



# CONNECT MID-HUDSON

## Transit Study

Service Analysis | June 2019



Prepared by:





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## 2. SERVICE ASSESSMENT

### 2.1. Overview

The Mid-Hudson Valley Transportation Management Area (MHVTMA) encompasses portions of three New York State counties: Dutchess, Orange, and Ulster. Each county has its own Metropolitan Planning Organization (MPO) which is overseen by MHVTMA to ensure MPOs work collectively to address regional transportation planning issues such as transit. Currently, transit service is offered by an array of public and private transportation providers, including rail, ferry service, commuter coaches, and local buses (as detailed in Table 4). These transit services allow for local, intraregional and interregional travel. Intraregional transit connects communities across the three counties while interregional transit transports area commuters to and from destinations outside of the study area. Given the area's proximity to New York City, interregional travel is significant. As the market analysis indicated, many residents of the three-county area commute south to New Jersey, Westchester County, and New York City for work. Figure 33 illustrates the regions existing service coverage.

The assessment of existing services includes an analysis of current levels of service, a gaps analysis that compares the service provided to market demand, interviews with service providers and other stakeholders, and a public survey that targeted commuters living in the region. The assessment is summarized by county, though many operators provide service in multiple counties.

**Table 4: Outline of Existing Service in Dutchess, Orange and Ulster Counties**

County	Service	Description of Service	County Travel (Local)	Intraregional Travel (Connections)			Interregional Travel
				Dutchess	Orange	Ulster	
Dutchess	Amtrak	Service to Albany					•
	Coach USA/Shortline	Dutchess County to New York City					•
		Dutchess County to Western New York					•
	Leprechaun Lines	Poughkeepsie to White Plains Commuter Bus					•
	Metro-North	Hudson and Harlem Lines					•
	Newburgh Beacon Bus Corporation	Newburgh-Beacon-Stewart Shuttle		•	•		
	NY Waterway	Newburgh-Beacon Ferry		•	•		
	Ulster County Area Transit (UCAT)	UPL: Ulster-Poughkeepsie Link		•		•	
		KPL: Kingston / Poughkeepsie / Marlboro		•		•	



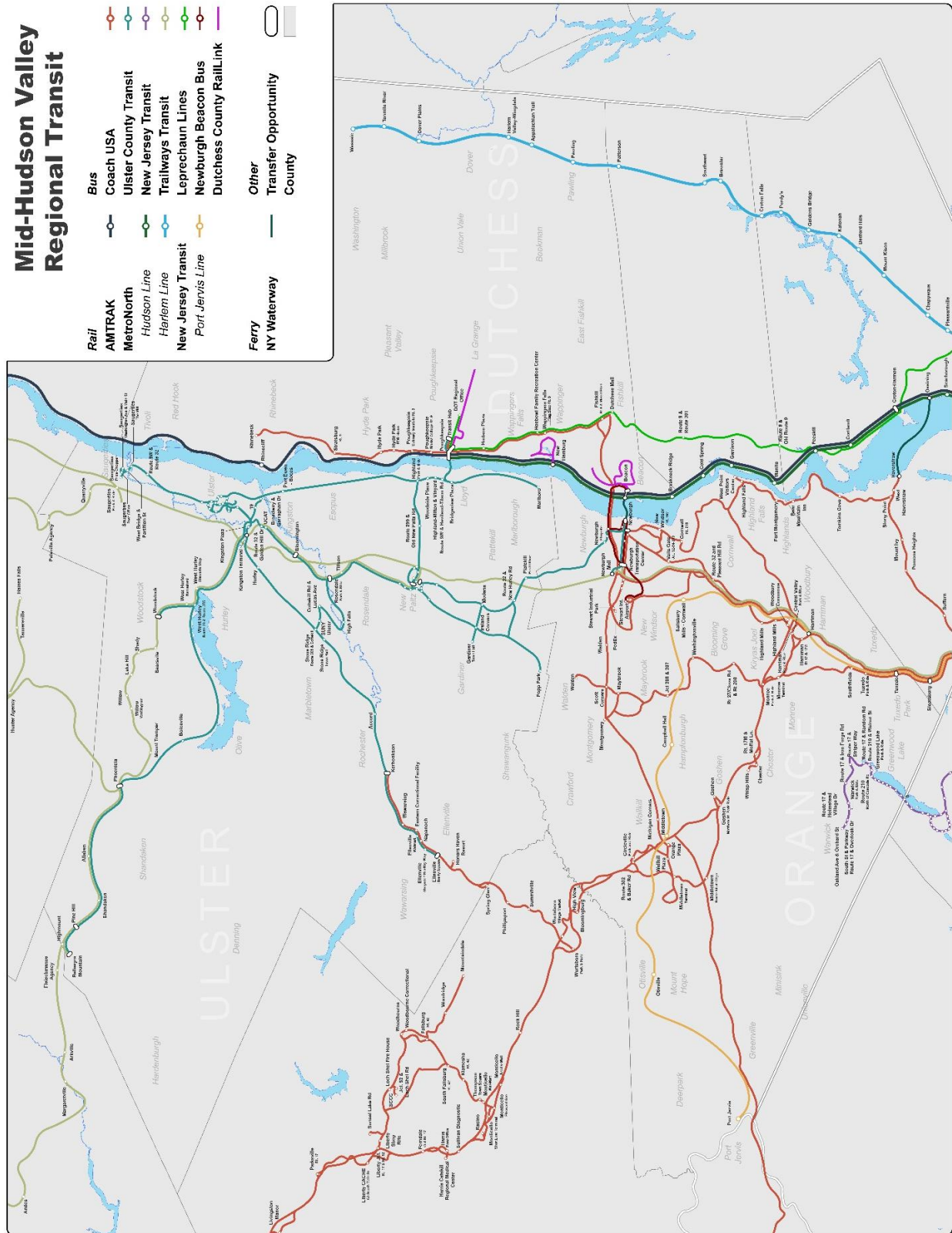
County	Service	Description of Service	County Travel (Local)	Intraregional Travel (Connections)			Interregional Travel
				Dutchess	Orange	Ulster	
	<b>Dutchess County Public Transit</b>	Routes A, B, C, D, E, and F are longer and connect towns and communities. Other routes are more local in nature  RailLink (Beacon, New Hamburg, Poughkeepsie)	•				
Orange	<b>Trailways</b>	New Paltz-Newburgh-Manhattan					•
	<b>Coach USA/Shortline</b>	Orange County to NYC					•
		Orange County to Western New York					•
		Stewart Airport Express					•
		The Orange Westchester Link (OWL)					•
	<b>Metro-North</b>	Port Jervis Line					•
	<b>Monroe Bus Corporation</b>	Kiryas Joel to Manhattan and Brooklyn					•
	<b>Monsey Trails</b>	Kiryas Joel to Monsey in Rockland County					•
	<b>NJ Transit</b>	Warwick to New York City via New Jersey					•
	<b>Newburgh Beacon Bus Corporation</b>	Newburgh-Beacon-Stewart Shuttle		•	•		
	<b>NY Waterway</b>	Newburgh-Beacon ferry		•	•		
	<b>UCAT</b>	X Route: New Paltz-Newburgh			•	•	
	<b>Transit Orange</b>	Newburgh Area Transit	•				
		The Main Line	•				
		Orange County Local Service	•				
		Middletown Area Transit	•				



County	Service	Description of Service	County Travel (Local)	Intraregional Travel (Connections)			Interregional Travel
				Dutchess	Orange	Ulster	
	<b>Warwick Inter-Municipal Bus</b>	Local shuttle  Service to Wallkill, Monroe, and Goshen.	•				
Ulster	<b>Trailways</b>	Most service out of Kingston to various locations, including Manhattan, Long Island, Albany, Rosendale, New Paltz, and Saugerties					•
		New Paltz-Newburgh-Manhattan					•
	<b>UCAT</b>	Routes W, X, Z, EU, KPL, and UPL are longer and connect towns and communities  Other routes are more local and circulator in nature	•				
		X Route: New Paltz-Newburgh			•	•	
		KPL: Kingston / Poughkeepsie / Marlboro		•		•	
		UPL: Ulster-Poughkeepsie Link		•		•	



Figure 33: Map of Existing Service in Dutchess, Orange and Ulster Counties



## 2.2. Public Survey

An online survey was conducted by the consultant team to gather preliminary information regarding transit use in the region. The survey was publicized through press releases in late November 2018 as well as at 12 regionwide pop-up events in early December. The survey was live from October 16<sup>th</sup> through December 31<sup>st</sup>, 2018 and received 1,295 responses. Among respondents, 76 percent identified as transit riders and 24 percent identified as non-riders.

Survey results related to specific providers are detailed in sections 2.3 through 2.5. It is important to note that the **survey responses do not reflect a representative sample of riders for each system**. As the survey was administered online, participants are a self-selected cohort and response rates vary significantly among the various providers. Thus, while the information gathered from the survey was useful in highlighting potential issues of concern among current riders, the consultant team sought to corroborate the results with other data sources before designating an issue as “actionable.” Thus, **if “Issues to Address” sections mention survey results this information has been corroborated with other data sources.**

## 2.3. Dutchess County

### 2.3.1. Interregional Service Providers

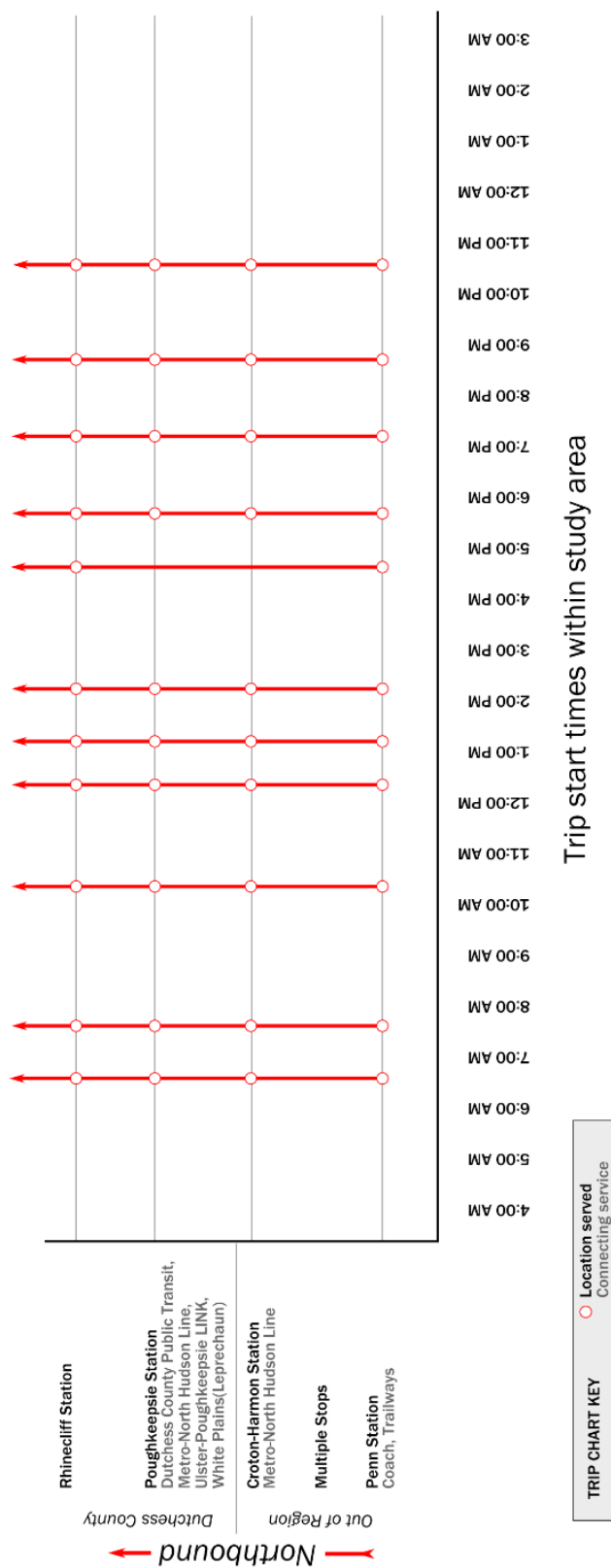
#### 2.3.1.1. Amtrak

##### Service Description

Amtrak operates daily service between New York City and Albany with Dutchess County station stops in Poughkeepsie and Rhinecliff (Figure 34 and Figure 35). Several Amtrak train routes serve these stations, including the Empire Service, Ethan Allen Express, Adirondack, and Lake Shore Limited. Schedules are posted on Amtrak’s website, with ten northbound and ten southbound trains serving the station daily. Amtrak also offers shuttle service from the Albany Train Station to Albany International Airport.



Figure 34: Amtrak Weekday Service (Northbound)





### **Fares, Passes, and Parking Fees**

Amtrak ticket prices vary widely based on trip origin and destination, as well as other factors such as time, date, and seating class. Fares from Poughkeepsie to Albany range from \$32 to \$47, while a trip from Rhinecliff to New York City ranges from \$29 to \$64.

### **Survey Results**

Twenty Amtrak riders responded to the Connect Mid-Hudson online survey. These riders reported being satisfied with the service. The sole issue raised was limited parking at Rhinecliff Station.

### **Issues to Address**

The following issues will be addressed in the service and capital improvement plan regarding Amtrak service:

- **Parking**
  - In Rhinecliff, the train station and on-site parking lot are constricted by the Hudson River and surrounding residential properties. This configuration will make capacity expansion a challenge. It may also be significant to note that the station is not currently served by Dutchess County Public Transit.
  - Regional parking issues have been noted in section 2.7.3.

#### **2.3.1.2. Coach USA/Shortline**

##### **Service Description**

Coach USA/Shortline operates commuter service in Dutchess County. Daily trips on a fixed time schedule run between Poughkeepsie and Monticello, NY, making station stops in Orange County along the way. Daily service also operates between Rhinebeck and the Port Authority Bus terminal, making stops in Poughkeepsie, Newburgh, Woodbury Common and Ridgewood, NJ.

##### **Further Detail**

While Coach USA /Shortline operates in both Dutchess and Orange Counties, significantly more service operates in Orange County than in Dutchess County. Service diagrams for Coach USA/Shortline, including Dutchess and Orange County stops, are shown in section 2.4.1.2. Fares and survey results will also be discussed in this section.

#### **2.3.1.3. Leprechaun Lines**

##### **Service Description**

Leprechaun Lines operates a commuter bus service to White Plains. The route connects Poughkeepsie with Downtown White Plains, running Monday-Friday during peak periods only (see Figure 36 and Figure 37). Stops include Wappingers Falls, Fishkill, Cold Spring, Garrison, and Valhalla.



Figure 36: Leprechaun Weekday White Plains Service (Northbound)

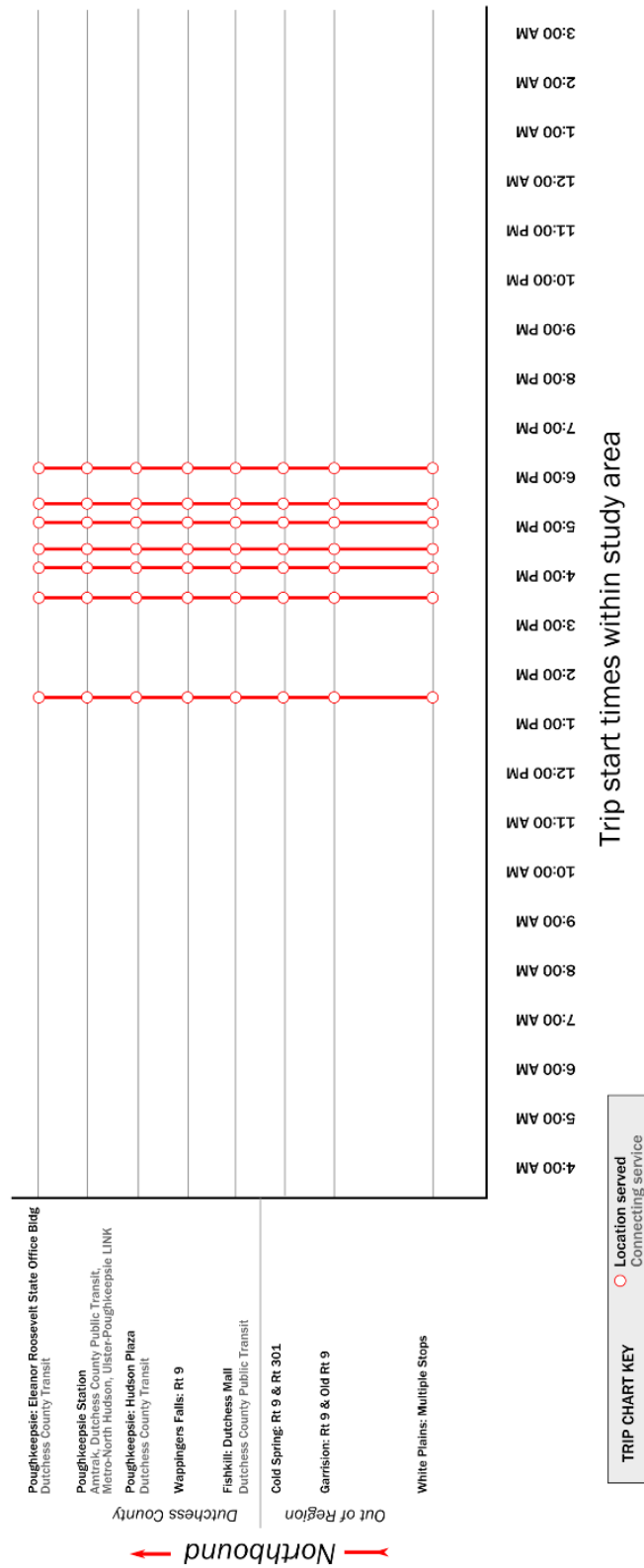
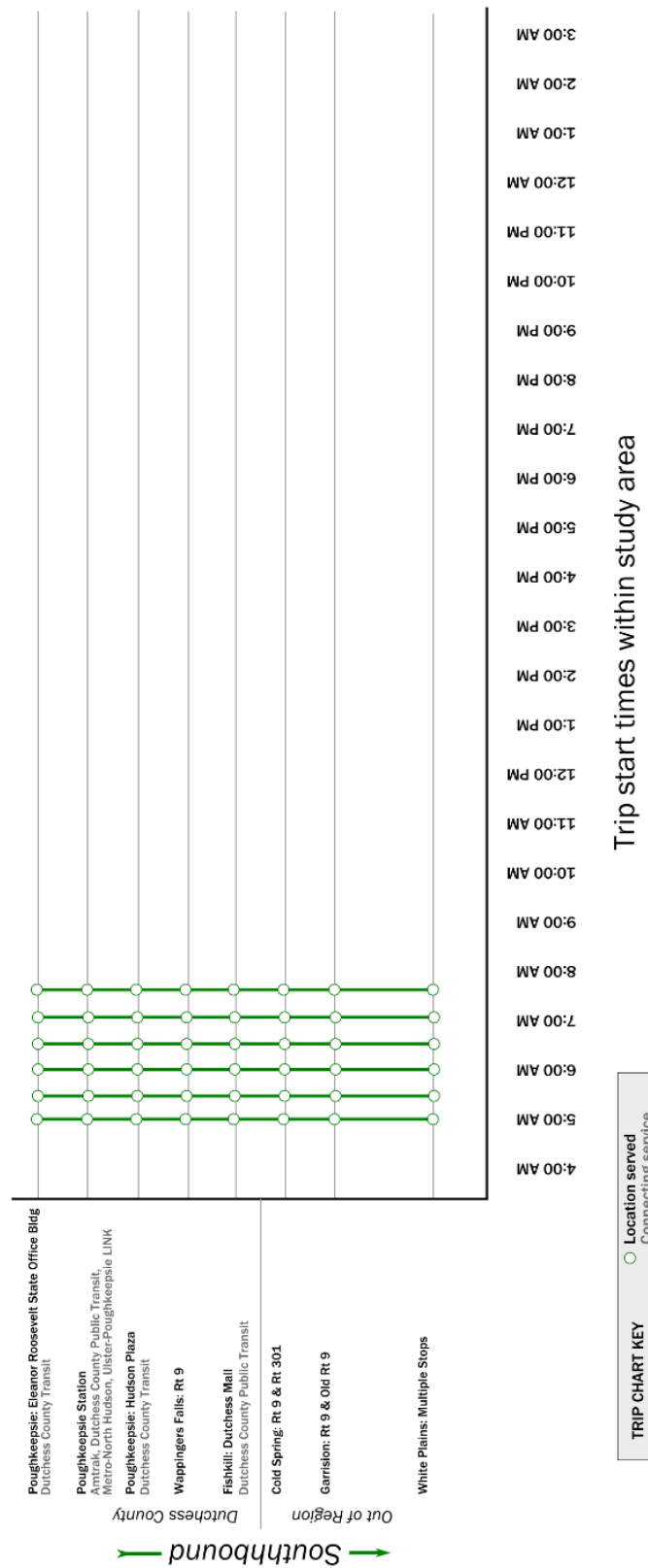


Figure 37: Leprechaun Weekday White Plains Service (Southbound)



### **Fares, Passes, and Parking Fees**

White Plains commuter tickets can be purchased in one-way increments or in 10 or 40-trip books. Purchases can be made on the provider's website or at the Leprechaun Lines office in New Windsor. One-way fares range from \$6.50 to \$8.50 per trip, depending on trip origin and destination.

### **Survey Results**

Only 13 Leprechaun Lines riders responded to the Connect Mid-Hudson online survey, and no major issues with the service were identified.

### **Issues to Address**

Lack of available ridership data is an issue for this provider. Given this service is peak period only, if ridership surges up on the last trip, it usually means that there is ample demand for later service. Since providers are hesitant to share ridership information, the adequacy of the current schedule is difficult to assess.

#### **2.3.1.4. Metro-North**

##### **Service Description**

The Hudson and Harlem Metro-North rail lines originate at Grand Central Station in New York City and terminate in Dutchess County. The Harlem line ends in Wassaic, making several stops in eastern Dutchess County (Figure 38 and Figure 39). The Hudson line terminates in Poughkeepsie making stops in New Hamburg and Beacon (Figure 40 and Figure 41). Trains run on both lines on weekends and weekdays, with increased service to accommodate commuters in the early morning and evening hours.



Figure 38: Metro-North Harlem Line Weekday Service (Northbound)

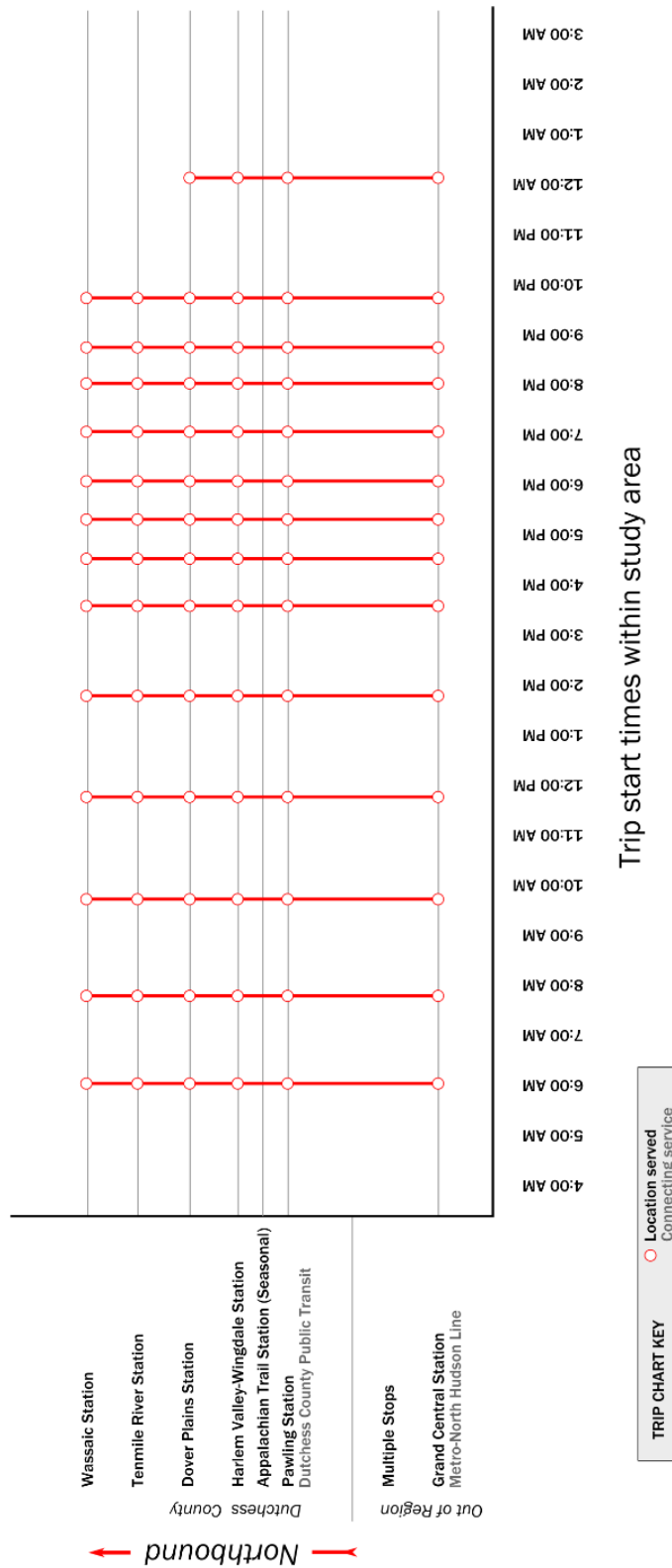


Figure 39: Metro-North Harlem Line Weekday Service (Southbound)

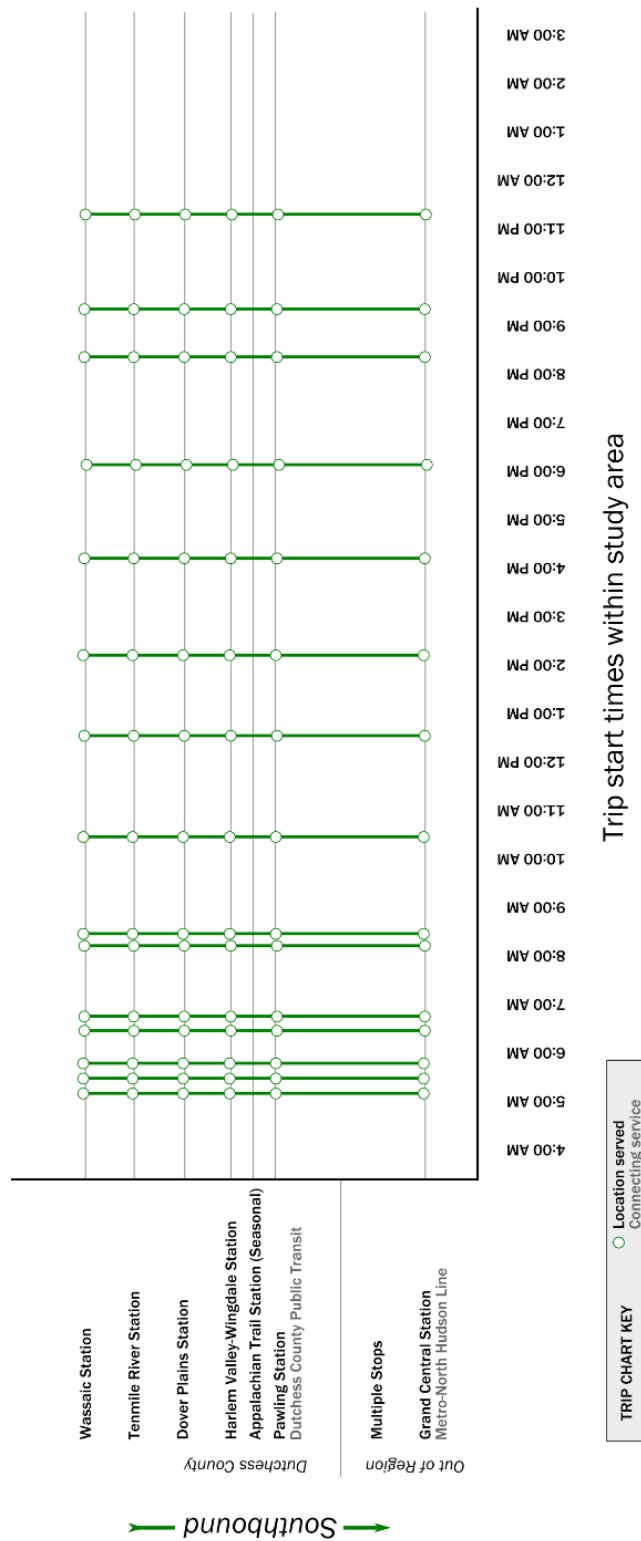


Figure 40: Metro-North Hudson Line Weekday Service (Northbound)

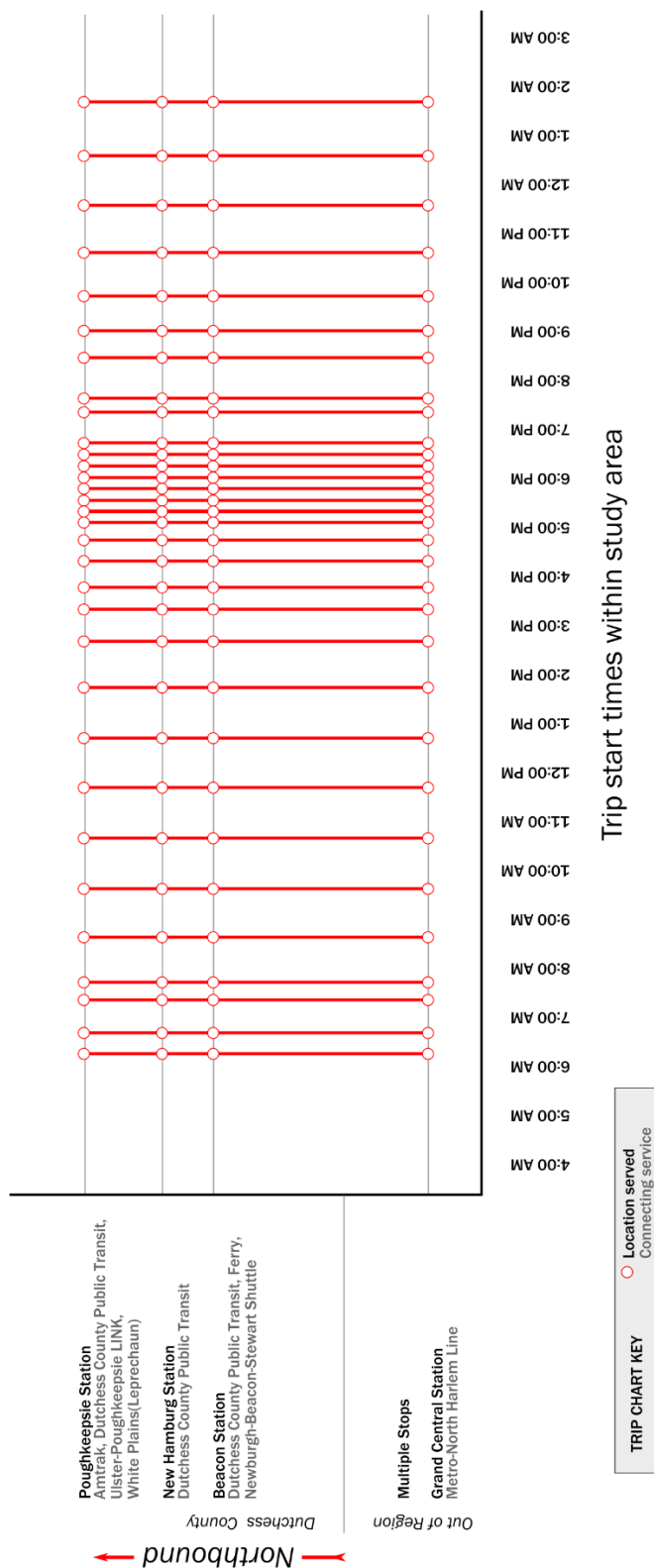
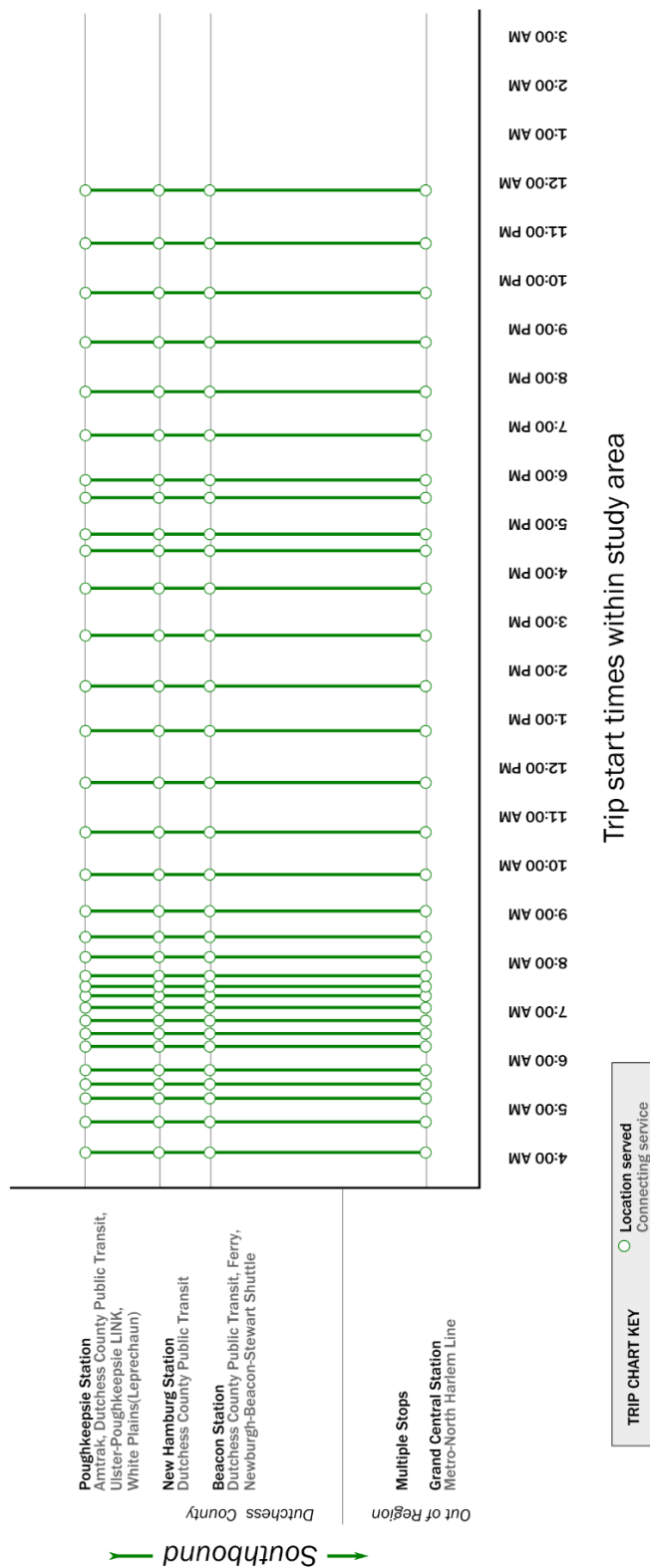


Figure 41: Metro-North Hudson Line Weekday Service (Southbound)



### Fares, Passes, and Parking Fees

Separate fares are offered for peak and off-peak travel. From the end of the Harlem line (Wassaic) to Grand Central Station in Midtown Manhattan, tickets can be purchased for \$27.25 in peak periods and \$20.25 in the off-peak. Similarly, tickets from the end of the Hudson line (Poughkeepsie) can be purchased for \$25.75 (peak) and \$19.25 (off-peak). Monthly passes can also be purchased for \$536 (Wassaic) and \$521 (Poughkeepsie).

It should also be noted that MTA stations charge parking fees. Station parking is managed by LAZ parking which offers daily metered spots as well as monthly and annual permitted spots. Where the Harlem line terminates in Wassaic, monthly permits can be purchased for \$37.84 (including taxes and fees). Monthly permits in Poughkeepsie, the terminus of the Hudson line, cost \$46.49.

### Survey Results

Overall, 320 Metro-North riders responded to the Connect Mid-Hudson online survey. Low satisfaction was reported related to fares and high satisfaction was reported related to Metro-North staff (See Appendix A). In the open-ended response portion of the survey, issues with parking and fares were identified by multiple respondents. Parking availability at Beacon Station, in particular, was identified as a problem. Related to fares, many survey respondents pointed to Metro-North's comparatively high fares as a factor for seeking other commuting options (see section 2.7.4 for more on commuter travel costs).

### Issues to Address

The following issues will be addressed in the service and capital improvement plan regarding Metro-North service:

- Parking:
  - In 2018, all Metro-North stations in Dutchess county reported<sup>1</sup> high daily occupancies during daytime hours (9:00 AM – 3:00 PM). There are currently waitlists for parking at each of these locations along the Hudson Line.
    - Poughkeepsie Station had 80 percent average and 85 percent peak occupancy with 1,123 total spaces.
    - New Hamburg Station had 79 percent average and 93 percent peak occupancy with 813 total spaces.
    - Beacon Station had 91 percent average and 97 percent peak occupancy with 1,680 total spaces.
    - This issue is also discussed in section 2.7.3.
- Fares:
  - Fares were the primary concern among current Metro-North riders and prospective riders. Ticket prices for MNR riders in the study area are indeed higher than other commuting options in the region and comparable service in other regions. For example:
    - Peak period one-way ticket price from Wickford Junction, Rhode Island to Boston (56 miles) on Massachusetts Bay Transportation Authority (MBTA) commuter rail system is \$12.50.

<sup>1</sup> Counts are performed on business days by Metro-North's contracted operators, and periodically corroborated by station staff. Peak parking data is from October 2018.



- Peak period one-way ticket price from Poughkeepsie to Manhattan (66 miles) on Metro-North is \$25.75 (if the purchase is made before boarding).
  - Peak period one-way ticket price from Gilroy to San Francisco (70 miles) on Caltrain is \$15.
  - The highest peak period monthly pass price on the MBTA commuter rail system is \$388.25, \$521.00 on Metro-North (Poughkeepsie to Manhattan), and \$433.50 on Caltrain.
- While local jurisdictions have limited influence on Metro-North fare policies, they can provide relief to commuters by providing feeder services that can reduce the financial burden associated with parking and commuting via Metro-North.

## 2.3.2. Intraregional Service Providers

### 2.3.2.1. Newburgh Beacon Bus Corporation

#### Service Description

The Newburgh Beacon Bus Corporation operates the Newburgh-Beacon-Stewart Shuttle. This service provides an important link between Orange and Dutchess Counties, serving Beacon, Newburgh, the Route 17K Park-and-Ride, and, on select trips, Stewart International Airport (see Figure 42 and Figure 43). The service operates Monday through Friday from 5:00 AM to 10:00 PM. A service schedule is posted on the provider's website<sup>2</sup>.

The Newburgh-Beacon-Stewart Shuttle operates during peak periods and into the evening to complement the Newburgh-Beacon Ferry (see section 2.3.2.2) and accommodate riders trying to connect to flights and jobs at Stewart International Airport. The shuttle connects the airport with the Beacon Metro-North Station, where passengers can transfer to Manhattan-bound trains. The Newburgh-Beacon-Stewart Shuttle is listed on the Airport's website, among other transportation options as a means of travel between the Airport and New York City. Given this trip requires a transfer and waiting time between services it may not be the most direct form of travel.

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<sup>2</sup> Provider Website: <https://leprechaunlines.com/stewart-newburgh-beacon-shuttle/>



Figure 42: Newburgh-Beacon-Stewart Shuttle Weekday Service (Eastbound)

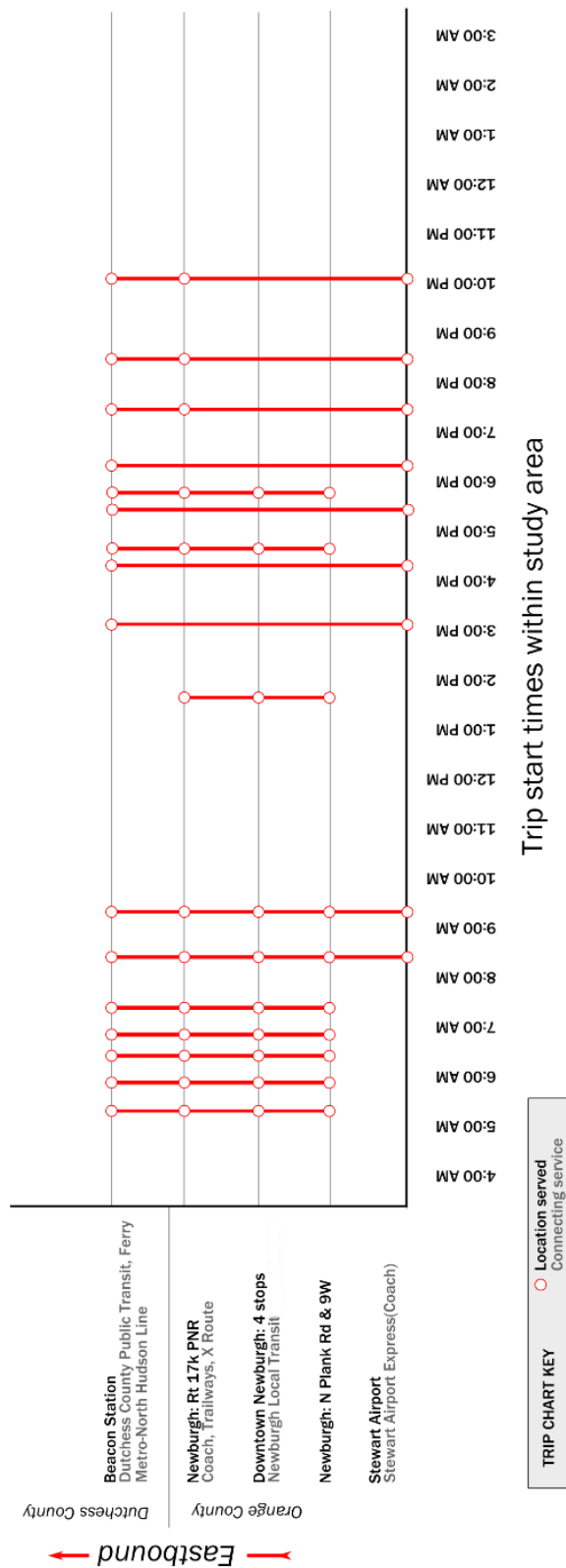
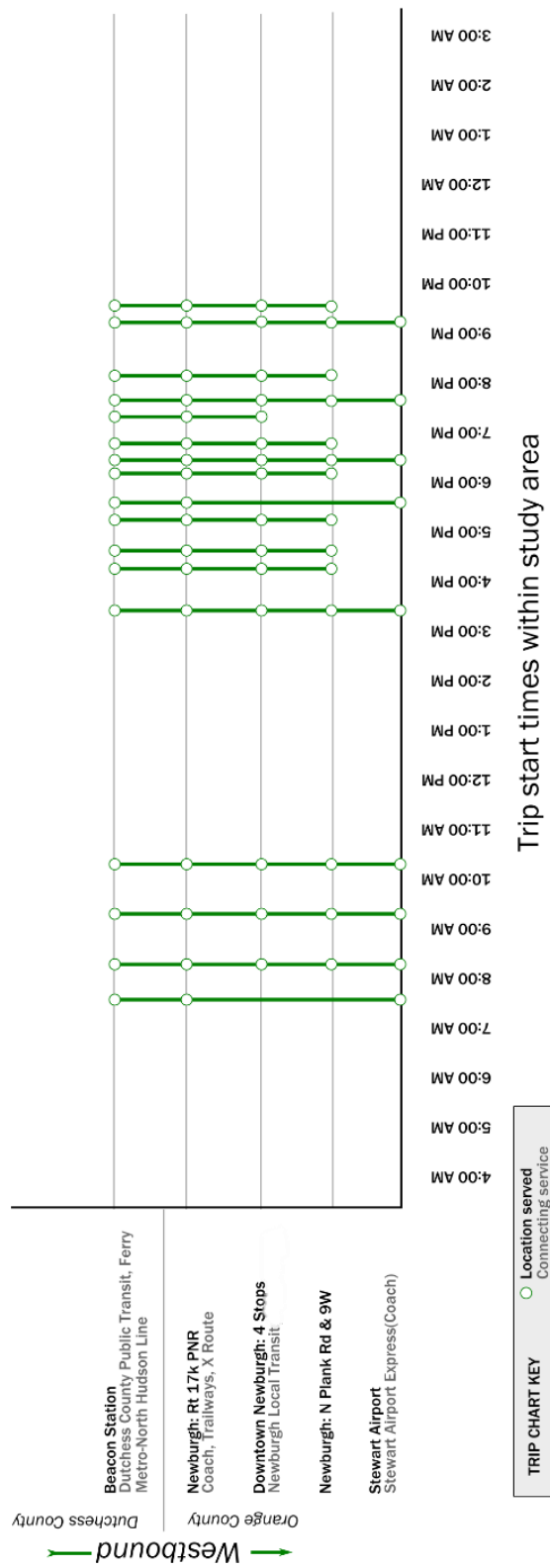


Figure 43: Newburgh-Beacon-Stewart Shuttle Weekday Service (Westbound)



### Fares, Passes, and Parking Fees

One-way fares on the Newburgh-Beacon-Stewart Shuttle are \$1. New York State also offers a “uni-ticket” pass which provides discounted shuttle fare for riders who connect with Metro-North. Weekly and monthly uni-ticket costs are \$4 and \$10 respectively. Stewart Airport also lists Newburgh-Beacon-Stewart shuttle service, including cost information on its website.

