



Watertown Jefferson County Area Transportation Council

317 Washington Street, Watertown, New York, 13601; 315-785-2354

Resolution 7-2016

Policy Committee Resolution approving the Jefferson County Coordinated Transportation Plan for Mobility Services

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Local Stakeholder Group Representative

WHEREAS, the Watertown Jefferson County Area Transportation Council (WJCTC) is designated by the Governor of New York State as the Metropolitan Planning Organization (MPO) for the Watertown Urbanized Area in Jefferson County; and

WHEREAS, the Federal Transit Administration (FTA) requires that a County Transit Plan be developed in order to be eligible for projects under Section 5310 - Enhanced Mobility of Seniors and Individuals with Disabilities; and

WHEREAS, the New York State Department of Transportation (NYSDOT) on behalf of the FTA requires that MPO's submit updated or amended Local Coordinated Plans a minimum of every four (4) years; and

WHEREAS, in September of 2015 an Addendum to the 2008 Jefferson County Coordinated Plan was endorsed by the WJCTC Policy Committee and approved for transmittal to the FTA; and

WHEREAS, the 2015 Addendum to the 2008 Jefferson County Coordinated Plan was intended as an interim measure until a full revision of the plan could be made; and

WHEREAS, the Transit Technical Committee with cooperation from Sam Purington of the Volunteer Transportation Center, has completed a full update of the coordinated transit plan entitled "*Jefferson County Coordinated Transportation Plan for Mobility Services*" and dated June 2016;

NOW BE IT THEREFORE RESOLVED, that the Watertown Jefferson County Area Transportation Council endorses the June 2016 "*Jefferson County Coordinated Transportation Plan for Mobility Services*" to replace the amended 2008 Jefferson County Coordinated Plan as its official coordinated transit plan ; and

BE IT FURTHER RESOLVED, that the Watertown Jefferson County Area Transportation Council authorizes the transmittal of the June 2016 "*Jefferson County Coordinated Transportation Plan for Mobility Services*" to the New York State Department of Transportation for submission to the FTA;

CERTIFICATION OF RESOLUTION

I, the undersigned, duly elected chair of the Watertown Jefferson County Area Transportation Council (WJCTC), do hereby certify that the foregoing is a true and correct copy of WJCTC Policy Committee Resolution 7-2016, adopted by consensus this 30th day of June, 2016.



Chair



Date

Jefferson County
Coordinated Transportation Plan
for Mobility Services

June 2016

Prepared by: Volunteer Transportation Center, Inc.,
an authorized transportation agency in Jefferson County in conjunction
with Watertown/Jefferson County Area Transportation Council (MPO)

Jefferson County
Coordinated Transportation
Plan for Mobility Services

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Executive Summary

The Fixing America's Surface Transportation (FAST) Act was signed into law in December 2015. The act, which supports transit funding through fiscal year 2020, reauthorizes FTA programs and includes changes to improve mobility, streamline capital project construction and acquisition, and increase the safety of public transportation systems across the country.

The act's five years of predictable formula funding enables transit agencies to better manage long-term assets and address the backlog of state of good repair needs. It also includes funding for new competitive grant programs for buses and bus facilities, innovative transportation coordination, workforce training, and public transportation research activities. The FAST act builds on the previous versions of the Act, SAFETEA-LU and MAP-21.

SAFETEA-LU addressed the many challenges facing our transportation system today – challenges such as improving safety, reducing traffic congestion, improving efficiency in freight movement, increasing intermodal connectivity, and protecting the environment – as well as laying the groundwork for addressing future challenges. SAFETEA-LU required the establishment of a "locally developed, coordinated public transit- human services transportation plan" for all Federal Transit Administration programs for underserved populations: the Elderly Individuals and Individuals with Disabilities program (Section 5310); the Job Access and Reverse Commute program (Section 5316); and the New Freedom program (section 5317).

The purpose of this plan is to help improve the coordination of transportation services for persons with disabilities, older residents, and individuals with lower incomes. The provisions ensure that communities and organizations coordinate transportation resources provided through multiple Federal programs. A coordinated plan for human services transportation enhances transportation access, minimizes duplication of Federal services, and encourages the most cost-effective transportation possible.

Through this plan, local transportation partnerships can coordinate various solutions, such as shared vehicles, funding, maintenance, training, information technology, dispatch services, and intelligent transportation services. Periodic updates, led by area providers, will be required to reflect changes in the needs of local populations, and to coordinate innovative and efficient solutions to maximize the level of mobility services in Jefferson County.

This plan has been compiled on behalf of local mobility services transportation providers, including the Volunteer Transportation Center, Inc. (VTC), Watertown CitiBus, Paynter Senior Center, Jefferson Rehabilitation Center, Samaritan Medical Center, Wilna Champion Transportation Center, and the Jefferson County Department of Social Services.

The following providers and advocates from the target populations served in Jefferson County have provided input:

- **ACR Health** - community-based organization providing a range of support services to individuals with chronic diseases, including HIV/AIDS, diabetes, heart disease, obesity, asthma, substance use disorders, and serious mental illnesses, with the goal of positive health outcomes.
- **American Cancer Society** – a national voluntary health organization dedicated to eliminating cancer. The local organization works hard to ensure all patients are able to get the transportation they need for testing and treatment.
- **Carthage Area Hospital (Meadowbrook Terrace)** – an assisted living facility
- **Children’s Home of Jefferson County (CHJC)** – providing foster care, 60 and 90 day diagnostic evaluations, long-term placement, emergency care, anger management, sexual offender treatment, community mental health clinic, non-secure detention, etc.
- **Community Action Planning Council (CAPC)** - assists, supports and empowers people through diverse programs designed to alleviate poverty, promote self-sufficiency and advance community prosperity.
- **CREDO** – provides services and treatment to individuals, groups, families, adults, and children negatively impacted by substance abuse.
- **Disabled Persons Action Organization (DPAO)** – providing OPWDD services including respite and Case management and day habilitation Limited transportation provided related with their programs.
- **Elected Officials** – Senator Patty Ritchie and Assemblywoman Addie J. Russell have both expressed interest in transportation across the County.
- **Fort Drum Regional Health Planning Organization (FDRHPO)** - Identifies the healthcare needs of Fort Drum and the surrounding community and develop a plan to address and support the healthcare needs of the entire community, including Fort Drum.
- **Jefferson County Office for the Aging (OFA)** – Advocating and serving seniors 60 years and of age and older.
- **Mental Health Association of Jefferson County (MHA)** - The Mental Health Association in Jefferson County Inc. is a private not for profit organization designed to promote mental health through community education and direct services to those with a mental health diagnosis and their families.
- **Neighbors of Watertown** – provides safe, affordable housing to low income communities.
- **North Country Council of Social Agencies** – provides a supportive community forum through relevant educational programming, engaging publications and networking opportunities thereby strengthening collaboration. A subcommittee of this group, Community Priorities Committee, administers an annual unmet needs survey in the community and then meets regularly to address the top ten concerns uncovered.
- **North Country Family Health Center, Inc. (NCFHC)** – Federally Qualified Health Center serving low-income families in Jefferson County.

