a disability</i>	4210	1.4%	2863	1.9%	1831	0.9%	1512	1.0%	10416	1.3%
<i>No disability</i>	72777	24.9%	33280	21.7%	41031	19.1%	29264	19.4%	176352	21.7%
<b>35 to 64 years:</b>	<b>116018</b>	<b>39.7%</b>	<b>64710</b>	<b>42.2%</b>	<b>97086</b>	<b>45.1%</b>	<b>61918</b>	<b>41.1%</b>	<b>339732</b>	<b>41.9%</b>
<i>With a disability</i>	12329	4.2%	8197	5.3%	8776	4.1%	6081	4.0%	35383	4.4%
<i>No disability</i>	103689	35.5%	56513	36.9%	88310	41.0%	55837	37.0%	304349	37.5%
<b>65 to 74 years:</b>	<b>19994</b>	<b>6.8%</b>	<b>10582</b>	<b>6.9%</b>	<b>15797</b>	<b>7.3%</b>	<b>10976</b>	<b>7.3%</b>	<b>57349</b>	<b>7.1%</b>
<i>With a disability</i>	4151	1.4%	2493	1.6%	2852	1.3%	1909	1.3%	11405	1.4%
<i>No disability</i>	15843	5.4%	8089	5.3%	12945	6.0%	9067	6.0%	45944	5.7%
<b>75 years and over:</b>	<b>19468</b>	<b>6.7%</b>	<b>9078</b>	<b>5.9%</b>	<b>11002</b>	<b>5.1%</b>	<b>12301</b>	<b>8.2%</b>	<b>51849</b>	<b>6.4%</b>
<i>With a disability</i>	8409	2.9%	4710	3.1%	5363	2.5%	5942	3.9%	24424	3.0%
<i>No disability</i>	11059	3.8%	4368	2.9%	5639	2.6%	6359	4.2%	27425	3.4%

*Disability Categories were changed for the 2009 ACS. Consequently three and five year averages are not available. Disability includes hearing, vision, cognitive, ambulatory, self care and independent living.*  
Source: 2009 American Community Survey

positions, the safety net brokerage and a mobility manager. These are all very successful aspects of the JARC program and recommended for continuance in the Coordinated Plan. It is uncertain if the JARC program will continue in future federal transportation legislation.

### ***The New Freedom Program***

The SAFETEA-LU legislation established the New Freedom Program (NFP) as a formula program based upon the number of persons with disabilities residing in the metropolitan area.

The Albany-Schenectady-Troy urban area's apportionment was about \$650,000 over 5 years. According to the legislation, the purpose of the NFP is to provide new public services and alternatives beyond the requirements of the Americans with Disabilities Act (ADA) to assist individuals with disabilities. As with the JARC program, SAFETEA-LU required that a funding solicitation be drafted and circulated in the region, opening up the application process to all those who were interested. CDTC staff drafted the New Freedom solicitation in Fall of 2007, and advertised the solicitation using Public Notices and email in late January 2008. The solicitation was also advertised on CDTC's homepage. A second, very similar solicitation was advertised in Spring 2009. Very few agencies submitted proposals under the solicitation. Representatives from area human service agencies have reported that because the 50/50 match required for operating service is a stumbling block to applying for funding. An evaluation committee, drawn from the RTCC committee, was formed to evaluate the project proposals submitted by are human service agencies. Four very innovative projects were approved as a result of this process:

#### **Project 1: Trip Scheduling and Dispatch Software**

Catholic Charities of Schenectady County purchased, installed, and maintains trip scheduling and dispatch software. Sufficient licenses were purchased to enable Schenectady County ARC to use the software and to potentially add other Schenectady County human service agencies. Catholic Charities and Schenectady County ARC each provided 50% of the match. This project is a very successful collaborative effort and will likely grow to include additional human service agencies.

#### **Project 2: Schenectady County Weekend Service for Mobility Disabled Persons**

Catholic Charities of Schenectady County received New Freedom funds to conduct a feasibility study of expanding weekend service to seniors, most of whom are frail and mobility challenged. Using New Freedom monies and match dollars, Catholic Charities began demand responsive accessible transportation service on weekends in October 2009. One way fees range from \$4.00 to \$6.00. This project addressed the need for additional weekend service for the mobility disabled population –a significant need outlined in the

Coordinated Plan. Catholic Charities also has a contract with the Eddy, an area Nursing Home to provide weekend transportation to and from dialysis, expanding collaborative efforts further. Weekend ridership is growing steadily. The van has also been booked by senior groups on weekends and during the evening hours to recreational and entertainment venues.