### Survey Results

Due to the consultant team’s confusion regarding the relationship between the Newburgh Beacon Bus Corporation and Leprechaun Lines, the Newburgh-Beacon-Stewart Shuttle was not listed as a separate service in the Connect Mid-Hudson online survey. However, in reviewing open-ended survey comments, several responses mentioned the Newburgh-Beacon-Stewart Shuttle. Major themes noted by respondents included a desire for expanded weekday service hours and additional weekend service and a lack of passenger information.

### Issues to Address

The following issues will be addressed in the service and capital improvement plan regarding the Newburgh-Beacon-Stewart Shuttle:

- Lack of Passenger Information:
  - Survey respondents indicated they were displeased with the provider's maps, schedules, and website. Information regarding the shuttle service and schedule are available on the Leprechaun Lines website. The schedule is in pdf form and difficult to read particularly on a smartphone. No maps displaying the route, or information regarding the cost of service is provided on this site. However, according to the operator, Newburgh-Beacon-Stewart Shuttle schedules are currently being redesigned to be more legible and user-friendly<sup>3</sup>.
- Expanded Weekday Service Hours and More Weekend Service:
  - Numerous respondents indicated they would like to see night and weekend service between Beacon Station and Newburgh. The shuttle service currently operates Monday through Friday and is coordinated with Metro-North trains. While this schedule serves weekday commuters, it is not usable by travelers who wish to access the airport or Metro-North service (from locations other than Beacon Station) on nights and weekends.

#### 2.3.2.2. NY Waterway

##### Service Description

NY Waterway operates a ferry service between Newburgh and Beacon, Monday through Friday between the hours of 5 AM and 9 AM, and 5 PM to 9 PM. The ferry connects the Newburgh waterfront area to Metro-North’s Beacon Station (Figure 44 and Figure 45). Ferry times are coordinated with Metro-North train arrival and departure times. When winter weather prevents the service from running a substitute bus service is provided<sup>4</sup>.

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<sup>3</sup> Per February 2019 Operators Meeting

<sup>4</sup> <http://web.mta.info/mnr/html/raillink/schedules/NewburghFerryContingency.pdf>



Figure 44: Newburgh-Beacon Ferry Weekday Service (Eastbound)

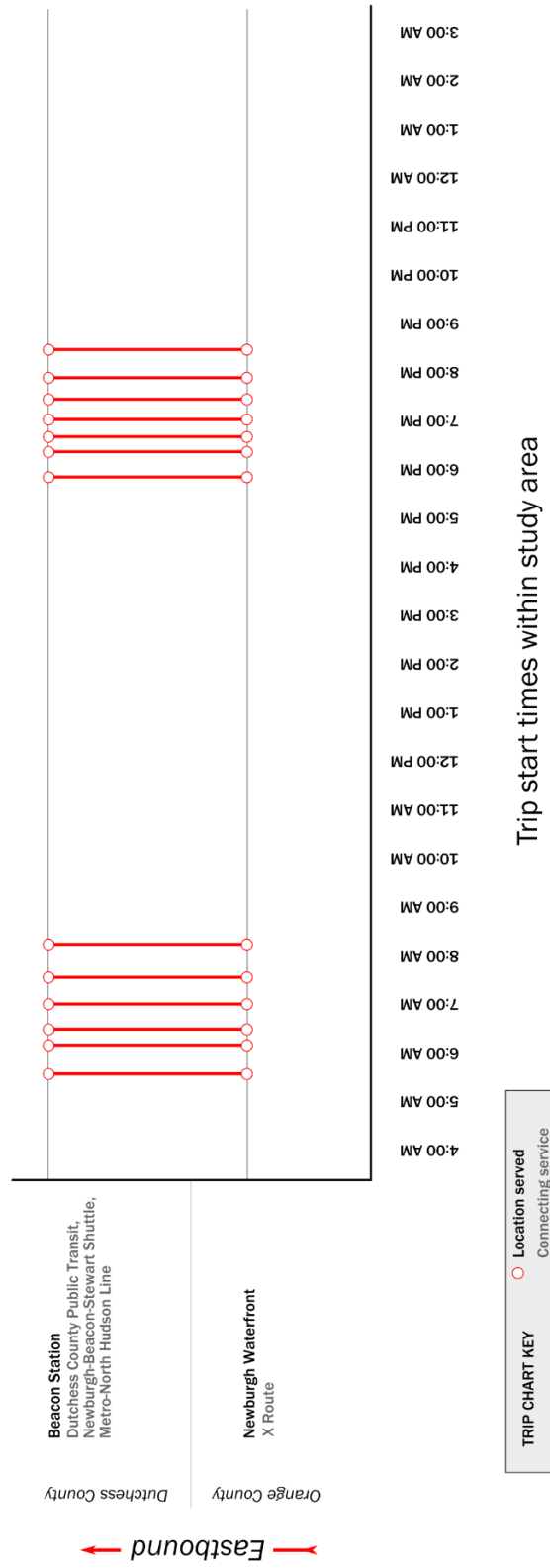
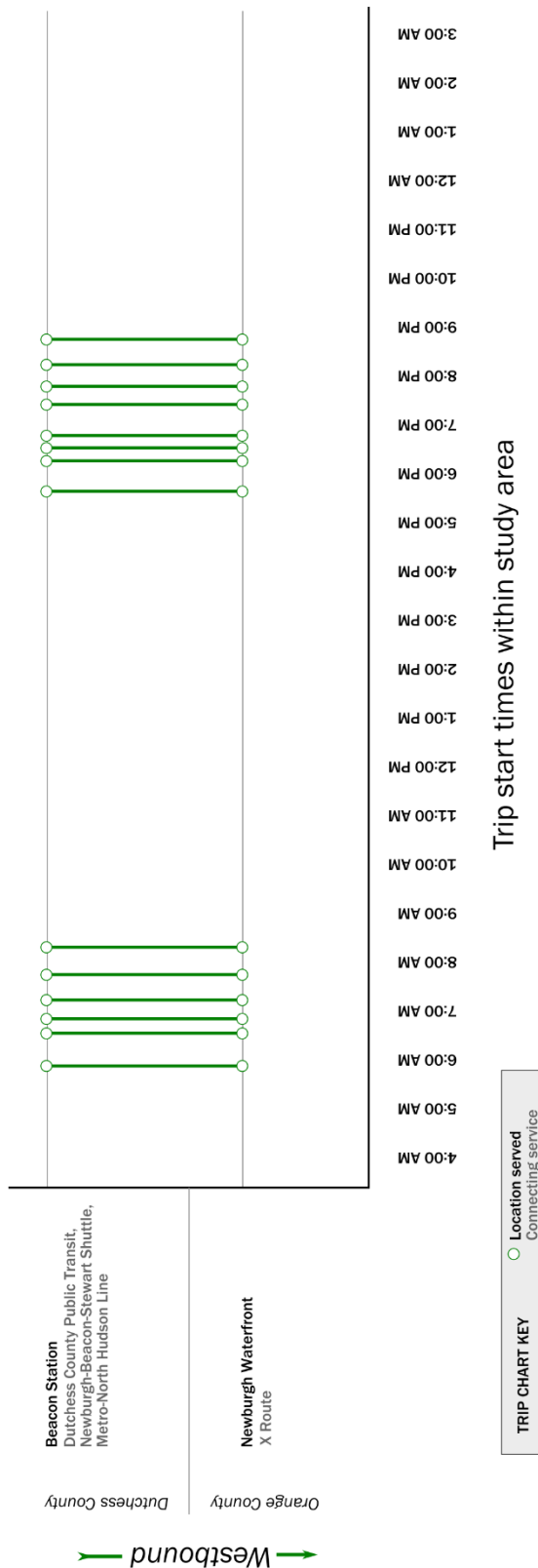


Figure 45: Newburgh-Beacon Ferry Weekday Service (Westbound)



### Fares, Passes, and Parking Fees

The fare for the Newburgh-Beacon ferry is \$1.75 per direction. Ten-ride tickets can be purchased for \$17.50.

### Survey Results

Overall, 36 Newburgh-Beacon ferry riders responded to the Connect Mid-Hudson online survey. Many respondents called for service to be provided later in the evenings and on weekends.

#### 2.3.2.3. UCAT

##### Service Description

Ulster County Area Transit provides service to Dutchess County via the Kingston-Poughkeepsie LINK (KPL) and Ulster-Poughkeepsie LINK (UPL). The KPL route operates from Kingston Plaza to the Poughkeepsie Train Station. The UPL route operates from the Rosendale Park-and-Ride to the Poughkeepsie Train Station, making various stops along the way depending on the time of service. The services are coordinated with Metro-North commuter train times which allows riders to seamlessly travel from Ulster County to New York City.

##### Further Detail

Since UCAT serves mainly Ulster County, more detail regarding the provider is included in section 2.5.2.1.

### 2.3.3. Other Service Providers

#### 2.3.3.1. Dutchess County Public Transit

##### Service Description

Dutchess County Public Transit offers 13 local bus routes (A-P) and three RailLink routes (serving Metro-North stations in Beacon, New Hamburg, and Poughkeepsie). All local bus routes run on fixed schedules. Depending on the route, service is offered Monday through Friday, Monday through Saturday, or daily. RailLink routes cater to commuters with service only offered Monday through Friday during peak periods. In addition to these bus services, the County also offers residents Dial-A-Ride and Flex services that provide curb-to-curb transit service on weekdays.

### Fares, Passes, and Parking Fees

An array of pass types are available for Dutchess County Public Transit services. The fare for a single ride on a local bus is \$1.75 while multi-ride tickets are \$45.00 for 44 rides. RailLink bus tickets range from \$10 to \$15 per month. RailLink users also have the option to purchase a single combined ticket for RailLink bus and Metro-North travel.

### Survey Results

Overall, 38 Dutchess County Public Transit riders responded to the Connect Mid-Hudson online survey. Issues that were identified by respondents included a lack of coordination with other services and a need to improve bus stops.

### Issues to Address

The following issues will be addressed in the service and capital improvement plan regarding Dutchess County Public Transit service:

- Coordination of Existing Services:
  - Survey respondents indicated a lack of coordination with Ulster County Area Transit (UCAT) and Metro-North service, particularly at the Poughkeepsie Train Station.
  - The GTFS data feed for Dutchess County Public Transit has recently been updated to reflect accurate schedule times. Section 2.7.1 examines how well Dutchess County Transit and other services connect at the Poughkeepsie Train Station.



- **Infrastructure**
  - Survey respondents called for improved passenger amenities throughout the Dutchess County Public Transit service area, including bus shelters as well as signage, maps, and schedules at stops. In site visits conducted as part of the study, the consultant team found that few stops have shelters or schedule information.
  - Site visits also revealed a considerable amount of congestion during peak periods at the Market Street transit hub in Poughkeepsie. The congestion is caused by a combination of up to 10 buses serving the hub simultaneously and a large volume of cars entering or exiting the adjacent parking structure at the same time. Buses and two lanes of cars exiting the garage converge into one exit onto the already-congested Market Street.

## 2.4. Orange County

### 2.4.1. Interregional Service Providers

#### 2.4.1.1. Trailways

##### Service Description

Trailways operates bus service throughout New York State, including two routes which serve Orange County. Daily trips operate between Newburgh and Albany, and Newburgh and Kingston making stops in Saugerties, and New Paltz (Figure 54 and Figure 53).

##### Further Detail

Since Trailways service in the Mid-Hudson Valley region is concentrated primarily in Ulster County, further discussion of this provider can be found in section 2.5.1.1.

#### 2.4.1.2. Coach USA/Shortline

##### Service Description

Coach USA/Shortline operates a significant amount of service in Orange County. Much of the service is designed for commuters traveling into New York City and is heavily concentrated on weekdays and peak periods. Timetables are published on the company's website, but all routes are condensed into one brochure, making it somewhat difficult for riders and prospective riders to identify the trips that are most relevant to their commutes.

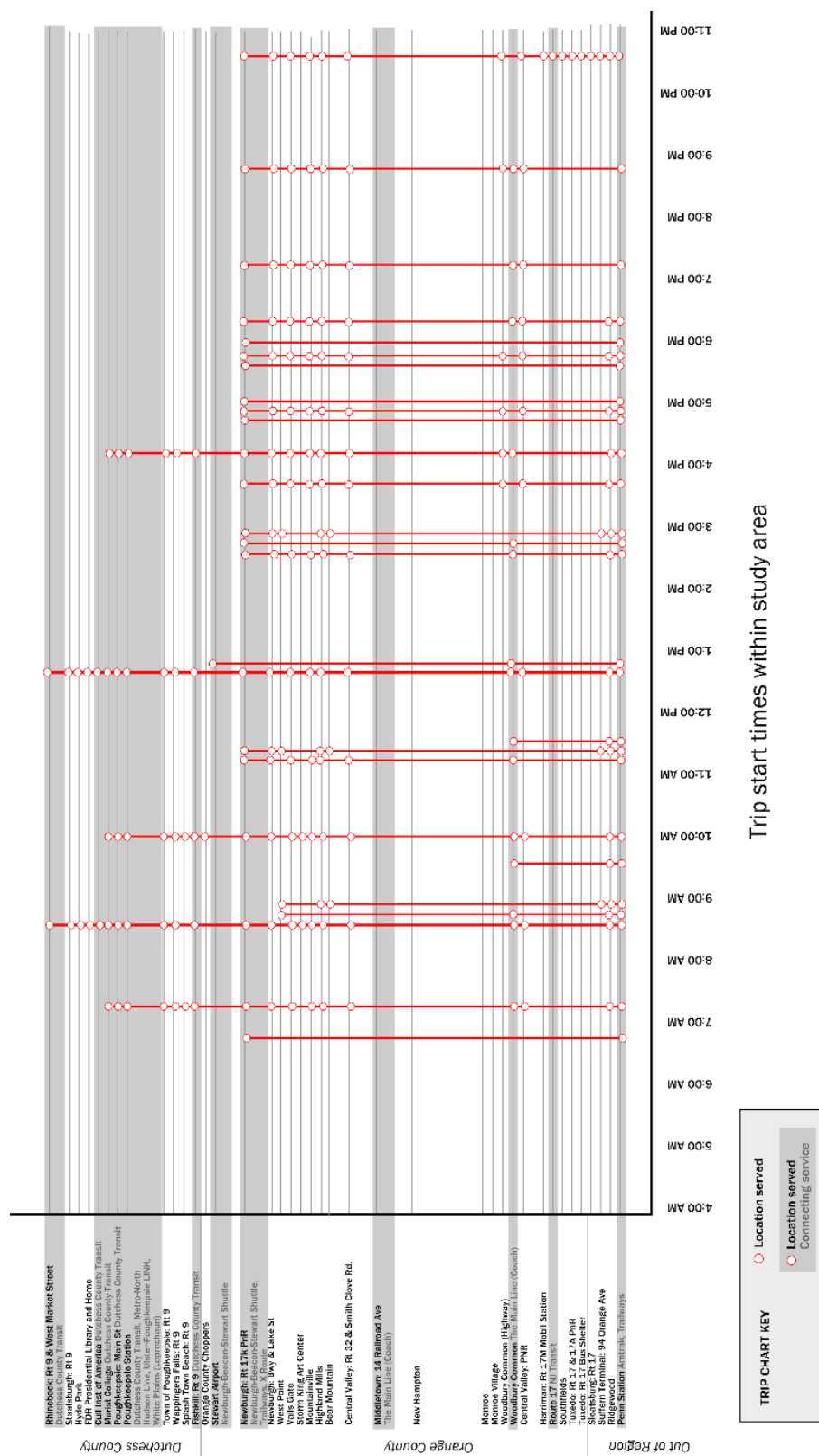
- **North-South Service:**
  - Daily Service is offered between Newburgh and New York City as shown in Figure 46 and Figure 47. Select trips begin further north in Poughkeepsie and Rhinebeck while others begin further south at Woodbury Commons in Central Valley. Some trips between Newburgh and New York City also make stops in Central Valley. In October 2018, Coach USA/Shortline began offering daily trips exclusively between Woodbury Commons and New York City.
- **East-West Service:**
  - Various routes run westward into Orange County from New York City as shown in Figure 48 and Figure 49. Locations served include Tuxedo, Harriman, Central Valley, Monroe, Chester, Goshen, New Hampton, Middletown, and Circleville. Numerous daily express trips are scheduled to transport commuters directly from select park-and-ride locations to New York City. The provider also operates service between New York City and Port Jervis (in the western part of the county) with stops in Middletown, Monroe, and Woodbury Common. This service continues past Port Jervis, extending to Milford, Hawley, and Honesdale, Pennsylvania.



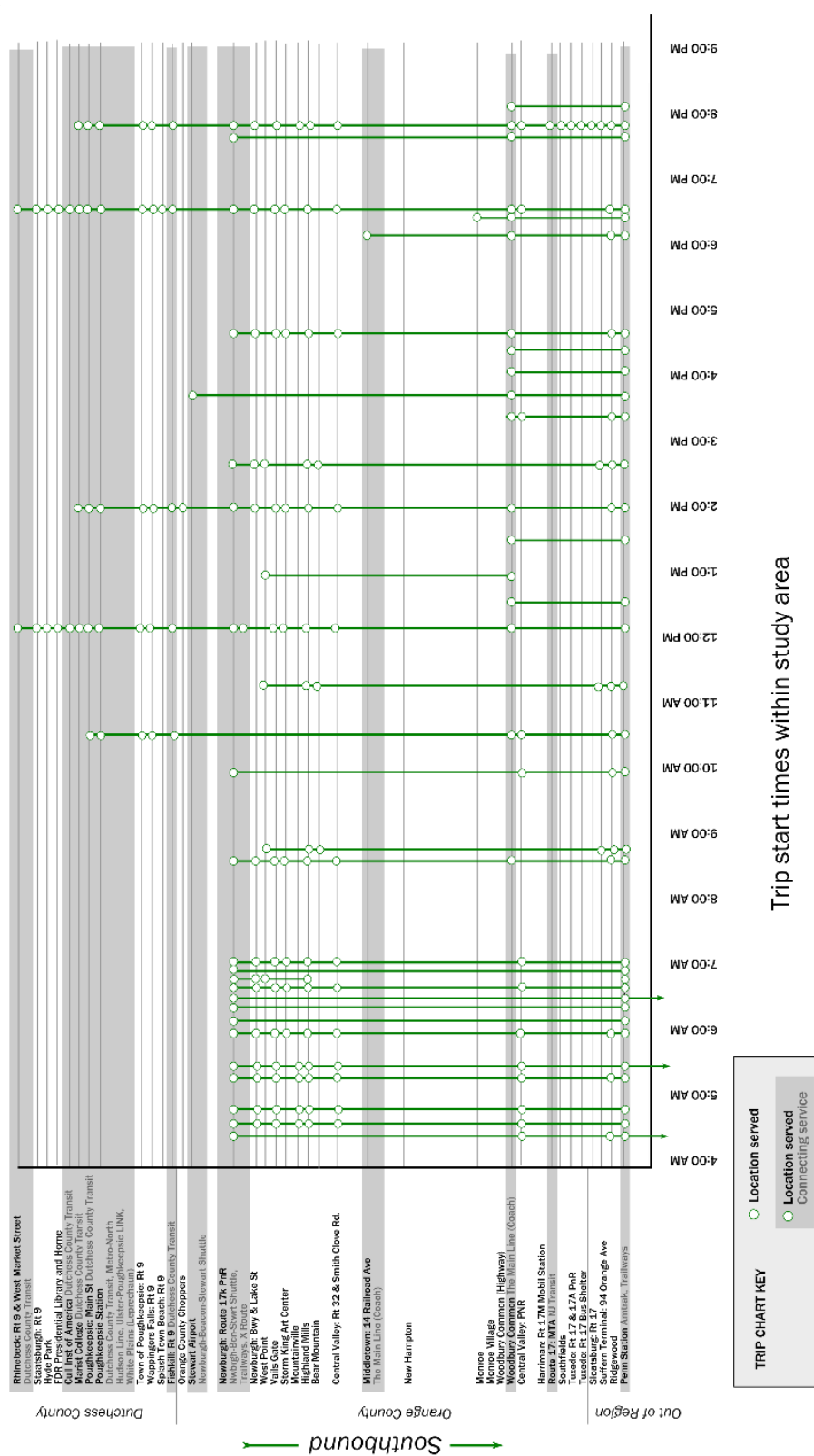
- Service to Western New York:
  - Coach USA/Shortline operates routes connecting the Mid-Hudson Valley to destinations in western New York such as Buffalo and Binghamton. Locations served by these routes include Newburgh and Middletown in Orange County.
- Stewart Airport Express:
  - Coach USA/Shortline also operates the Stewart Airport Express, which connects Stewart International Airport to New York City. The service is directed toward domestic and international airline passengers who use Stewart as an alternative to the New York region's larger and more congested airports. Frequency of service varies over the course of the year and is coordinated with the airport's flight schedules.
- The Orange Westchester Link (OWL):
  - The OWL Express offers service between Middletown, Newburgh, and points in Westchester County, including White Plains and the Valhalla Westchester Medical Center. The service operates on weekdays only, with five trips per day in each direction.



← Northbound →



Trip start times within study area



**Figure 48: Coach USA/Shortline NYC/Orange County Weekday Service (Northbound)**

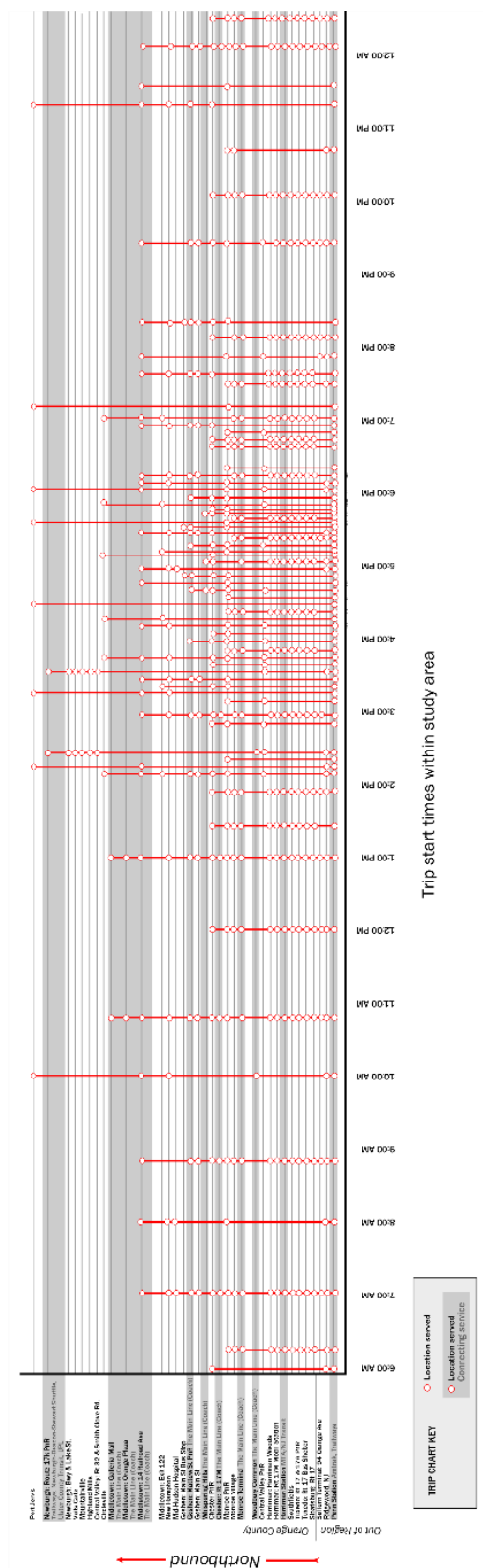
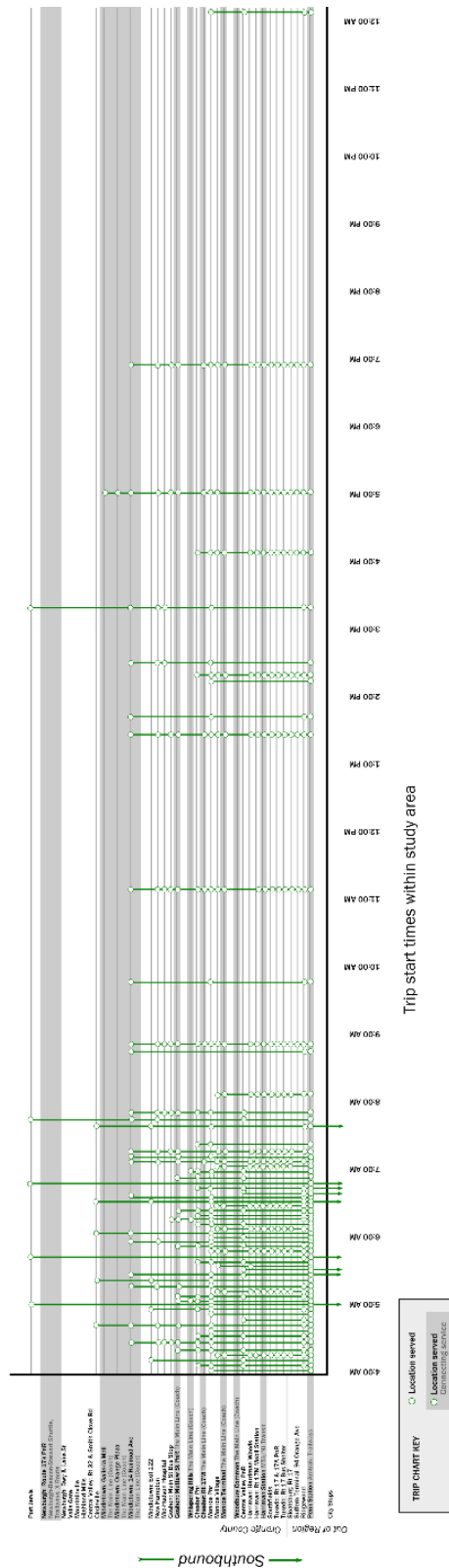


Figure 49: Coach USA/Shortline NYC/Orange County Weekday Service (Southbound)



### Fares, Passes, and Parking Fees

Coach USA/Shortline tickets can be purchased in advance at agent locations or from the driver in cash at the start of the trip. Only tickets for certain routes can be purchased online. Sample fares for travel to New York City are provided online, but the costs of other trips are not readily available online or in printed materials. Many locations served by the provider offer free parking. The Route 17K Park-and-Ride near Newburgh is one such example. This location is popular among New York City commuters.

### Survey Results

Overall, 83 Coach USA/Shortline riders responded to the Connect Mid-Hudson online survey. Riders reported low satisfaction with service reliability, schedules, vehicles, and the provider's website. Open-ended comments submitted by riders related to new services and destinations, reliability issues, passenger information, issues with drivers/staff, service frequency, and an overall desire for more oversight or competition in the commuter service market.

### Issues to Address

The following issues will be addressed in the service and capital improvement plan regarding Coach USA/Shortline service:

- Missed trips:
  - A number of survey respondents indicated that there is an issue with trips being missed. According to the 2018 STOA report, in the 3<sup>rd</sup> quarter of 2018, 31,161 revenue miles out of 1,847,370 scheduled revenue miles (two percent) were not operated. The reasons for missed trips are not provided in the STOA report, but conversations with Coach USA/Shortline management suggest an ongoing issue with staffing.
- Passenger Information:
  - A number of survey respondents indicated issues with passenger information. Specifically, passengers note a lack of information when service issues and delays occur. A representative from Coach USA/Shortline confirmed<sup>5</sup> that the company currently posts information regarding delays and trip changes to the service advisories page of their website and facebook page. However, the same staff that is responsible for posting these rider alerts is also responsible for taking customer complaints and inquiries by phone, which can cause delays in posting up-to-date information online. Text message alerts are also available, according to Coach USA, but may not be well advertised.
  - Passengers also noted a lack of destination signs on buses, which causes confusion at the Port Authority bus terminal as passengers are not sure which bus they should be boarding. Coach USA management confirmed that buses are not currently equipped with destination signs.
- More express service:
  - A number of survey respondents requested more express service during peak periods between Newburgh and New York City. Since September 2016, there have been four-morning express trips from the Route 17K Park-and-Ride to Midtown Manhattan, and four evening express trips in the reverse direction. A representative from Coach USA/Shortline confirmed<sup>6</sup> that customers from Newburgh want another 6 PM-hour express bus from New York City in the evenings. The last express bus departure at 6 PM is typically overcrowded, forcing those who cannot get a seat to take a later departure, which also makes more stops.

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<sup>5</sup> Per February 2019 stakeholder discussions

<sup>6</sup> Per February 2019 stakeholder discussions



- Limited Parking:
  - After reviewing survey results and Orange County parking data, limited parking at several destinations was determined to be an issue. In passenger surveys, Chester Park-and-Ride was noted as a location that lacks sufficient parking capacity. According to data collected by the Orange County Transportation Council over a three-day period in October 2018, limited lot spaces have forced commuters to park at retail lots across the street. During the time data was collected, an average of 115 cars desired access to the lot. Approximately 20 of the 115 cars parked in the retail lots across the street. Accessing the bus stop from the retail parking requires commuters to cross busy State Route 94 by foot.
  - According to the Orange County Transportation Council's October 2018 observations, six park-and-ride locations served by Coach USA/Shortline were at or over capacity including Monroe Lots A (100 percent) and B (116 percent), Chester (120 percent), both Central Valley lots (123 and 112 percent) and Tuxedo (129 percent).

#### **2.4.1.3. Metro-North**

##### **Service Description**

Metro-North operates one rail line within Orange County. The line originates in Port Jervis at the New Jersey border and terminates in Hoboken, New Jersey. From Hoboken, connecting PATH train service is available to Penn Station in Manhattan. The Port Jervis Line connects Port Jervis with many communities in Orange County, including Otisville, Middletown, Salisbury Mills, Harriman, and Tuxedo. Weekday trip schedules are shown in Figure 50 and Figure 51. It is also worth noting that Metro-North's Hudson Line, while in Dutchess County, serves many Orange County residents who commute to Beacon Station.



Figure 50: Metro-North Port Jervis Line Weekday Service (Northbound)

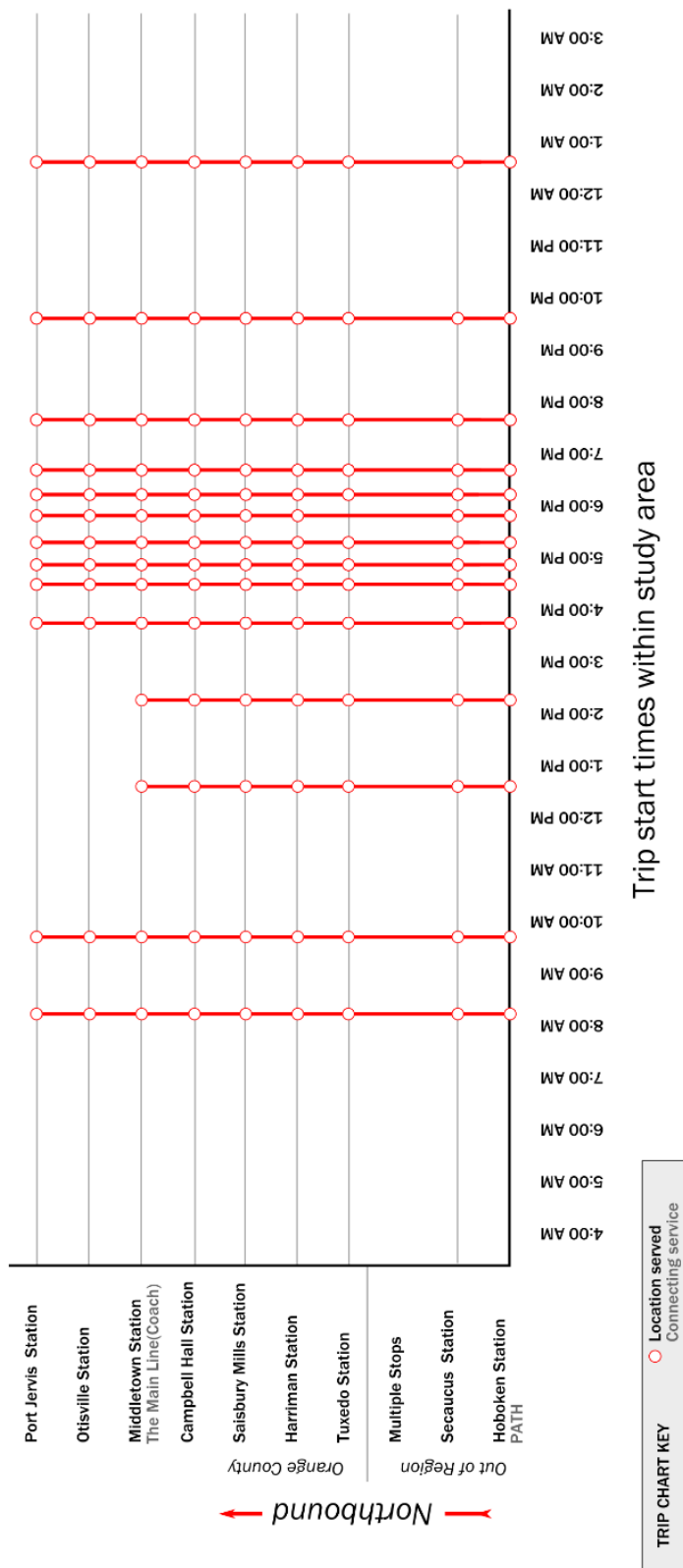
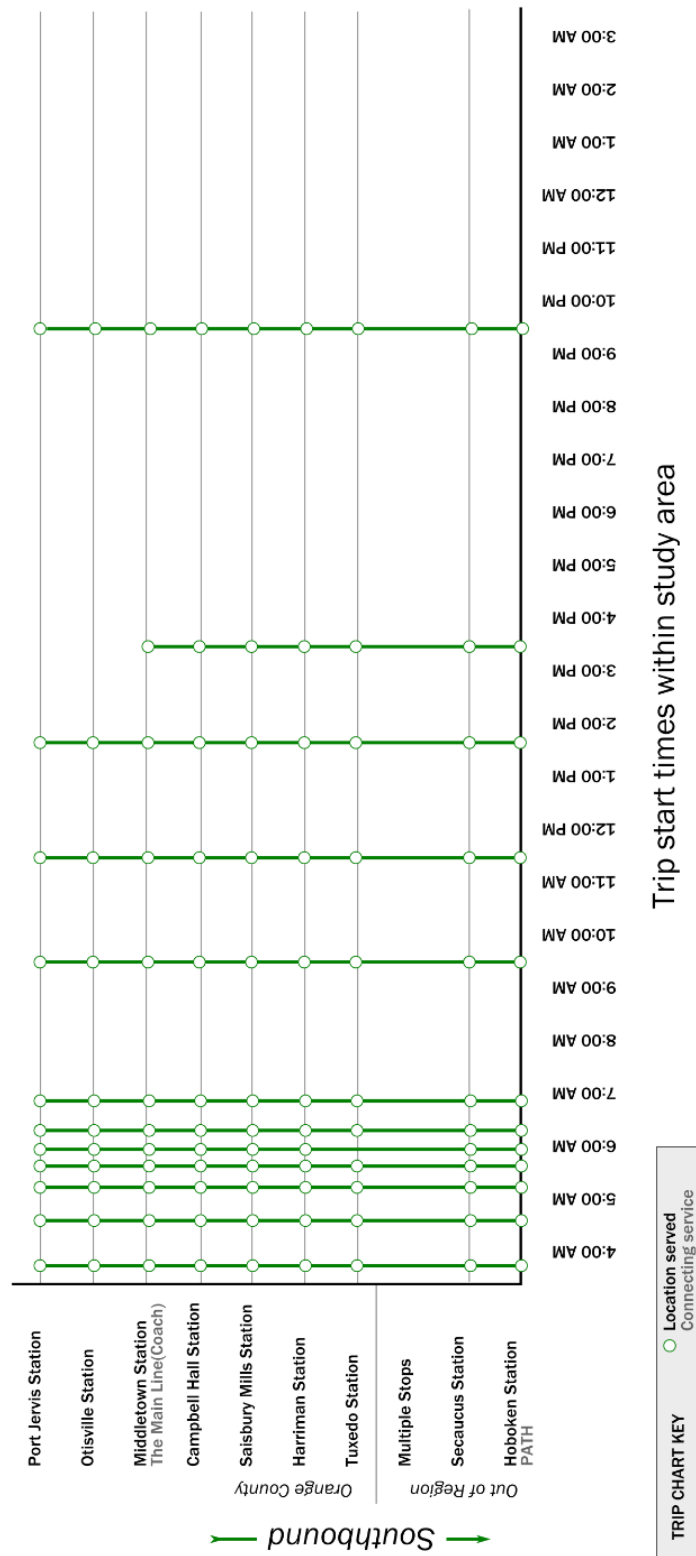


Figure 51: Metro-North Port Jervis Line Weekday Service (Southbound)



**Fares, Passes, and Parking Fees**

Separate fares are offered for peak and off-peak travel. From Port Jervis, one-way trips cost \$23.25 and \$36.50 during peak and off-peak periods, respectively.

It should also be noted that MTA stations charge parking fees. Station parking is managed by LAZ parking which offers daily metered spots as well as monthly and annual permitted spots.

**Further Detail**

More information regarding this service provider is detailed in section 2.3.1.4.

**2.4.1.4. Monroe Bus Corporation****Service Description**

The Monroe Bus Corporation offers limited service between the Village of Kiryas Joel and New York City. Schedule information is not available on the providers' website. Orange County planners were able to provide a copy of the schedule effective February 20<sup>th</sup>, 2019. However, the future of this service is uncertain and may soon be taken over by another company.

**Fares, Passes, and Parking Fees**

Fare information is not available on either the Monroe Bus Corporation or Transit Orange websites. For ages 12 and up, a one-way trip costs \$20, while a round-trip cost \$30. 10, 20 and 24 trip books are available for \$130, \$220 and \$280 respectively. Discounted fares are available for children.

**2.4.1.5. Monsey Trails****Service Description**

Monsey Trails is a bus service that connects the Village of Kiryas Joel with Monsey in adjacent Rockland County. Service is limited but operates throughout the day, Sunday through Friday.

**Fares, Passes, and Parking Fees**

A one-way trip costs \$8, but reduced fares are available for children under the age of nine. "Commuter Books" are available for \$70 and \$300, for 10 and 50 trip booklets respectively.

**2.4.1.6. NJ Transit****Service Description**

NJ Transit operates the 196 and 197 bus routes to serve Greenwood Lake and Warwick in Orange County. Service terminates at Port Authority Bus Terminal in New York City and is designed to serve commuters with departures every 10-20 minutes during peak periods.

**Fares, Passes, and Parking Fees**

A one-way trip from New York City costs \$15 and \$16 for service to Greenwood Lake and Warwick, respectively.

**2.4.2. Intraregional Service Providers****2.4.2.1. Newburgh Beacon Bus Corporation**

The Newburgh Beacon Bus Corporation operates the Newburgh-Beacon-Stewart Shuttle. Information regarding this service and provider is detailed in section 2.3.2.1 (Dutchess County).

**2.4.2.2. NY Waterway**

NY Waterway operates the Newburgh-Beacon Ferry. Information regarding this service and provider is detailed in section 2.3.2.2 (Dutchess County).



### 2.4.2.3. UCAT

#### Service Description

Ulster County Area Transit operates service to Orange County via the X Route, which connects New Paltz with Newburgh. This route operates Monday through Friday, four times per day: once in the morning and three times in the afternoon/evening. A fixed schedule is posted on the agency's website. The route primarily serves retail centers along NY-32, as well as the 17K Park-and-Ride, where riders can connect to other services.

#### Further Detail

UCAT routes primarily serve Ulster County. Information regarding this service and provider is detailed in section 2.5.2.1 (Ulster County).