- **Northern Regional Center for Independent Living (NRCIL)** - a disability rights and resource center that promotes community efforts to end discrimination, segregation, and prejudice against people with disabilities, by working with community partners to create an accessible, inclusive society. Through NRCIL, people discover choices to live more independently, with enhanced dignity.
- **PIVOT** – provide public awareness and assistance to those with addictions.
- **Red Cross of NNY** - provide relief for disaster victims, health and safety training, support for members of the military and a safe and stable blood supply.
- **River Hospital** - River Hospital is an acute care hospital located in Alexandria Bay, New York.
- **VNA Home Care** – provider of home care and case management service

Introduction

This plan has been prepared to provide a summary of previous public transit-human services transportation coordination efforts, to document current efforts and to provide an outline for future efforts to improve coordination of transportation provided to citizens of Jefferson County. This Jefferson County Coordinated Transportation Plan (hereafter referred to as The Plan) is specifically prepared to comply with the regulations of the Federal Transportation Administration Fixing America's Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020. This bill replaces the former Moving Ahead for Progress in the 21st Century Act (MAP-21) and before that Safe, Accountable, Flexible, and Efficient Transportation Equity Act-A Legacy for Users (SAFETEA-LUs) mandate. FAST mandates that projects for specific Federal Transit Administration (FTA) programs be derived from a "locally developed, coordinated public transit-human services transportation plan." The FTA programs the Plan addresses are:

- **Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310 – Formula** funding to states for the purpose of assisting private nonprofit groups in meeting transportation needs of the elderly and persons with disabilities.
- **Formula Grants for Rural Areas - 5311** - Provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations less than 50,000, where many residents often rely on public transit to reach their destinations.
- **Urbanized Area Formula Grants - 5307** - Provides funding to public transit systems in Urbanized Areas (UZA) for public transportation capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances.
- **Capital Investment Grants - 5309** - FTA's primary grant program for funding major transit capital investments, including heavy rail, commuter rail, light rail, streetcars, and bus rapid transit, this discretionary grant program is unlike most others in government. Instead of an annual call for applications and selection of awardees, the law requires that projects seeking CIG funding complete a series of steps over several years to be eligible for funding.
- **FTA Grant Programs** - Other Programs are available, based on community need and funding availability.

This plan guides the decisions Watertown/Jefferson County Transportation Council and stakeholders continue to make to improve transportation to its residents and coordinate efforts among current transportation providers. The plan also needs to be flexible as solutions are found and developed in order to be effective as new needs are identified. The recommendations are intended to improve efficiency in the use of transportation resources in order to enhance access for the community, minimize duplication of service and provide more cost-effective service. Priority projects identified in the plan will be incorporated into the Transportation Technical Committee's work plans.

Questions about the plan or information presented here should be addressed to:

Sam Purington, Executive Director
Volunteer Transportation Center, Inc.
203 N Hamilton St, Watertown, NY 13601
sam@volunteertransportation.org
(315) 788-0422 x221

Demographic Analysis

Jefferson County is located in the northern tier of New York State at the juncture of Lake Ontario and the St. Lawrence River. The County borders Lake Ontario and the St. Lawrence River on the west and north, respectively. To the northeast is St. Lawrence County; to the east, Lewis County; and south, Oswego County. Jefferson County is also located directly south of the Province of Ontario, Canada. The largest nearby U.S. population center is Syracuse, New York, located 70 miles to the south.

According to the U.S. Bureau of the Census, the population of Jefferson County in 2000 was 111,738. At that time the County's rate of increase had substantially leveled off from the 26% increase noted between 1980 and 1990, which was largely a result of the assignment of the U.S. Army's 10th Mountain Division (Light) at Fort Drum. The latest population estimate issued by the Census Bureau in 2010 places the County's population at 116,229, an increase of 4.02% since the 2000 Census.

Additionally, the county has the largest density of persons 62 years and older in the Adams area in southern Jefferson County (22.95 people per square mile), followed by the town of Watertown (20.13 people per square mile). Both of these areas are outside of the mass transit system catchment area and the town of Adams has an overall poverty rate of 14.6% which is near the top of the county average. It can be inferred that living in this portion of the county it is not only impossible to seek transportation but there is little or no money to pay for the transportation is secured.

The 2010-2014 American Community Survey (ACS) 5-Year Estimates for the Watertown Urbanized Area says that 11.2% of the population is aged 62 years and over, or about 6627 people, which is 157.44 seniors per square mile for the urbanized area. The ACS claims 9742 people were living below poverty level within the urbanized area.ⁱ

The population of the County is generally well distributed among 22 towns, 20 incorporated villages, and one city. The largest population centers are the City of Watertown and the Town of LeRay. The Town of LeRay includes a portion of Fort Drum, and is the home for thousands of on- base and off-base military soldiers and dependents. The City of Watertown is centrally located, with no part of the County being over 28 miles, by radius, away from the City. Major U.S. and Canadian cities, such as Buffalo, Albany, Scranton, Montreal, Toronto, and Ottawa are located within a 250- mile radius of Watertown.

Population Change by County, 2000-2010 (Census 2010)

Jurisdiction	2000 Population	2010 Population	Total % Change
Fort Drum*	11,000 (2004)	19,247 (prj. 2013)	74.97%
Jefferson County	111,738	116,229	4.02%
Lewis County	26,944	27,087	0.05%
St. Lawrence County	111,931	111,944	0.01%

*Fort Drum, Home of the US Army 10th Mountain Division (Light Infantry), located in northern New York.

Inventory of Services and Resources

Transportation services for Watertown/Jefferson County residents are provided by one primary public transit operator, various human service agencies, private taxi, private medical transport companies and contract private operators.

A. Public Transit

CitiBus

Contact: Eugene Hayes
Address: 245 Washington St., Watertown, NY 13601
Phone: 315-785-7770
Fax: 315-785-7752
Email: ehayes@watertown-ny.gov
Website: www.watertown-ny.gov

The City of Watertown provides affordable, accessible, fixed route public transportation services and offers discounted fares for bulk ticket purchases; reduced “children under the age of 12” fares; and an “all hours” half fare program for elderly persons, persons with disabilities and/or individuals presenting a Medicare card in accordance to the FTA guidance contained in the Section 5307 grant regulations. A Complimentary Paratransit Service is also offered.