**Project 3: Fixed Route Feeder Service in the City of Watervliet and Green Island**

The city of Watervliet requested funds to purchase a 15 passenger accessible vehicle that would be used to provide feeder transit service within the city, connecting senior housing and other residential complexes to retail and recreational facilities. The feeder service connects to CDTA's fixed route service and will serve a limited section of Green Island. The service began in the summer of 2010 and ridership is growing steadily.

**Project 4: CDTA Accessible Taxi Program**

Under the New Freedom Program, there is a separate allocation for the Saratoga Springs Urban Area. Although two separate New Freedom Solicitations were circulated, no proposers came forward with projects for the Saratoga Springs Urban Area. As a result, about \$21,000 was forfeited in FFY '06. The RTCC suggested that CDTA come forward with a project that would spend down the remaining allocations for the Saratoga Springs Urbanized Area, so the region would not forfeit the remaining \$66,300 in federal funds. The RTCC recommended that CDTA use the remaining New Freedom funds (from both the Saratoga Springs and Albany-Schenectady-Troy Urbanized area) to establish an accessible taxi program. The Coordinated Plan, adopted by the CDTC Policy Board in June 2007, identified a need for accessible taxis. CDTA submitted an application to purchase up to 10 accessible taxis (8 for deployment in Albany-Schenectady-Troy and 2 for deployment in Saratoga) and "lease" the taxis to taxi companies that operate in Saratoga Springs and the greater Capital Region. The "lease" fee is considered match. An RFP was developed and Yellow Taxi was awarded the contract for the first two accessible taxis. The taxis were deployed in late 2010. Once usage data are gathered, and new vehicle options (such as the MV-1) are available, CDTA will purchase additional taxi's and advertise an RFP to enter a contractual agreement with one or more taxi companies.

A separate FFY 2011 allocation of New Freedom funds was made available to the Albany-Schenectady-Troy and Saratoga Springs urban areas even though the SAFETEA-LU legislation was not reauthorized. As a result, CDTC staff solicited for additional projects in February 2011 with a due date of April 8<sup>th</sup>. \$191,000 in federal funds was made available for projects serving the Albany-Schenectady-Troy region and \$23,000 for projects serving the Saratoga Springs urbanized area. The following project was submitted and will likely be approved for funding. A final determination by the Federal

Transit Administration will likely be made in the summer of 2011. It should be noted that although the New Freedom Program is considered highly successful, program participants would be willing and able to do more if all of the projects were matched at 80/20, rather than just the capital projects. Many area agencies are reluctant to enter the New Freedom arena because they feel that the 50/50 match requirement for operations is very difficult to meet. In fact, two agencies located in Saratoga County worked on a grant application and two days prior to the submission deadline, decided not to submit a proposal due to match and long term funding issues. At its April 2011 meeting, the RTCC voted to add these funds to the Accessible Taxi program, as the price of vehicles has increased and there would have been a funding shortfall to add six additional taxis.

### **Proposed 2011 New Freedom Project: Collaborative Digital Radio System**

Schenectady ARC, serving as the lead agency and fiscal agent, applied for \$178,362 in New Freedom Program funding in collaboration with Catholic Charities Senior Services in Schenectady, the Center for Disability Services in Albany and Senior Services of Albany. The application is to purchase Digital Mobil Radio technology for the aggregate fleet of 124 vehicles. This would put the four agencies in compliance with upcoming (January 2013) Federal Communications Commission mandates with the added benefit of expanding inter-agency communication and transportation coordination. The four study sponsors will provide \$44,590 in local match (capital projects require a 20% match). According to guidelines specified in New Freedom, this activity is eligible for funding. Consequently, it is expected that this project will be funded in full.

### ***The Section 5310 program***

In New York State, the Department of Transportation (NYSDOT), through its Transit Bureau, administers the Section 5310 program. Section 5310 funds can only be used to purchase vehicles in NYS, at an 80/20 federal to local match ratio. NYS had a well-established process, which includes an inter-agency review committee, for selecting fund grantees on a discretionary basis. CDTC is one member of the review committee that annually reviews grant applications for this area. When SAFETEA-LU was passed, the legislation required that the MPO confirm that the proposed service to be provided by the requested vehicles would not duplicate effort and would be consistent with the Coordinated Plan. This requirement has resulted in additional dialogue between human service agencies and has expanded RTCC membership.

### ***Other Programs***

Additional coordination efforts, not directly tied to the JARC, New Freedom or Section 5310 program also occurred since the Coordinated Plan was adopted in 2007. The Schenectady County Long Term Care Consortium formed in 2002 promotes long term health and well being of Schenectady County residents. In 2006, the Consortium formed workgroups to provide leadership for advancing three service priority areas – Information

and Assistance, Service Coordination, and Transportation. A CDTA staff person chairs the transportation workgroup, and CDTC staff participates with the group. A special forum of Schenectady County Senior Transportation Service Providers was held in 2008. This event was sponsored by the Transportation Committee of the Schenectady County Long Term Care Consortium. About fifteen community senior transportation service providers participated. The objectives of the event were threefold:

- To provide an overview of the Schenectady County Long Term Care Consortium mission, goals and objectives and engage community providers as active Consortium members,
- To identify barriers, gaps and opportunities in the Coordination of senior transportation services among community providers from experienced community leaders,
- To explore future ways community providers might collaboratively address identified barriers to better serve their senior clients.