### 2.4.3. Local Service

#### 2.4.3.1. Transit Orange

##### Service Description

Orange County is served by a variety of providers who run local bus service in Middletown, Newburgh, Monroe, and Kiryas Joel. Services are advertised on the Transit Orange website where links to some, but not all, of the service schedules, are provided. Transit Orange is the brand name used by the Orange County Planning Department to identify transit services that serve the county. Local Orange County services include:

- Newburgh Area Transit:
  - Leprechaun Lines operates three local routes in Newburgh. Buses run from approximately 7:00 AM to 7:00 PM. Depending on the route, service frequency is every 60 to 90 minutes.
- The Main Line:
  - Orange County contracts out service to Coach USA/Shortline to operate the “Main Line”, an Orange County-branded service which connects Middletown, Goshen, Chester, Monroe, Harriman, and Woodbury Common. This service operates five trips per day during the week and two on the weekends.
- Orange County Local Service:
  - Coach USA operates intra-county service with three routes. The Central Valley to Newburgh service operates seven days a week, with a more limited number of trips on Saturday and Sunday. Coach USA/Shortline also operates two more limited routes: Newburgh to Bear Mountain via West Point, and Newburgh to Middletown.
- Middletown Area Transit:
  - The Middletown Area Transit service is operated by Hudson Transit (a subsidiary of Coach USA) which runs four local routes. This is an Orange County branded service. Service runs every 75 minutes from 7:00 AM to 7:00 PM.

#### Fares, Passes, and Parking Fees

- Newburgh Area Transit and Middletown Area Transit:
  - Cash fare is paid to the driver at the time of boarding. One-way fares cost \$1.50, although fare information is not well advertised online by the providers or the county. Fare discounts are offered to students (\$1.00), senior citizens (\$0.75), and Medicare recipients (\$0.75).
- The Main Line:
  - Tickets can be purchased from the driver or at terminal locations in Middletown, Monroe or Woodbury Common. Tickets Fare information is not readily available on the Transit Orange nor the provider's website.



- **Orange County Local Service:**
  - Fares are not well advertised on the Transit Orange or Coach USA/Shortline website.

### Survey Results

Overall, only 13 Transit Orange riders responded to Connect Mid-Hudson online survey. A majority of these riders noted a desire for service to new destinations. One commenter also noted a lack of security and inadequate lighting at Newburgh Bus Station which is served by Newburgh Area Transit.

### Issues to Address

The following issues will be addressed in the service and capital improvement plan regarding Transit Orange Service:

- **New Services and Destinations:**
  - To investigate the need for additional services beyond anecdotal commentary, a service gap assessment is presented in section 2.6.2.
- **Quality of Passenger Facilities and Infrastructure:**
  - One issue raised in the survey was a perceived lack of security and adequate lighting at Newburgh Bus Station which is served by Newburgh Area Transit. Members of the consultant team visited the site in March 2019 and observed adequate light levels, but no security cameras.

#### 2.4.3.2. Warwick Inter-Municipal Bus

##### Service Description

The Town of Warwick operates a small number of routes to various shopping and medical centers in the area, as well as limited service to Walkill, Middletown, Monroe, and Goshen. Some of these services require an advance reservation.

##### Fares, Passes, and Parking Fees

The cost of a one-way trip is \$2.00, although discounted fares are available for seniors and riders with disabilities (\$1.00). The payment method is cash-only.

## 2.5. Ulster County

### 2.5.1. Interregional Service Providers

#### 2.5.1.1. Trailways

##### Service Description

Trailways operates bus service throughout New York State, including numerous routes that serve Ulster County. The provider caters to both occasional travelers and daily commuters who travel to New York City from Ulster and Orange Counties. According to Trailways' website, the service includes 18 roundtrip departures daily from New York City. Figure 52 and Figure 53 show weekday trips.



Figure 52: Trailways Weekday Service (Northbound)

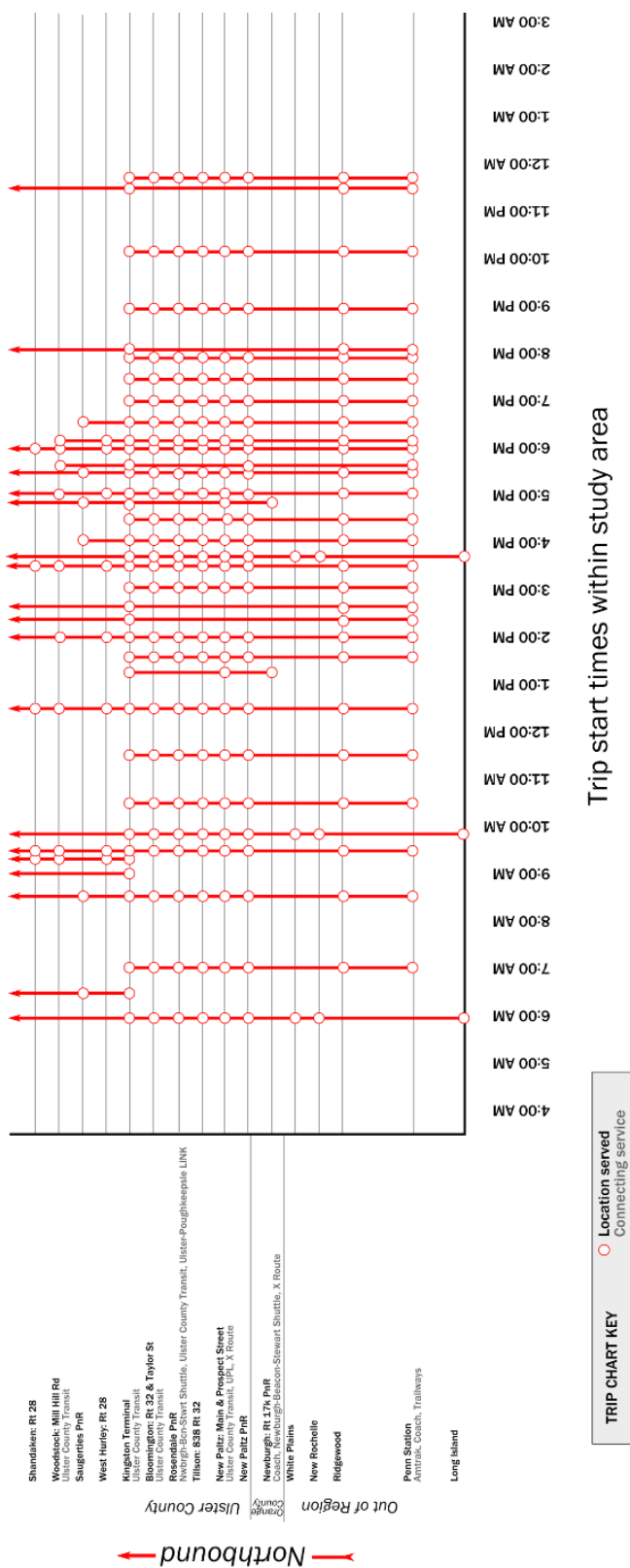
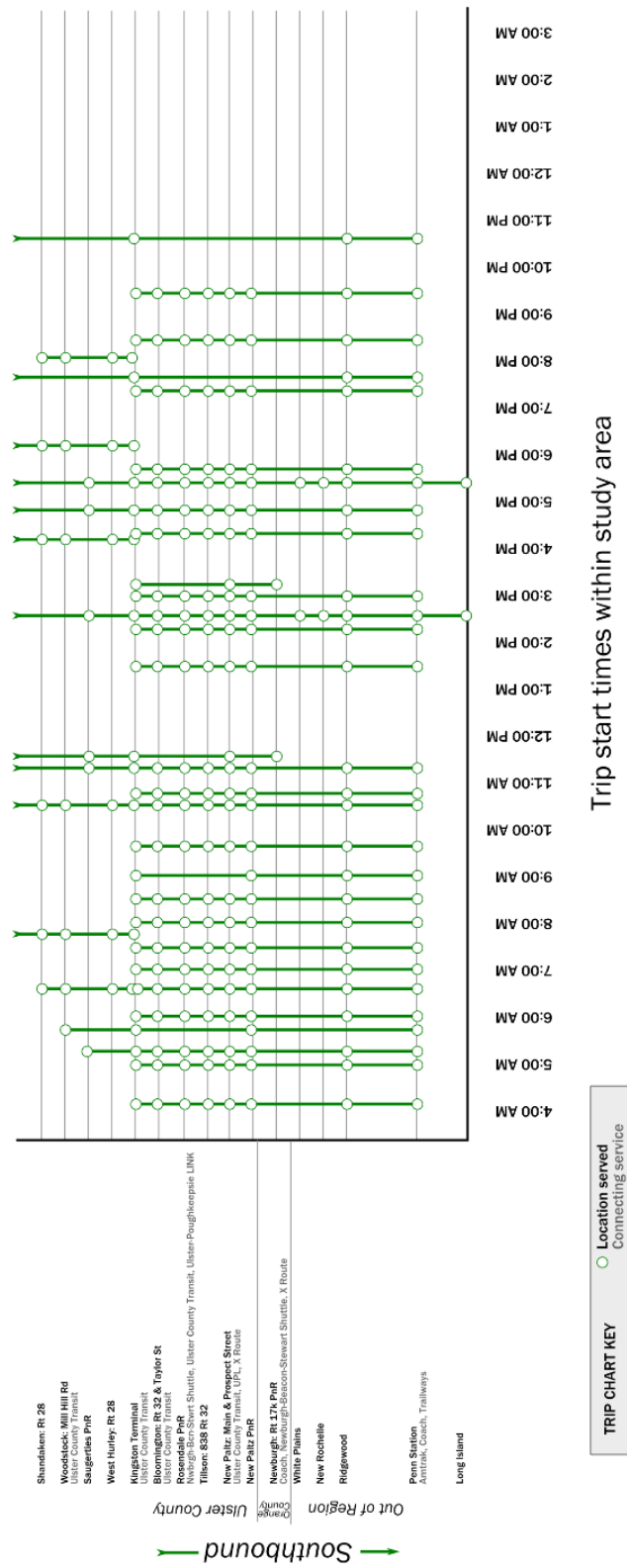


Figure 53: Trailways Weekday Service (Southbound)



### Fares, Passes, and Parking Fees

Tickets are generally available for purchase online at Trailways' website. Discounted tickets for senior citizens and people with disabilities who travel during off-peak hours are available and must be purchased from a Trailways ticket agent alongside a valid government ID. According to Trailways management<sup>7</sup>, the provider hopes to launch web-based mobile-friendly ticketing options and offer text alerts by the end of 2019. Trailways currently communicates with riders via their email list, website alerts, and call center. The provider also has a feature on their website called "Where's My Bus" which provides riders information regarding trip delays.

Fares vary based on departure origin and destination. A one-way trip between Newburgh and New Paltz costs \$7.25, while a one-way trip between Newburgh and Albany costs \$26.50. Discounted fares are offered based on travel times and advance-purchase, as well as to members of the military, senior citizens, and persons with disabilities. Weekly and monthly passes also offer significant discounts. A monthly pass from Kingston to NYC costs \$575; Rosendale to NY costs \$550, and New Paltz to NYC costs \$500. Trailways serves many park-and-ride locations which offer parking free of charge.

### Survey Results

Thirty-one completed surveys were received from Trailways riders. According to survey results, riders are generally satisfied with the service. The lowest satisfaction among riders was regarding fares, while high satisfaction was reported with route destinations, drivers and dependability of service. In the open-ended portion of the survey, comments were provided regarding a desire for further reduced fares and improved passenger facilities and infrastructure.

### Issues to Address

The following issues will be addressed in the service and capital improvement plan regarding Trailways service:

- Fare Issues:
  - Although fares were an area of concern among survey participants, Trailways does offer numerous discounts including reduced mid-week fares, and weekly and monthly passes discounted from standard fares. Perhaps awareness of these discounts is limited.
- Quality of Passenger Facilities and Infrastructure:
  - A specific issue related to passenger facilities noted by survey participants was a desire for a more robust shelter or waiting area at the New Paltz Park-and-Ride that can better protect from cold temperatures and inclement weather.
  - Riders also commented on the perceived inadequacy of the current Kingston Terminal. However, observations by the consultant team found that the current configuration, while not optimal, is functional and relatively safe<sup>8</sup>. Making transfers between the local buses at the Hannaford Supermarket(Kingston Plaza) and Trailways service at the Kingston Terminal requires riders to walk about a 0.6 mile, or 11 to 12 minutes.

### Further Detail

Trailways serves both Orange and Ulster County, and additional details about the service and provider are included in section 2.4.1.1 (Orange County).

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<sup>7</sup> Per 02/19 stakeholder discussions

<sup>8</sup> Per 04/10/19 memo from Wendel regarding the consultant site visit



## 2.5.2. Local Service Provider

### 2.5.2.1. UCAT

#### Service Description

Ulster County operates county-wide transit service which consists of a dozen routes. Three of these routes, the Kingston-Poughkeepsie LINK(KPL), Ulster-Poughkeepsie LINK (UPL,) and X Route cross county lines.

Information regarding these services is provided on Ulster County's website. All buses are equipped with bike racks, allowing for multimodal travel.

- **KPL:**
  - Ulster County Area Transit serves Dutchess County via the KPL. This service connects Kingston and various Ulster County locations(including, Highland Park-and-Ride, and Marlboro) with the Poughkeepsie Train Station. Service schedules are coordinated with Metro-North commuter rail schedules to allow for seamless travel between Ulster County and New York City.
- **UPL:**
  - UPL operates between the Rosendale Park-and-Ride in Ulster County and Poughkeepsie Train Station making various stops along the way (Figure 54 and Figure 55). Similar to KPL service, UPL bus schedules are coordinated with Metro-North commuter rail schedules.
- **X Route:**
  - Ulster County Area Transit serves Orange County via the X Route, which connects New Paltz with Newburgh (Figure 56 and Figure 57). The route operates Monday through Friday, four times per day: once in the morning and three times in the afternoon/evening. A fixed schedule is posted on the agency's website, but a route map is not provided. The route primarily serves retail centers along NY-32, as well as the Route 17K Park-and-Ride, where connections are available to other services.



Figure 54: UPL Weekday Service (Northbound)

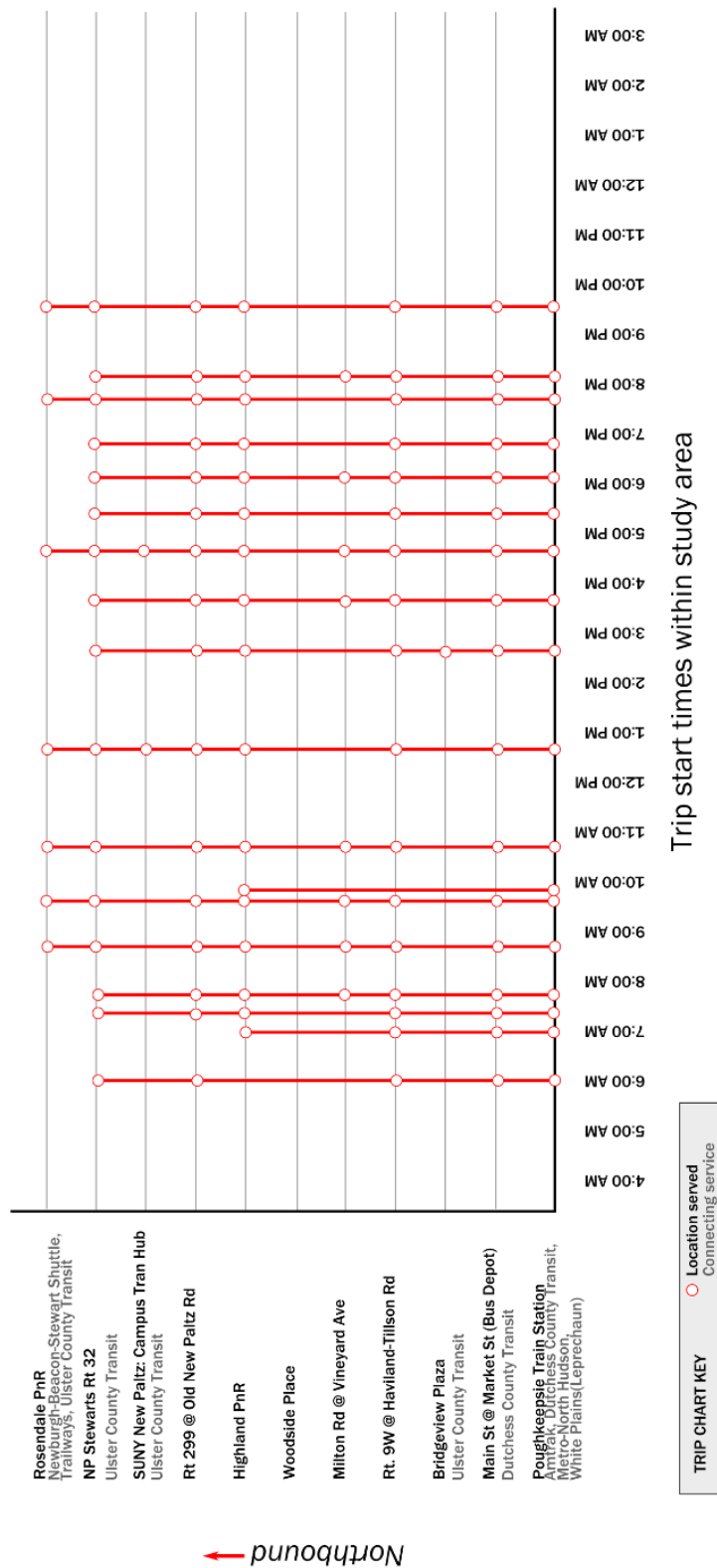


Figure 55: UPL Weekday Service (Southbound)

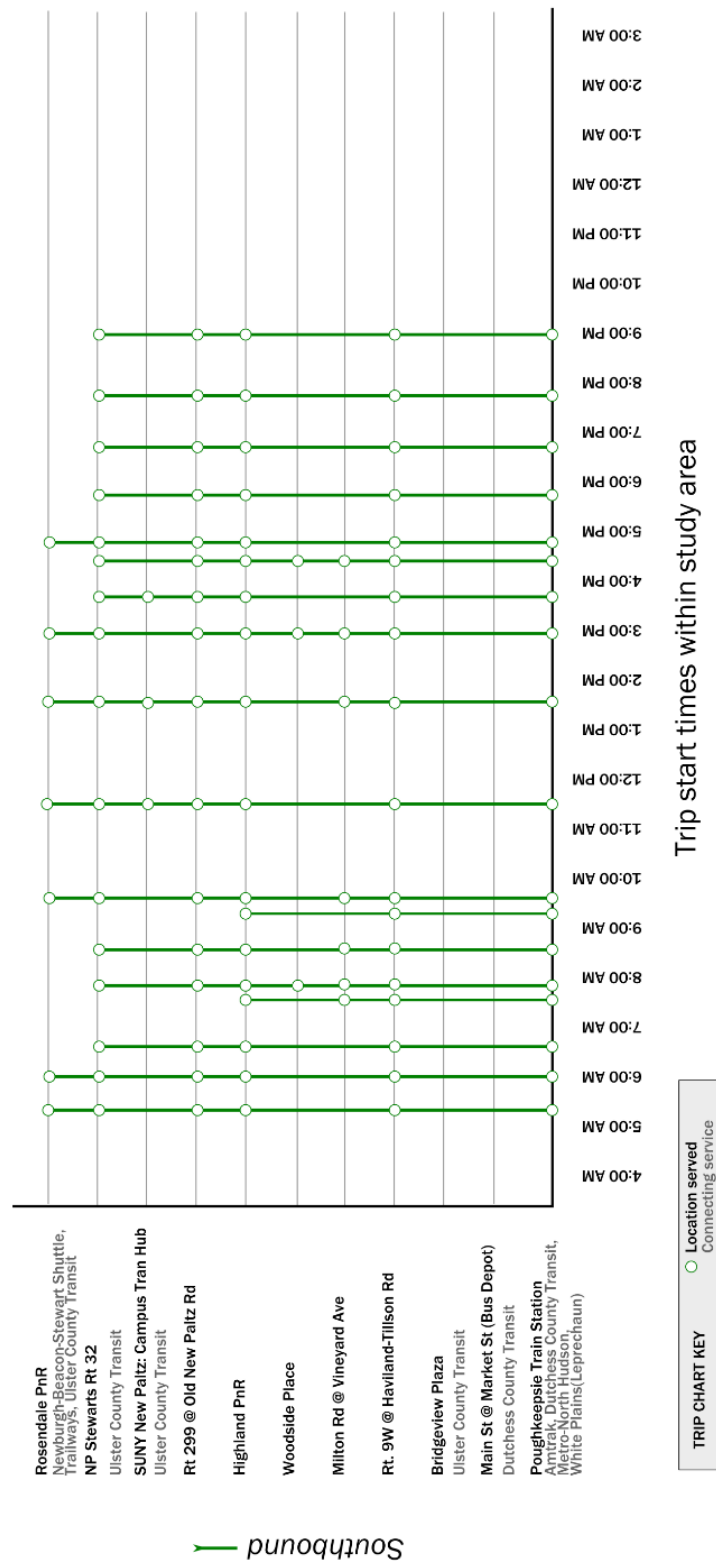


Figure 56: X Route Weekday Service (Northbound)

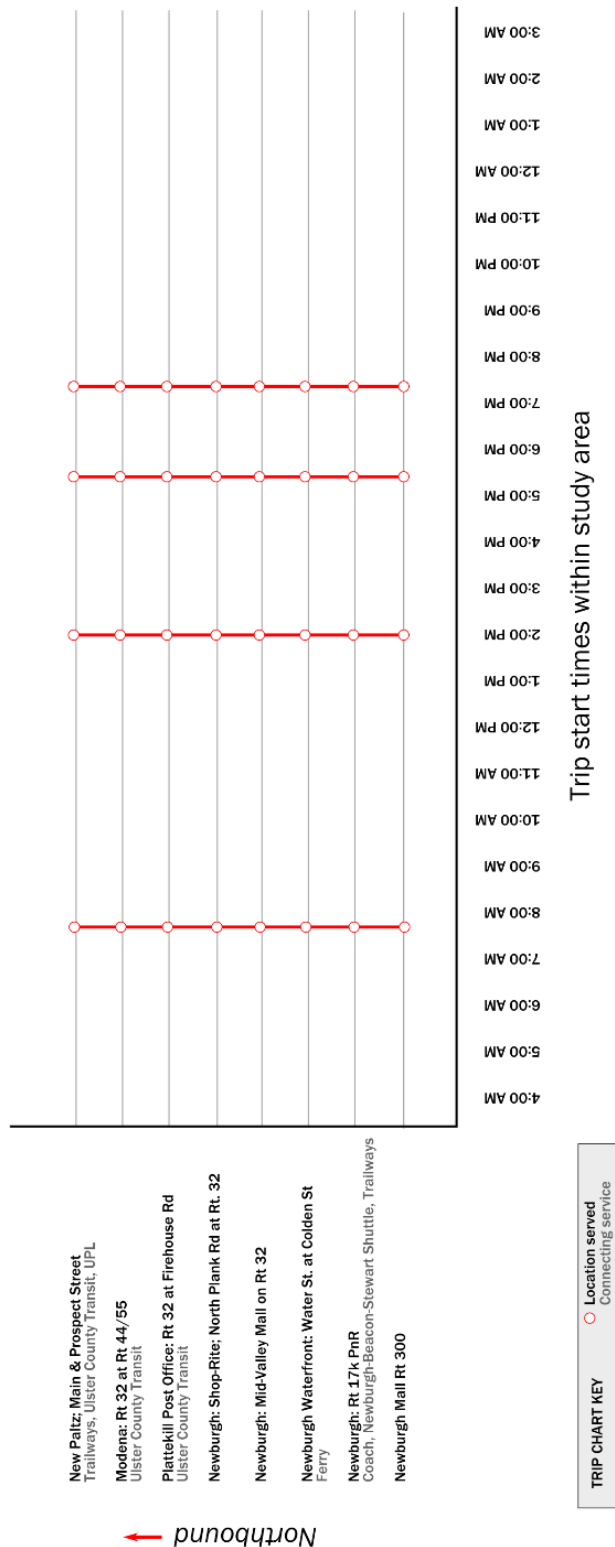
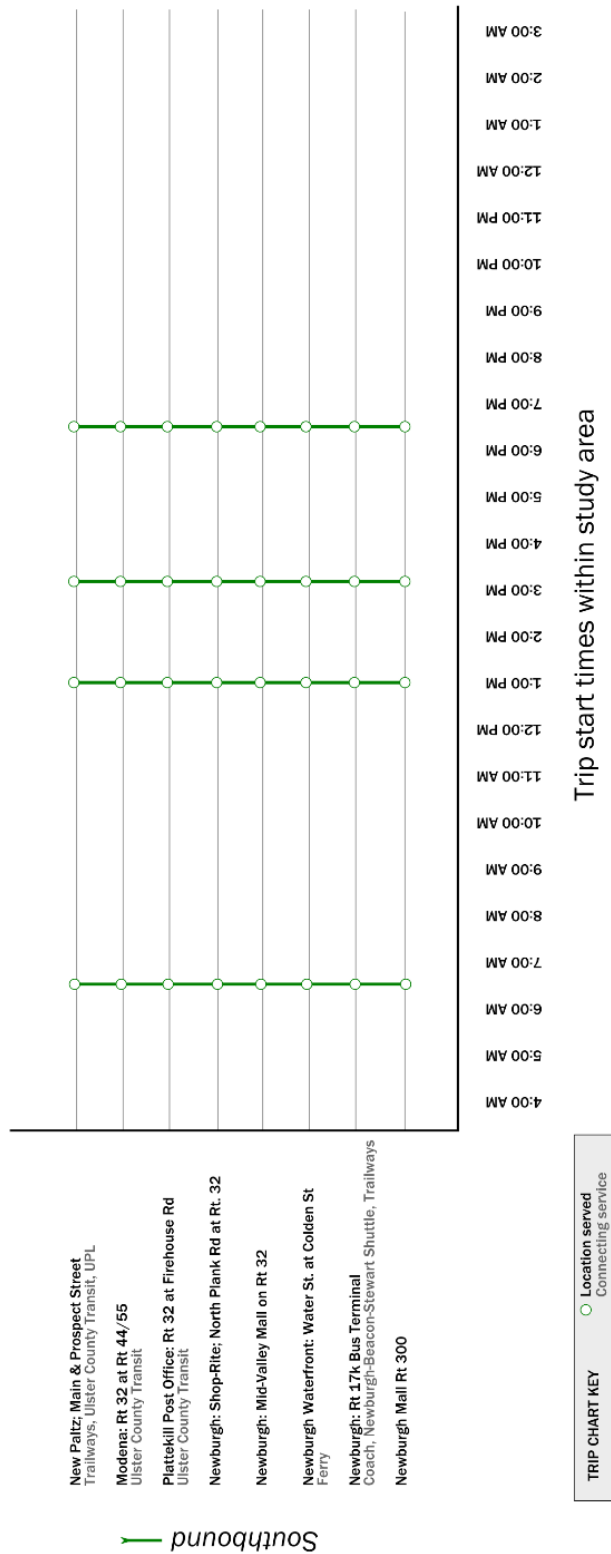


Figure 57: X Route Weekday Service (Southbound)



### Fares, Passes, and Parking Fees

Fares for travel within Ulster County are \$1.50 per ride. For travel to destinations outside of Ulster County, UCAT fares are \$2.00 per ride. Monthly passes are available for \$65, and 20 or 40-ride passes can be purchased at a 10 percent discount per ride. Discounted fares are also available for seniors, disabled riders, military veterans, and SUNY Ulster students. The routes also serve several locations that offer parking free of charge including the Rosendale, Highland, and Route 17K Park-and-Rides.

### Survey Results

Fifty-nine survey responses came from UCAT riders. Riders reported that they were least satisfied with schedules and most satisfied with fares, vehicles, and drivers. In the open-ended portion of the survey, riders requested new destinations or services, more frequent service, and improved connectivity between existing services.

### Issues to Address

The following issues will be addressed in the service and capital improvement plan regarding UCAT service:

- New Destinations or Services:
  - Survey respondents requested additional service on Ulster Avenue and to Wallkill. UCAT management reports that Kingston Citibus service will soon be merged into UCAT. This will make service to destinations along Ulster Avenue more seamless.
  - A gap analysis for Ulster County as presented in section 2.6.3 will help inform where service should be improved or implemented.
- More Frequent Service:
  - Survey participants highlighted a 90-minute mid-day service gap on the KS Route. Service on this route between Kingston to Saugerties is generally every hour on weekdays with the exception of the extended mid-day break.
- Coordination of existing services:
  - A number of survey respondents noted that UCAT service is not well coordinated with other bus services. These connections are examined in the Service Gap Assessment (section 2.7.1).

### Further Detail

UCAT offers routes that serve Dutchess and Orange County, and for this reason, UCAT service is also discussed in sections 2.3.2.3 and 2.4.2.3.



## 2.6. Service Gap Assessment

In addition to the online survey and field observations, a gap analysis was conducted to identify areas that are underserved by transit. The gap analysis involved examining the existing transit service around activity centers and along the most travelled commuter routes. Activity center locations and the most travelled commuter routes (or travel flows) were derived from census data (as detailed in the Market Analysis chapter). Regardless of the transit service they have, all of the most traveled routes are included in Table 5, Table 6 or Table 7.

### 2.6.1. Dutchess County

Table 5 summarizes the connections from Dutchess County that were identified as having high demand in the market analysis chapter. Many of these connections cannot currently be made via the existing regional transit network or can be made but require transfers that are not well coordinated, resulting in longer travel times. Opportunities to improve transit connections between these places are summarized below and will be investigated further in the Service and Capital Improvements chapter.

*Table 5: Dutchess County Gaps Assessment*

Connection	Approximate Travel Time (minutes) <sup>9</sup>	Existing Transit Service	Opportunities
<b>Poughkeepsie to Katonah</b>	55 – 100 via auto  -	No direct service  Katonah is located on the Metro-North Harlem Line in Westchester County. It can be accessed by taking the Hudson Line to the Harlem Line at Grand Central Terminal or, by taking the Hudson Line to Ossining Station and connecting with a local bus.	Potential new commuter route
<b>Poughkeepsie to Yorktown Heights</b>	55 – 65 via auto	None	Potential new commuter route
<b>Poughkeepsie to White Plains</b>	102 - 135	Leprechaun Lines operates weekday commuter service. Buses can be boarded in downtown Poughkeepsie or at several stops south of the city.	Potential for additional daily trips
<b>Poughkeepsie to Midtown and Downtown Manhattan</b>	95 – 112	Metro-North Hudson Line trains travel to Midtown Manhattan from downtown Poughkeepsie. Commuters can use Dutchess County Public Transit routes to access the Metro-North Station in Poughkeepsie. Once in Midtown Manhattan, commuters transfer to the MTA subway to access Downtown Manhattan.	Coordinate DCPT Routes with Metro-North trains

<sup>9</sup> Travel times are based on existing transit service schedules or google driving times. If driving time is being discussed, “via auto” is noted.



Connection	Approximate Travel Time (minutes) <sup>9</sup>	Existing Transit Service	Opportunities
	150 - 165	Coach USA/Shortline operates daily service. Trips are not timed to accommodate typical commuting times.	Adjust Coach USA trip times
<b>Beacon/Fishkill to Peekskill/Buchanan</b>	19 - 23	Metro-North Hudson Line serves Beacon and Peekskill Stations.	Adequate connection exists
<b>Beacon to Downtown Manhattan</b>	93 - 110	Metro-North Hudson Line serves Beacon and Grand Central Station in Midtown Manhattan. Dutchess County RailLink allows riders to access Beacon Station.	Adequate connection exists
<b>East Fishkill to Peekskill/Buchanan</b>	30 – 45 via auto	None	Potential new commuter route
<b>East Fishkill to Katonah</b>	28 – 45 via auto	None	Potential new commuter route
<b>East Fishkill to Yorktown Heights</b>	28 – 45 via auto	None	Potential new commuter route
<b>East Fishkill to White Plains</b>	45 – 65 via auto  10 – 16 via auto, then 65 - 75 via bus	No direct service.  Riders can commute to Garrison or Fishkill and board Leprechaun Lines' White Plains commuter service.	Potential new commuter route / local bus connection to Leprechaun Lines service

In the Connect Mid-Hudson Online survey, the top reasons given by non-riders residing in Dutchess County for not using transit (besides the lack of service at an origin or destination) includes the following:

1. Not familiar enough with my options to use transit
2. Service is not frequent enough
3. Prefer to drive

Further details on survey results for non-riders can be found in Appendix A.

### 2.6.2. Orange County

Table 6 summarizes the connections from Orange County that were identified as having high demand in the market analysis. Many of these connections cannot currently be made via the existing regional transit network or can be made but require transfers that are not well coordinated, resulting in longer travel times. Potential opportunities to improve the transit connections between these places are also summarized and will be investigated further in the Service and Capital Improvement chapter.

**Table 6: Orange County Gaps Assessment**



Connection	Approximate Travel Time (minutes) <sup>10</sup>	Existing Transit Service	Opportunities
<b>Newburgh to Downtown Manhattan</b>	80 – 105	Coach USA/Shortline operates service from the Route 17K Park-and-Ride in the Newburgh area to Port Authority in Midtown Manhattan. Once in Midtown Manhattan, commuters transfer to MTA to access Downtown Manhattan.	Existing service provides adequate coverage, service frequency may require adjustments
	10 via Ferry + 93-110 via Metro-North	Ferry operates between Newburgh and Beacon waterfront. In Beacon, commuters board Metro-North to ride to Grand Central, Midtown Manhattan. In Midtown, commuters transfer to MTA to access Downtown Manhattan.	Adequate connection exists
<b>Middletown to Downtown Manhattan</b>	86 - 126	Coach USA/Shortline operates commuter service from Middletown to Port Authority Bus terminal in Downtown Manhattan. Riders can board buses at the Shortline Terminal on 14 Railroad Ave. or the Park-and-Ride at Exit 122.	Existing service provides adequate coverage, service frequency may require adjustments
	110 via Metro-North + 11 via PATH	Metro-North's Port Jervis Line connects Middletown and Hoboken, NJ. In Hoboken, riders can board Manhattan-bound PATH trains.	Existing service requires transfer, alternate transit may be more efficient.
<b>Goshen to New City</b>	35 – 50 via auto	None	Potential new commuter route
<b>Goshen to Suffern</b>	30 – 40 via auto	None	Potential new commuter route
<b>Kiryas Joel to New City</b>	35 – 55 via auto	None	Potential new commuter route
<b>Harriman to New City</b>	24 – 45 via auto	None	
<b>Woodbury to New City</b>	28 - 50 via auto	None	

<sup>10</sup> Travel times are based on existing transit service schedules or google driving times. If driving time is being discussed, "via auto" is noted.



Connection	Approximate Travel Time (minutes) <sup>10</sup>	Existing Transit Service	Opportunities
Kiryas Joel to Suffern	31 via auto	None	Potential new commuter route
Harriman to Suffern	18	Coach USA/Shortline operates between Woodbury Common and Suffern (94 Orange Ave.).	Existing service provides adequate coverage, service frequency may require adjustments
Woodbury to Suffern	35	Coach USA/Shortline operates one late night trip daily between Harriman and Suffern (94 Orange Ave.).	Existing service provides adequate coverage, service frequency may require adjustments
Kiryas Joel to Midtown Manhattan	60 – 120	Monroe Bus Corporation operate between Kiryas Joel and Manhattan.	Existing service provides adequate coverage
Harriman to Midtown Manhattan	60 – 80	Coach USA/Shortline operates between Harriman and Port Authority, Midtown Manhattan.	Existing service provides adequate coverage, service frequency may require adjustments
Woodbury to Midtown Manhattan	95	Coach USA/Shortline operates between Woodbury Common and New York.	Adequate connection exists, ensure frequency of service is suitable for commuters
Warwick to Downtown Manhattan	160	NJ Transit offers bus service between Warwick and Port Authority, Midtown Manhattan. Once in Midtown, commuters transfer to MTA to access Downtown Manhattan.	Adequate connection exists

In the Connect Mid-Hudson Online survey, the top reasons given by non-riders residing in Orange County for not using transit (besides the lack of service at an origin or destination) includes the following:

1. Prefer to drive
2. Not familiar enough with my options to use transit
3. Service is not frequent enough

Further details on survey results for non-riders can be found in Appendix A.

### 2.6.3. Ulster County

Table 7 summarizes the connections from Ulster County that were identified as having high demand in the market analysis. Many of these connections cannot currently be made via the existing regional transit network or can be made but require transfers that are not well coordinated, resulting in longer travel times. Potential



opportunities to improve the transit connections between these places are also summarized and will be investigated further in the Service and Capital Improvement chapter.

*Table 7: Ulster County Gaps Assessment*

Connection	Approximate Travel Time (minutes) <sup>11</sup>	Existing Transit Service	Opportunities
Saugerties to Rhinebeck	25 via auto	None	Potential new commuter route
Saugerties to Kingston	48	KS Route (UCAT) operates between Saugerties and Kingston Plaza.	Adequate connection exists
Kingston to Rhinebeck	18 - 22 via auto	None	Potential new commuter route
New Paltz to Poughkeepsie	27	UPL Route (UCAT) operates between New Paltz Transit Center and Poughkeepsie Train Station.	Adequate connection exists
Wallkill to Newburgh	12, then 32	W Route (UCAT) operates between Wallkill and Plattekill Post Office, X Route (UCAT) operates between Plattekill and Newburgh.	Adjust UCAT trip times for improved coordination
Wallkill to Middletown	28 – 40 via auto	None	Potential new commuter route
Wallkill to Goshen	26 – 40 via auto	None	Potential new commuter route

In the Connect Mid-Hudson Online survey, the top reasons given by non-riders residing in Ulster County for not using transit (besides the lack of service at an origin or destination) includes the following:

1. Service is not frequent enough
2. Prefer to drive
3. Other

Further details on survey results for non-riders can be found in Appendix A.

#### 2.6.4. Service to Activity Centers

Table 8 summarizes existing transit at activity centers. Activity centers were determined in the market analysis chapter. Opportunities to improve transit at these locations are presented below and will be investigated further in the Service and Capital Improvements chapter.

<sup>11</sup> Travel times are based on existing transit service schedules or google driving times. If driving time is being discussed, “via auto” is noted.



Table 8: Activity Center Assessment

County	Area	Description	Direct Transit Service	Service within one-transfer	Opportunities
Dutchess	US-9 corridor in southern Poughkeepsie (Town)	Retail (Galleria), IBM	DCPT (A and B Route)	Connections to Coach USA/Shortline, Metro-North, UCAT	Poor Connections to Orange County
	US-9 corridor in downtown Poughkeepsie (City)	Vassar Brothers Medical Center	DCPT	Connections to Coach USA/Shortline, Metro-North, UCAT	Poor connections to Orange County
	Downtown Poughkeepsie City (Main Street/Market Street corridor)	Retail, office, government	DCPT, Coach USA/Shortline, Metro-North, UCAT	Newburgh-Beacon-Stewart Shuttle	Poor connections to Middletown in Orange County
	US-9 corridor in northern Poughkeepsie (Town)	Mid-Hudson Regional Hospital and Marist College	DCPT (C Route)	Connections to Coach USA/Shortline, Metro-North, UCAT	Poor connections to Orange County
	US-9/I-84 area of Fishkill	Retail, office, Gap/Old Navy Distribution Center	DCPT (A and G Route), Leprechaun Lines	Connections to Coach USA/Shortline, Metro-North, Newburgh-Beacon-Stewart Shuttle, NY Ferry, UCAT	Poor connections to Orange County
Orange	Downtown Newburgh	Retail, government, Mount Saint Mary College	Newburgh Area Transit, NY Ferry, UCAT X Route	Connections to Coach USA/Shortline, Metro-North, Newburgh-Beacon-Stewart Shuttle	Poor connections to Middletown in Orange County
	SR-17k/I-87/Stewart Airport area of Newburgh	Retail, office, warehousing, airport	Newburgh-Beacon-Stewart Shuttle, Coach USA/Shortline	Connections Metro-North, NY Ferry, UCAT	Poor connections to Middletown in Orange County, limited connections to Dutchess
	Kiryas Joel	Retail	Monroe Bus Corporation	Connections to MTA	No connections within the three-county study area
	I-87/US-6/SR-17 area of Harriman and Woodbury (Woodbury Commons)	Retail (Woodbury Commons)	Coach USA/Shortline, The Main Line	Connections to Middletown Area Transit, Metro-North, MTA	Poor Connections to Newburgh in Orange County, Dutchess County, and Ulster County



County	Area	Description	Direct Transit Service	Service within one-transfer	Opportunities
	I-84/SR-17 area of Middletown	Retail (Galleria), Orange Regional Medical Center	Metro-North, Middletown Area Transit, The Main Line	Connections to PATH	Poor Connections to Newburgh in Orange County, Dutchess County, and Ulster County
	Downtown Middletown	Retail, SUNY Orange	Coach USA/Shortline Middletown Area Transit, The Main Line	Connections to Metro-North, MTA, Newburgh-Beacon-Stewart Shuttle, UCAT	Poor Connections to Newburgh in Orange County, Dutchess County, and Ulster County
	SR-17/SR-17A/SR-207 area of Goshen	Retail, government, medical	The Main Line	Connections to Coach USA/Shortline Middletown Area Transit, Metro-North	Poor Connections to Newburgh in Orange County, Dutchess County, and Ulster County
	SR-17/SR-94 area of Chester	Retail, warehousing	The Main Line	Connections to Coach USA/Shortline Middletown Area Transit, Metro-North	Poor Connections to Newburgh in Orange County, Dutchess County, and Ulster County
Ulster	Stockade District of Kingston along the I-587 and Broadway corridors	Retail, county government	UCAT, Trailways	Metro-North, DCPT	Poor Connections to Orange County
	New Paltz	Retail, SUNY New Paltz	UCAT, Trailways	Metro-North, DCPT, Coach USA/Shortline, Newburgh-Beacon-Stewart Shuttle	Poor Connections to Middletown in Orange County.

## 2.7. Summary of Issues to be Addressed

Several issues with the existing regional transit network were identified by multiple survey respondents and confirmed through the analysis of existing services, facilities, and market opportunities. These issues will be addressed in subsequent parts of this study and include:

1. Coordination of Existing Services
2. Regional Service Coverage
3. Parking Availability
4. Commuter Travel Cost
5. Access to New York Stewart International Airport
6. Rail Connections
7. Passenger Information
8. Service Oversight



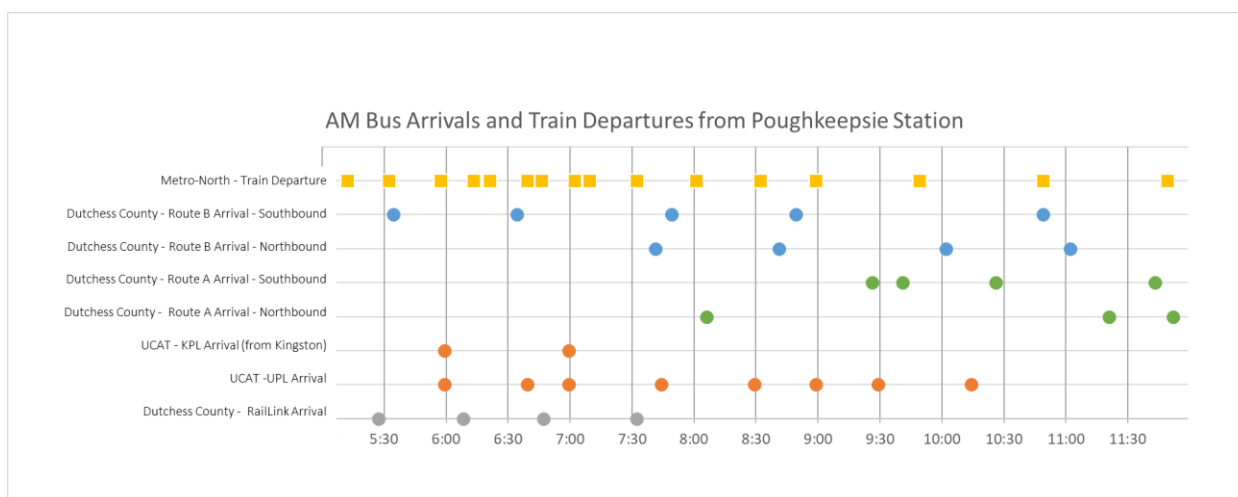
Details regarding each of these issues can be found in the following sections.