The City of Watertown CitiBus system works to partner with local organizations and provide affordable mobility for individuals with lower incomes and meet the transportation needs of its passengers. CitiBus is the only local mass transit provider currently operating within Jefferson County. It provides Fixed Route and Paratransit services within the City of Watertown as well as two neighboring plazas just outside of the City, the Salmon Run Mall and Seaway Plaza. CitiBus provides transportation service to all elderly and affordable housing locations within the City of Watertown. The City of Watertown has contracted services with the Jefferson County Office for the Aging to provide transportation for the elderly. The Jefferson County Department of Social Services also uses Watertown CitiBus for the transport of its clients to their workplace or for employment searching activities.

In the fiscal year 2014-2015 Watertown CitiBus provided 141,076 one way rides on fixed route buses. 2014-2015 Paratransit services provided 7,891 one way rides.

In October 2014 the City of Watertown CitiBus became eligible to become a direct recipient of Federal Transit Administration’s Urbanized Area Formula 5307 Program through the Watertown Jefferson County Area Transportation Council.

Attachment III of this plan is a complete CitiBus schedule and route map, including fees. Please note that the schedule and fees are subject to change.

- B. **Private Transportation Providers**: limousine companies and taxi companies serving the county.
- a. Freeman Bus/Clarence Henry Coach
 - b. Yellow Cab
 - c. Lundy Services
 - d. Cleveland Services
 - e. Guilfoyle Ambulance
- C. **Major Service Providers** include entities that own or lease vehicles and employ paid drivers or maintain an organized workforce of volunteers to operate fixed or flexibly schedule passenger services as an internal function.

Volunteer Transportation Center, Inc.

Contact: Sam Purington, Jen Hodge

Address: 203 North Hamilton Street, Watertown, NY 13601

Phone: 315-788-0422 Ext 221

Email: sam@volunteertransportation.org | jen@volunteertransportation.org

<http://www.volunteertransportationcenter.org/>

Volunteer Transportation Center, Inc. (VTC) a 501(c) 3 non-profit for established by the United Way in 1993, improves health and wellness for the community by ensuring those with no other means of transportation are able to keep medical and dental appointments, receive life sustaining treatments such as chemo therapy and renal dialysis, and go grocery shopping at least once a month. These charitable rides are provided at no cost to the rider. This program allows VTC clients to maintain their own residence thus providing them with a sense of independence fostering self-confidence and self-esteem. VTC provides comprehensive coordination of trips to maximize ride sharing. VTC does not duplicate public transportation, however fills in the gaps when traditional fixed route or paratransit routes cannot meet the need. Door through door transportation is provided by 225+ volunteer drivers using their own vehicles who in turn receive \$0.445 per mile for transporting clients across Jefferson, Lewis and St. Lawrence Counties. Mileage reimbursement is based on miles traveled, not the number of passengers. Volunteer proximity to clients makes it possible to keep non-passenger mileage to a minimum. The success of the program is attributed to the coordination of transportation activities with other human service and government agencies in the county. In 2015 for charitable rides volunteer drivers provided 12,539 one way trips, traveling 246,677 miles of transportation to clients in Jefferson County. Part of the funding for this service is provided by utilizing non-traditional 5310 funds for volunteer driver trips assisting seniors and persons with disabilities. For all trips including human service contracts i.e. Medicaid transportation, in 2015 volunteer drivers provided 66,211 one way trips traveling 2,683,849 miles for Jefferson County residents. Starting 2017 VTC will be also be providing no cost to the rider wheelchair service, due in large part to the 5310 grant awarded in 2015.

Paynter Senior Center

Contact: Rose Reff
Address: 914 Strawberry Lane, Clayton, NY
13624 Phone: 315-686-3553

The Paynter Senior Center's mission is to provide a variety of activities, education and meals that are designed to meet the needs of the handicapped and senior citizens of the area. They serve as a place for seniors to be able to communicate with their friends while also receiving a nutritious meal through the nutrition program provided through the Jefferson County Office for the Aging.

The PSC provides transportation in the River communities connected with Center activities and for medical and nutritional needs, traveling once weekly to Watertown. The transportation program is primarily for seniors with disabilities, older adults and low income individuals within the community. The Paynter Center is a non-profit organization that operates almost entirely on donations at this time, although they do have a contract with the Jefferson County Office for the Aging to provide some funds for the transport of their senior population. There are plans in the future to seek funding through the Section 5310 program for a new bus.

Wilna Champion Transportation Association

Contact: Heather Tanner
Address: 222 State Street, Carthage, NY 13619
Phone: (315) 493-3449
Email: wctashuttlebus@gmail.com

The purpose of the Wilna Champion Transportation Association is to provide transportation to the senior citizens and disabled persons living in the Towns of Wilna, Champion and surrounding areas. WCTA is a non-profit organization that operates on a shoestring budget whose main function is to provide ride to the grocery store, pharmacy and doctors office.

Although the WCTA cannot charge a fee for the rides they provide, they are allowed to accept donations. The Jefferson County Office for the Aging provides some funds for the transport of their senior population, however this does not cover all of their client population. All clients are handed an envelope as they board the bus in which they may deposit a donation if they choose. The envelopes are put in a bag when the clients exit the bus and the driver counts the money at the end of the day. No person is ever refused regardless of their ability to pay.

Human Service Agency Transportation Providers and Purchasers are providers throughout the County who offer some sort of transportation assistance to their clients. The programs and services they administer target individuals and families in population segments with mobility challenges caused by developmental, mental and physical disabilities, aging, low income and/or lack of personal automobile.

Jefferson County Department of Social Services

Contact: Teresa Gaffney; Jim Schell

Address: 250 Arsenal St., Watertown, NY 13601

Phone: 315-785-3008

Email: Teresa.Gaffney@dfa.state.ny.us

Website: <http://www.co.jefferson.ny.us/index.aspx?page=115>

The Jefferson County Department of Social Services (DSS) recognizes the mobility needs of its program participants to include primarily transportation to medical services and employment opportunities, along with mandated and non-mandated family preservation and counseling efforts. As such, they have been able to tap funding streams provided by the Medicaid, Title IV-E, Title XX and TANF (Temporary Assistance for Needy Families) programs to provide for these needs.

Historically, the State Department of Health had recognized that while Medicaid could provide for the health of those qualifying for this program, accessibility to medical services, particularly in rural areas of the state, remained an unmet need. As a result, Title 18 NYCRR Section 505.10 regulations were promulgated, permitting transportation to approved medical services to be considered a viable Medicaid program expense.