The event was well attended and several follow-up discussions between several human service agencies were held. Some coordination has taken place as a result.

Other notable efforts, on the transit side, include CDTA's STAR service, special fare policies and 100% accessible transit buses. CDTA's special transit by request (STAR) service is designed for use by any Capital District resident unable to utilize CDTA's fixed route bus service because of a disability. The STAR fleet consists of 34 vehicles. 220,521 elderly and/or handicapped people were provided specialized trips during fiscal year 09/10. So far in FY 10/11 STAR is showing a 7% increase in ridership over 09/10 levels and demand is expected to continue to grow. The financial impact of the substantial subsidies required to provide this service is one of the major operating and fiscal issues facing CDTA.

Federal regulations mandate that transit fares for elderly and disabled riders during off-peak hours be no more than one-half the base peak-hour fare. The total number of half fare rides was to close to 1.65 million in FY10. The cost of providing half fares was \$1,237,000 in 2010. The growth in the cost of the program is attributable to changing demographics and the aging of the baby boom generation and the cost can be expected to continue to grow.

CDTA's fixed route fleet has been 100% accessible since 2003. 14,439 wheelchairs were loaded onto fixed route buses in fiscal year 09/10. Wheelchair boardings on the fixed route system are consistently higher in the warmer weather months.

Over the past several years, CDTA worked on improving bus stop amenities and accessibility and has worked cooperatively with area municipalities and NYSDOT to improve pedestrian amenities. Work on pedestrian access, including issues related to the elderly and mobility disabled population, will continue as opportunities arise.

## **WHAT'S PLANNED FOR 2011 and 2012**

In 2010/11, CDTC and CDTA met with personnel from the United Way 211 System to discuss the possibility of using the United Way's database to conduct a shortened version

of the 2006 Survey. The United Way 211 System has a very extensive database of Human Service Agencies located in a 12 county area. Personnel from United Way have the capability of drilling the database down to the 4-County Capital Region. CDTC added this task to Task 4.07 in the 2011-12 Unified Planning Work Program (UPWP). CDTC will contract with United Way to conduct an on-line survey of Human Service Agencies located in the Albany, Rensselaer, Saratoga and Schenectady counties. With the help of the RTCC, the survey form has been shortened from several pages to 18 questions, and has been designed to be well-suited to an on-line instrument. The survey will likely be performed in the summer of 2011. Results will be shared with the RTCC. Needs, gaps and barriers will be re-visited and refined if necessary. The survey results will be summarized in bar charts and pie charts and will be integrated into CDTC's New Visions update and into the 2012 Coordinated Plan.

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**APPENDIX A**

**2011 CAPITAL DISTRICT HEALTH & HUMAN SERVICES  
TRANSPORTATION SURVEY**

## 2011 CAPITAL DISTRICT HEALTH & HUMAN SERVICES TRANSPORTATION SURVEY

This survey primarily contains check off boxes to help minimize the time needed for completion.

If you have any questions about the survey or how to complete it, please contact Deborah Stacey at the Capital District Transportation Committee (CDTC) at 458-2161 or by email at [dstacey@cdtcmo.org](mailto:dstacey@cdtcmo.org).

**Important:** All answers provided in this survey are for informational purposes only. Answers provided will not be shared with enforcement or regulatory entities, except as part of aggregate, anonymous data reports and analyses.

**Organization Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

\_\_\_\_\_

**Organization Phone:** \_\_\_\_\_ **Organization Fax:** \_\_\_\_\_

**Website url:** http:// \_\_\_\_\_

**Contact Person:** \_\_\_\_\_ **Contact Phone:** \_\_\_\_\_

**Contact Email:** \_\_\_\_\_

**1. What age group(s) does your organization serve? (Check all that apply)**

- Children/Youth ages 0-12                       Seniors ages 60+  
 Adolescents ages 13-17                       Other: \_\_\_\_\_  
 Adults ages 18-59

**2. In which Capital District county(ies) do your organization's consumers reside? (Check all that apply)**

- Albany                       Saratoga                       Schenectady                       Rensselaer

**3. Does your organization specifically dedicate staff or volunteers, either full or part time, to providing consumers with trip planning or travel training assistance?       Yes  No**