### 2.7.1. Coordination of Existing Services

Many commuter trips in the Mid-Hudson region consist of a “single-seat” ride to destinations like New York City. However, there are several locations in the region, including the Poughkeepsie Train Station and the Route 17K Park-and-Ride in Newburgh, where multiple services converge, creating opportunities for intra-regional travel and first/last mile connections. To optimize these connection opportunities, service schedules (and fare policies) must be coordinated to the greatest extent possible. Figure 58 through Figure 61 illustrate the current connections at the Poughkeepsie Train Station and Route 17K Park-and-Ride.

Poughkeepsie Train Station is served by Metro-North, Dutchess County Public Transit (RailLink, A, B, C, D, E, H, J, K, L and P Routes) and Ulster County Area Transit (KPL and UPL Routes). While the frequency of train arrivals and departures during peak periods makes local bus-to-train connections seamless, the bus services themselves are not coordinated with one another.

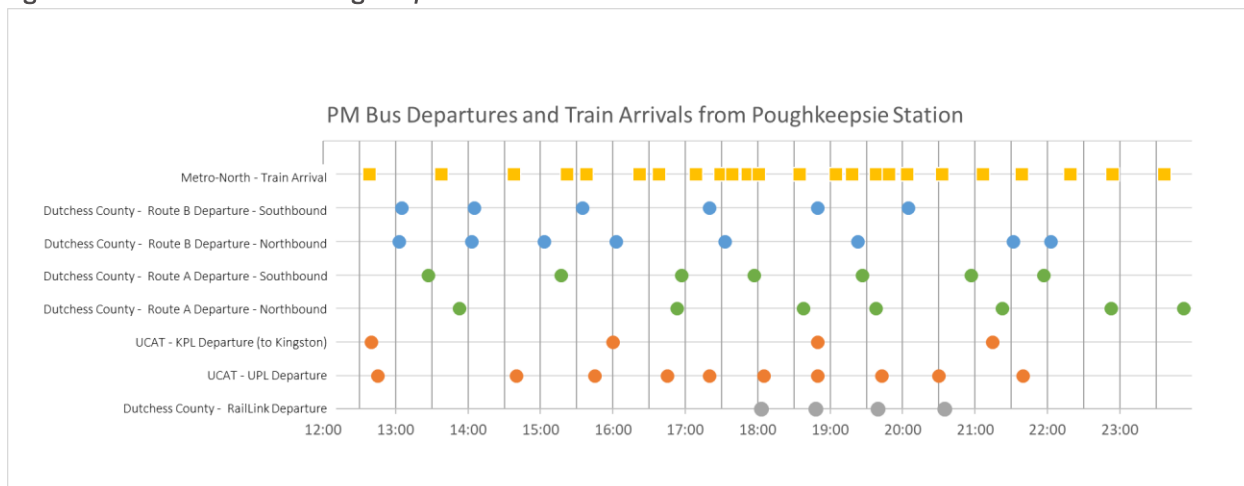
**Figure 58: AM Connections at Poughkeepsie Station <sup>12</sup>**



<sup>12</sup> Schedules referenced April 1, 2019

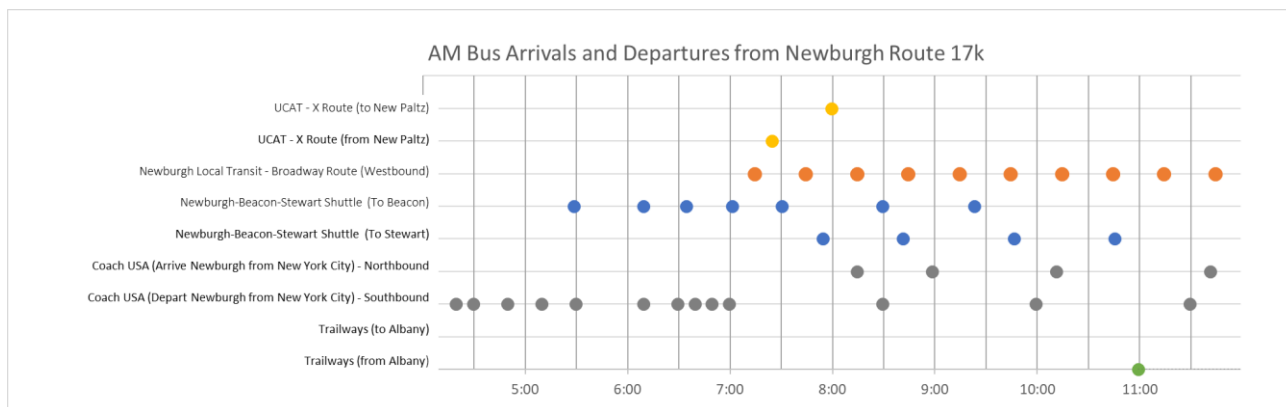


**Figure 59: PM Connections at Poughkeepsie Station <sup>13</sup>**



The Route 17K Park-and-Ride is served by UCAT's X Route, Newburgh Area Transit, the Newburgh-Beacon-Stewart Shuttle, Coach USA/Shortline, and Trailways. It is difficult to coordinate connections at multiple points along a route, and some of the services at the Route 17K Park-and-Ride are designed to coordinate at other locations (i.e. the Newburgh-Beacon-Stewart Shuttle is coordinated with Metro-North service at Beacon Station). So, while coordination is not always possible, it is important to identify where coordination is most useful. For example, it could be useful for Coach USA/Shortline service to be better coordinated with Newburgh Area Transit so residents without access to an automobile could still use the Coach USA/Shortline service. This type of coordination will be a focus of the next phase of this study.

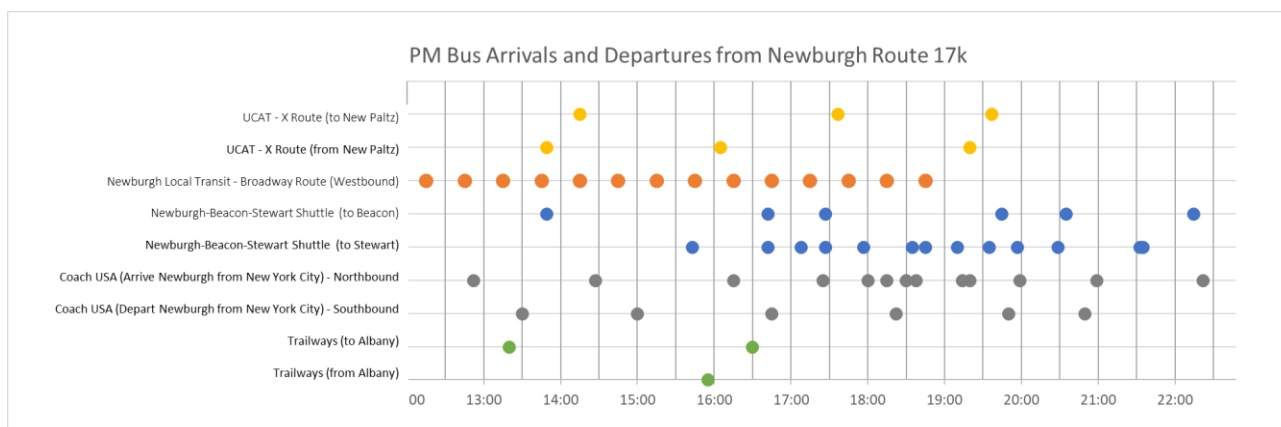
**Figure 60: AM Connections at Newburgh Route 17K <sup>14</sup>**



<sup>13</sup> Schedules referenced April 1, 2019

<sup>14</sup> Schedules referenced April 1, 2019



**Figure 61: PM Connections at Newburgh Route 17K<sup>15</sup>**

## 2.7.2. Regional Service Coverage

As the market analysis indicated, many of the region's residents commute within the region for work, or travel between the region and Westchester County, Rockland County, and Manhattan. Information regarding existing employers was considered as part of the Market Analysis Chapter which highlighted activity centers. However, recently opened and upcoming developments should also be considered. These developments have already or will soon bring new job opportunities to the Mid-Hudson Valley, and will likely attract commuters from inside and outside of the region. County planner's provided information regarding new or proposed developments in the study area. These developments along with their existing transit coverage are listed below. Figure 62 shows these developments.

- Dutchess County
  - Vassar Brothers Medical Campus:
    - Construction for the Vassar Brother's Medical Center, a new 700,000 square foot, seven-floor in-patient facility is underway. The building is set to open in 2020.
    - A second development is also being planned on the campus, a 100,000 square foot medical school building for the newly established Marist Health Quest School of Medicine. The first class is expected to begin at Marist in 2022.
    - The developments noted will be an addition to the facilities already located on the campus. The campus is located in downtown Poughkeepsie near the intersection of Reade Place and Livingston Street. The site is currently served by DCPT, Route K.
  - Hopewell Sports Dome
    - Construction for a new 347,000 square foot enclosed recreational facility is currently underway along Route 52 in East Fishkill. The facility is set to open in late 2019. Route 52 is currently served by DCPT, Route F.

<sup>15</sup> Schedules referenced April 1, 2019



- Hudson Heritage
  - Construction for a new mixed-use development is currently underway. The site will contain office (246,700 square feet), commercial (126,300 square feet), and residential spaces (750 apartments and condos). The site is located at the former Hudson River Psychiatric Center, off Route 9 on the north side of Poughkeepsie. Route 9 is currently served by DCPT Route C and J. Route C connects downtown Poughkeepsie with Red Hook and Tivoli. Route J serves the Franklin D. Roosevelt Home Park Visitor Center. Neither route currently has stops near the site.
- Orange County
  - Amy's Kitchen:
    - Amy's Kitchen intends to develop a site between Middletown and Goshen in Orange County off Route 6/Highway 17M. The Main Line operates in the area but does not provide service to the site. The Main Line's current routing is further east along County Highway 83. Hudson Transit also operates four routes in the Middletown area. However, the service does not extend far enough south to reach the site.
  - Legoland New York Resort:
    - Construction for the Legoland New York Resort is currently underway, and the facility is set to open in Spring 2020. The site is located between Goshen and Chester, off Harriman Drive, which runs parallel to Route 17. Coach USA/Shortline Main Line service currently operates along Route 17/17M, between Goshen and Chester, near the Legoland site.
- Ulster County
  - Kingstonian
    - According to county planners, the development has not yet been approved but has been awarded significant funding from New York State. The proposed development<sup>16</sup> will be mixed-use and include hotel, retail, and apartments. The site location is in downtown Kingston roughly on the corner of Fair and North Front Streets. Downtown Kingston is currently served by UCAT and Trailways.
  - Williams Lake Resort
    - Construction for the Williams Lake Resort is currently underway. The development will include a resort spa and residential community. The site is the former Williams Lake Hotel property in Rosendale<sup>17</sup>. UCAT's R route serves Rosendale and Route 32 travelling within a couple miles of the development.
  - Belleayre Resort
    - Developers have construction permits to build on the site, but ground-breaking has not yet occurred. The program will include hotels, a conference center, food, townhomes, and retail. According to the project's website,<sup>18</sup> the development will create 541 permanent, full-time jobs. The site is located on the border of Ulster and Delaware counties in the area surrounding the Belleayre Mountain Ski Center. The Ski Center is currently served by UCAT's Z Route.

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<sup>16</sup> <https://www.kingstonianny.com/>

<sup>17</sup> <http://www.williamslakeproject.com/the-vision/new-williams-lake/>

<sup>18</sup> <https://belleayreressort.com/>



- Hudson Valley Wine Village
  - As of spring 2019, the Hudson Valley Wine Village project was classified as shovel-ready<sup>19</sup>. The development will be mixed-use but does not yet have a set program. The site is situated between Route 9W and the Hudson River near Poughkeepsie in an area not well served by transit.
- Other
  - Resorts World Catskills:
    - Resorts World Catskills opened in February 2018. Although the casino isn't located within the three-county study area, its proximity makes it a likely employer for Orange and Ulster County residents. The resort runs daily chartered buses to and from the New York Metro Area to transport customers. However, transit service is not provided for persons wishing to access the Casino from nearby towns and villages in the three-county area

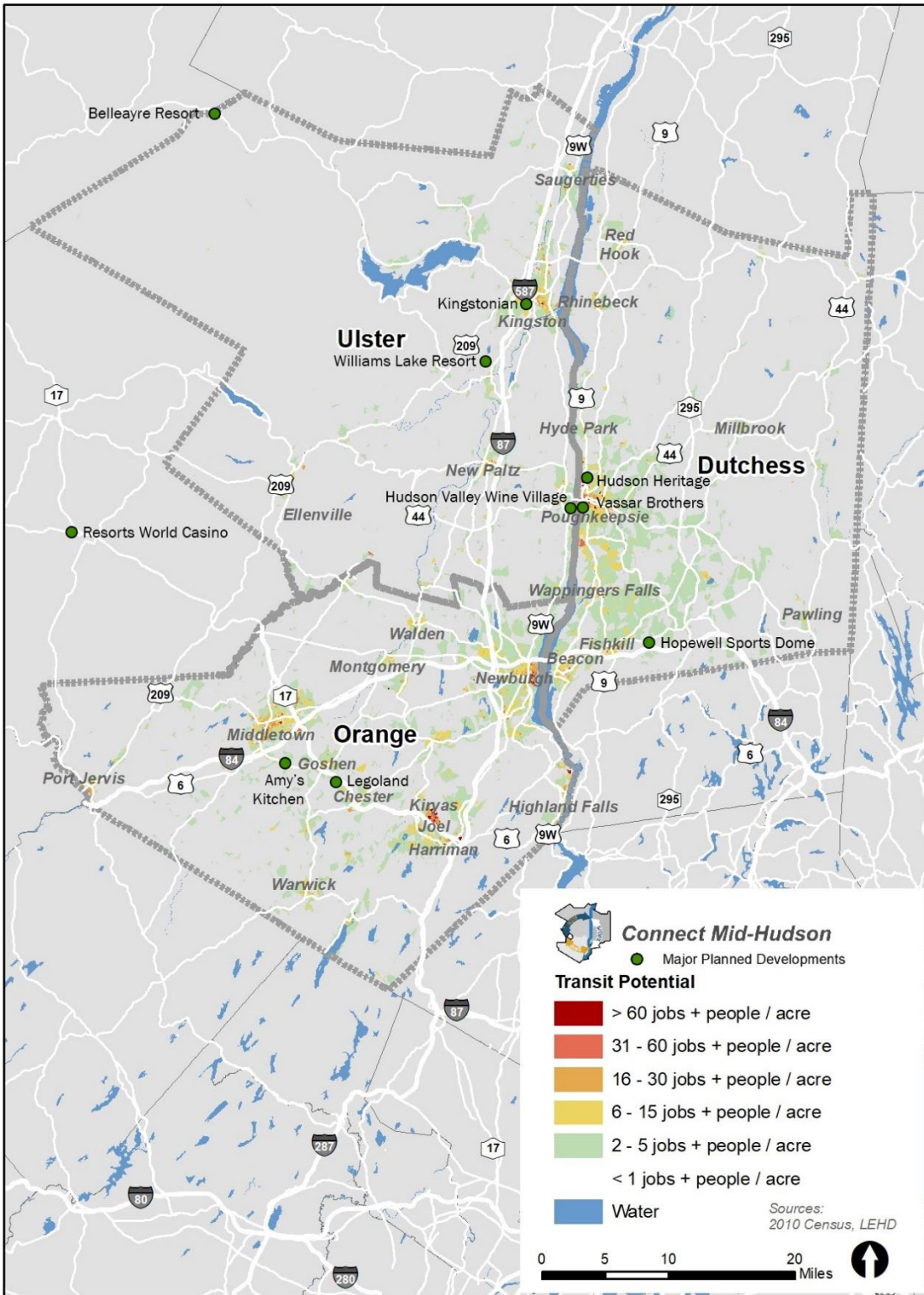
The next phase of this study will consider how these employment hubs can be connected to the regional transit network to facilitate job access.

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<sup>19</sup> <http://hvwinevillage.com/>



Figure 62: New or Proposed Major Developments with existing transit potential



### 2.7.3. Parking Availability

The Connect Mid-Hudson online survey, conducted as part of the service assessment, indicated potential parking issues at several regional transit hubs and park-and-rides. The latest parking use data collected by operators and MPO staff is illustrated in Figure 63 and shows the following:

- Dutchess County:
  - There are currently waitlists for monthly parking permits at the Beacon, New Hamburg, and Poughkeepsie Metro-North Stations <sup>20</sup>. As noted in section 2.3.1.4, the parking capacity issue at Beacon Station is perhaps most critical with a 97 percent peak occupancy.
  - As noted in section 2.3.1.1, parking at Rhinecliff Station was identified as being limited. There is no recent parking occupancy data available for this station.
  - With the exception of the park-and-ride in Fishkill (100 spots, Beacon Intermodal Center at Dutchess Stadium) Dutchess County's Park-and-Rides are not served by transit.
  - As noted in section 2.6.1 (Service Gap Assessment), East Fishkill to Katonah and East Fishkill to Yorktown Heights are significant home-to-work connections not currently served by transit. The park-and-ride located in East Fishkill at Route 52 & the Taconic State Parkway has a high utilization rate. When this park-and-ride was visited by the consultants it was observed that several lot users appeared to be construction and/or trades workers who were using the lot as a carpool meeting point. Based on data collected by Dutchess County Transportation Council (DCTC) in October 2018, the lot has a 92 percent average weekday utilization. An NYSDOT project aimed to be constructed in 2020 will double the capacity of the existing lot (with approximately 96 new spaces).
- Orange County:
  - Orange County has several park-and-ride locations that are over capacity including, Monroe, Chester, Tuxedo and Central Valley<sup>21</sup>. All of the locations of concern are served by Coach USA/Shortline buses as detailed in section 2.4.1.2.
  - The Chester, Monroe and Central Valley park-and-rides are all located off US-6 E and within 11 miles of each other. The travel to work analysis indicated that Harriman/Woodbury Common and Goshen, have a high density of commuters to Midtown Manhattan. The analysis also indicated significant commuter density from Harriman/Woodbury Common and Goshen, to Suffern. Suffern is located 17 miles south of Harriman/Woodbury Common along I-87. The Tuxedo Park-and-Ride is situated along I-87 between Harriman/Woodbury Common and Suffern,
- Ulster County:
  - Ulster County has three park-and-ride locations with high utilization: the Rosendale, Trailways Bus Station and Dietz Stadium lots.
  - The Rosendale lot is served by UCAT's UPL route, a service that connects the park-and-ride with Poughkeepsie Station. Over the period parking data was collected in October 2018, the 58 car lot had an average weekday, midday utilization of 89 percent. On one day, the lot even reached 100 percent utilization.
  - Another area with high parking utilization in Ulster County is the Trailways Bus Station and nearby Dietz Station lots in Kingston. These lots are located in close proximity to one another, with the stadium parking serving as an overflow lot for the Trailways Station. In the most recent parking

<sup>20</sup> Parking Management <http://www.rrparking.com/locations/beacon/>

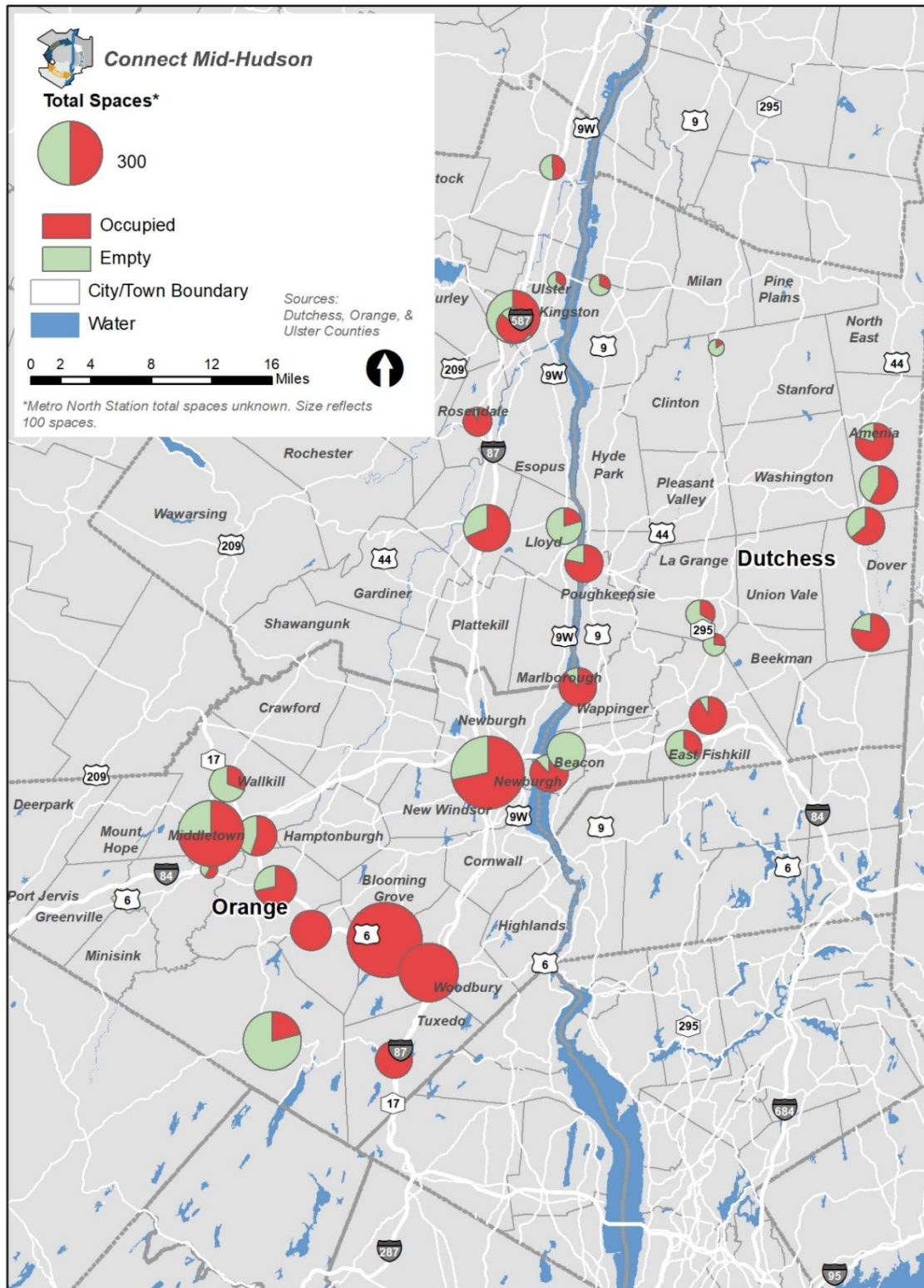
<sup>21</sup> Per data collected by Orange County personnel October 23-25th, 2018



utilization counts, the Trailways lot had an average daily utilization of 100 percent for 41 spots and the Dietz Stadium lot had an average utilization of 75 percent for 85 spots. Recommendations in the next phase of the project will focus on opportunities to address parking capacity issues through a combination of expanding facilities, developing new lots, and parking demand reduction through transit service design.



Figure 63: Park and Ride Occupancy



### 2.7.4. Commuter Travel Cost

Commuters make transit mode choices based on many factors, including convenience, travel time, and cost. In the Connect Mid-Hudson online survey, commuters often noted that they opted for commuter buses due to their relatively low fares compared to commuter rail or driving and parking in NYC. While local jurisdictions have limited influence on Metro-North fare policies, they can provide relief to commuters by providing feeder services that can reduce the total financial burden associated with parking and commuting via Metro-North. Recommendations in the next phase of this study will focus on park-and-ride capacity, feeder transit, and commuter bus services that can help address the travel needs and financial concerns of area commuters.

### 2.7.5. Access to New York Stewart International Airport

Stewart Airport has emerged in recent years as an international gateway to and from the New York Metropolitan Region. The airport is currently undergoing a \$30 million expansion, which includes expanding the terminal by 19,850 square feet<sup>22</sup>. Ease of access to and from the airport can maximize its impact as an economic hub for the region. Recommendations in the next phase of the project will focus on ways to improve and diversify access opportunities to the airport for current and prospective travelers and employees.

### 2.7.6. Rail Connections

In the Connect Mid-Hudson survey, many respondents expressed a desire for additional rail service on the west side of the Hudson River. While the volume of freight traffic along existing rail lines west of the Hudson make new passenger service unlikely in the near term, there may be opportunities to capitalize on existing and future investments in the Port Jervis line, particularly from the Newburgh area to Salisbury Mills Station. The next phase of the study will examine the potential to create a more robust network of feeder transit between the Port Jervis line and key destinations in the Mid-Hudson region.

### 2.7.7. Passenger Information

A frequent and recurring theme among survey participants was a desire for better information and communications during service interruptions or delays.

- Service Information:
  - When searching for transit information, a provider’s website is often the first place people look. Survey respondents noted that the format and clarity of online transit information varies greatly by provider. A review of available online information by the consultant team found that critical service details such as route maps, fare policies, and even days of service can be difficult or impossible to find online. Additionally, map and schedule formats are often different for each provider even when those providers are operating in the same county under the same brand (i.e. Transit Orange in Orange County).
  - Information at bus stops and on vehicles can inform or reinforce a rider’s understanding of service. In some cases, buses are not equipped with destination signs, making it difficult for riders to know the route of the bus. In other cases, inconsistent branding can create confusion and uncertainty for riders.
- Real-Time Data:
  - Given the ubiquity of smartphones and other mobile devices, people increasingly expect easy access to up-to-date service information, both for trip planning and alerts about service

<sup>22</sup> <https://www.usatoday.com/story/travel/flights/todayinthesky/2018/02/19/new-yorks-stewart-international-airport-gets-ok-expansion-name-change/350532002/>



interruptions. In the Mid-Hudson region, UCAT and DCPT maintain GTFS feeds, allowing users to plan trips via Google Maps.

The next phase of the project will highlight best practices in how service providers in other regions make transit information available to riders and prospective riders.

### 2.7.8. Service Oversight

An over-arching theme of this study is the lack of oversight of the various private transit operators in the Mid-Hudson region. While the providers are required to submit STOA reports to the counties and NYSDOT, they are not required to disclose service performance information such as ridership patterns, on-time performance, or rider complaints. Without this information, assessing the quality and effectiveness of the services is exceedingly difficult. In addition, the Connect Mid-Hudson survey revealed that many passengers feel powerless and even mistreated by some of the private operators as there is not a clear and independent oversight body to ensure the safety, comfort, and affordability of the services. The next phase of the study will highlight case studies and industry best practices related to the management and oversight of regional commuter services.

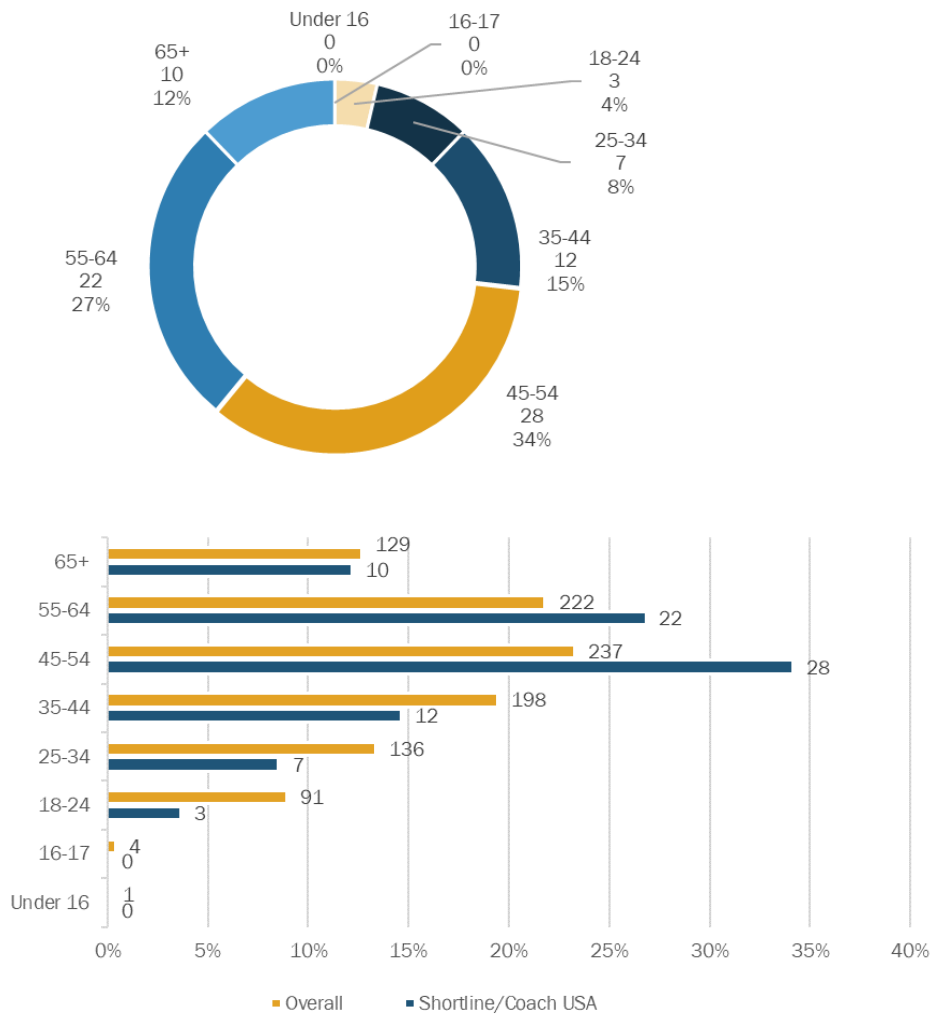


## APPENDIX A: SURVEY DETAILS

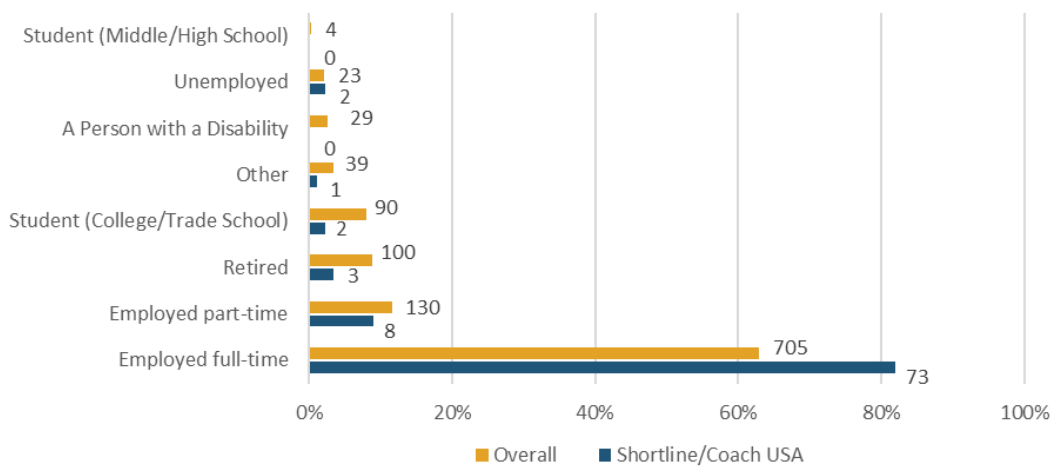
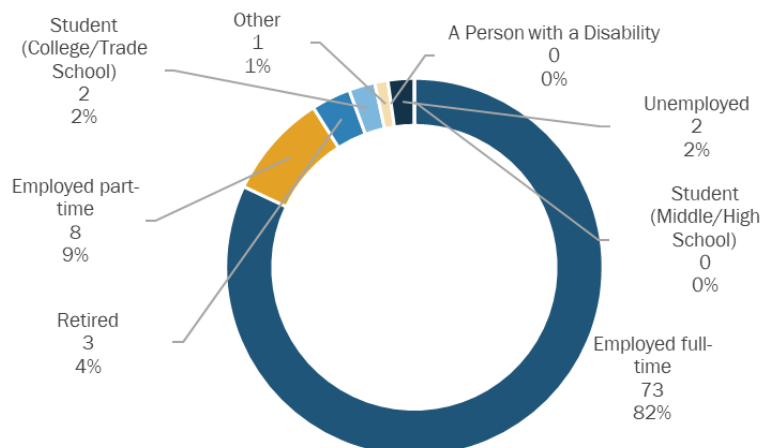
### Coach USA/Shortline

#### Demographics

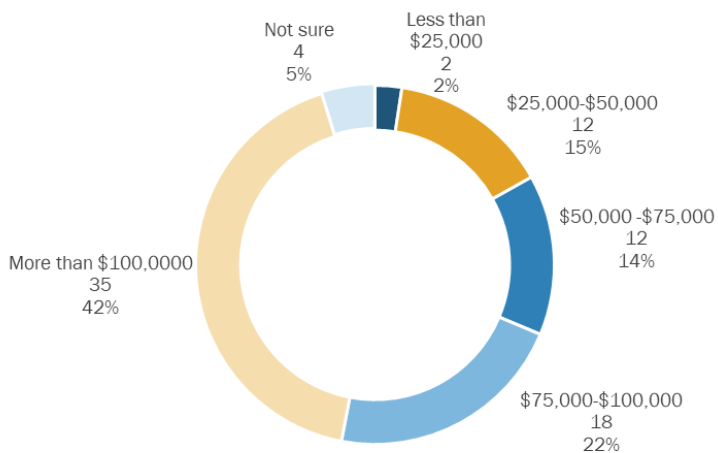
##### Age

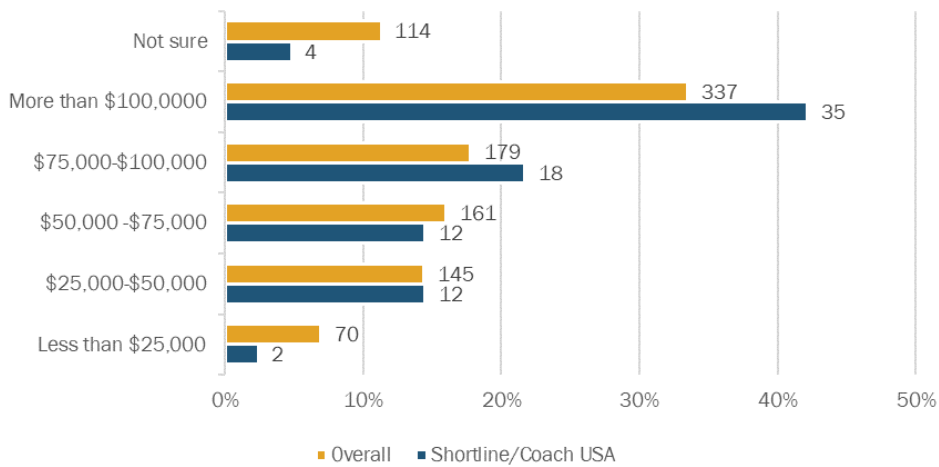


## Employment

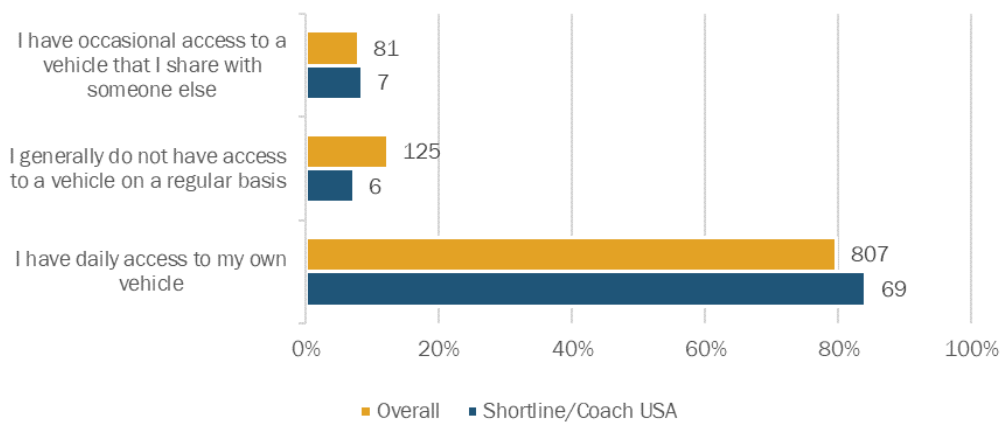
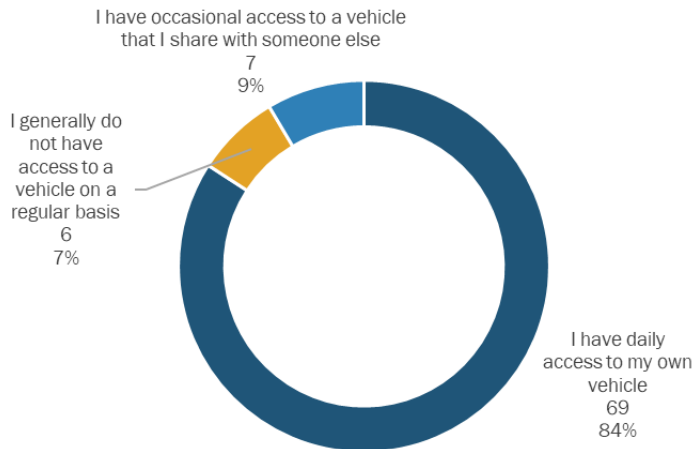


## Income



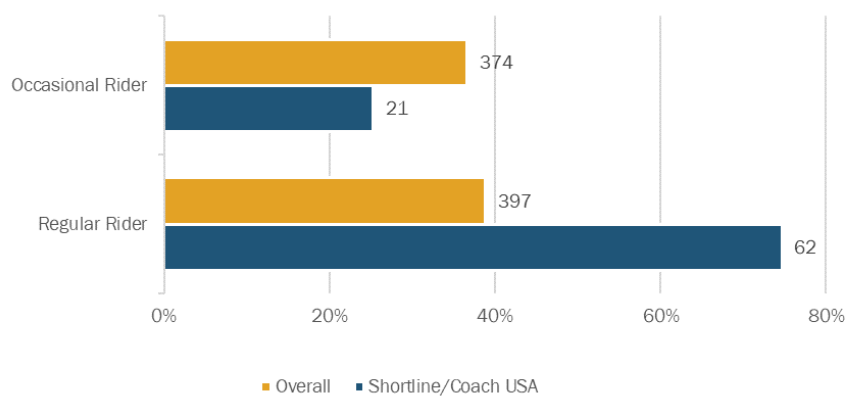
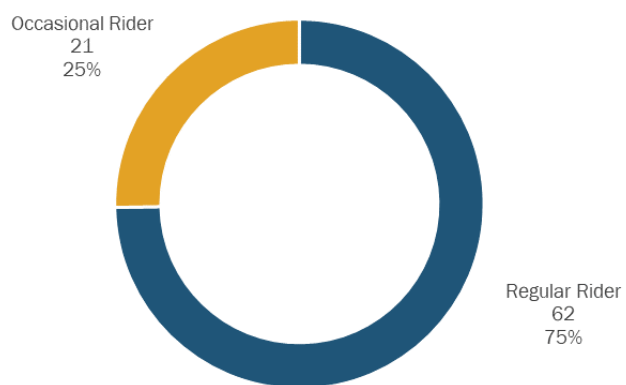


### Vehicle Access

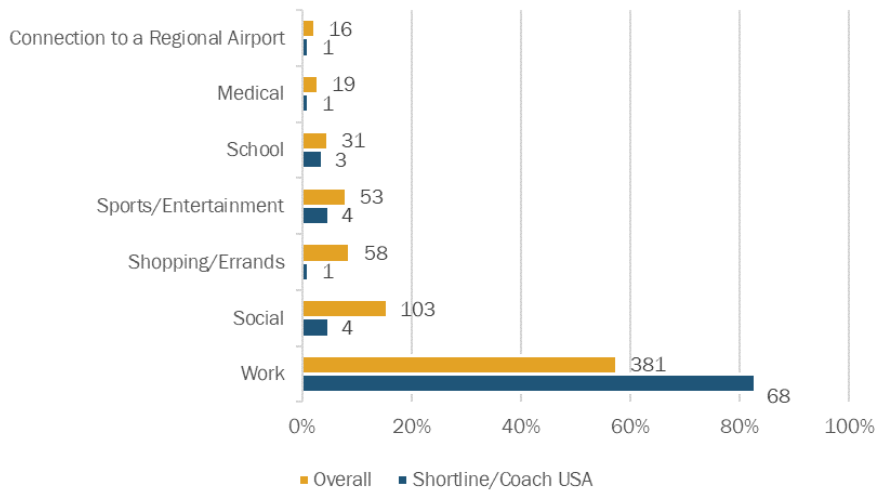
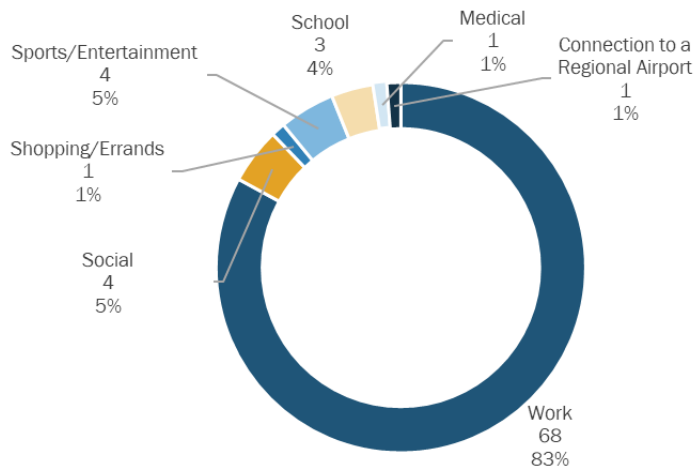