As Social Services cases have become more complex and demonstrated greater needs, with increased court involvement, caseworkers have been able to shift some portions of their case management burden. Transportation needs, with respect to these cases, in instances of counseling or child-family visitations, have been shifted to their transportation network where appropriate. Primarily, these transports utilize either volunteer drivers or taxi services. Social Services adult services caseworkers also make use of this program. Primarily, these non-medical trips utilize Title IV E, Title XX or other Services funding streams.

A major goal of financial assistance programs within this Department continues to be the identification of individuals physically able to become gainfully employed members of the workforce, thereby reducing the local shared financial burden, while benefiting our communities with their collective productivity. To this end, TANF funds have been utilized to assist with transporting these individuals to retraining and employment opportunities.

The combined transportation system used by the Department of Social Services currently involves both ambulatory and non-ambulatory resources. The Jefferson County Department of Social Services works directly with VTC to coordinate all call

center and transportation activities for Child Protective and Adult Protected services. Medicaid enrollees can access medical transportation via a mostly State wide call center Medicaid Answering Services (<https://www.medanswering.com/>).

With respect to the ambulatory population that is served, DSS utilizes Yellow Cab within city limits and the Volunteer Transportation Center, with its pool of volunteer drivers, for transportation needs outside of those limits. For clientele confined to wheelchairs or certain stretcher patients, the Department primarily utilizes Guilfoyle Ambulance Ambulette, Cleveland Services, Samaritan Keep Ambulette and Lundy Services coaches.

Jefferson Rehabilitation Center

Contact: Patrick McDermott, Sandi Dasno
Address: 380 Gaffney Drive, PO Box 41
Watertown, NY 13601 Phone: 315-788-2730
Fax: 315-788-8557
Email: pkmcdermott@jeffrehabcenter.org
Website: www.jeffrehabcenter.org

Jefferson Rehabilitation Center (JRC) is a non-profit agency dedicated to enhancing the quality of life and maximizing the potential of persons with disabilities. The main treatment facility and Administration building is located on Gaffney Drive in Watertown, New York. There are also 32 residential facilities located throughout the County for program participants.

JRC has 13 dedicated bus runs throughout Jefferson County leaving between 6:00am and 7:30 am Monday through Friday. There are also 2 runs within the City of Watertown, which are fixed, dedicated routes. The buses pick up at most of the JRC residences and also do door to door pickup of individuals attending JRC programs. After being picked up the participants are dropped off at one of the program site facilities which include the Day Habilitation Program and the Day Treatment program site on Gaffney Drive and the Production Unlimited work site on West Main Street in Watertown. Each evening they are picked up at each of these sites and returned to their home or one of JRC's community residential program sites.

JRC currently has 17 buses for the purpose of transporting participants on a daily basis for 13 dedicated bus runs between their program sites; 13 buses are used on daily runs and 4 are kept as spares.

Samaritan Medical Center (SMC)

Contact: Barb Morrow

Address: 133 Pratt St., Watertown, NY 13601

Phone: 315-785-4400

Email: bmorrow@shsny.com

Website: <http://www.samaritanhealth.com/>

Samaritan Keep Home and Samaritan Summit Village area skilled nursing, assisted living facilities, and rehabilitation services, operating 7 wheelchair bus runs for seniors and people with disabilities associated within their own programs. Door through door transportation is provided to the medical model daycare held on the SMC campus seven days per week. Additional ambulette rides are provided for a social model day care setting Monday through Friday only. The current transportation team includes 10 drivers who operate 12 buses.

Plan Development Overview

The steps taken to develop this plan are outlined below:

Volunteer Transportation Center agreed to reach out to the key stake holders in the Jefferson County area as listed in the executive summary in conjunction with Local MPO Director Scott Docteur; Regional Planning & Program Management Region 7 - scott.docteur@dot.ny.gov (315) 785-2354; Chair of the MPO Transit Technical Committee Eugene Hayes, Superintendent of Public Works City of Watertown EHayes@watertown-ny.gov (315) 785-7770; Jennifer Voss jenniferv@co.jefferson.ny.us (315) 785 - 3144, Jefferson County Planning Department.

Due to the release of the 5310 grant program funding in 2015 the MPO transportation Technical Advisory Committee agreed to provide an addendum to the 2008 Plan and publish a timeline for completion of a new Coordinated Plan. Development of the 2016 Coordinated Transportation Plan is as follows:

- 2008 Plan Addendum submitted June 2015
- Invite human service agencies, large employers, frequent destination contacts, key stakeholders, and public to meetings to plan for transit needs & gap assessment – Spring 2016
- Pursue approval by MPO and Jefferson County 2016 Coordinated Plan – June 2016
- Plan Bi-Monthly Transportation Stakeholder meeting including the MPO Transportation Technical Committee – July, September, November 2016

Assessment of Community Needs

Note: The following comments regarding mobility service needs were provided by local transportation providers

Introduction

Jefferson County is home to 116,229 people according to the 2010 Census and spans an area of roughly 1,293 square miles making it the ninth largest county in New York State. The City of Watertown is the County Seat and holds just 23% of the population making the majority of the county rural in nature.

Public transportation is very limited in Jefferson County other than in the City of Watertown. Lack of transportation for mobility purposes has historically been a problem throughout most of Jefferson County given its rural nature creating challenges for residents and businesses including, but not limited to medical providers.

Implementing coordinated transportation routes would aid to serve the senior and disabled residents throughout the community by offering regular reliable means of transportation for the area residents to access medical care, employment and daily personal needs.

Gaps Identified

The following outlines current populations served and unmet needs:

1. **Lack of Mobility Management** – There is a deficit in terms of mobility management in Jefferson County. There are limited resources provided to create a more efficient and cost effective system to support mass transportation including fixed route, door to door, on-demand or affordable wheelchair accessible transportation for the elderly, persons with disabilities and lower income residents. Current services are either out of reach financially or nonexistent.
2. **Fixed Route Service**: With the expansion of Fort Drum over the last 10 years and the population growth in the area, numerous affordable housing and commercial developments have been constructed outside of the current CitiBus routes. This leaves a significant number of residents without access to the fixed route service limiting their access to employment, shopping and food sources.

Likewise, the 2014 Center for Community Studies at Jefferson County Fifteenth Survey of the Community revealed 96.3% of the 418 respondents had never used local mass transit.ⁱⁱ Approximately three fourths of those respondents stated there was nothing anyone could do to encourage use of mass transit. In addition to a lack of fixed route service, demand response trips for trips other than medical (covered by VTC) are also an unmet need.