**4. Does your organization participate in (or is your organization willing to participate in) any of the following transportation coordination programs and efforts? (Check all that apply)**

Participate	Willing to Participate	
		Share vehicles with another organization
		Share a pool of volunteer or hired drivers with another organization
		Coordinate vehicle routes/schedules with another organization and/or transport non-organization customers
		Share transportation scheduling and dispatching efforts and resources
		Shared provision or joint purchase with another organization of vehicle maintenance services
		Joint contract or purchase for bulk fuel
		Other:

5. Is your organization interested in serving on a task force that would investigate coordination options for human service transportation?  Yes  No  Unsure

**TRANSPORTATION SERVICE INFORMATION**

*(THIS PART SHOULD BE COMPLETED BY RESPONDENTS THAT DIRECTLY PROVIDE OR PURCHASE TRANSPORTATION ASSISTANCE FOR CONSUMERS*

*If your organization does not directly provide or purchase transportation for clients, please submit your completed survey now.*

6. What kind of transportation assistance does your organization provide to your consumers? (Check all that apply)

- Direct Transportation (Check all forms of direct transportation that apply):
- Transportation Purchased (Check all forms of purchased transportation that apply):
- Provide CDTA Swiper Pass/Tokens
- Provide cash reimbursement to consumers for transportation
- We do not provide assistance with transportation (**STOP - Please go to Question**)
- Other: \_\_\_\_\_

7. During 2010, how many one-way passenger trips per week did you provide? (Each passenger pick up and drop off is counted as a one-way passenger trip) \_\_\_\_\_

8. Do you restrict the use of your transportation assistance only to consumers of your own organization's programs and services?  Yes  No

8a. If yes, is the restriction an  agency policy or  funding source restriction?

8b. Please briefly explain the restriction:  
\_\_\_\_\_

9. Please indicate the type of transportation your organization either directly provides or purchases. (Check all that apply)

- CDTA Tokens/Swipers
- Fixed Route (prescribed routes and fixed schedules)
- Demand Response (consumer requests services when needed)
- Recurring Trips (consumer-specific, recurring patterns of pick-up/destination, time and days of week)
- Special Events (transportation for the specific purpose of customers getting to/from a special events)

**The remainder of the questions in this part (questions 10 – 18) are to be completed by organizations that own or lease vehicles. If your organization does not own or lease vehicles to provide transportation, please submit your completed survey now.**

10. To what age group(s) does your organization provide transportation? (check all that apply)

- Children/Youth ages 0-12
- Adolescents ages 13-17
- Adults ages 18-59
- Seniors ages 60+
- Other: \_\_\_\_\_

11. In the past year, have you had to deny trips due to insufficient vehicle capacity?

- Yes  No

12. How do you maintain your vehicle fleet? (Check all that apply)

- Vehicle maintenance performed in-house
- Vehicle maintenance contracted to outside vendor
- Other (please specify) \_\_\_\_\_

**13. For vehicle scheduling, dispatching and communications with and between vehicles during their routes, do you use:** (Check all that apply)

- Two-way radio  
 Cell phones  
 Computer scheduling software (please specify) \_\_\_\_\_  
 Other: \_\_\_\_\_  
 We do not use scheduling, dispatching or communication tools or equipment

**14. Who normally drives your organization's vehicles to provide transportation services for customers?**  
(Check all that apply)

- Volunteers  
 Staff hired specifically to be drivers  
 Other staff  
 Other: \_\_\_\_\_

**14a. Approximately how many drivers does your agency use per day to provide transportation services to customers?**

**15. Are employees and volunteers who serve as drivers for your organization required to comply with special training, certifications or other regulations under the New York State Department of Motor Vehicles, such as having a Commercial Drivers License (CDL)?**  Yes  No

**16. Are you required to comply with New York State Department of Transportation (DOT) vehicle inspections?**  Yes  No

**17. Please identify your current vehicle fleet and looking toward the next five-year period, please estimate the number of vehicles you will need for expansion or replacement purposes.**

Vehicle Type	# of Vehicles in Existing Fleet	# of Vehicles for Replacement	# of Vehicles for Expansion
Buses			
Vans			
Cars			
Trucks/SUV			
Other:			

**18. Please estimate the total amount your organization expended in 2010 above for the following transportation-related items:**

- Total annual fuel costs \$ \_\_\_\_\_  
 Total maintenance costs \$ \_\_\_\_\_  
 Total insurance costs \$ \_\_\_\_\_  
 Total Transportation Budget \$ \_\_\_\_\_

*Thank you for completing the 2011 Capital District Health & Human Services Transportation Survey. The information you provided will greatly assist the Regional Transportation Coordination Committee in their efforts to analyze the current transportation system, as well as to identify needs and opportunities for enhanced coordination and service delivery.*