## Transit Use

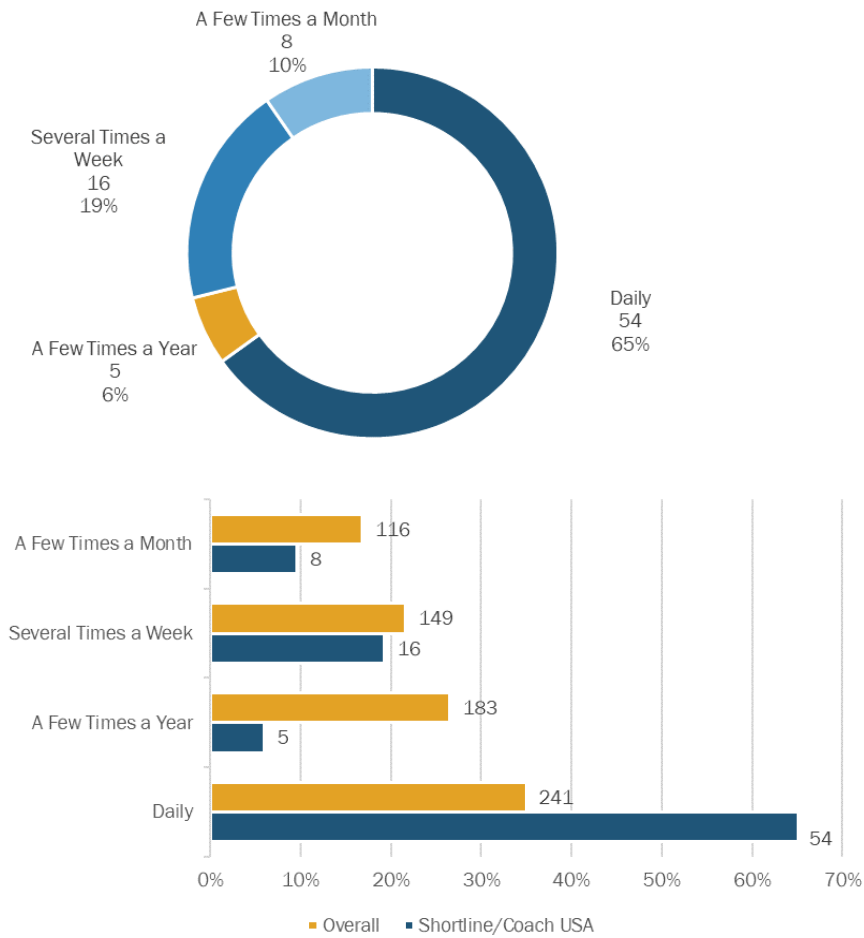
### Transit Use



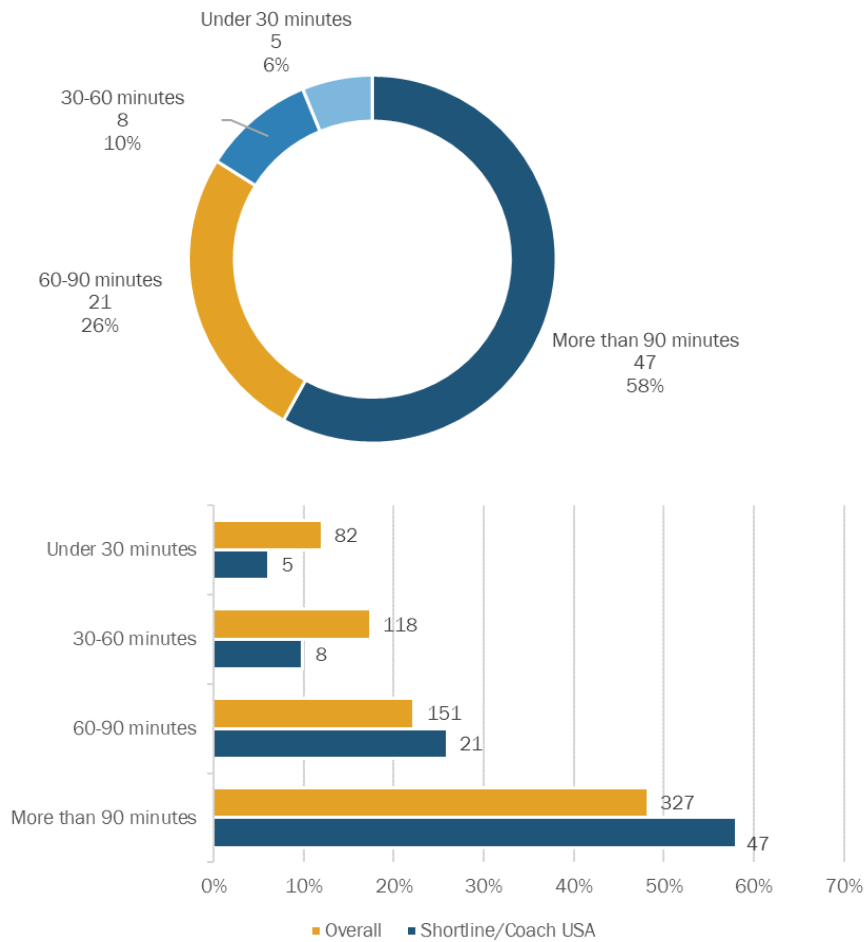
### Trip Purpose



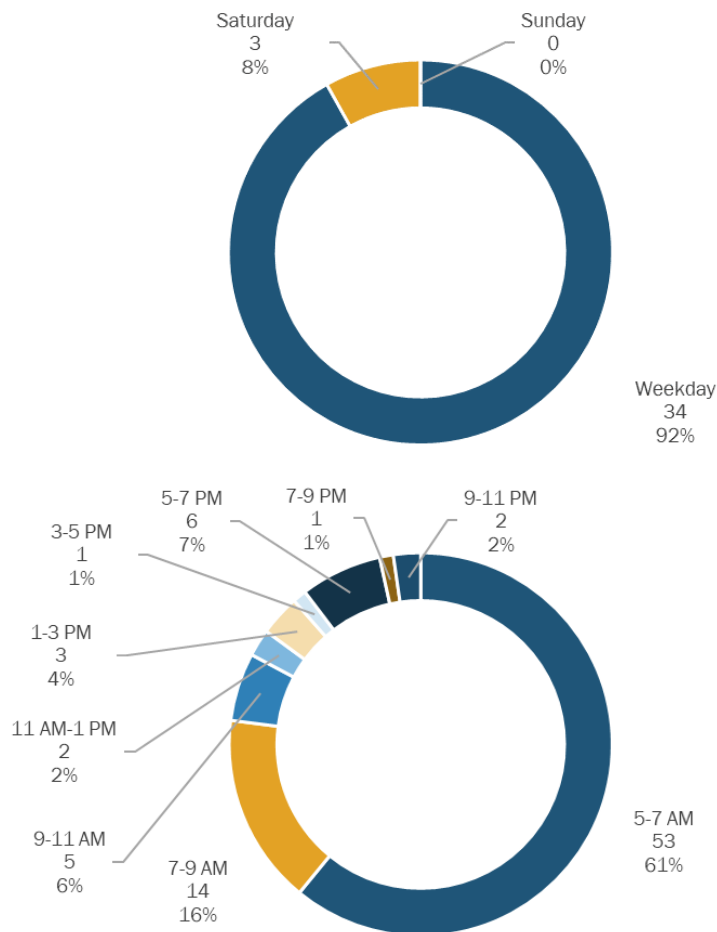
## Trip Frequency



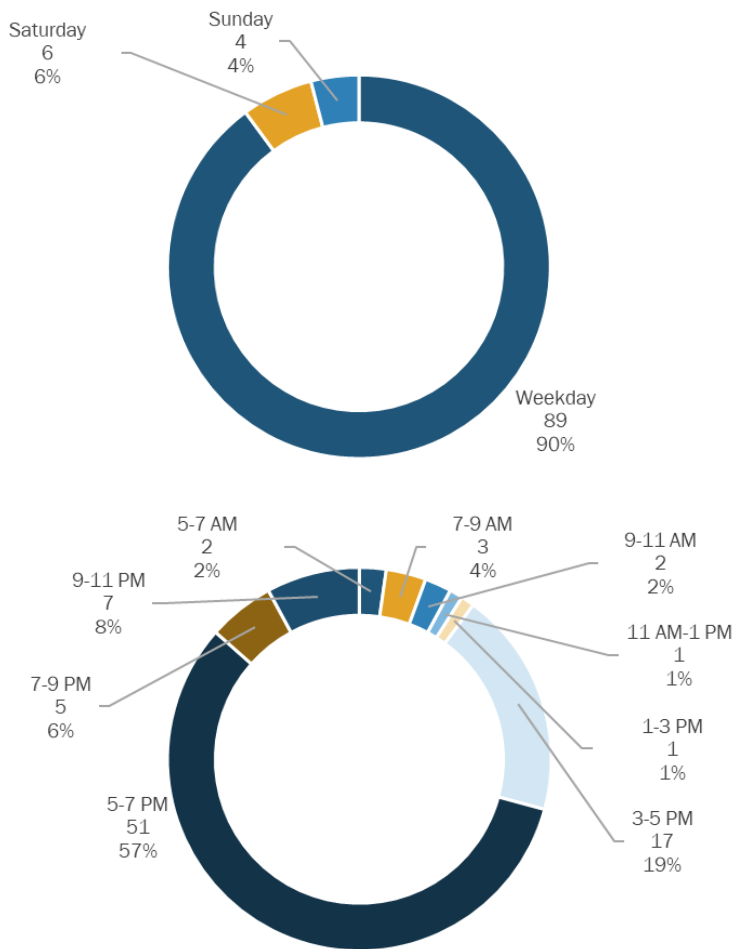
**Trip Duration**



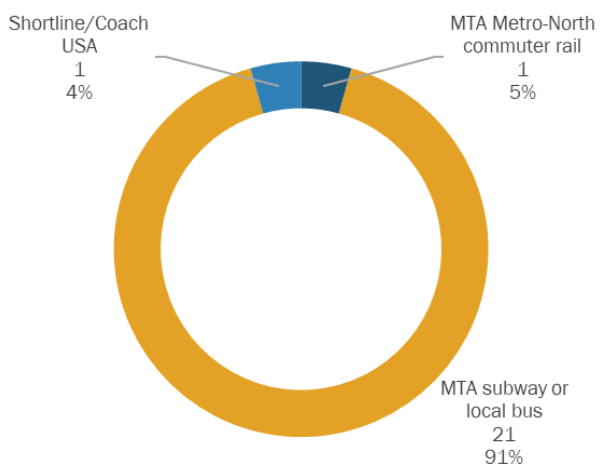
Outbound Trip Time and Day



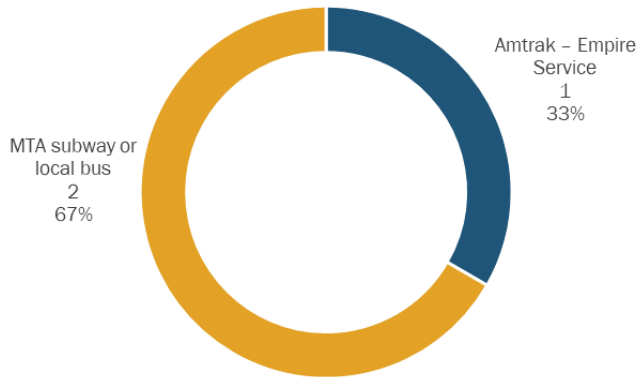
### Return Trip Time and Day



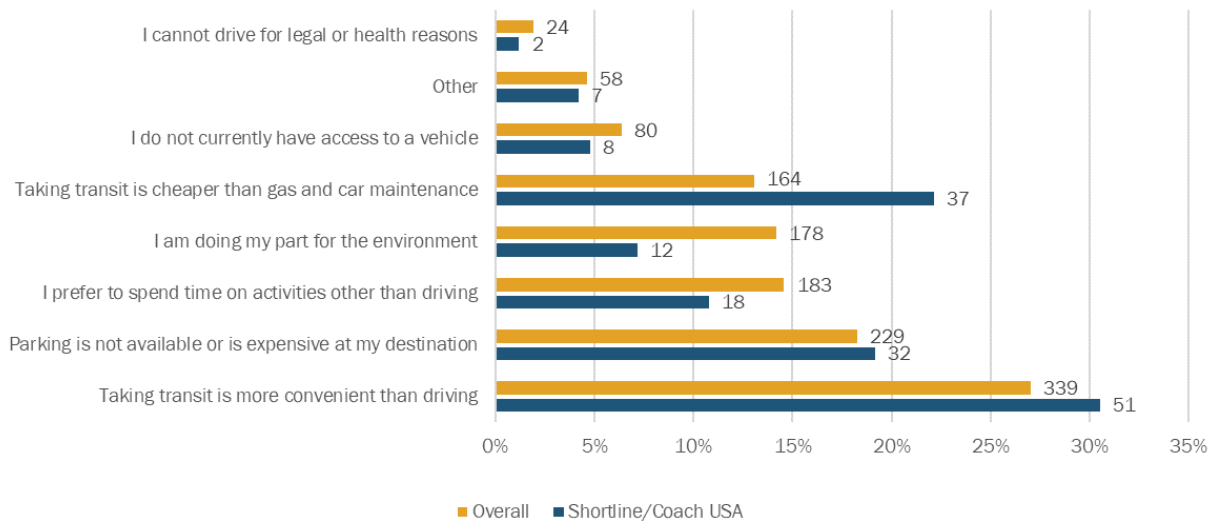
### First Transfer



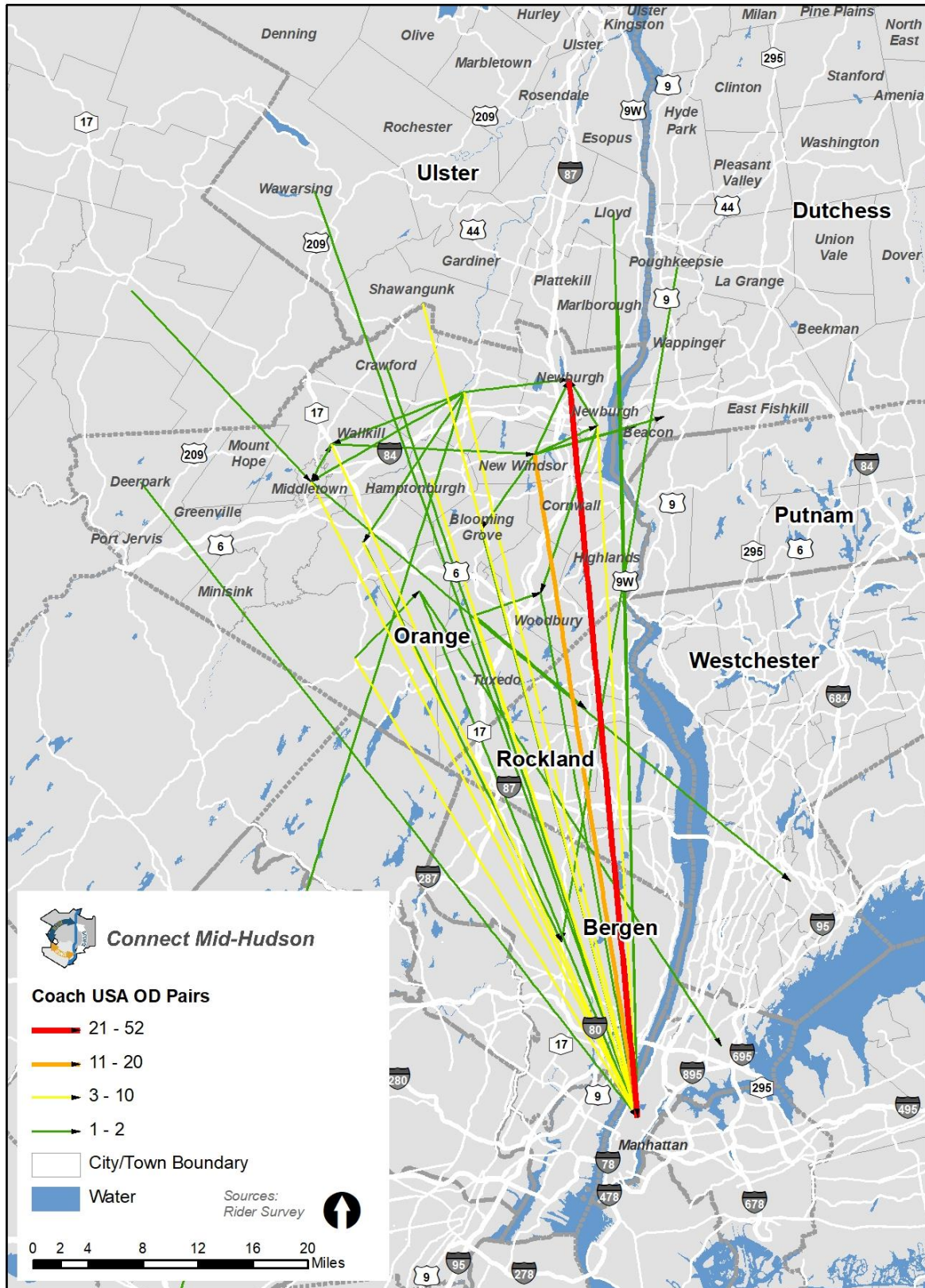
## Second Transfer



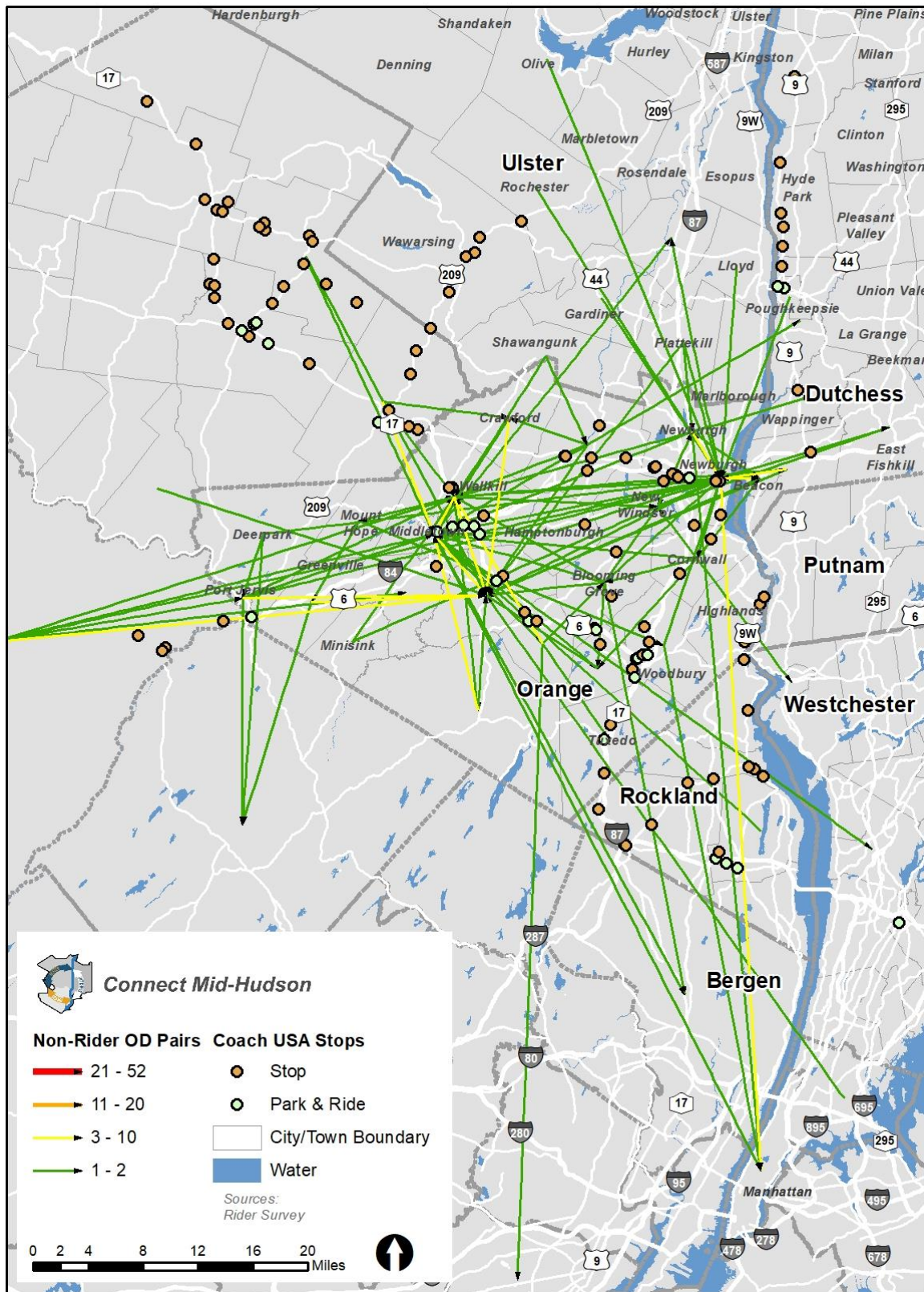
## Reason for Taking Transit



## Rider Origins and Destinations

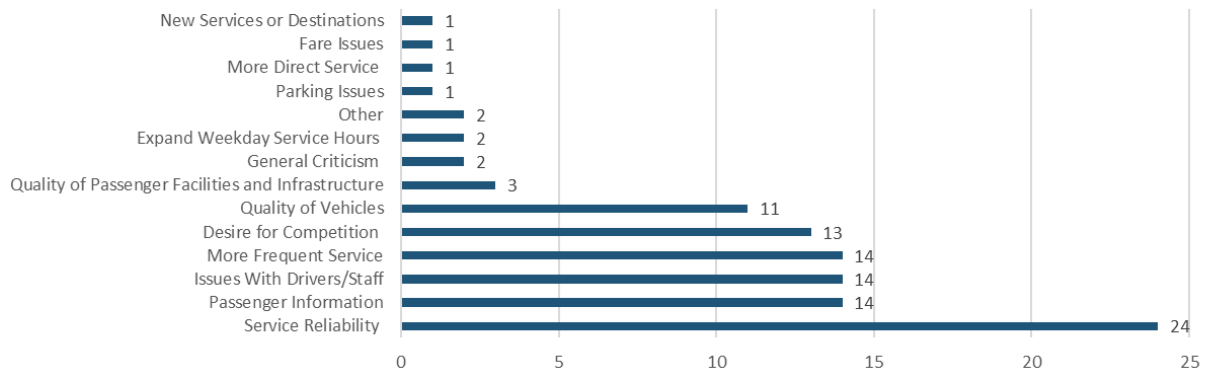


## Non-Rider Origins and Destinations



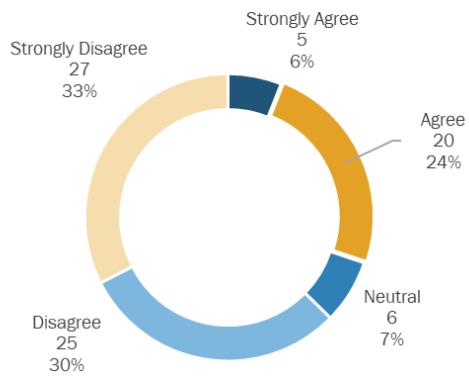
## Open-Ended Responses

### Shortline/Coach USA

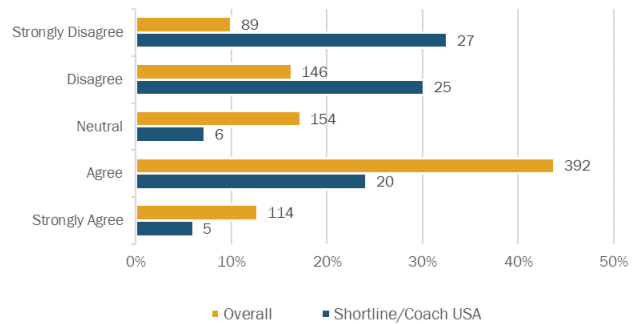


## Service Satisfaction

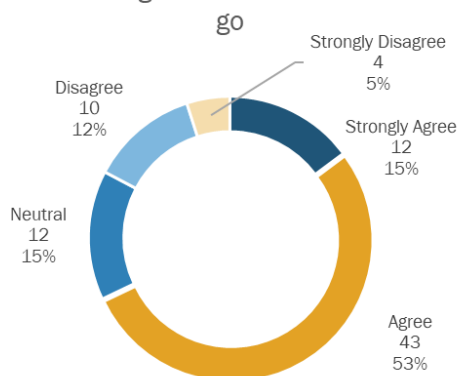
### Service is dependable



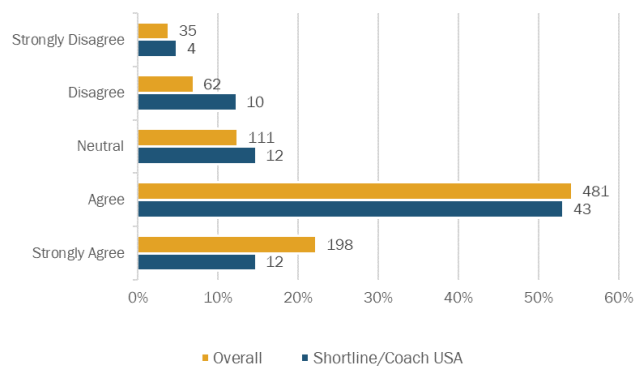
### Service is dependable



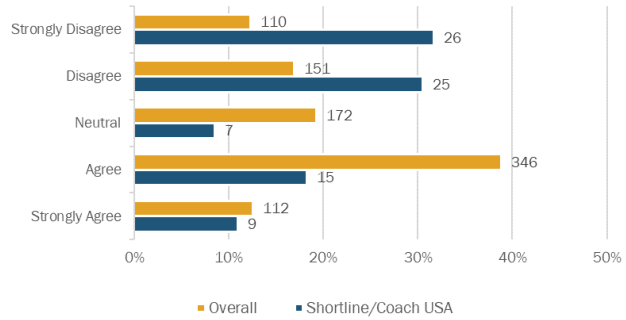
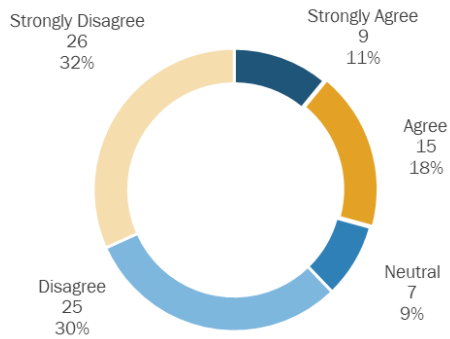
### Routes get me where I need to go



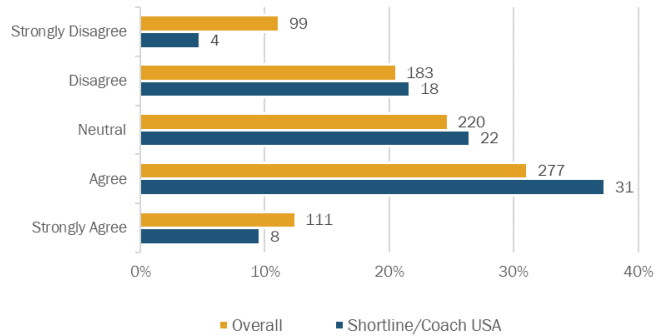
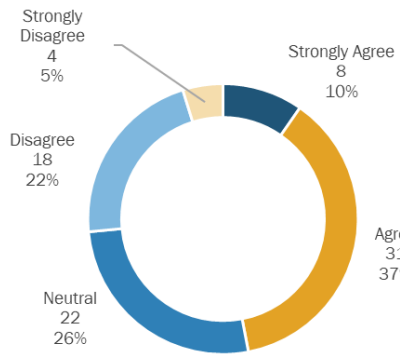
### Routes get me where I need to go



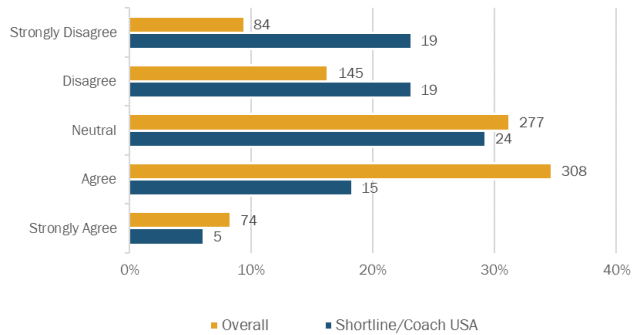
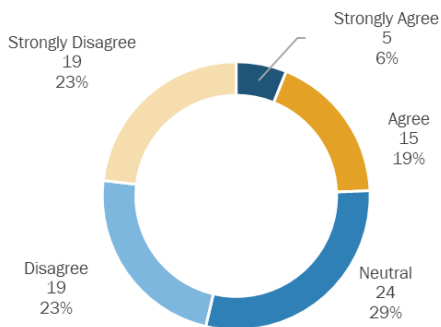
### Schedules meet my travel needs



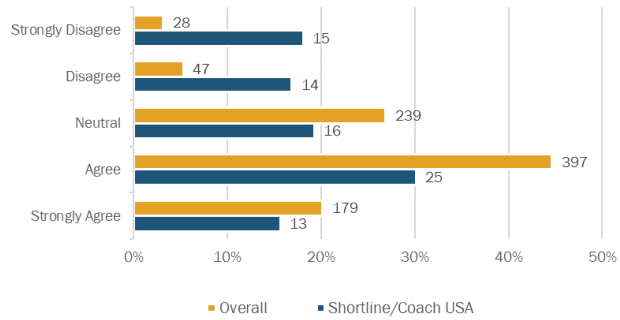
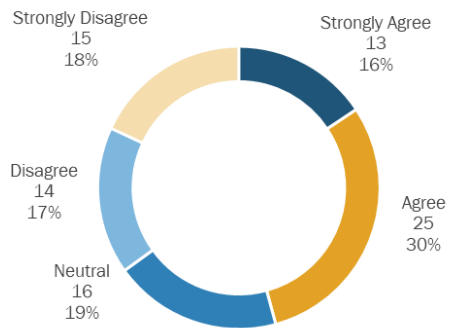
### Fares are reasonable



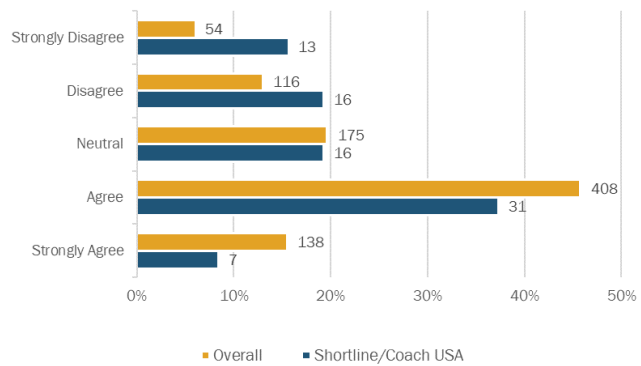
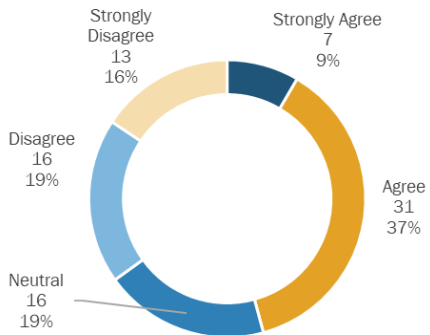
### Transit vehicles are comfortable and well-kept



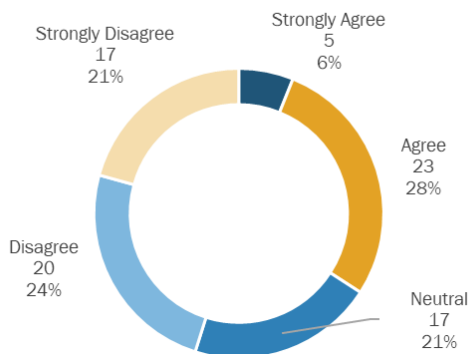
### Transit vehicle drivers are professional and courteous



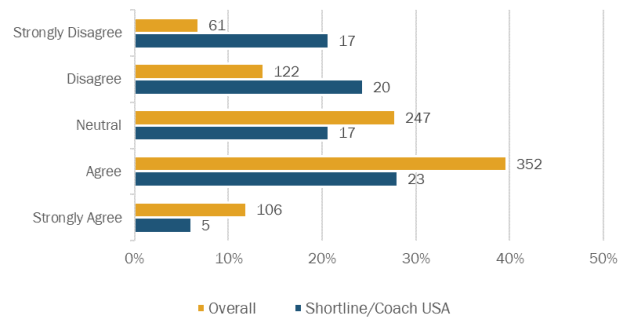
### Maps and schedules are easy to understand



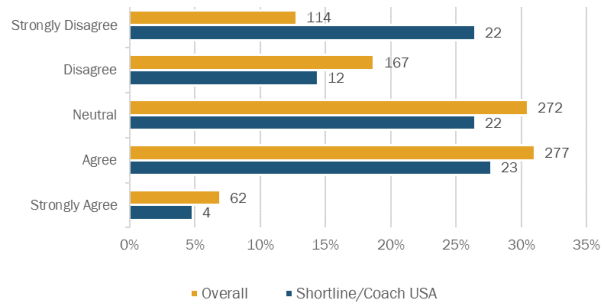
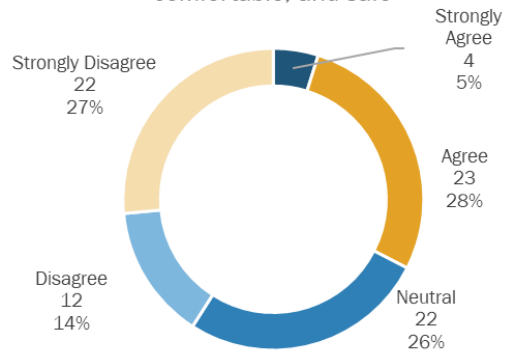
### Website is easy to understand



### Website is easy to understand



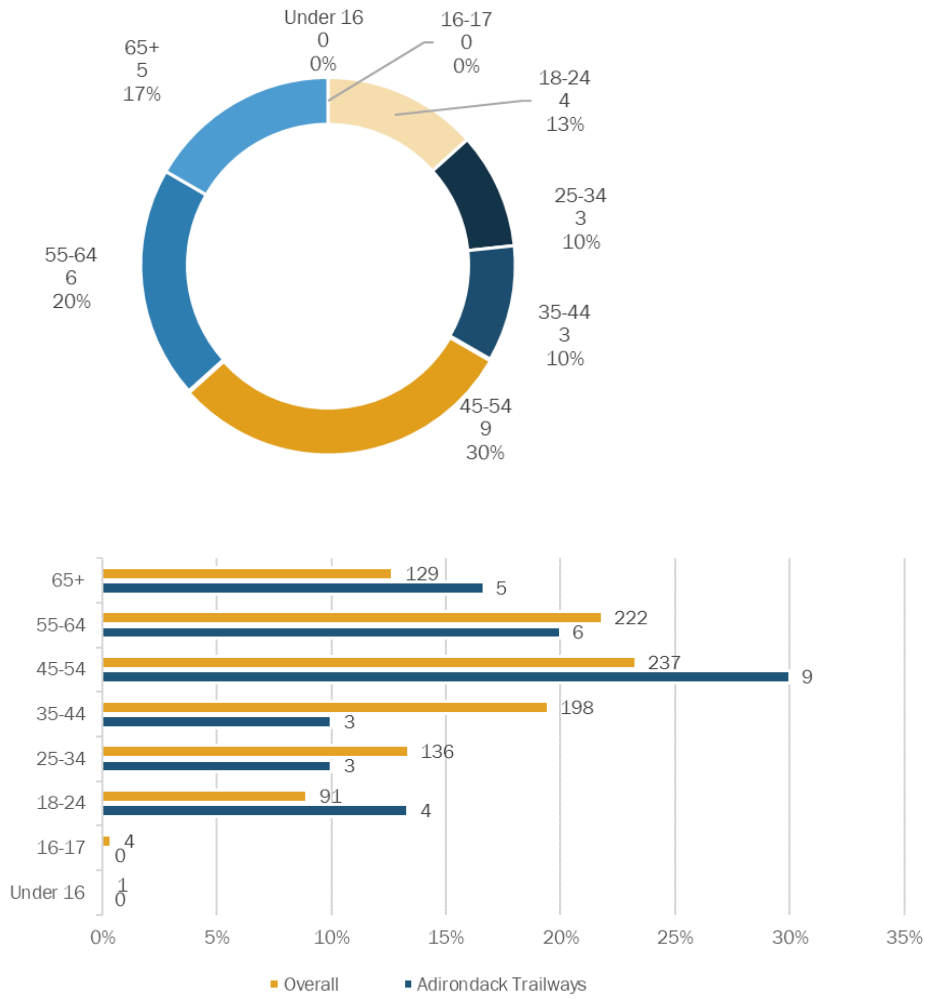
Transit facilities (e.g. train station, bus stop, park-and-ride, etc.) are clean, comfortable, and safe



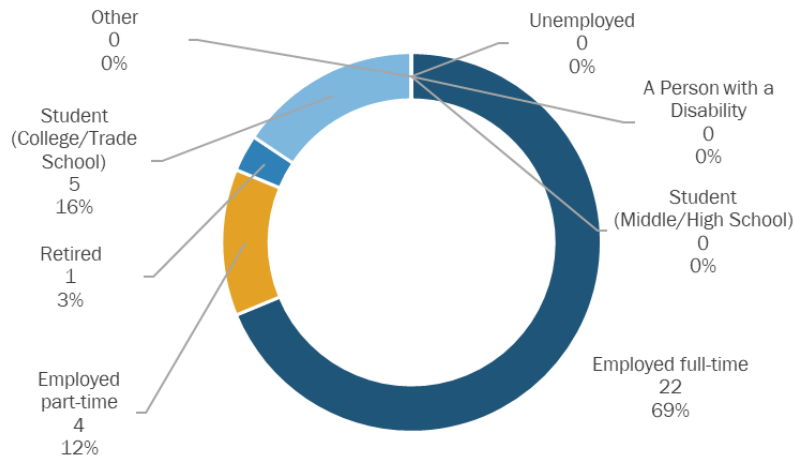
## Trailways

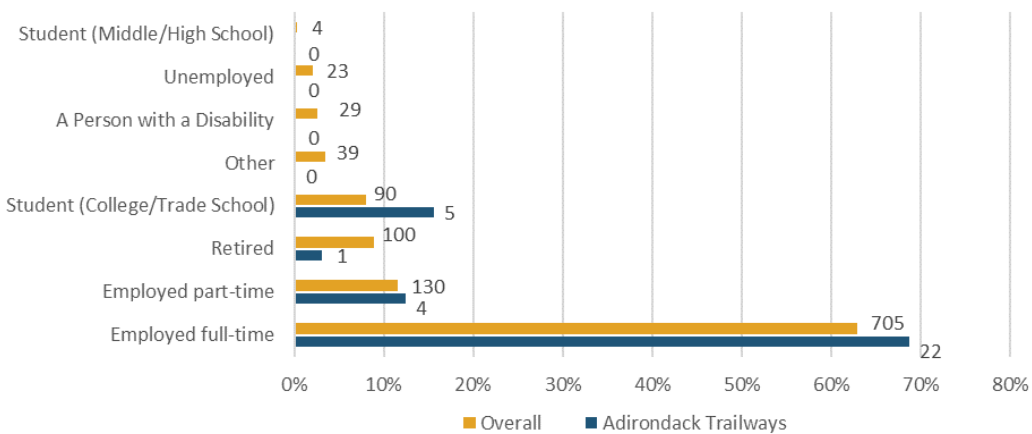
### Demographics

#### Age

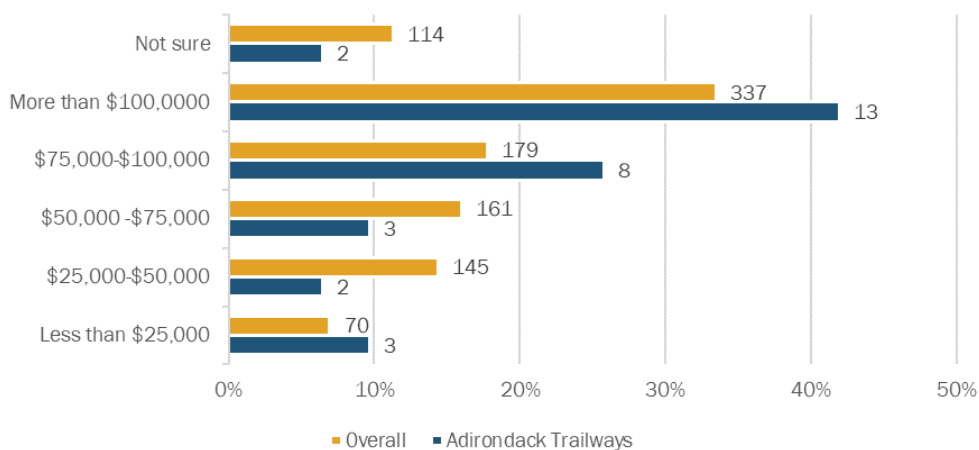
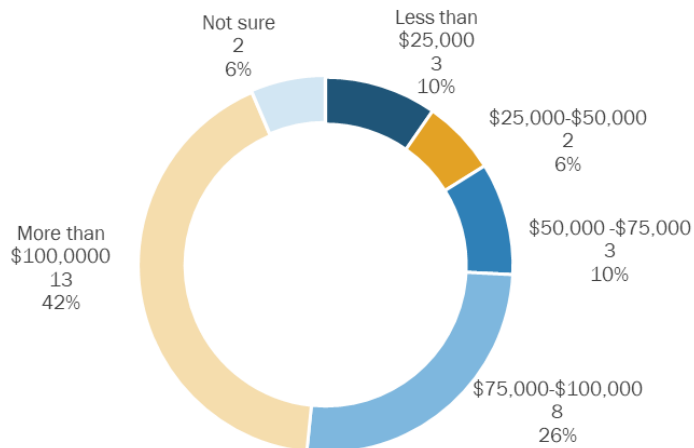


#### Employment

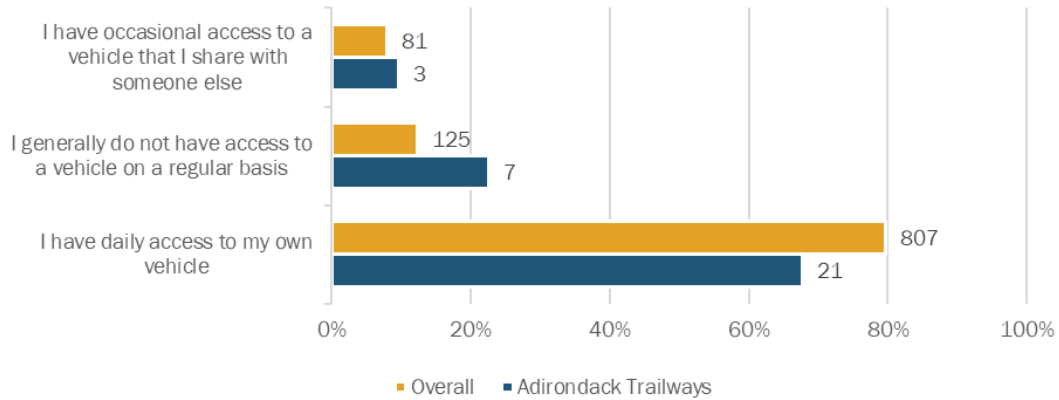
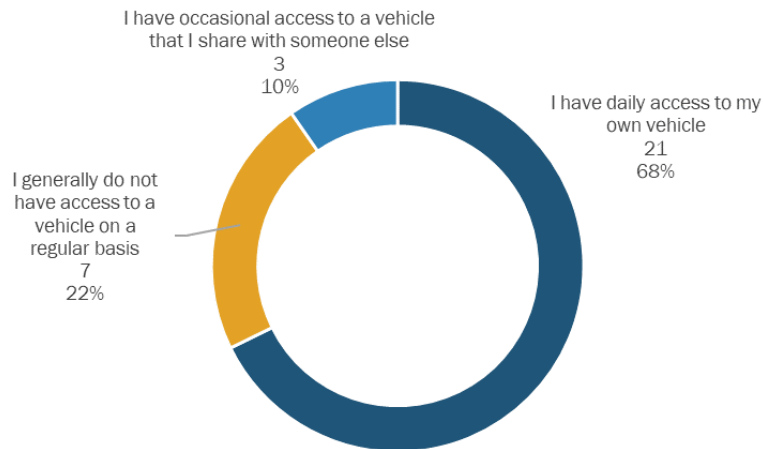