3. **Cost of Current Services**: The median income in Jefferson County was estimated between 2010 and 2012 to be \$45,884ⁱⁱⁱ leaving 14% of the population between ages 18 and 64

years of age living below the federal poverty guidelines.^{iv} This leaves a significant number of families living in poverty and beyond the city limits making the cost of transportation to necessary services beyond reach.

Community Action Planning Council of Jefferson County, Inc. (CAPC) is a community action agency with a purpose to assist, support and empower low-income households. Their programming includes Head Start, Universal Pre-K, the Jefferson-Lewis Childcare Project, Housing, and Energy services and the family center. The group identifies that many times a family may own a car, however, the repairs and maintenance of the vehicle are beyond reach for the family. The family then relies on the community, family or friends to transport them to appointments—or they simply do not go.

4. Transit Hours of Operation: Another critical gap is the accessibility of public transportation is hours of operation. Currently, CitiBus operates from 7A to 6 P Monday through Friday and 9:40A to 5P on Saturdays. There is no public transit service on Sundays or major holidays.

Both CAPC and Neighbors of Watertown (Neighbors) recognize the inability of their clients to use the public transportation system established in the city only because of hours of availability. Neighbors reports their low income, working renters have indicated to use the current fixed route system they would have to board the bus hours before necessary to arrive at their destination on time. This discrepancy in timing causes child care issues as well as time management issues because the bus does not run early or late enough to accommodate the need. This is not only inconvenient, but unrealistic for the quality of life of County residents.

- a. Employment Transportation: Likewise, in assessing the transportation needs of the Jefferson Rehabilitation Center it was determined that there are unmet needs of the population that is served by JRC. However, given the current resources available to the agency, they are only able to fulfill the pre-determined need for people with disabilities living either independently or in a JRC community residential site and all attending JRC programs. That is, they can only transport the people they serve to and from DH services at Production Unlimited, Gaffney Dr., Sacred Heart School and Glen Park Fire Hall. Also, they coordinate transportation with Disabled Action Planning Organization (DPAO) for approx. 1,100 miles per day.

However, there is a fairly large population of the people JRC serves who are finding it quite difficult to find transportation to fit their needs. These people live throughout Jefferson County and are trying to get transportation to Fort Drum and other points of the County. These groups of people with disabilities who work in competitive employment within our community are experiencing great difficulty in obtaining transportation outside the city limits to get to work, appointments, and shopping. There is a historic and ongoing problem of a lack of transportation from all points of the County. There is a need not only during day time hours, but also for expanding evening, overnight, and weekend hours. Currently, JRC can document an average of 13 people utilizing cabs for their daily transportation needs, which is financially difficult for them.

Although it is difficult to determine exact numbers, JRC is aware of many perspective employment opportunities that have been lost due to transportation limitations.

Jefferson County has over 266 miles of shoreline, making it a popular destination for summer residents. These residents often come from outside of the County, and many of them bring with them individuals that attend JRC or senior programs while they are here. Thus, the number of individuals requiring rides greatly increases during the summer season. Likewise, many of the individuals living in Jefferson County may have summer residences along the lake or river, which changes pre-determined routes that agencies may already have.

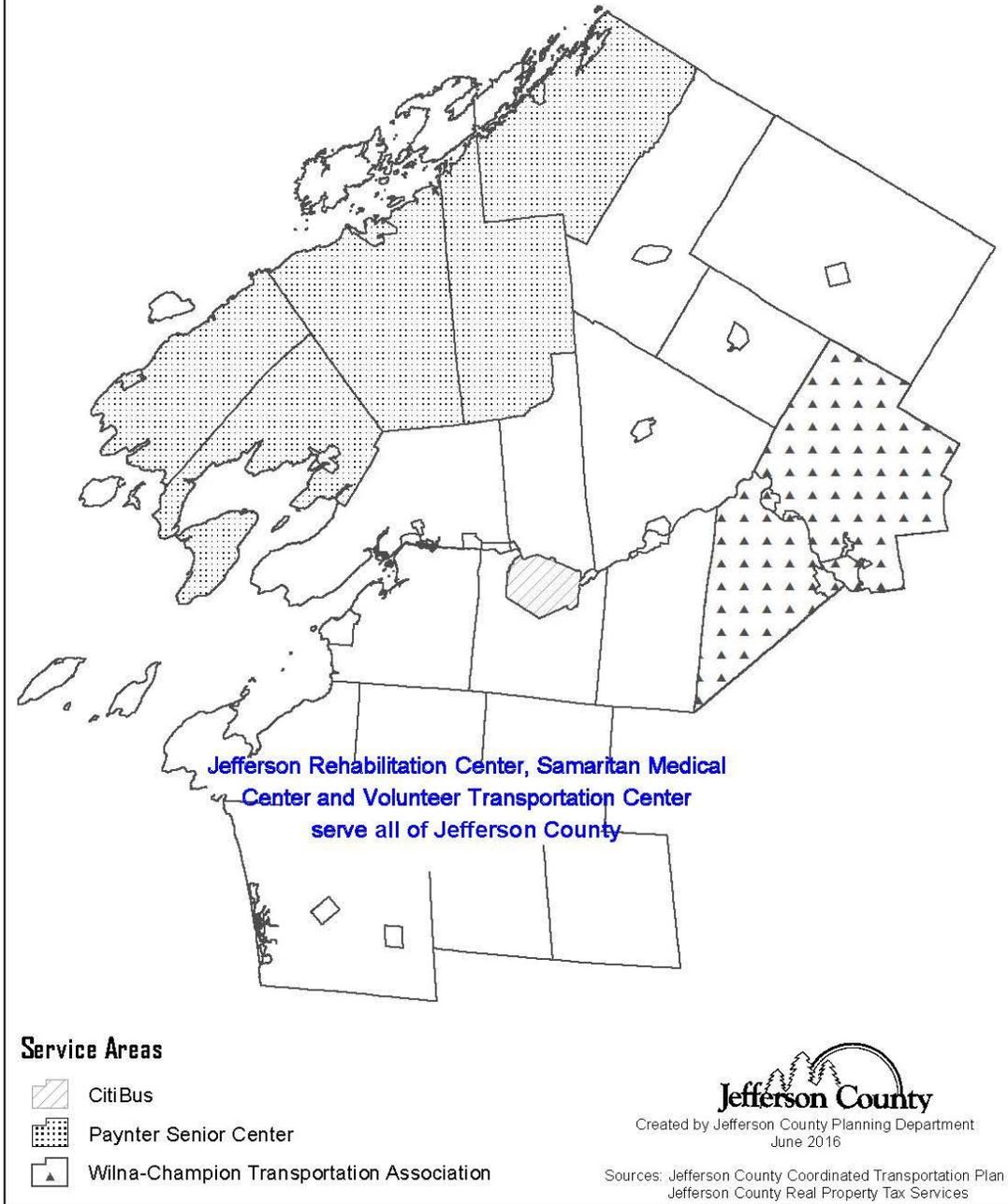
Strategies

Jefferson County is a very rural area with limited resources but an expansive need. The goal of this plan is to increase service effectiveness for the entire County's senior, disabled, and lower income populations. Preliminary steps for increased ride coordination, expanded routes along the corridors, shared equipment and maximizing the hours of service should be implemented as follows:

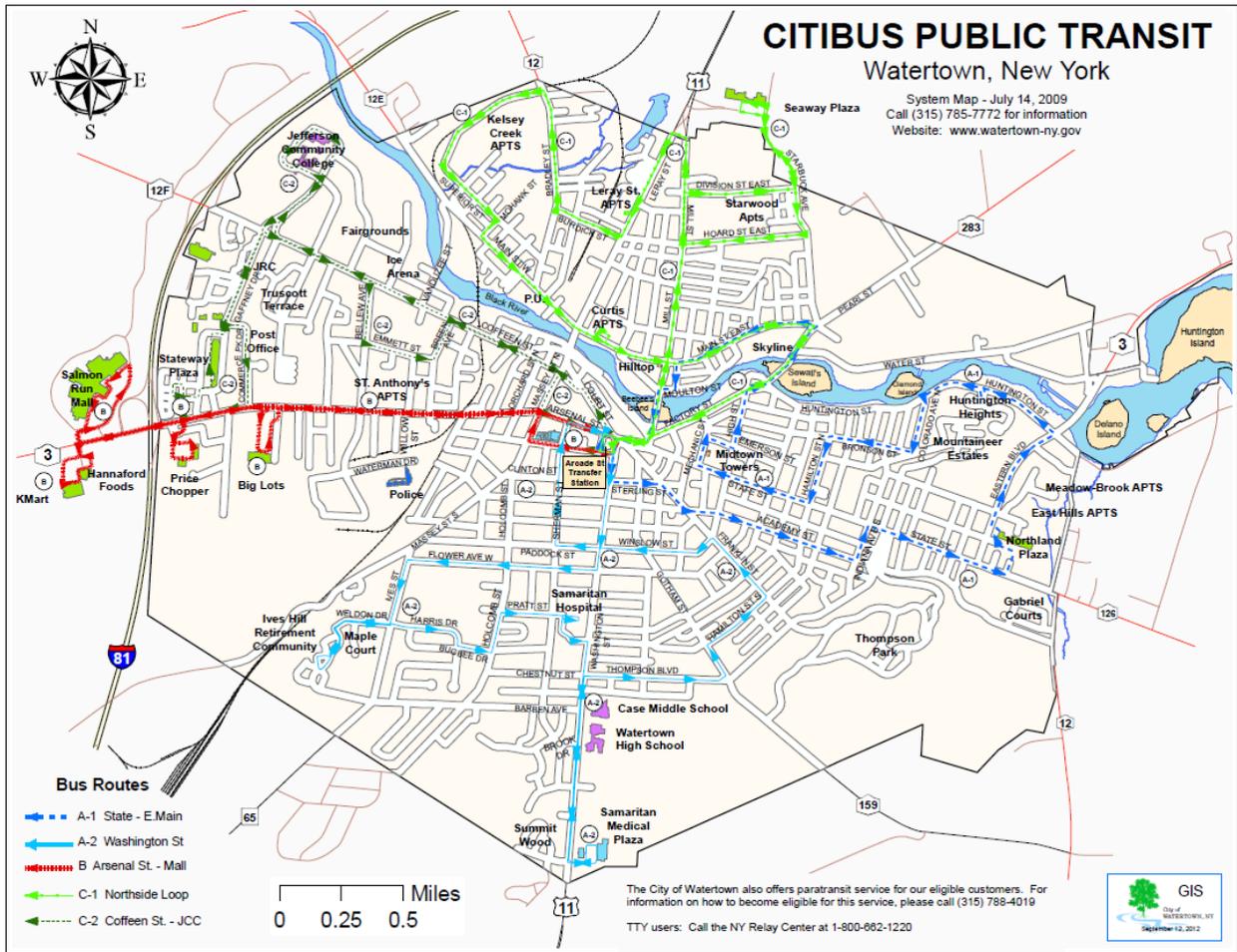
Ride Coordination: The introduction of mobility management and/or a mobility manager in the MPO/Jefferson County area would be the first changes to coordinate rides between agencies to maximize utilization of existing vehicles and service hours. While VTC is coordinating the vast majority of the on-demand medical transportation, further development of mass transit outside the City of Watertown is needed. Mobility management could be provided by the MPO, Jefferson County or a non-profit such as VTC handling all mass transit activities in the county. The addition of a mobility manager would aid in the overall coordination and expansion of public transportation system currently lacking in Jefferson County.

Corridor Routes: Likewise, making use of corridor routes, such as those to popular destinations may also help to lessen trip counts. Creating a system whereby a bus travels these popular corridor routes (ex. Interstate 81, US Route 11, etc.) on a scheduled basis may help to get people to common destinations (ex. physician offices) without making a separate trip for each individual. In conjunction with the corridor route system, a "demand response" system could be setup that still allows for door-to-door pick up of individuals, who would then be transported to common areas through a deviated fixed route system where they could catch the bus traveling the corridor routes. This could be provided cost effectively through the use of volunteer drivers.

Mobility Transportation Service Areas



Attachment II.