### Income



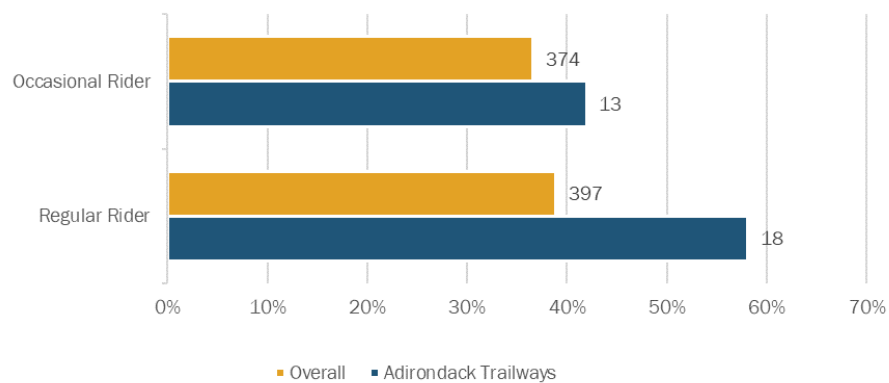
## Vehicle Access



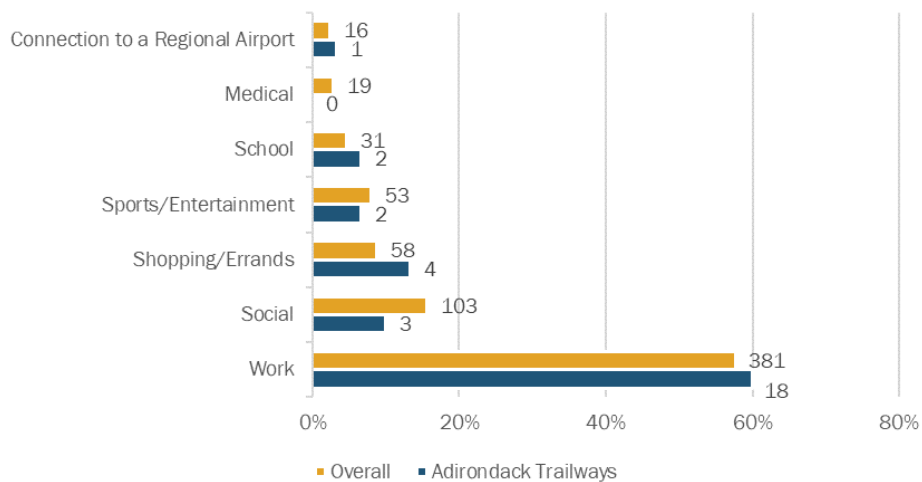
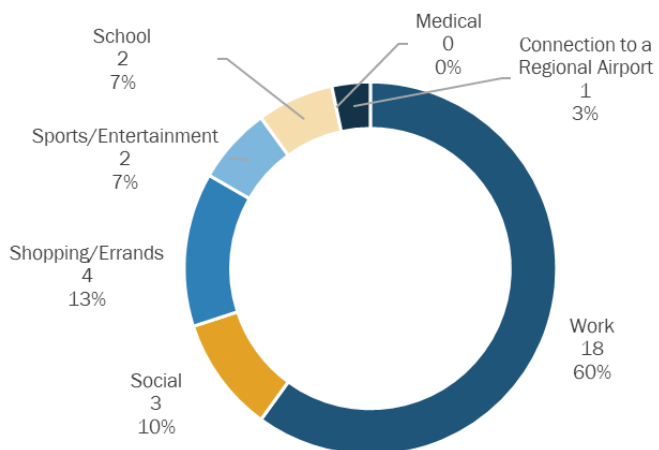
## Transit Use

### Transit Use

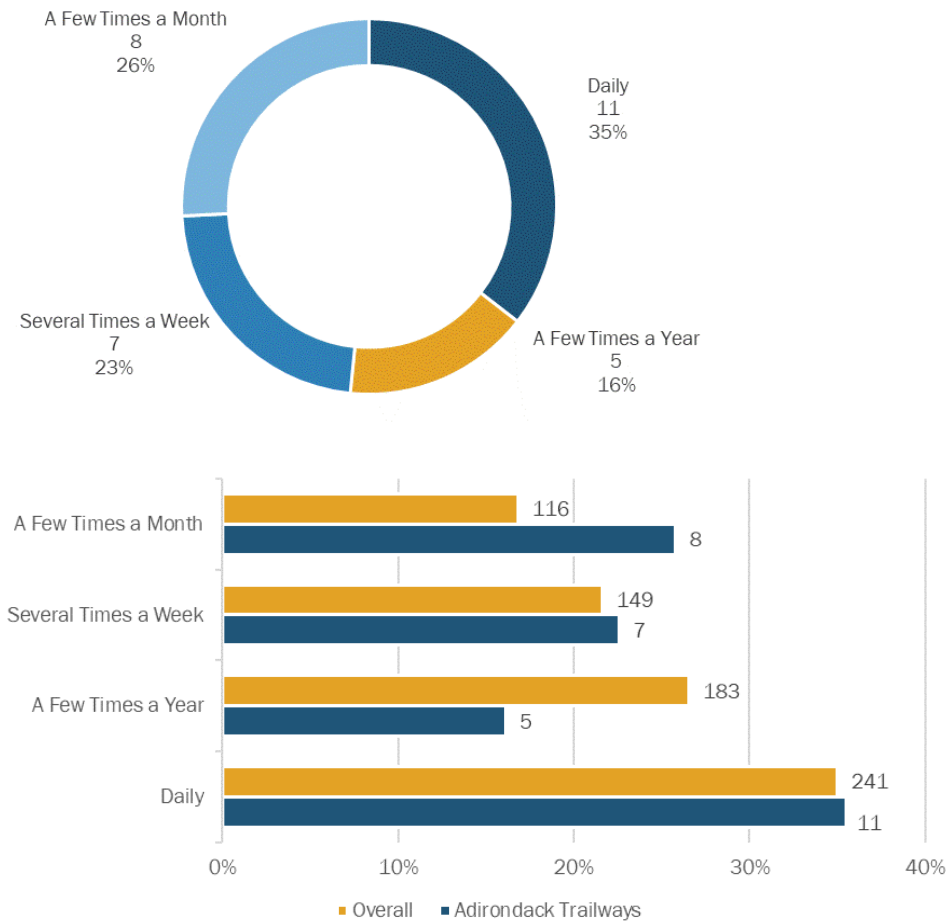




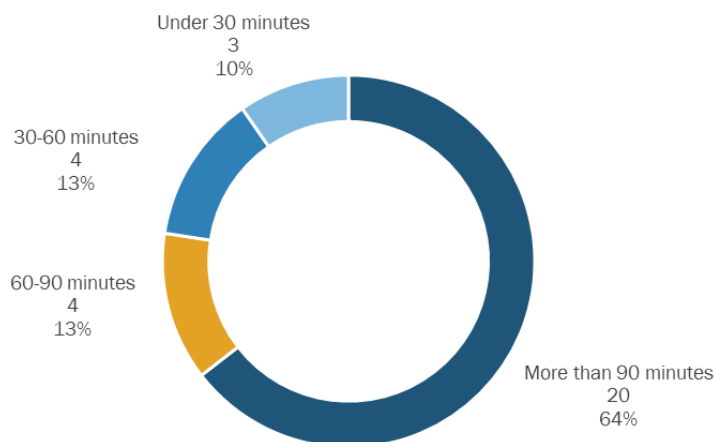
### Trip Purpose

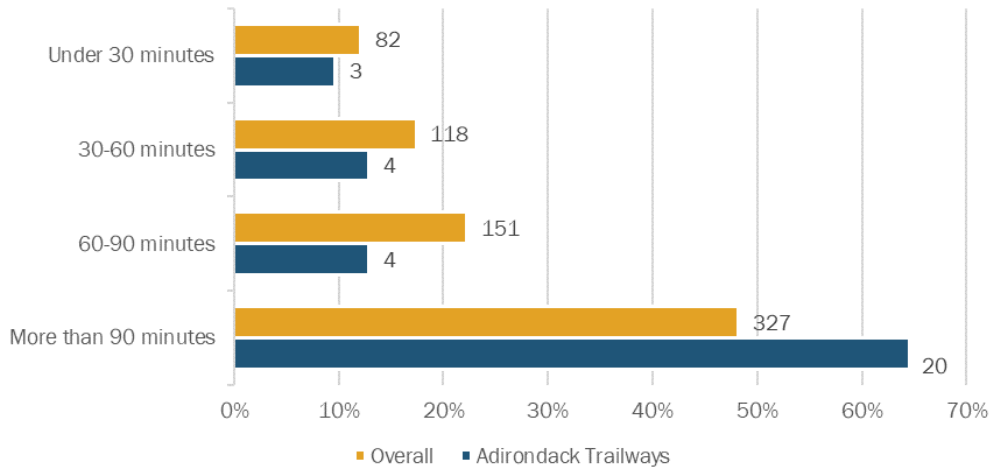


## Trip Frequency

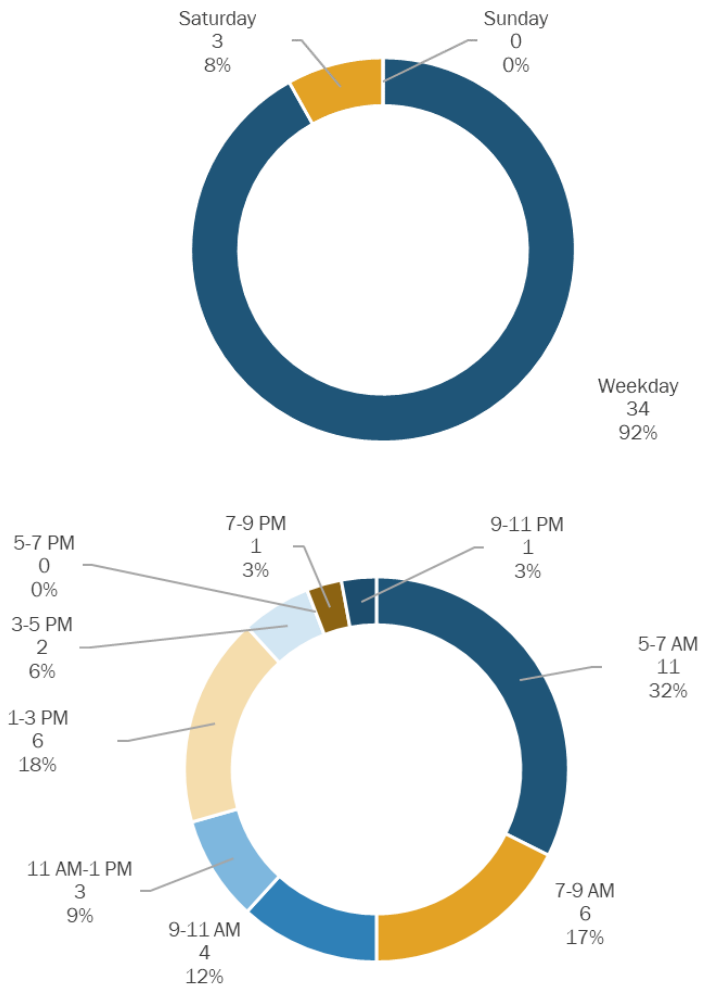


## Trip Duration

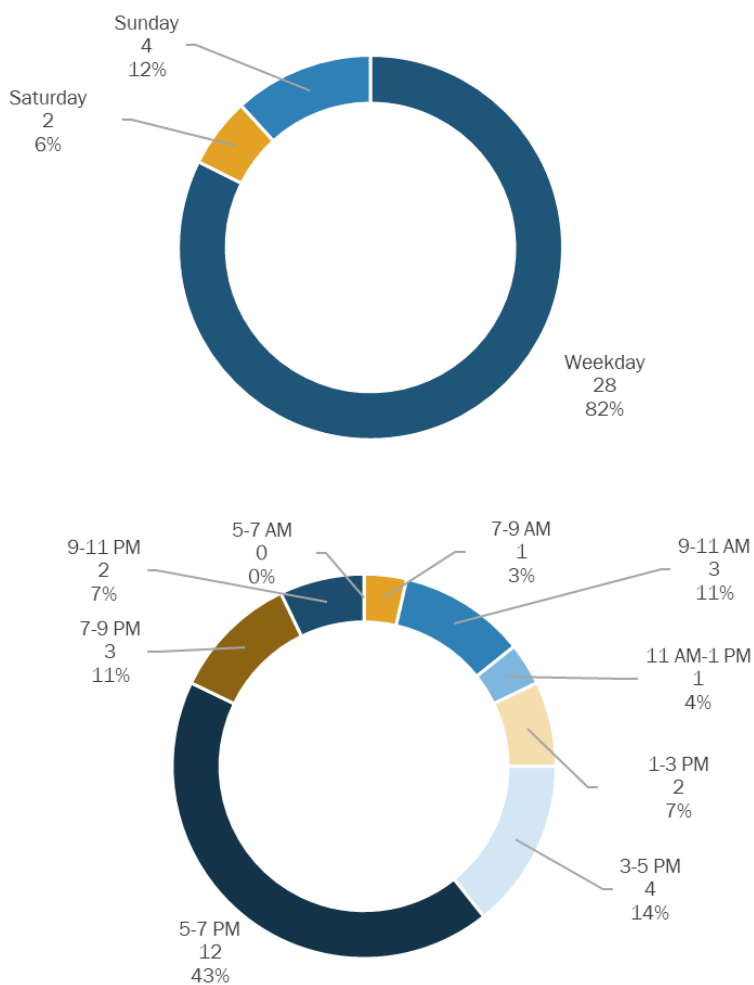




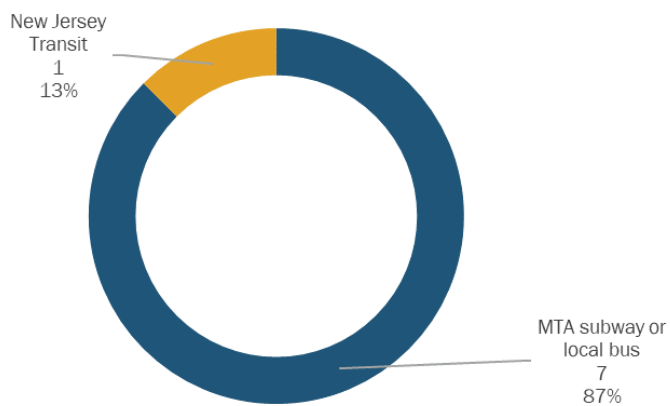
### Outbound Trip Time and Day



### Return Trip Time and Day



### First Transfer

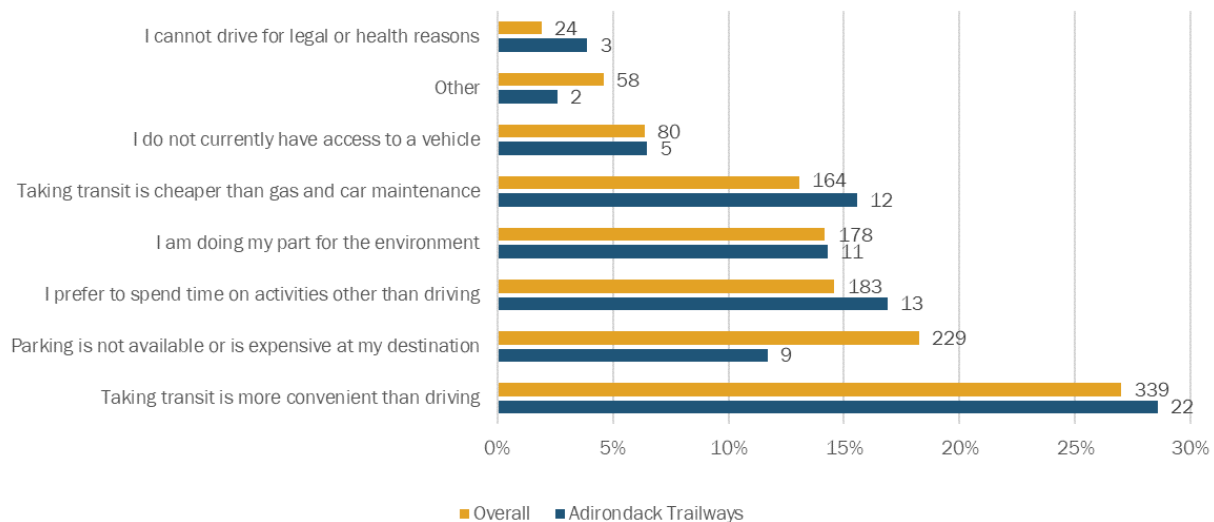


### Second Transfer

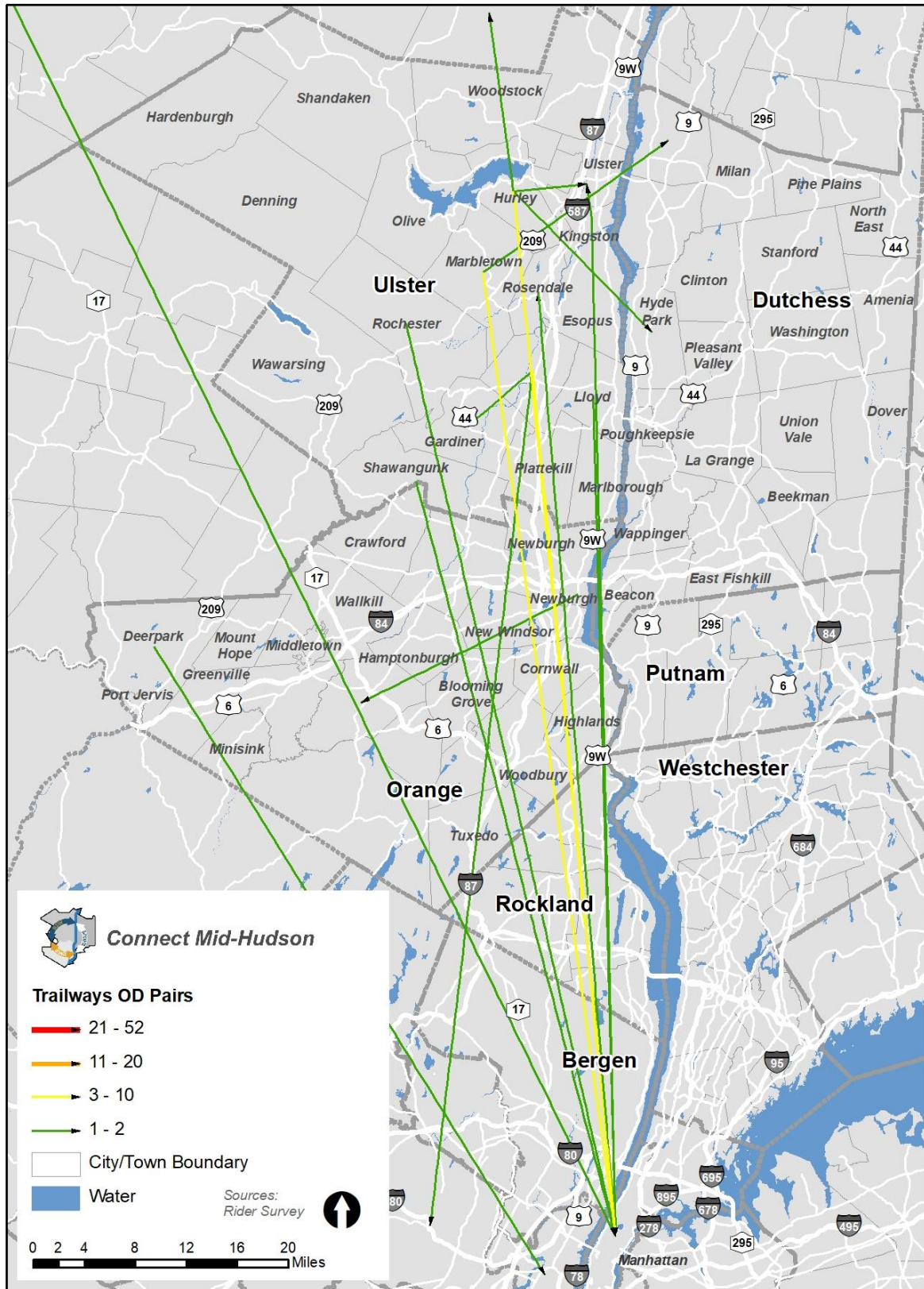
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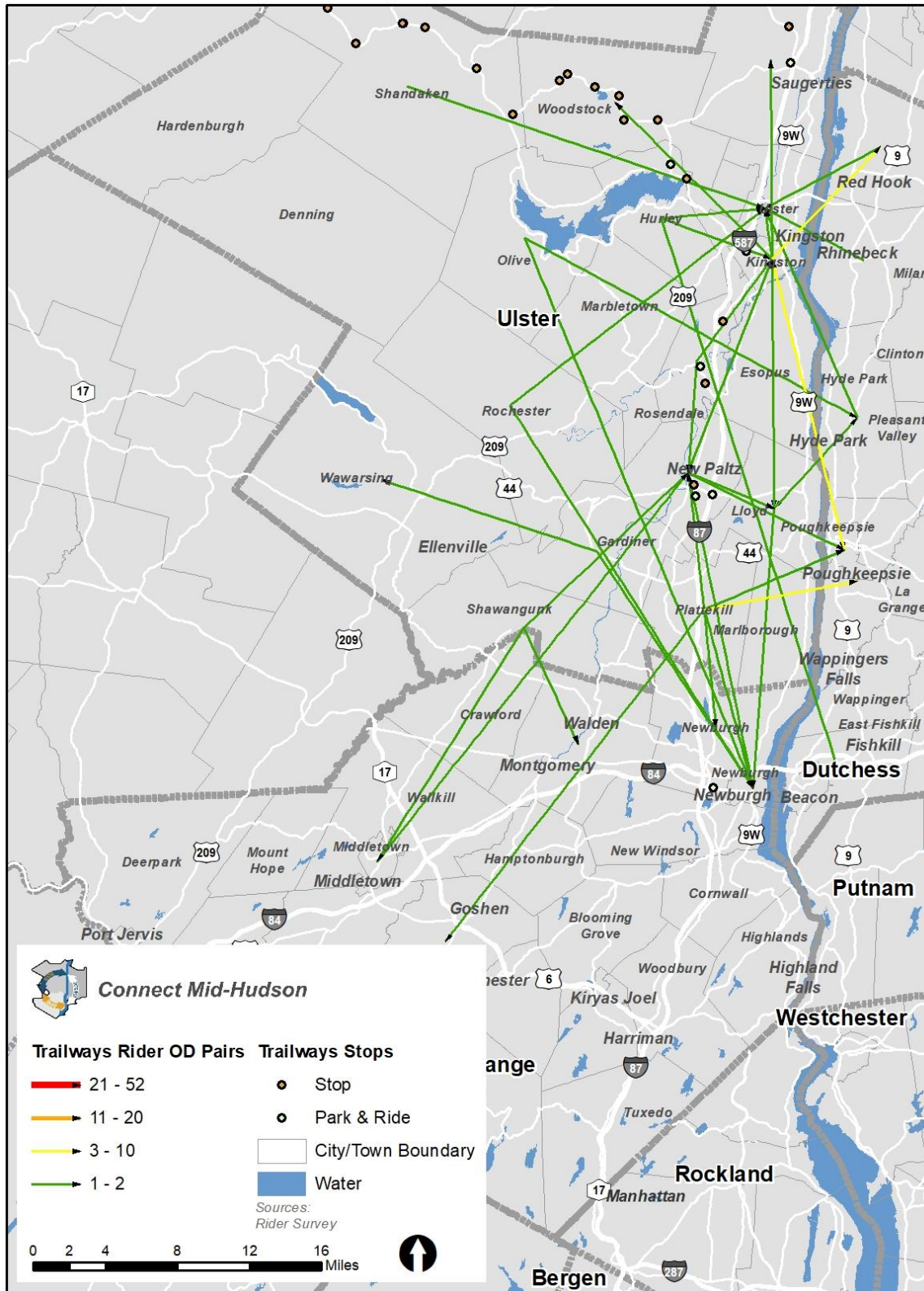
## Reason for Taking Transit



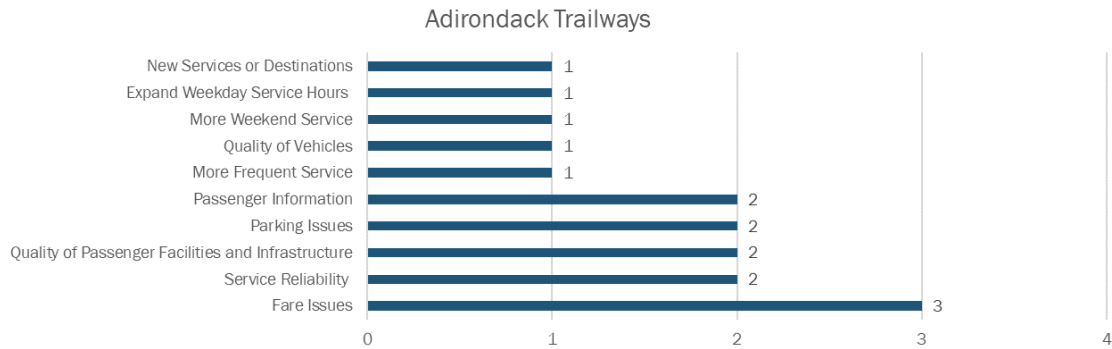
## Rider Origins and Destinations



## Non-Rider Origins and Destinations

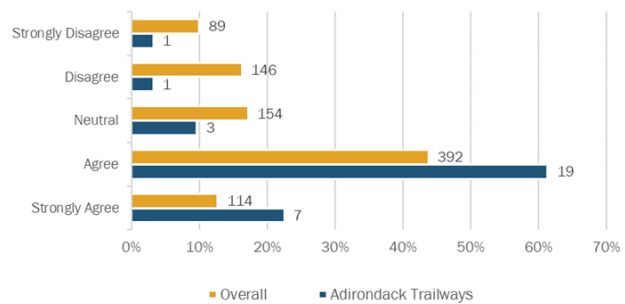
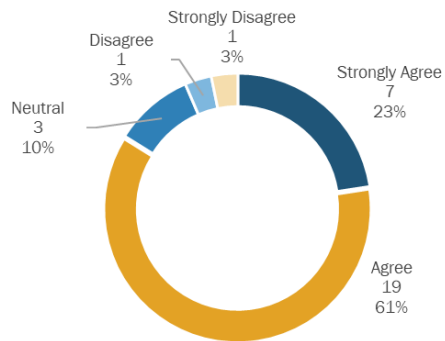


## Open-Ended Responses

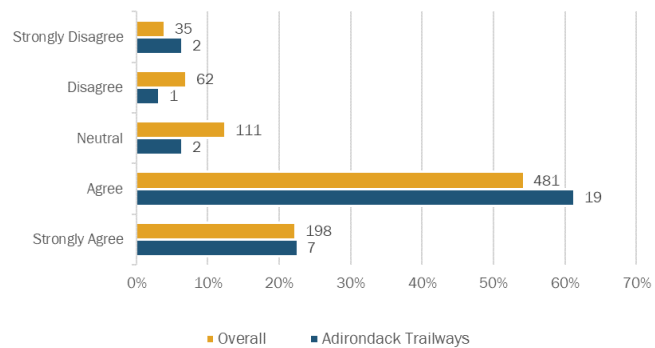
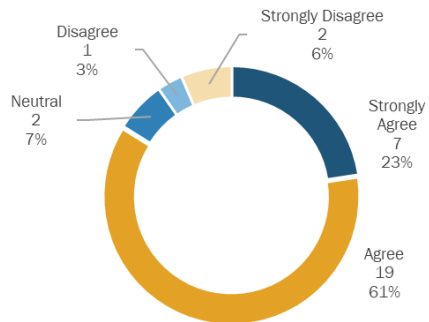


## Service Satisfaction

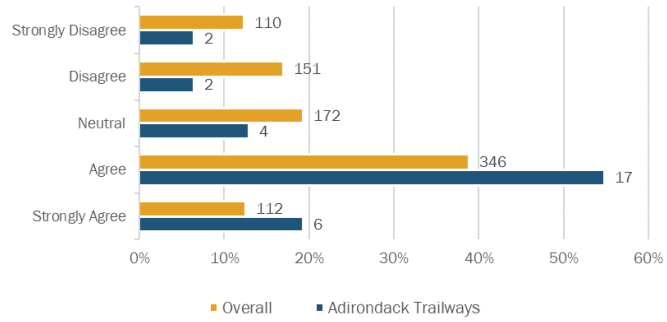
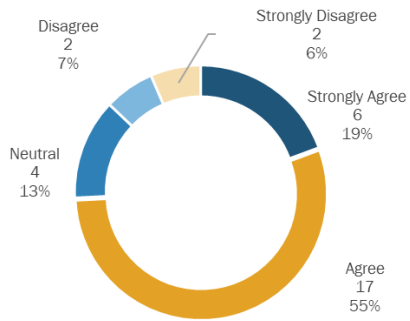
### Service is dependable



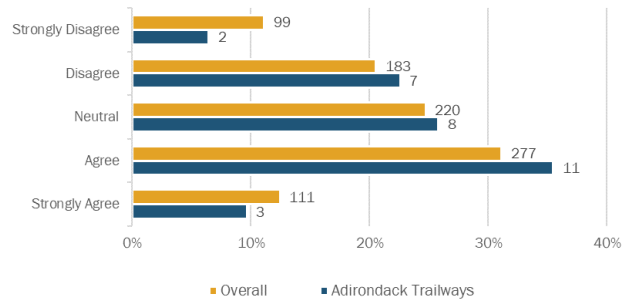
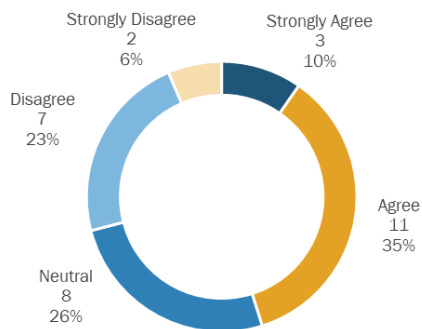
### Routes get me where I need to go



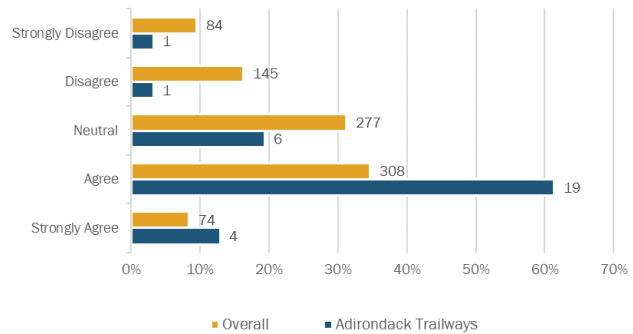
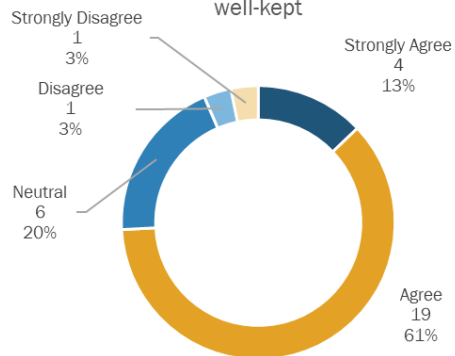
### Schedules meet my travel needs

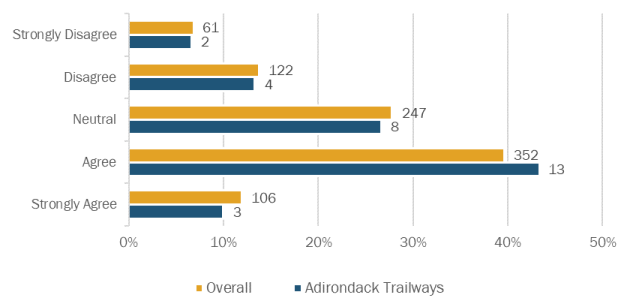
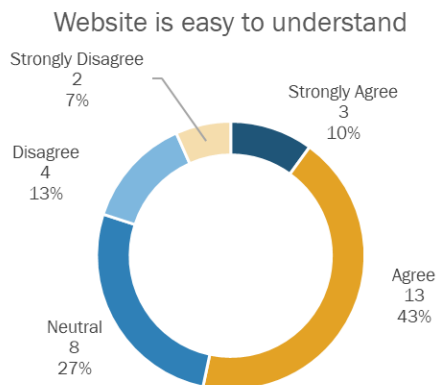
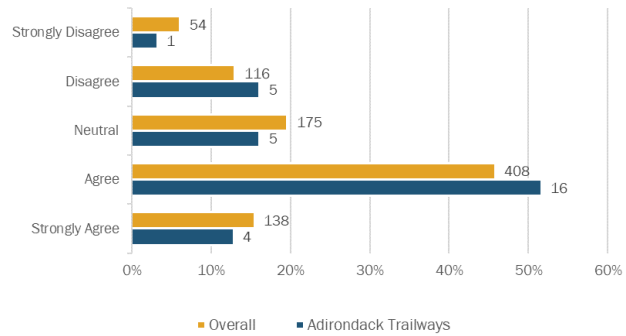
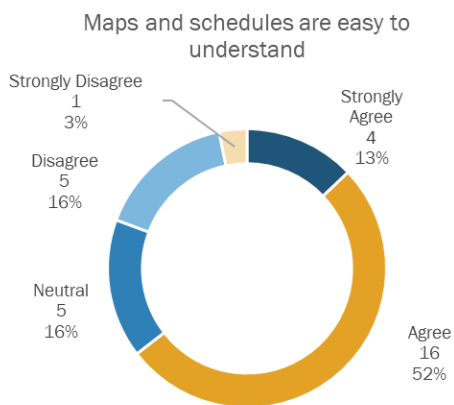
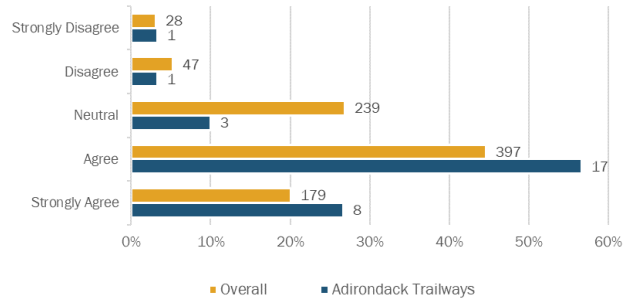
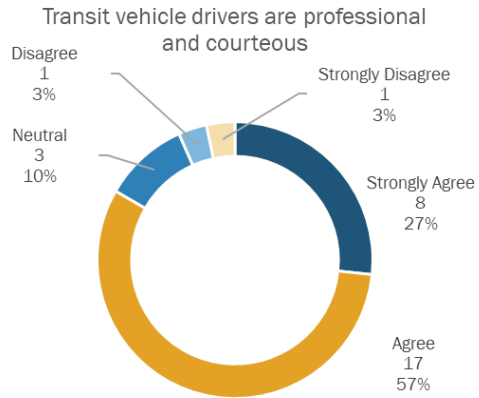


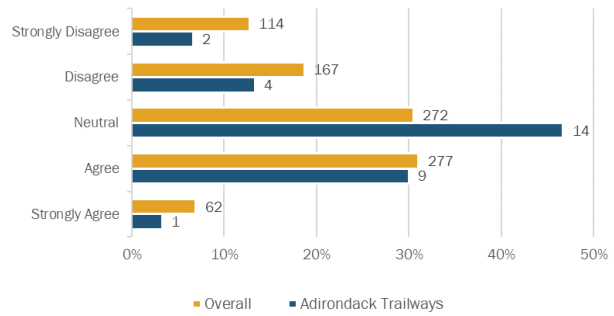
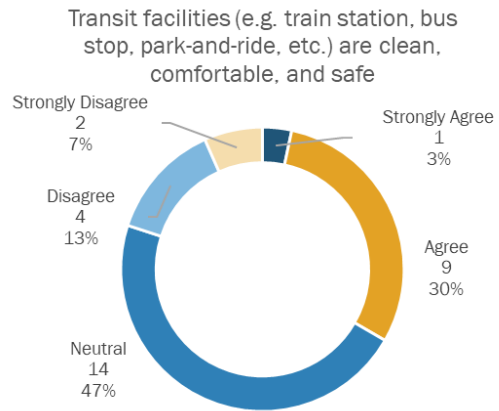
### Fares are reasonable



### Transit vehicles are comfortable and well-kept



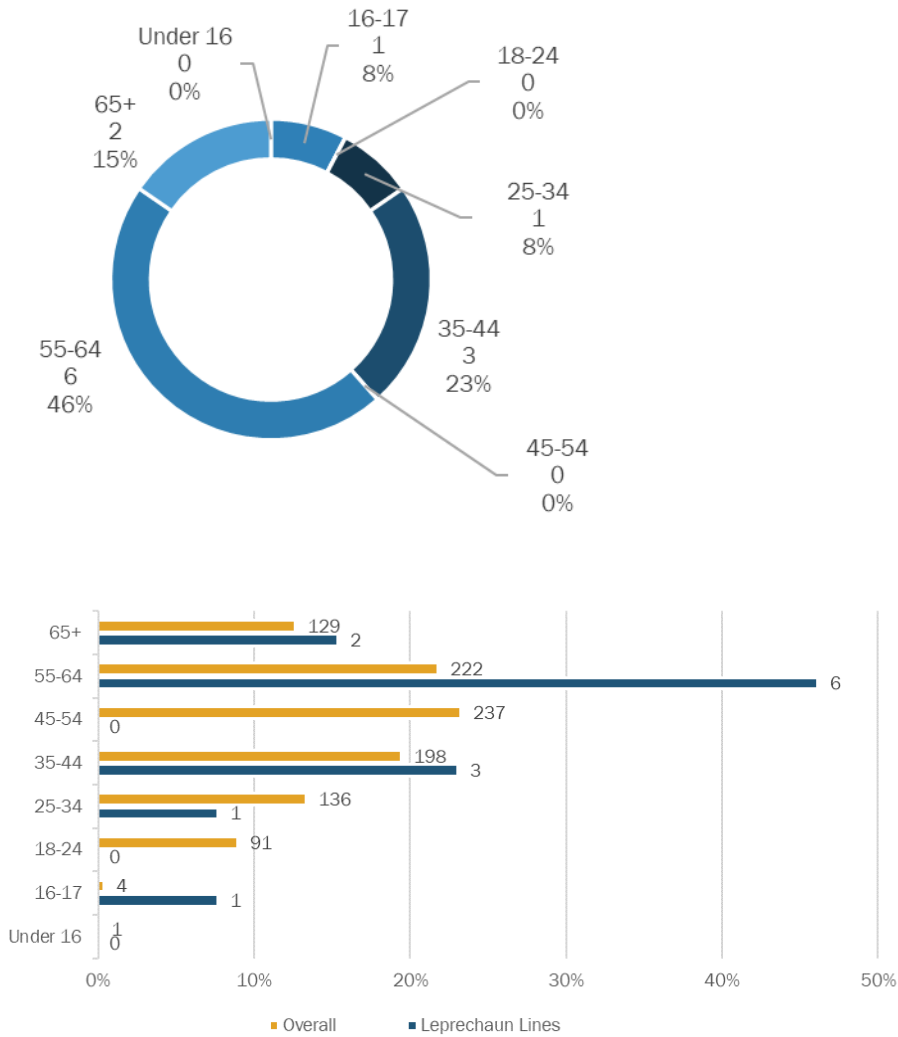




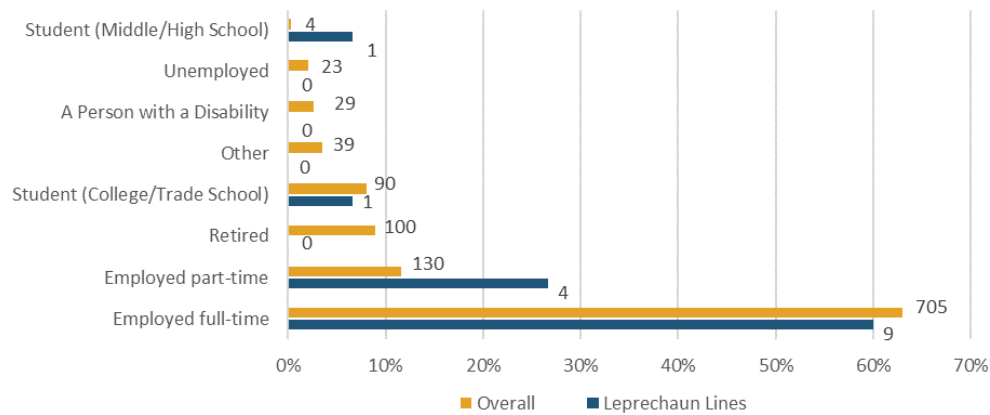
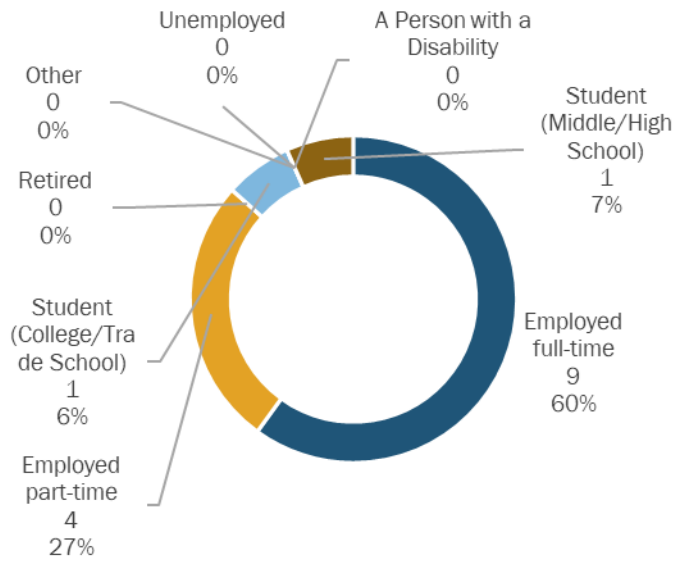
## Leprechaun Lines

### Demographics

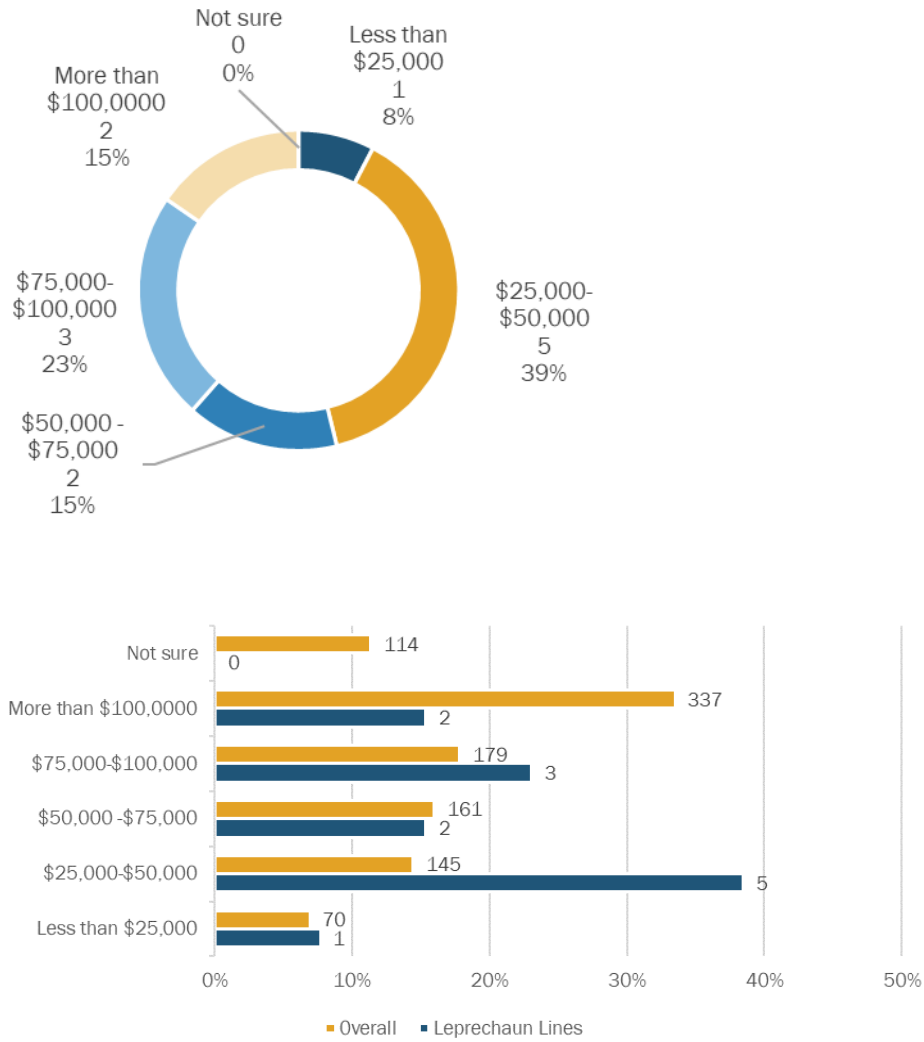
#### Age



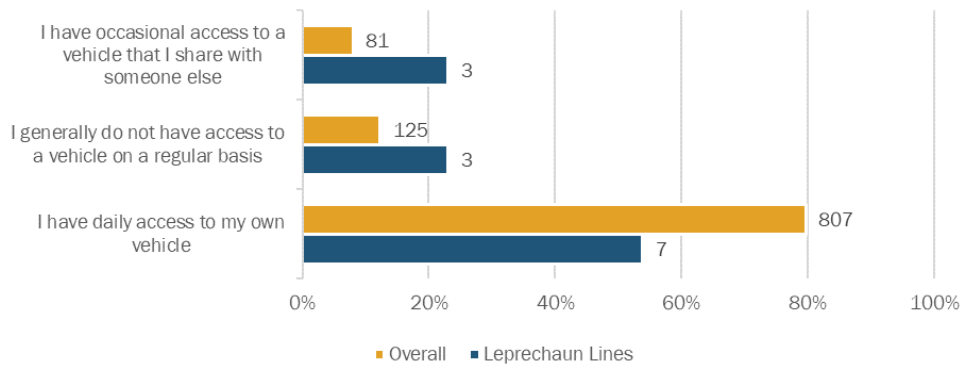
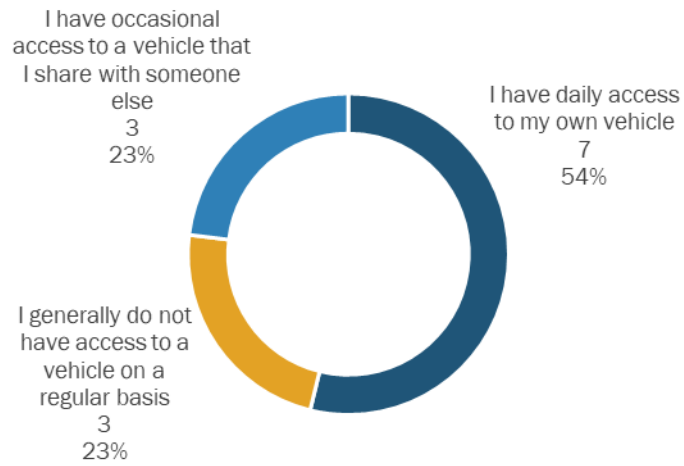
## Employment



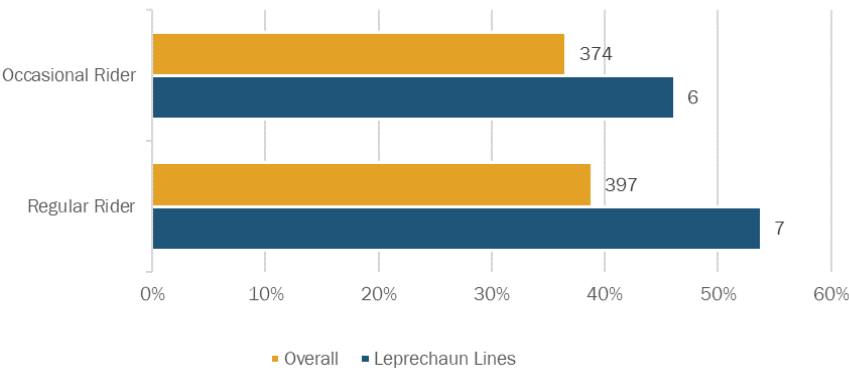
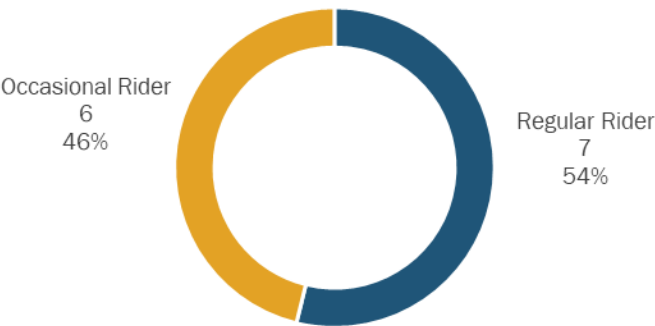
## Income



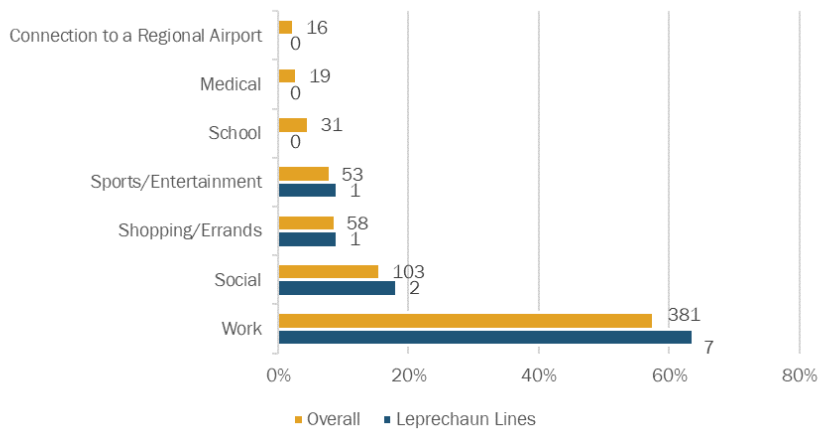
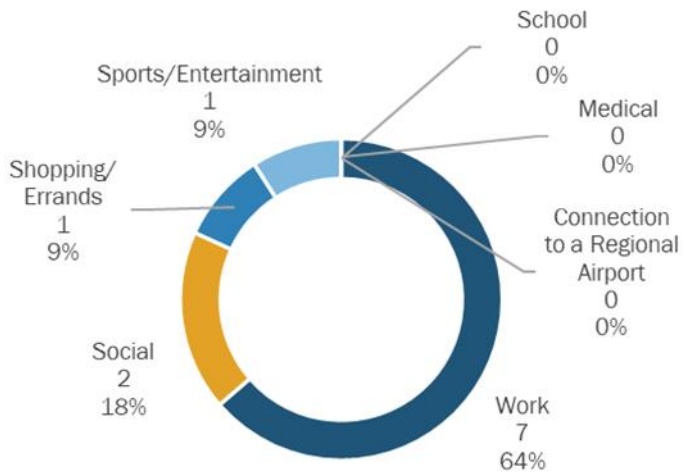
## Vehicle Access



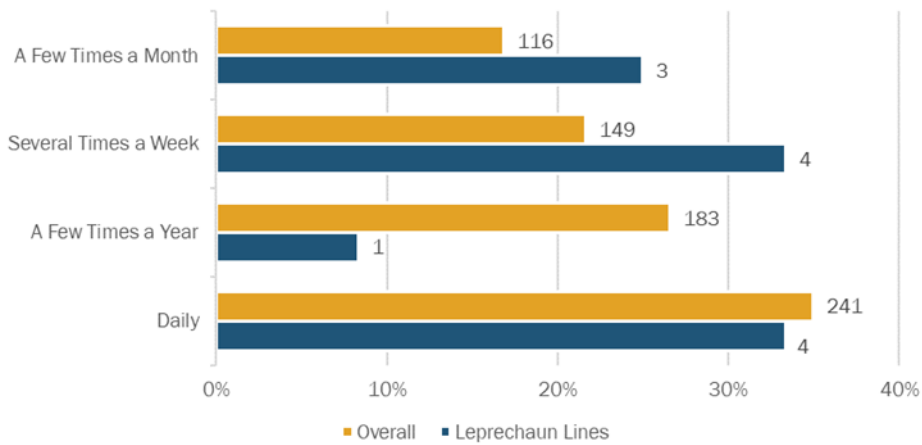
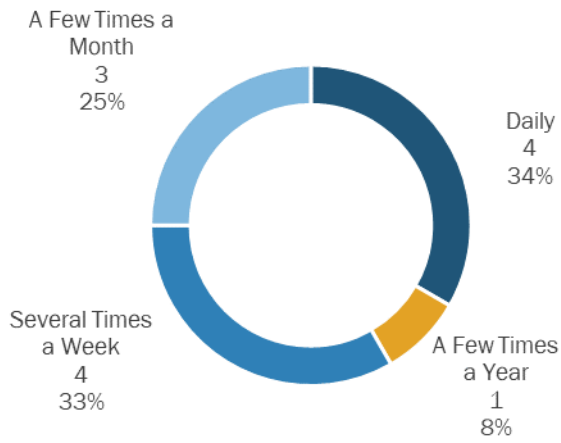
Transit Use  
Transit Use



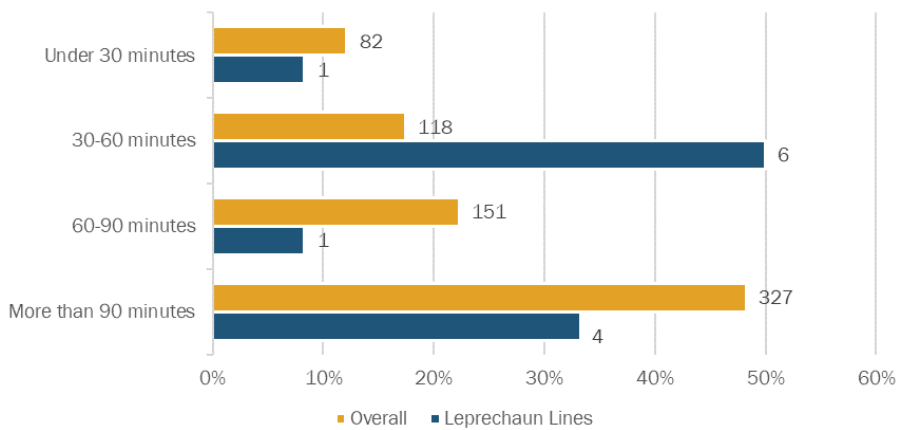
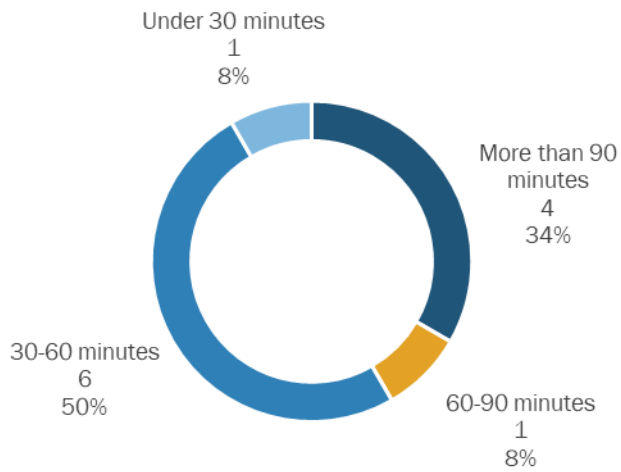
## Trip Purpose



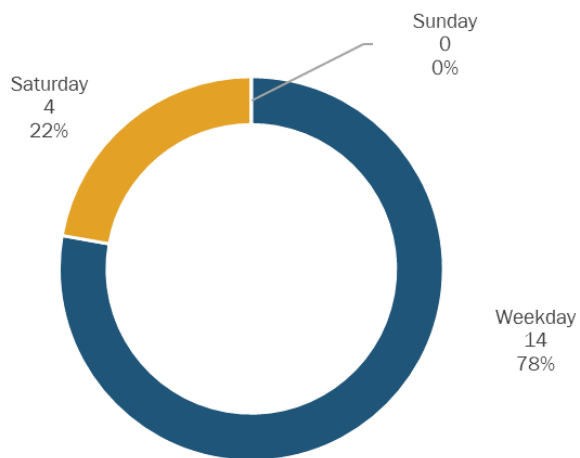
## Trip Frequency

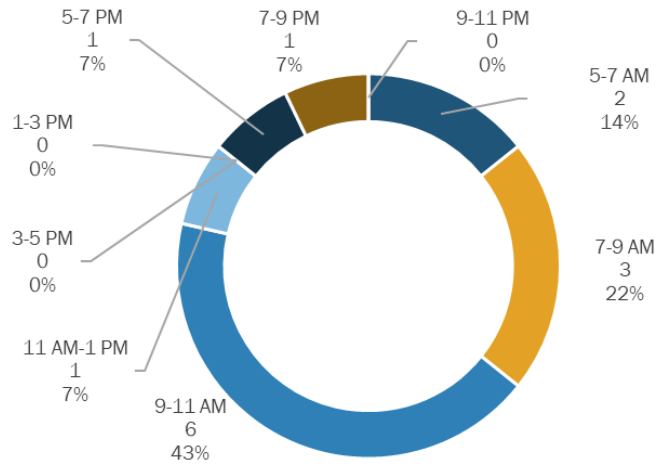


## Trip Duration

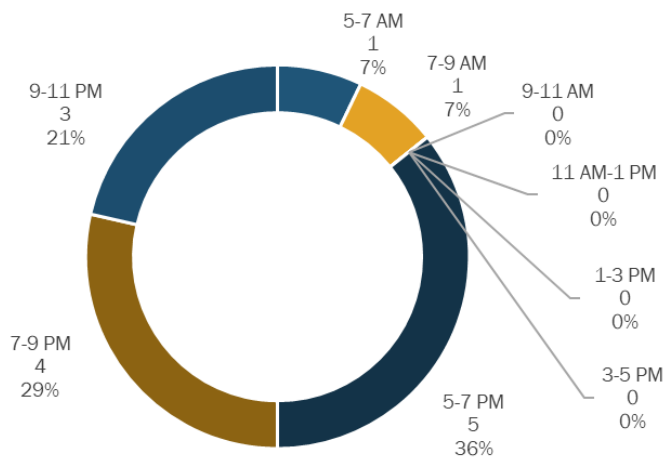
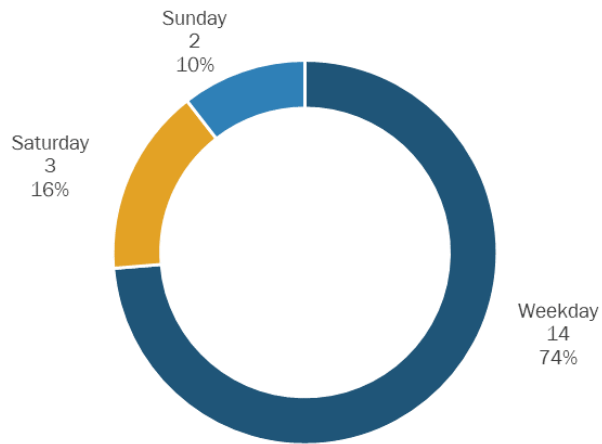


## Outbound Trip Time and Day

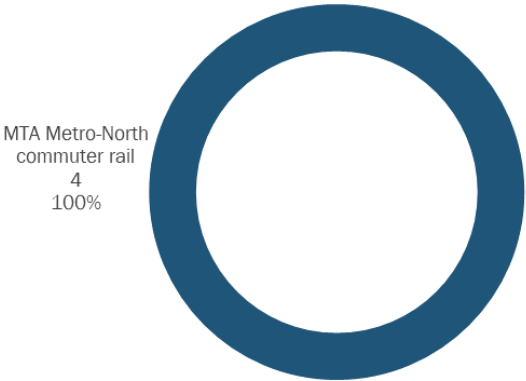




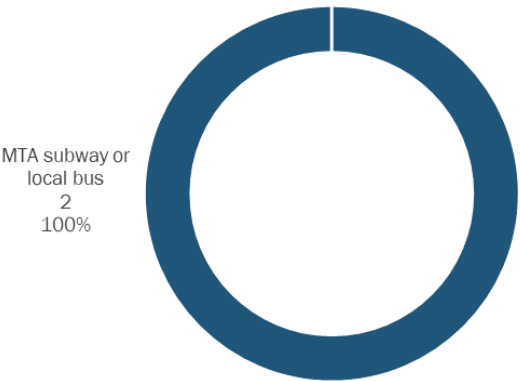
### Return Trip Time and Day



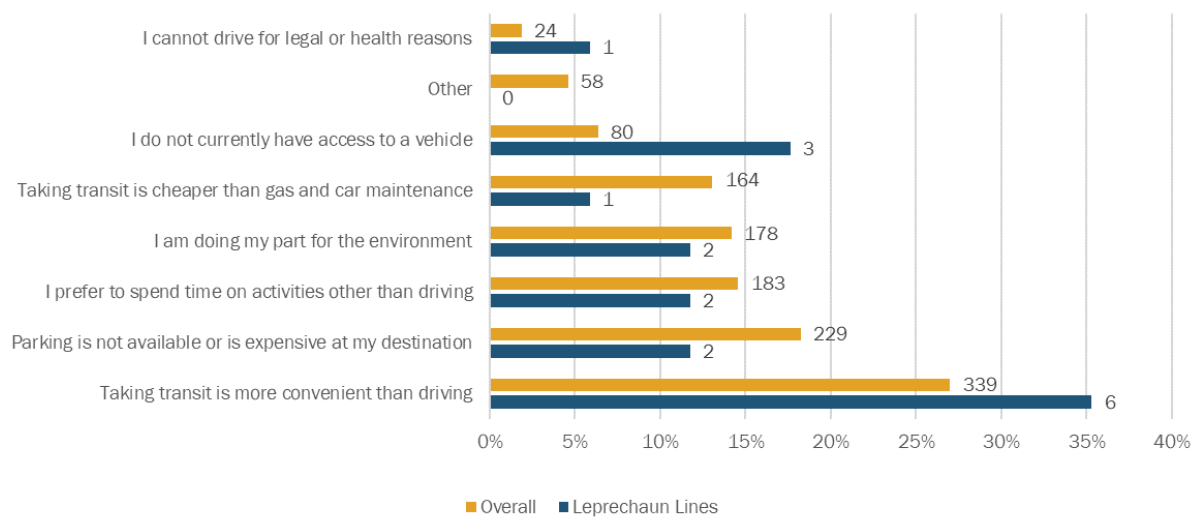
**First Transfer**



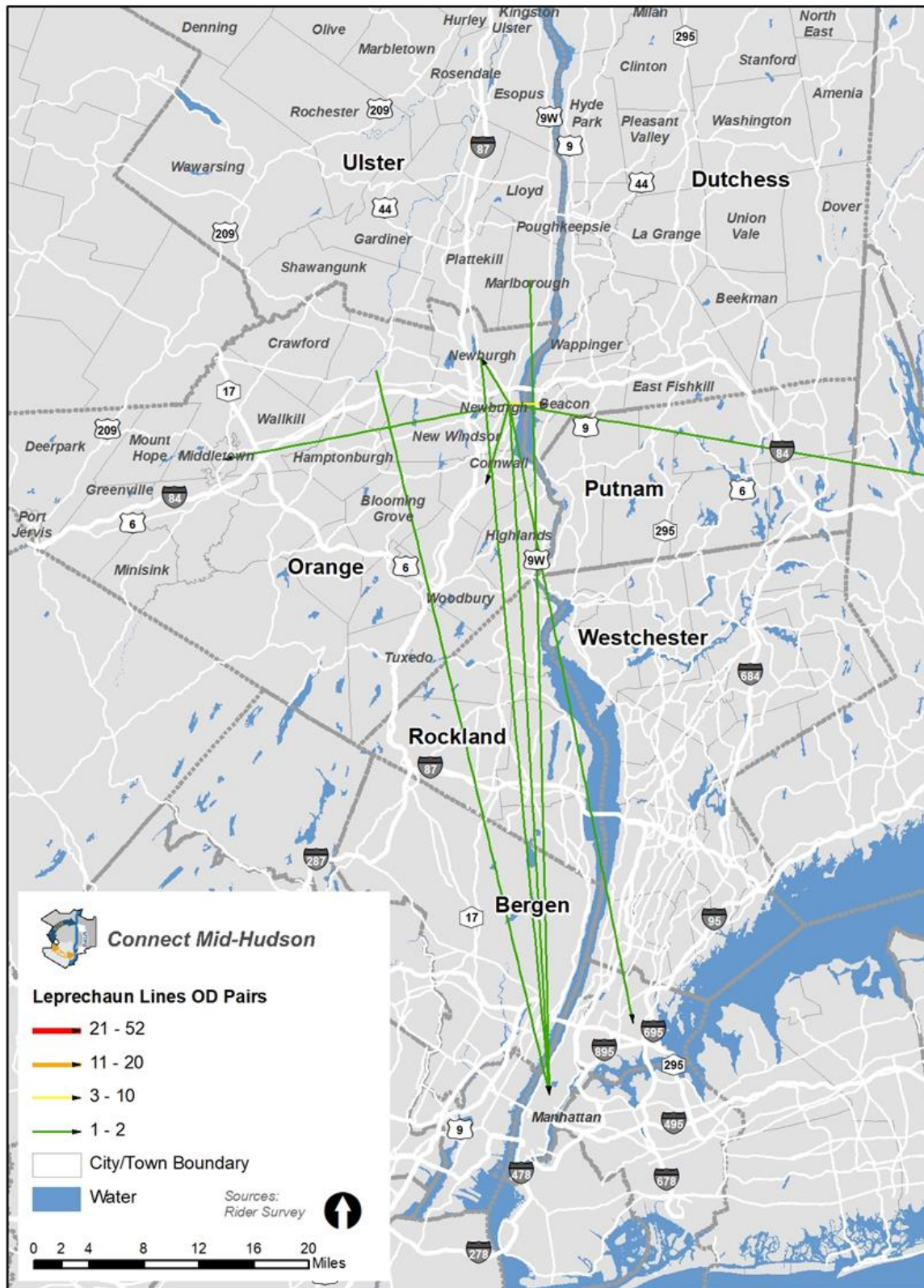
**Second Transfer**



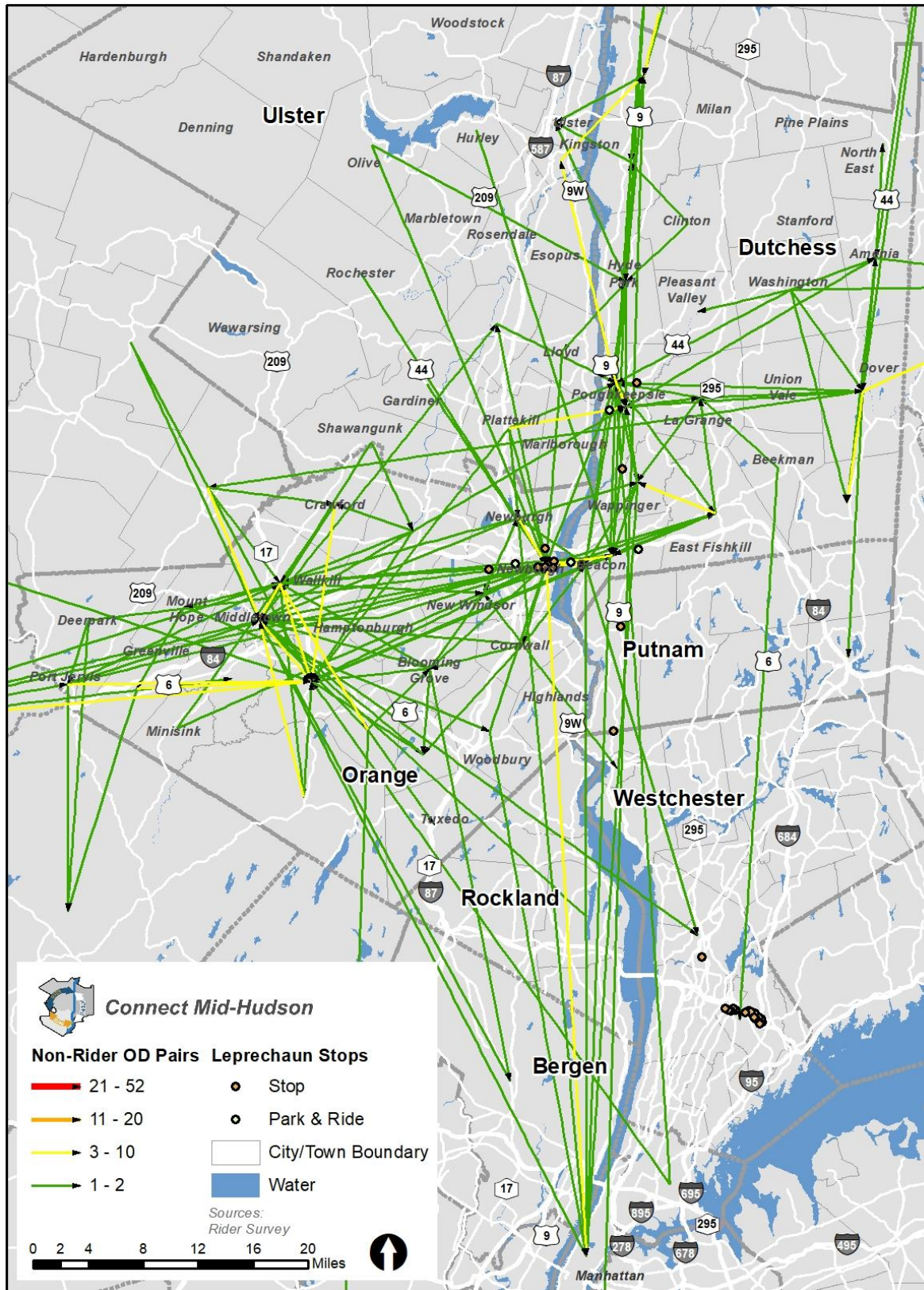
## Reason for Taking Transit



## Rider Origins and Destinations

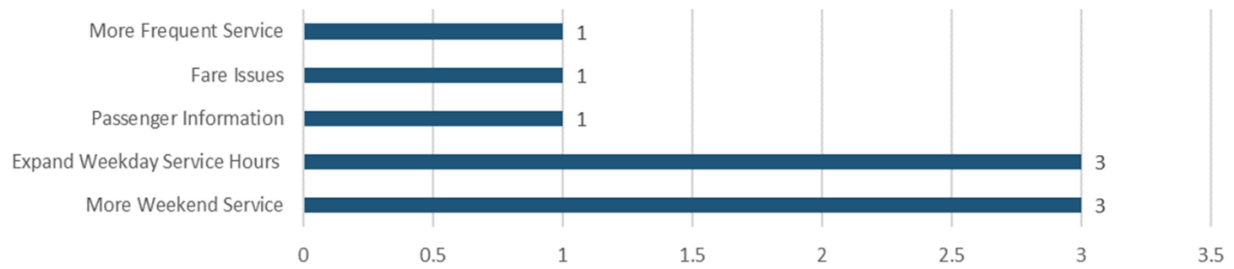


## Non-Rider Origins and Destinations



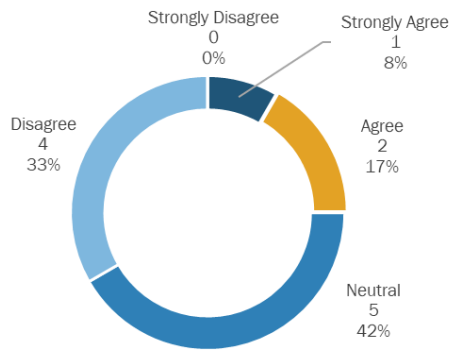
## Open-Ended Responses

### Leprechaun Lines

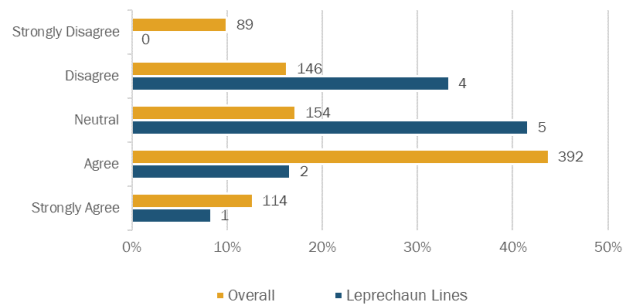


## Service Satisfaction

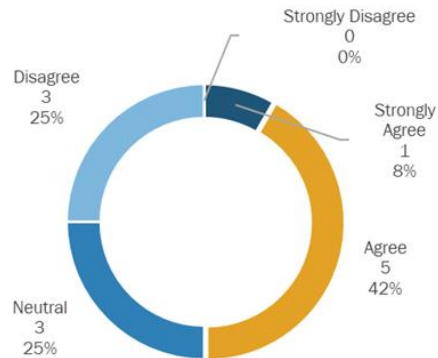
### Service is dependable



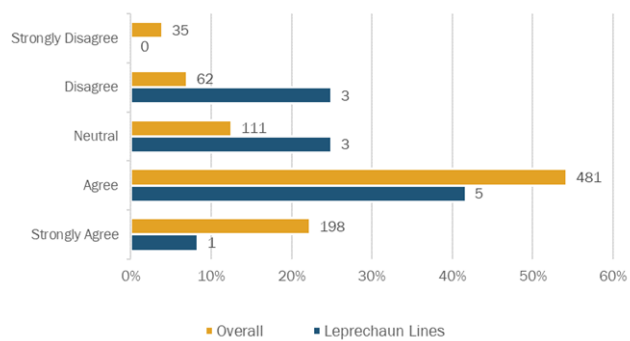
### Service is dependable



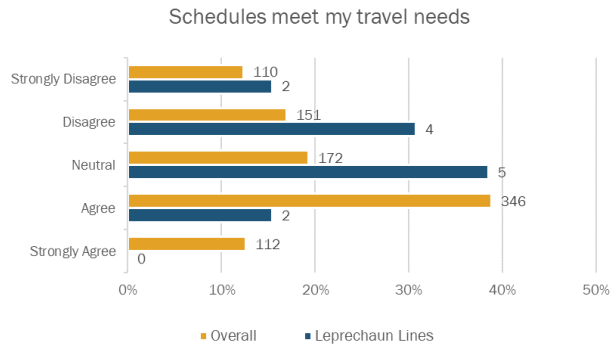
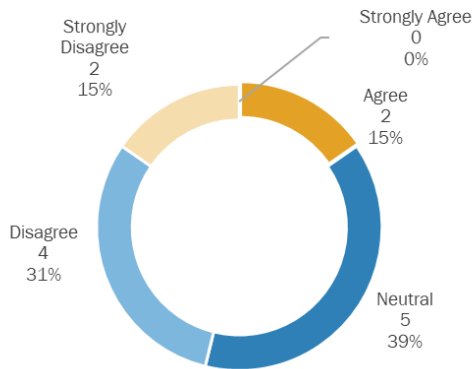
### Routes get me where I need to go



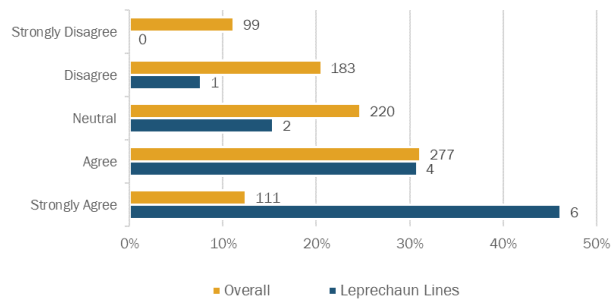
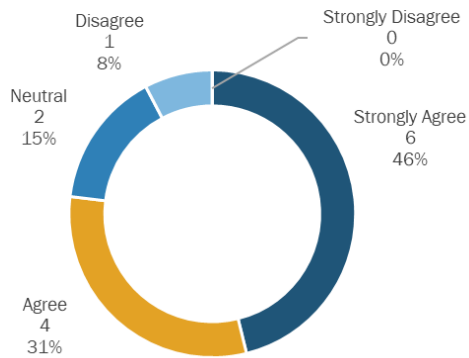
### Routes get me where I need to go



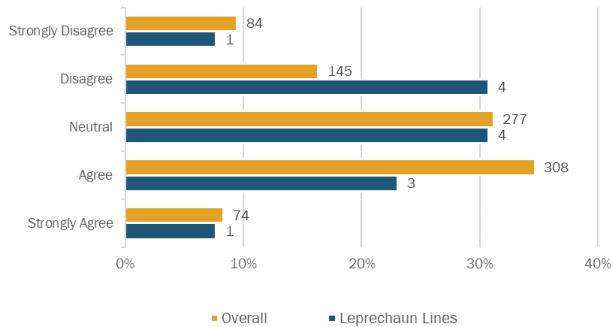
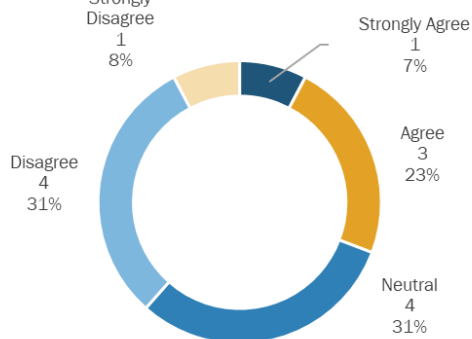
### Schedules meet my travel needs



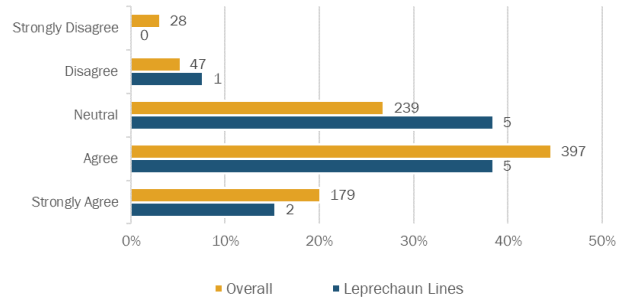
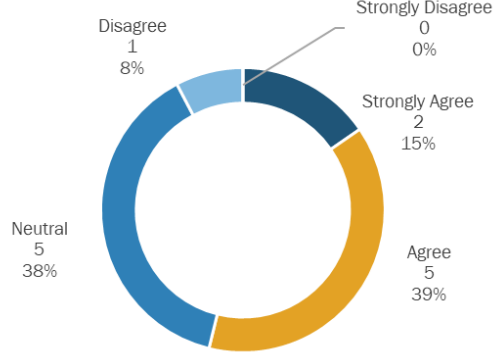
### Fares are reasonable



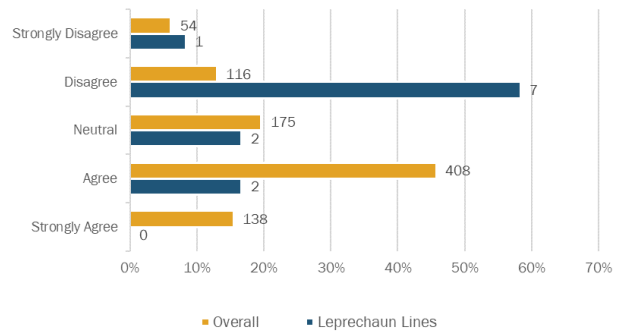
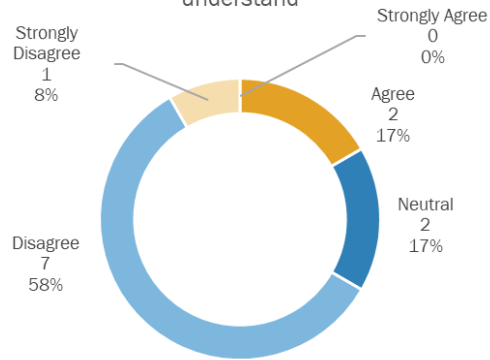
### Transit vehicles are comfortable and well-kept



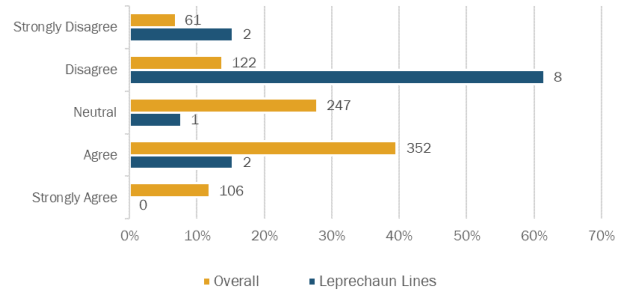
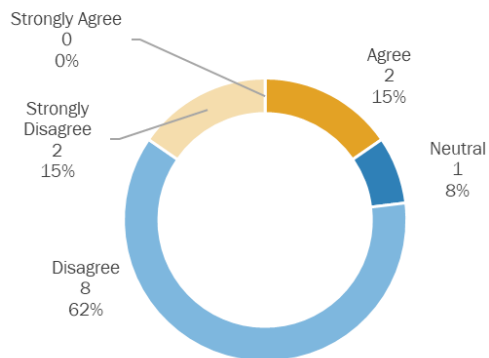
### Transit vehicle drivers are professional and courteous

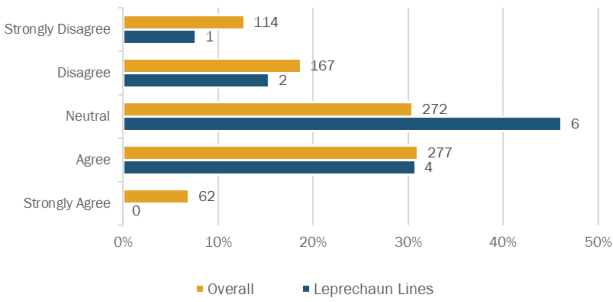
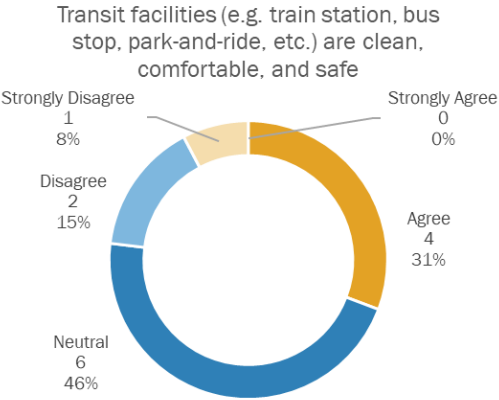