Watertown CitiBus Bus Schedule 2015

Route A-1: STATE-EAST MAIN

LEAVE TRANSFER SITE	NORTHLAND PLAZA	HUNTINGTON HEIGHTS	MIDTOWN TOWERS	SKYLINE APTS	ARRIVE TRANSFER SITE
7:00	7:10	7:15	7:20	7:25	7:35
8:20	8:30	8:35	8:40	8:45	8:55
*9:40	9:50	9:55	10:00	10:05	10:15
11:00	11:10	11:15	11:20	11:25	11:35
12:20	12:30	12:35	12:40	12:45	12:55
1:40	1:50	1:55	2:00	2:05	2:15
3:00	3:10	3:15	3:20	3:25	3:35
*4:20	4:30	4:35	4:40	4:45	4:55
5:40	5:50	5:55	6:00	6:05	6:15

Route A-2: WASHINGTON

LEAVE TRANSFER SITE	WELDON JEWELL	SAM. KEEP.	BROOK WASHINGTON	FRANKLIN WASHINGTON	ARRIVE TRANSFER SITE
7:40	7:45	7:50	7:55	8:05	8:15
9:00	9:05	9:10	9:15	9:25	9:35
*10:20	10:25	10:30	10:35	10:45	10:55
11:40	11:45	11:50	11:55	12:05	12:15
1:00	1:05	1:10	1:15	1:25	1:35
2:20	2:25	2:30	2:35	2:45	2:55
3:40	3:45	3:50	3:55	4:05	4:15
*5:00	5:05	5:10	5:15	5:25	5:35

Passenger Information:

- Buses stop at almost all intersections on route.
- PLEASE pull the chime cord in advance of the desired destination to allow ample time for the bus to come to a complete stop.
- ALL buses are equipped with front wheelchair lifts, bike racks and air conditioning.
- STROLLERS are to be folded before boarding the bus.
- PROHIBITED: Eating, drinking, smoking, disruptive behavior and foul language.

Route B-1: ARSENAL-MALL

LEAVE TRANSFER SITE	SALMON RUN MALL	HANNAFORD FOODS	PRICE CHOPPER	BIG LOTS	ARRIVE TRANSFER SITE
7:00	7:10	7:15	7:20	7:25	7:35
7:40	7:50	7:55	8:00	8:05	8:15
8:20	8:30	8:35	8:40	8:45	8:55
9:00	9:10	9:15	9:20	9:25	9:35
*9:40	9:50	9:55	10:00	10:05	10:15
10:20	10:30	10:35	10:40	10:45	10:55
11:00	11:10	11:15	11:20	11:25	11:35
11:40	11:50	11:55	12:00	12:05	12:15
12:20	12:30	12:35	12:40	12:45	12:55
1:00	1:10	1:15	1:20	1:25	1:35
1:40	1:50	1:55	2:00	2:05	2:15
2:20	2:30	2:35	2:40	2:45	2:55
3:00	3:10	3:15	3:20	3:25	3:35
3:40	3:50	3:55	4:00	4:05	4:15
4:20	4:30	4:35	4:40	4:45	4:55
*5:00	5:10	5:15	5:20	5:25	5:35
5:40	5:50	5:55	6:00	6:05	6:15

FARE INFORMATION

Bus FARE RATES	REGULAR	HALF**
Individual Base Fare	\$1.50	\$0.75
Children Under 12	\$0.50	\$0.25
When accompanied by an adult, one (1) child under six (6) is allowed to ride for free.		
Transfer	No Charge	

COUPON BOOKS	REGULAR	HALF**
Regular (10 rides)	\$10.00 [Green Book]	\$5.00 [Pink Book]
Regular (20 rides)	\$20.00 [Blue Book]	\$10.00 [Yellow Book]
Unlimited Monthly Pass	\$40.00	\$20.00

PLEASE have exact fare ready. Drivers do NOT carry change.
PLEASE pay fare as you board the bus. Drivers are NOT allowed to charge fares or accept checks.

** - Must be 65-years of age or older, and/or be a Medicare Cardholder, or a Person with Disabilities. Proof of eligibility includes a driver's license and/or Medicare card with photo ID, or special City of Watertown Transit identification card.

For information regarding the Half-Fare program or any of our services please contact CitiBus at (315)785-7772 or www.watertown-ny.gov.

Route C-1: NORTHSIDE LOOP

LEAVE TRANSFER SITE	SEAWAY PLAZA	LEERA APTS	KELSEY CREEK	FACTORY STREET	ARRIVE TRANSFER SITE
7:00	7:10	7:15	7:20	7:30	7:35
8:20	8:30	8:35	8:40	8:50	8:55
*9:40	9:50	9:55	10:00	10:10	10:15
11:00	11:10	11:15	11:20	11:30	11:35
12:20	12:30	12:35	12:40	12:50	12:55
1:40	1:50	1:55	2:00	2:10	2:15
3:00	3:10	3:15	3:20	3:30	3:35
*4:20	4:30	4:35	4:40	4:50	4:55
5:40	5:50	5:55	6:00	6:10	6:15

Route C-2: COFFEEN-JCC

LEAVE TRANSFER SITE	COFFEEN VANUZEE	JCC	STATWAY PLAZA	COFFEEN MASSEY	ARRIVE TRANSFER SITE
7:40	7:45	7:50	8:00	8:10	8:15
9:00	9:05	9:10	9:20	9:30	9:35
*10:20	10:25	10:30	10:40	10:50	10:55
11:40	11:45	11:50	12:00	12:10	12:15
1:00	1:05	1:10	1:20	1:30	1:35
2:20	2:25	2:30	2:40	2:50	2:55
3:40	3:45	3:50	4:00	4:10	4:15
*5:00	5:05	5:10	5:20	5:30	5:35

*** - Saturday Service:**

First bus leaves Arcade at 9:40 AM

Last bus leaves Arcade at 5:00 PM

Sunday & Holiday Service:

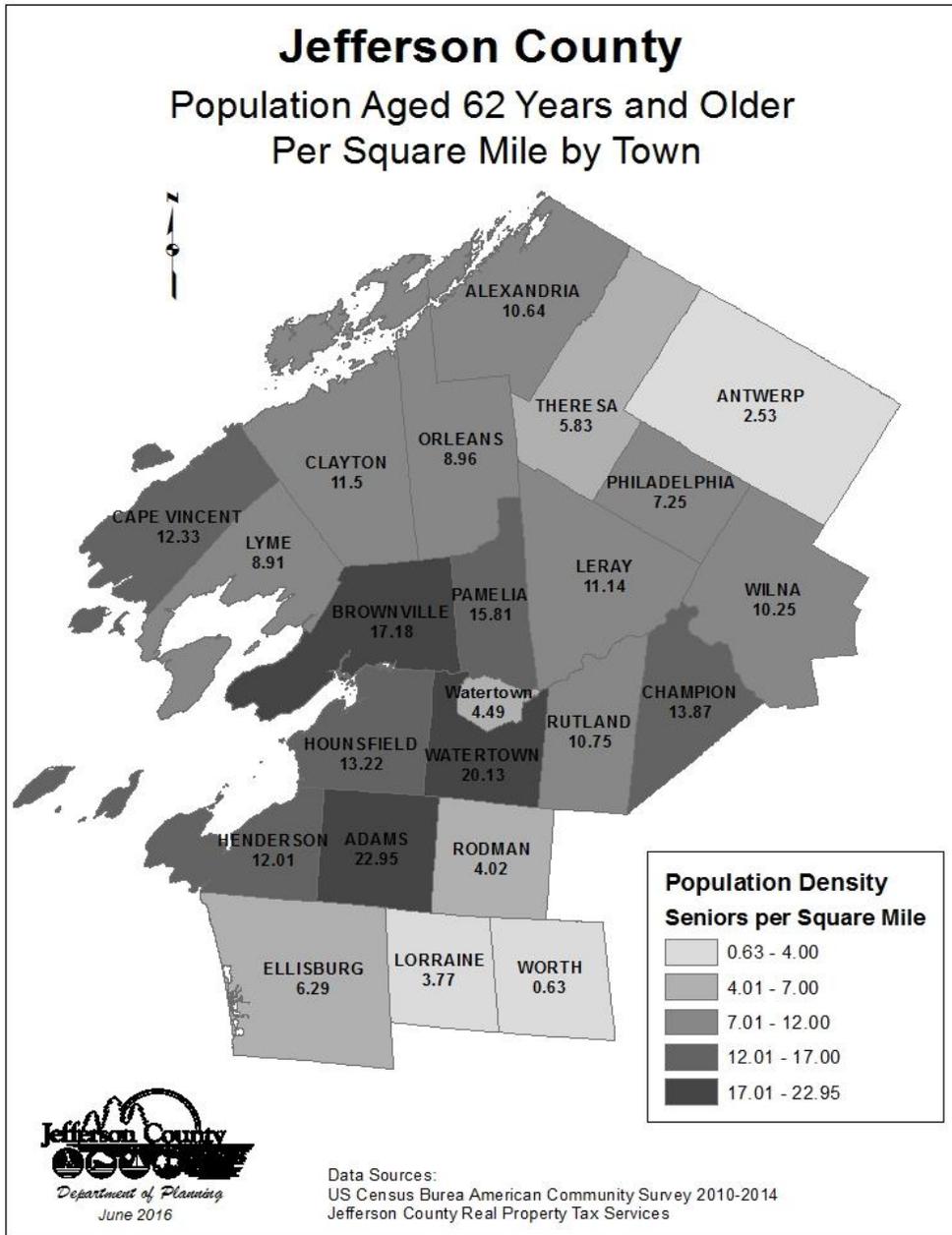
NO bus service on Sundays or on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas

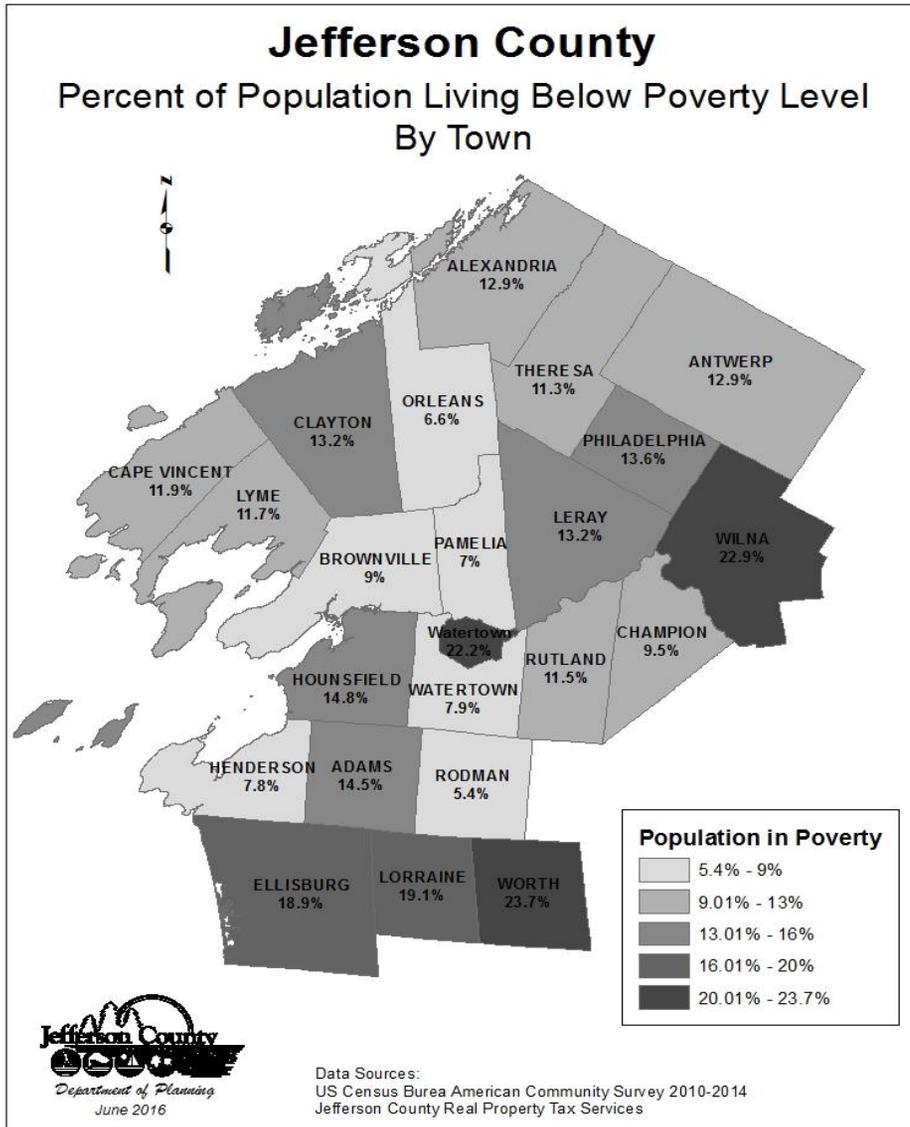
Transfers:

Are issued upon request when boarding the bus en route only. Are to be issued when transferring to another bus only.

They cannot be used to get back to the same bus from which they were issued.

Will be accepted at the Transfer Station only and not en route. Will NOT be issued to persons who board at the Arcade and ride the entire route back to the Transfer Station.





ⁱ American Community Survey, United States Census Bureau, <http://www.census.gov/programs-surveys/acs/about.html> (June 13, 2016).

ⁱⁱ Petersen, Ray and Lalone, Joel, The Center for Community Studies at Jefferson Community College, Fifteenth Annual Jefferson County Survey of the Community, (June 2014).

ⁱⁱⁱ American Fact Finder, United States Census Bureau, http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_12_3YR_CP03&prodType=table, (June 13, 2016).

^{iv} US Federal Guidelines Used to Determine Financial Eligibility for Certain Federal Programs, Office of the Assistant Secretary for Planning and Evaluation, (January 25, 2016).