### Maps and schedules are easy to understand



### Website is easy to understand

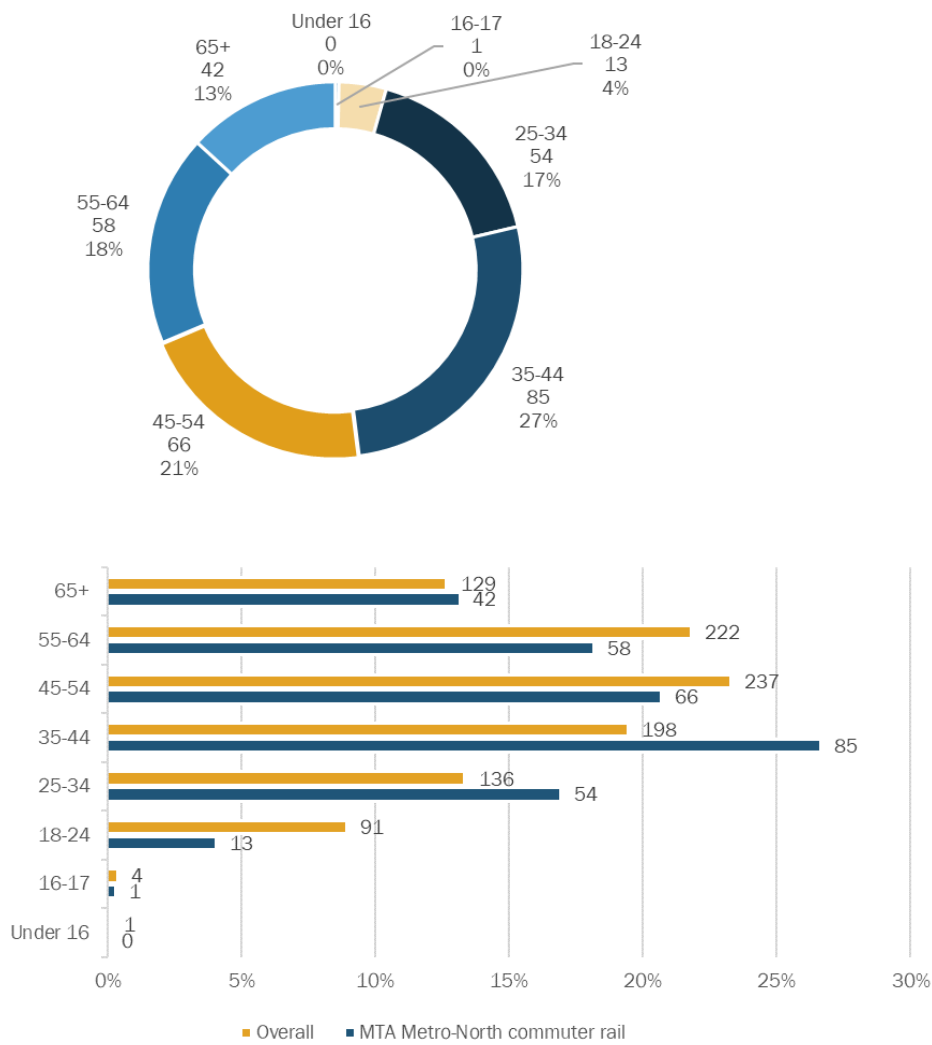




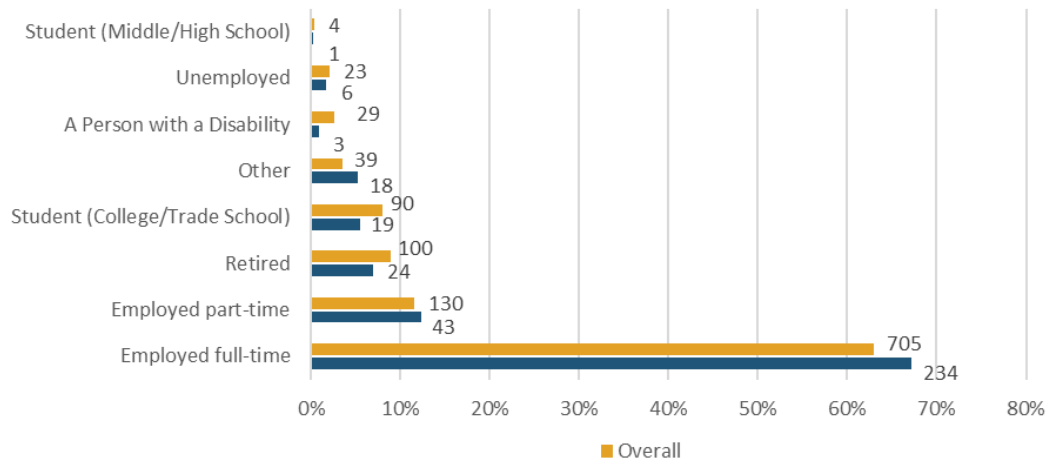
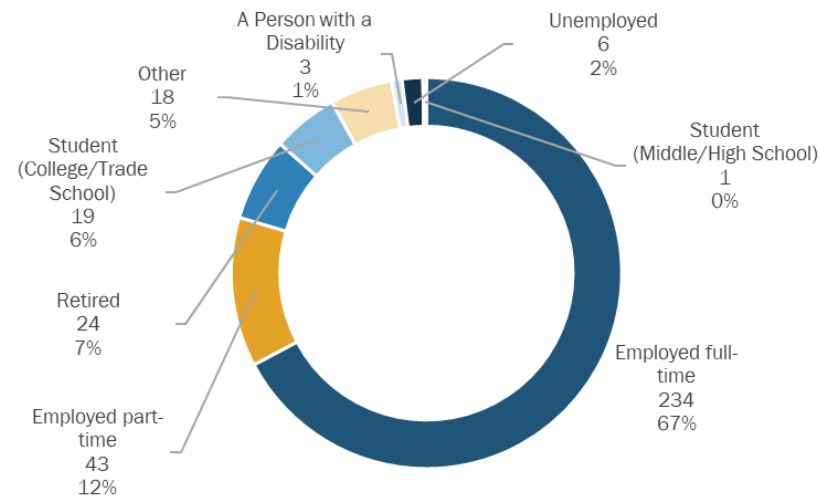
## Metro North

### Demographics

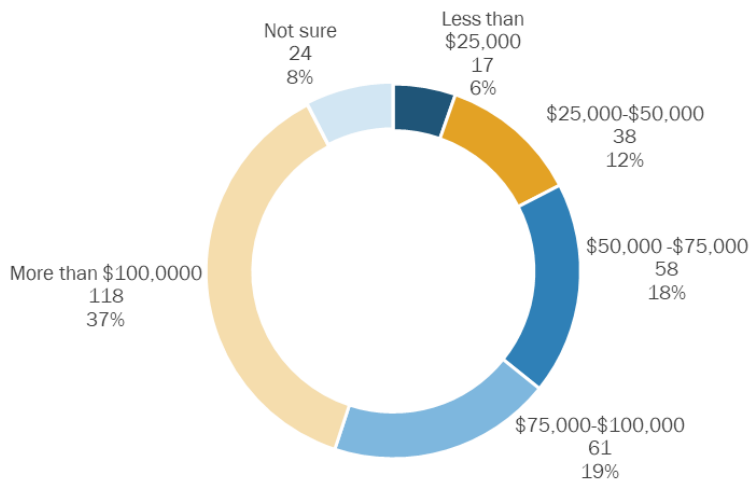
#### Age

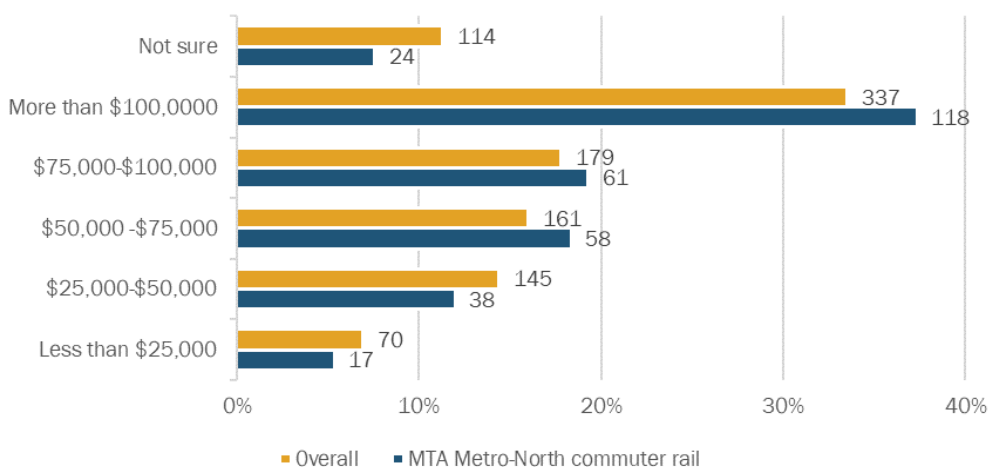


## Employment

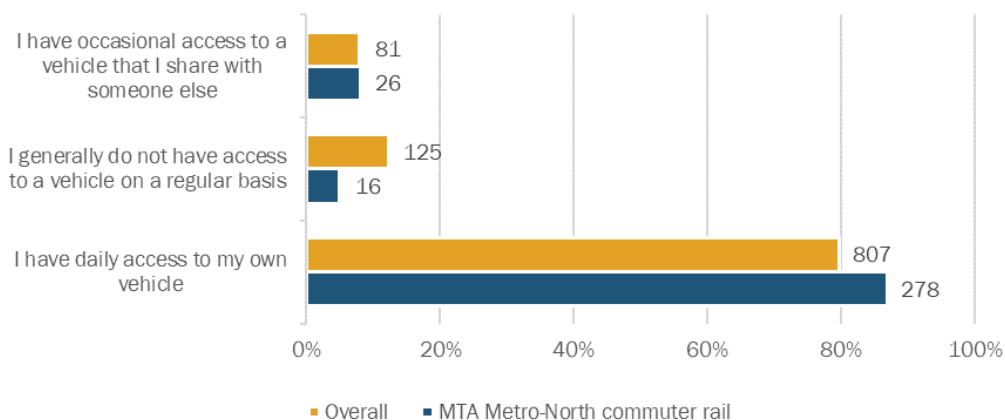
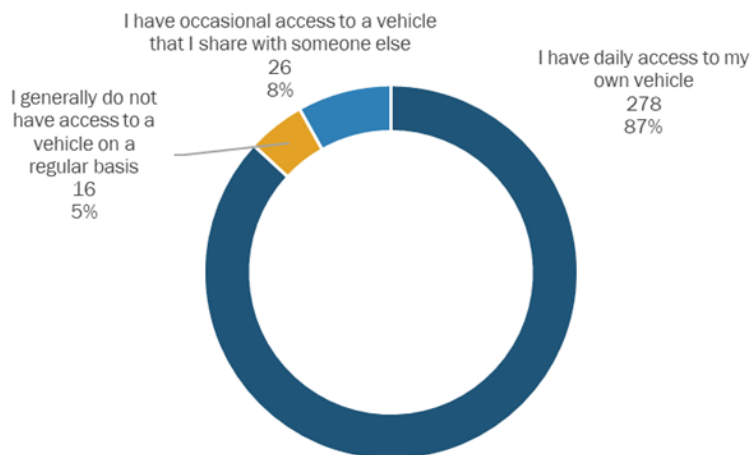


## Income



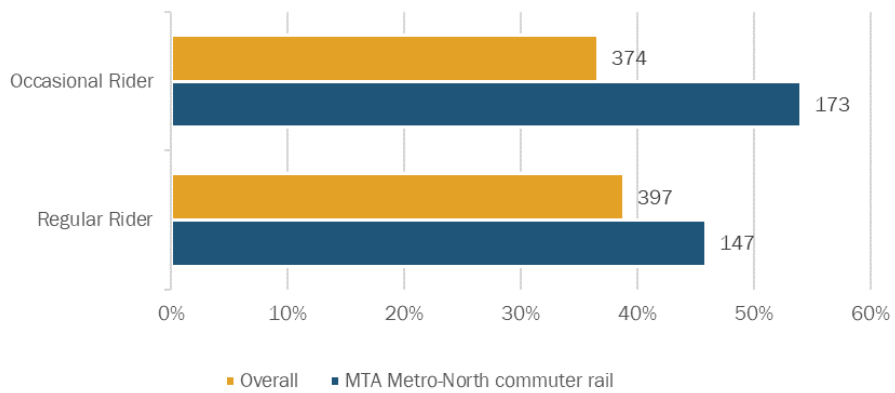


### Vehicle Access

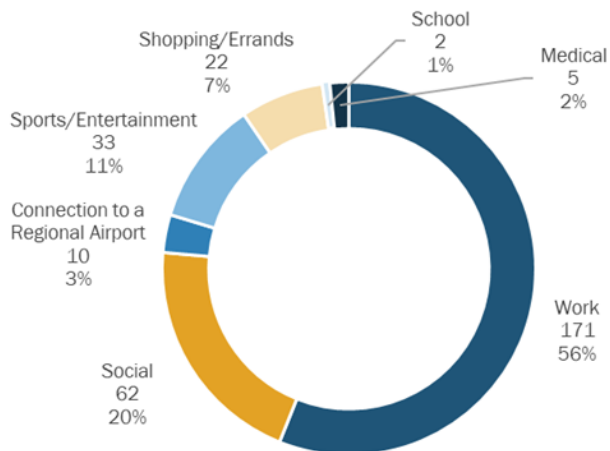


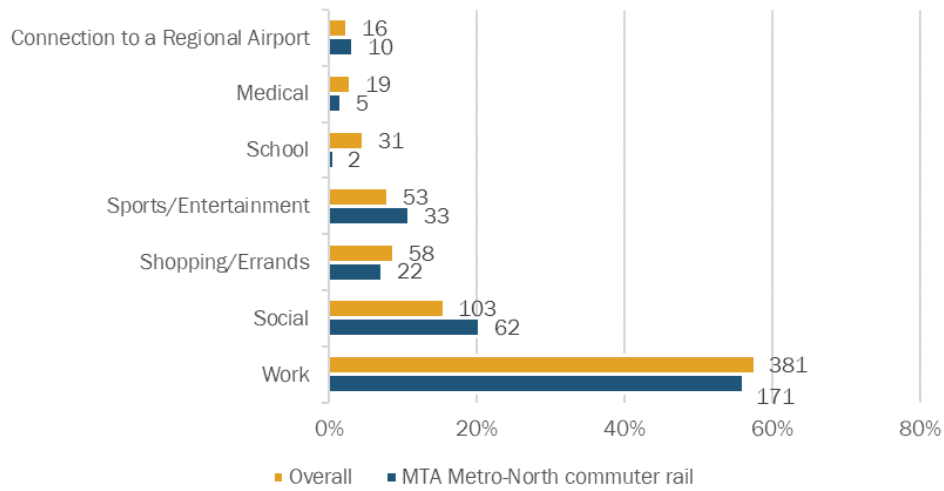
## Transit Use

### Transit Use

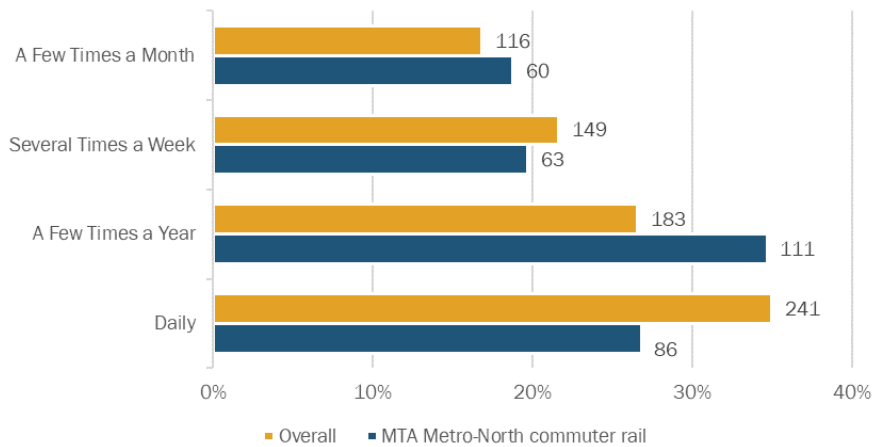
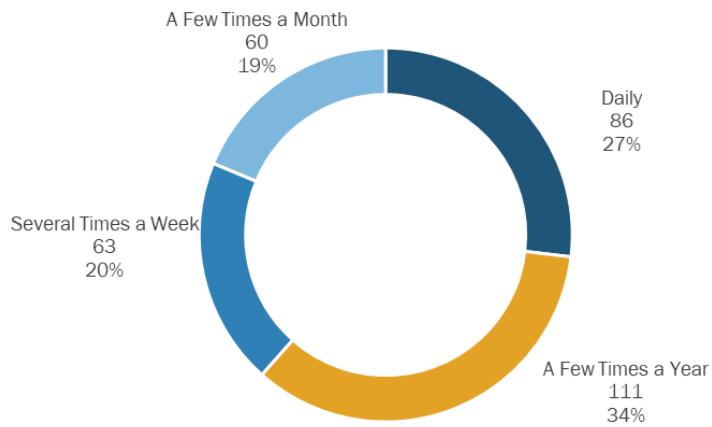


## Trip Purpose

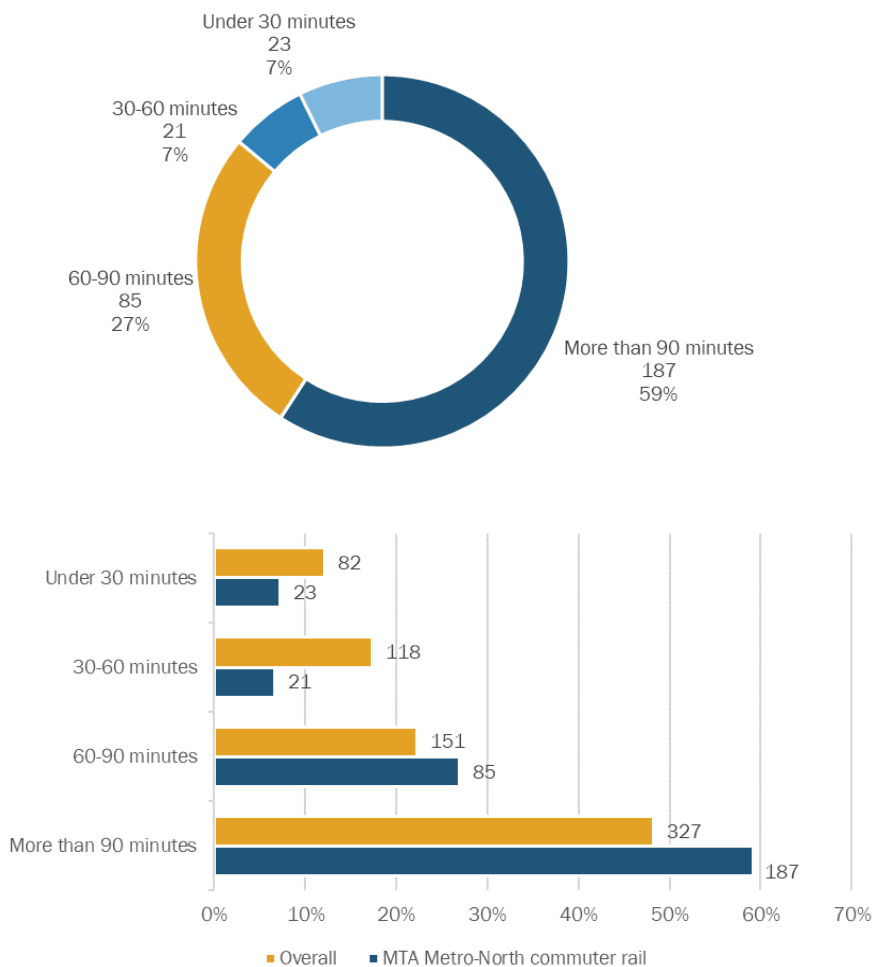




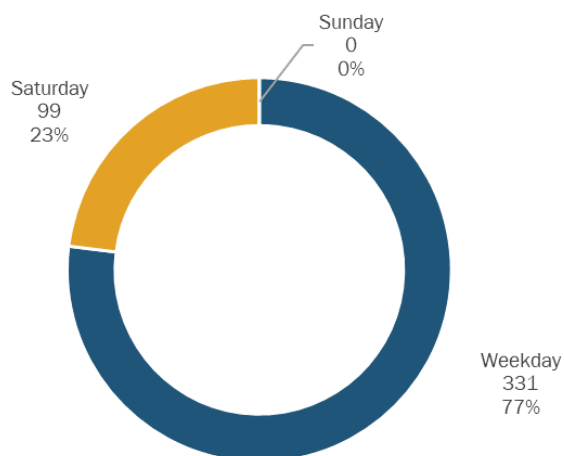
### Trip Frequency

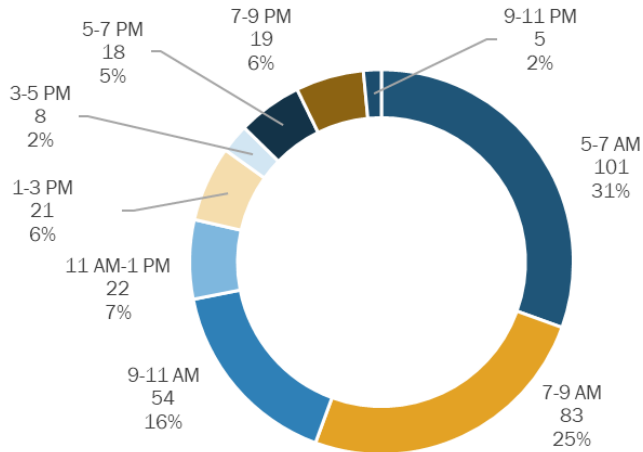


### Trip Duration

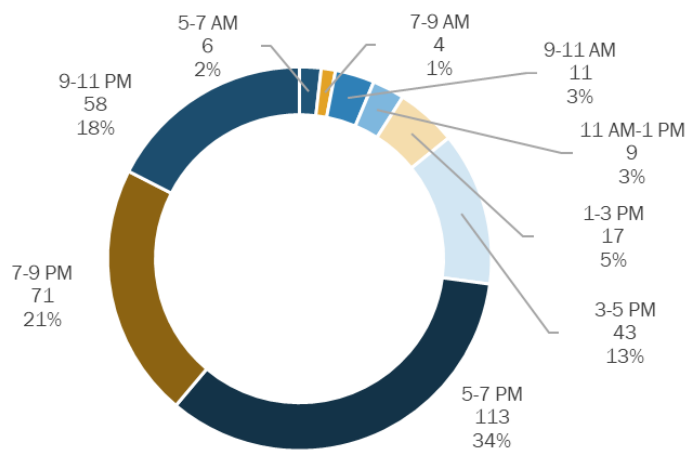
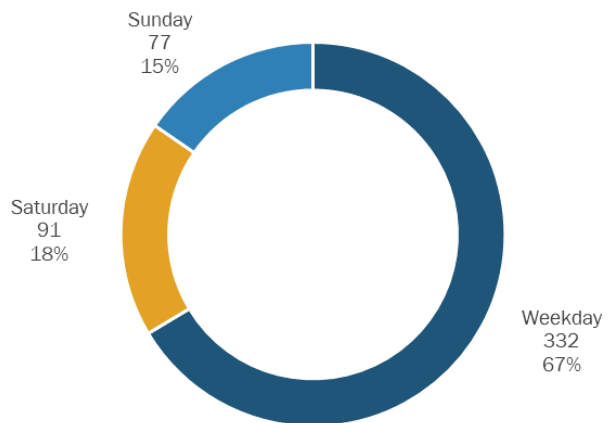


### Outbound Trip Time and Day

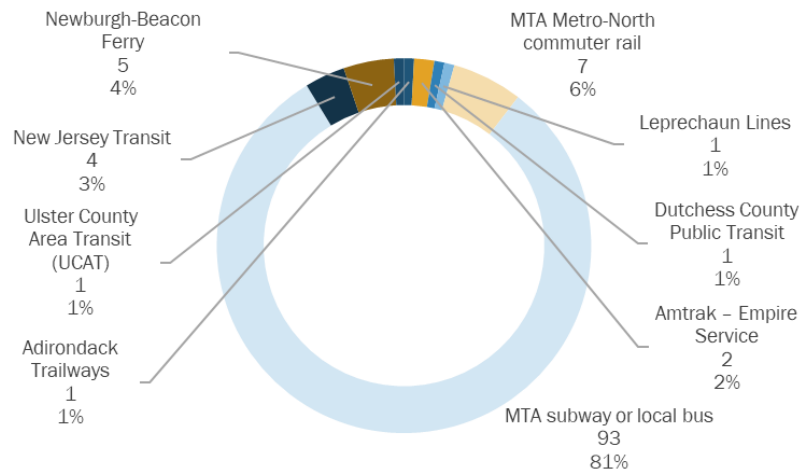




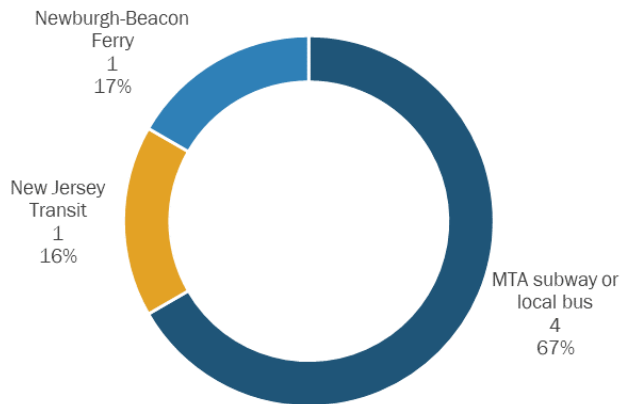
### Return Trip Time and Day



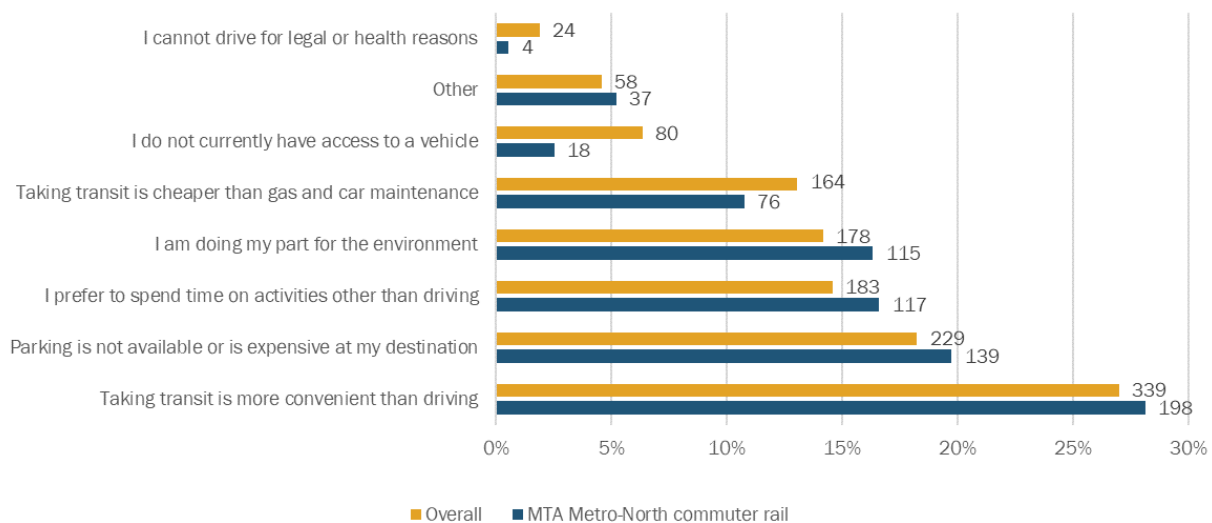
### First Transfer



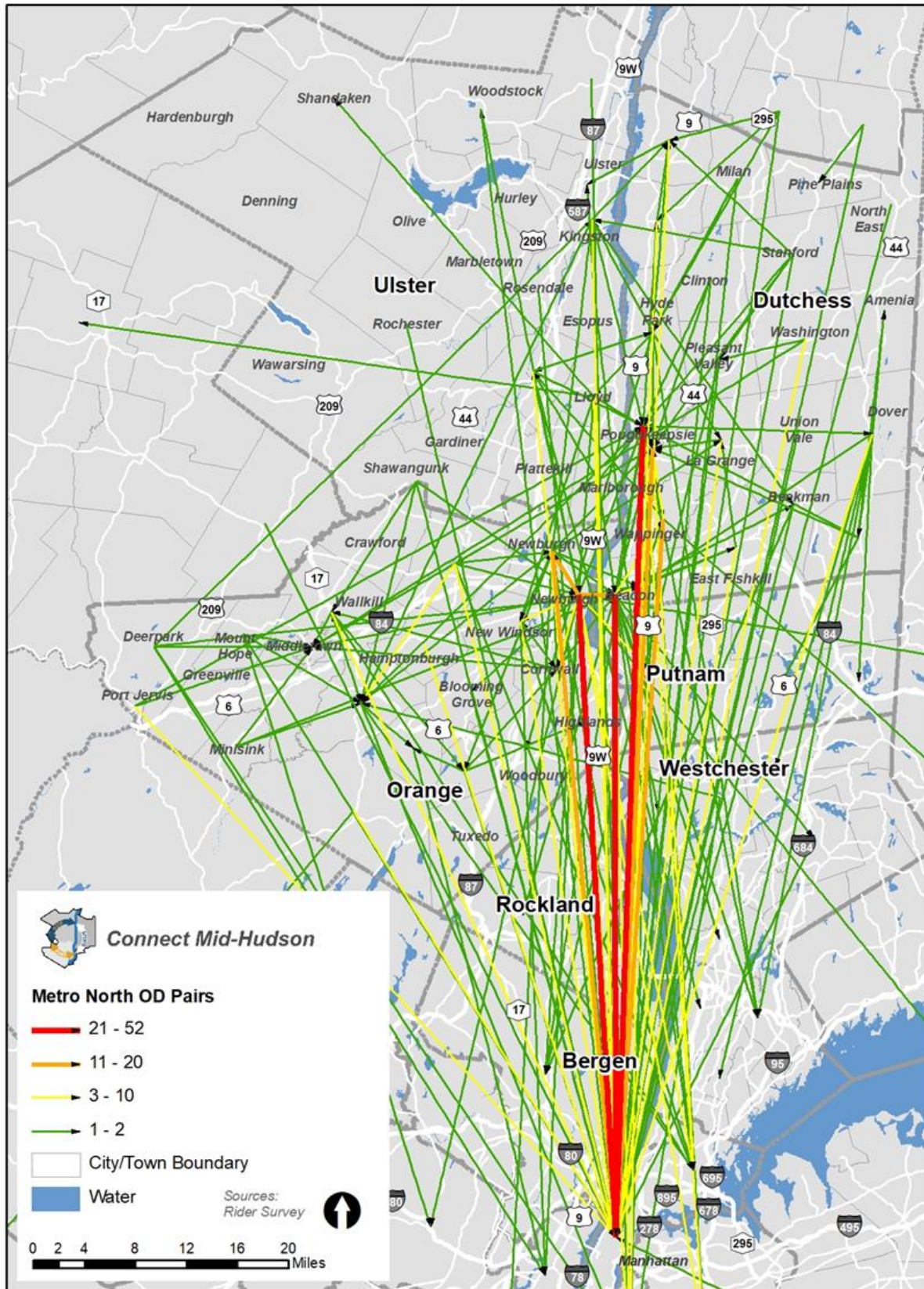
### Second Transfer



## Reason for Taking Transit

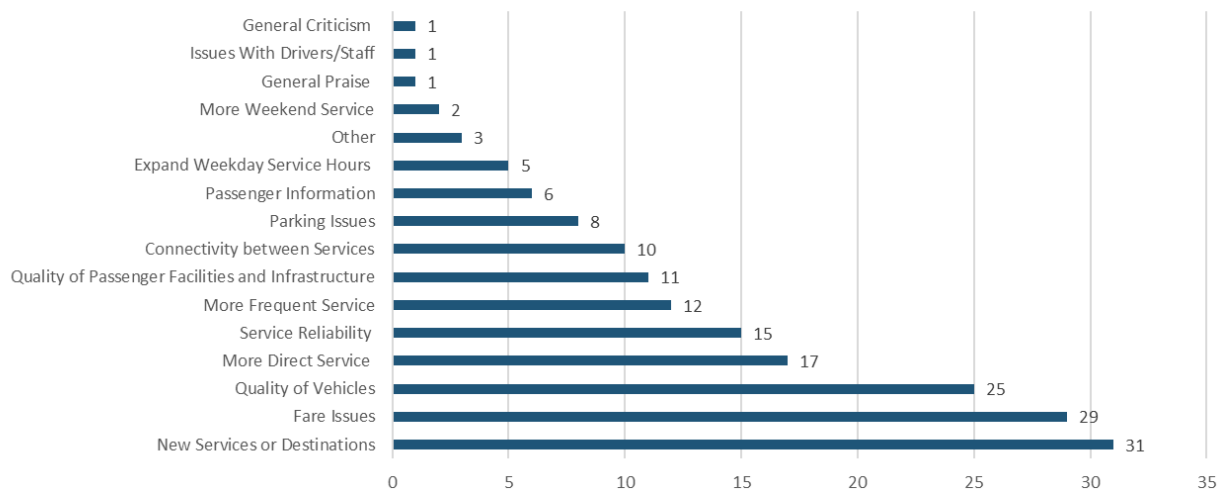


## Rider Origins and Destinations



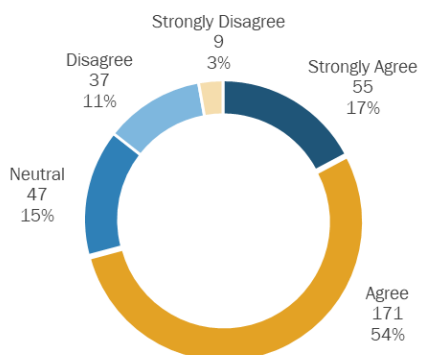
## Open-Ended Responses

MTA Metro-North commuter rail

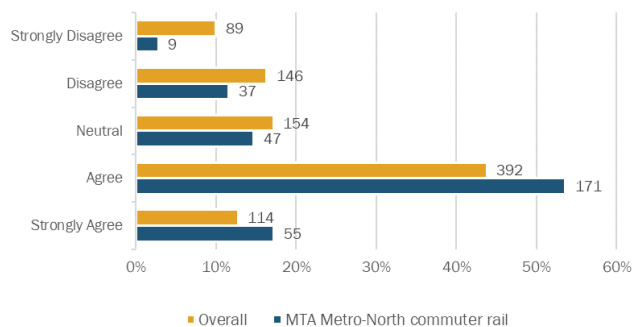


## Service Satisfaction

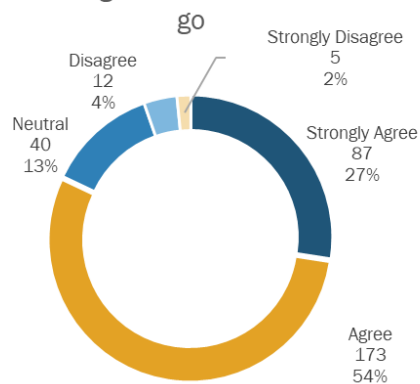
Service is dependable



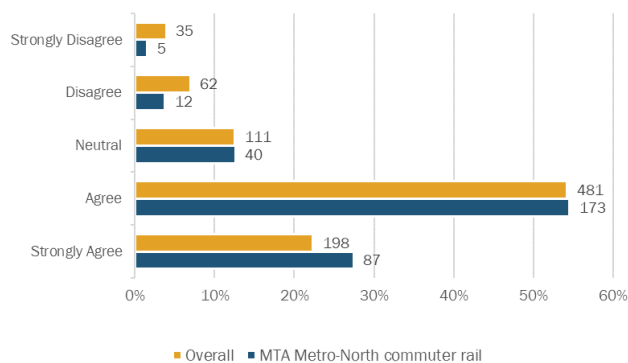
Service is dependable



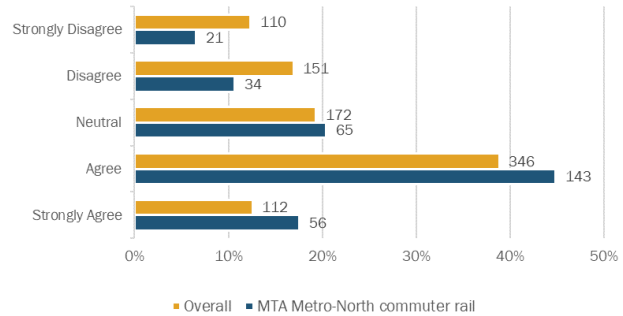
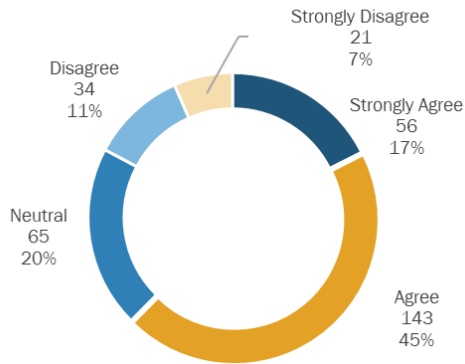
Routes get me where I need to go



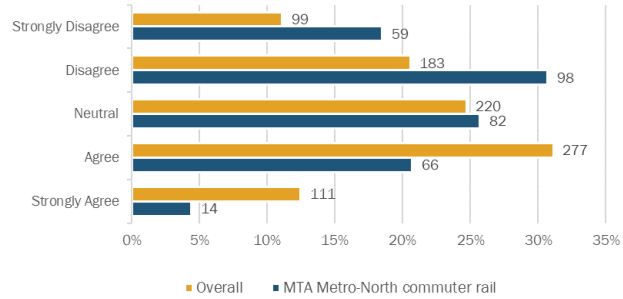
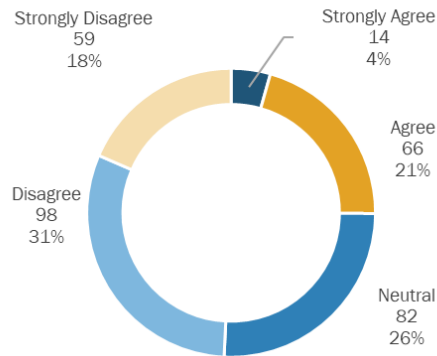
Routes get me where I need to go



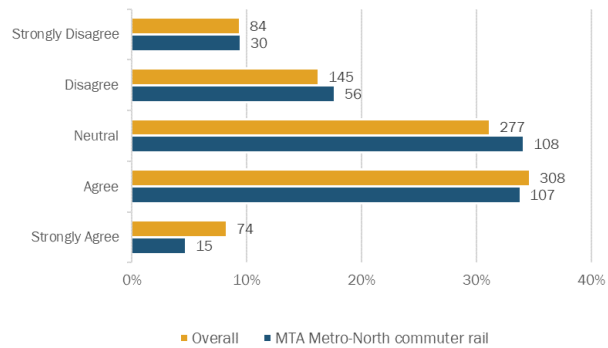
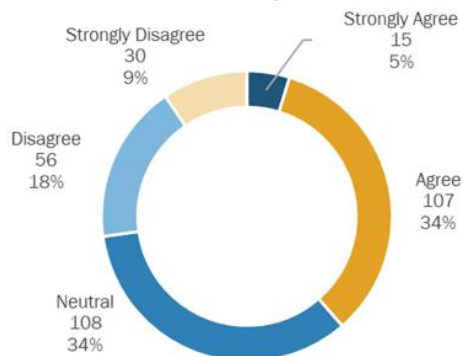
### Schedules meet my travel needs



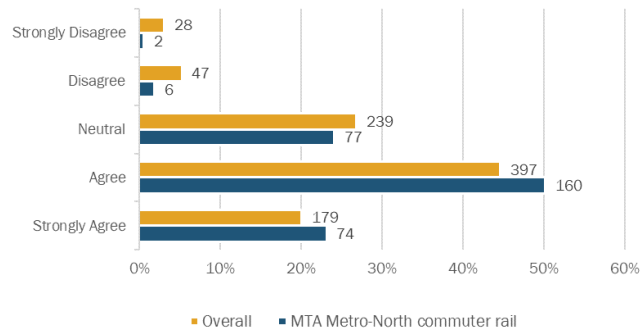
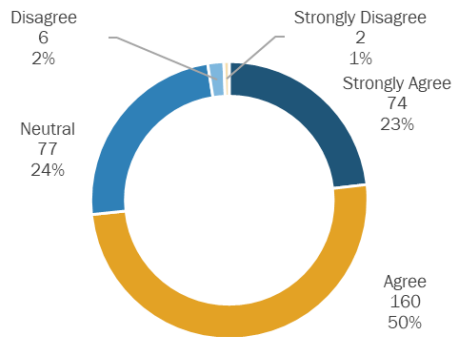
### Fares are reasonable



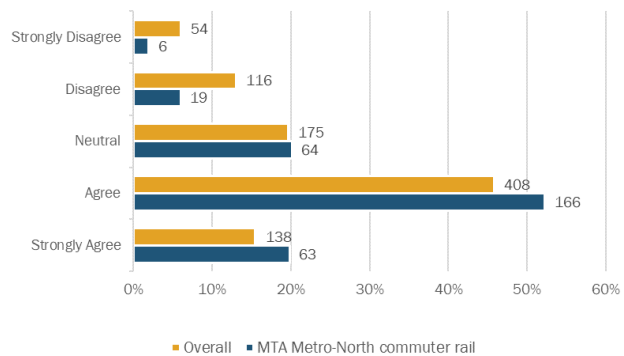
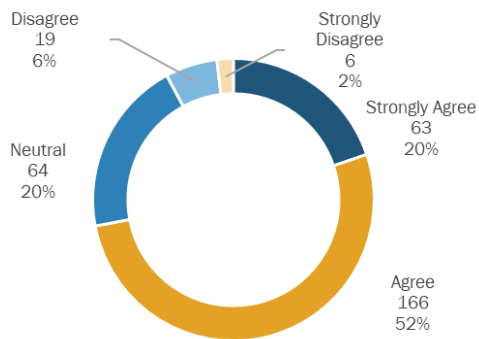
### Transit vehicles are comfortable and well-kept



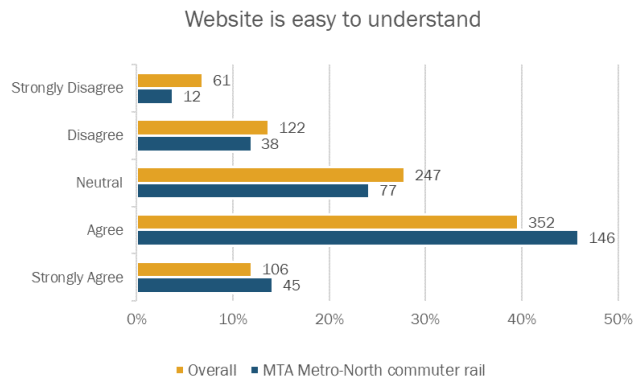
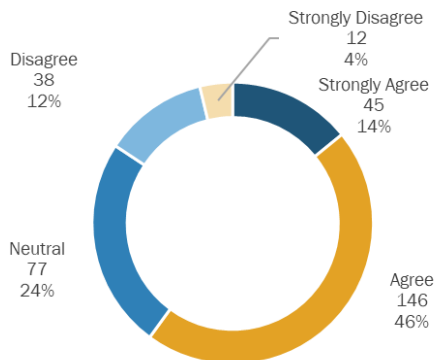
### Transit vehicle drivers are professional and courteous

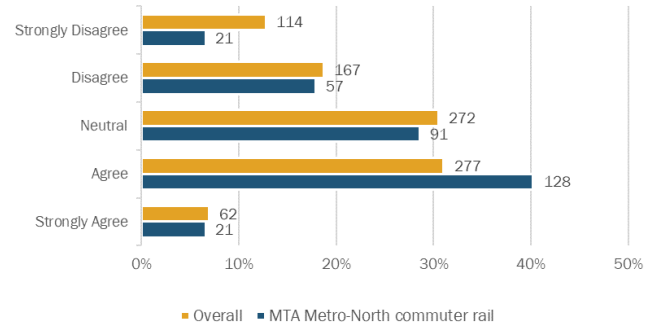
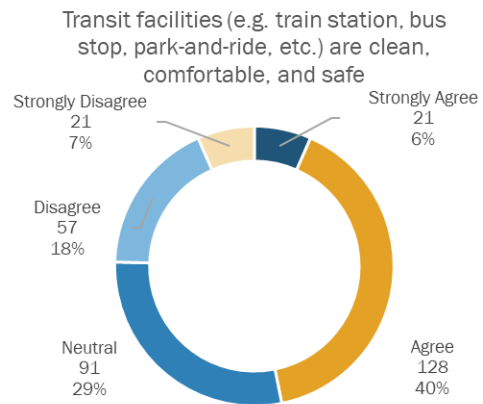


### Maps and schedules are easy to understand



### Website is easy to understand

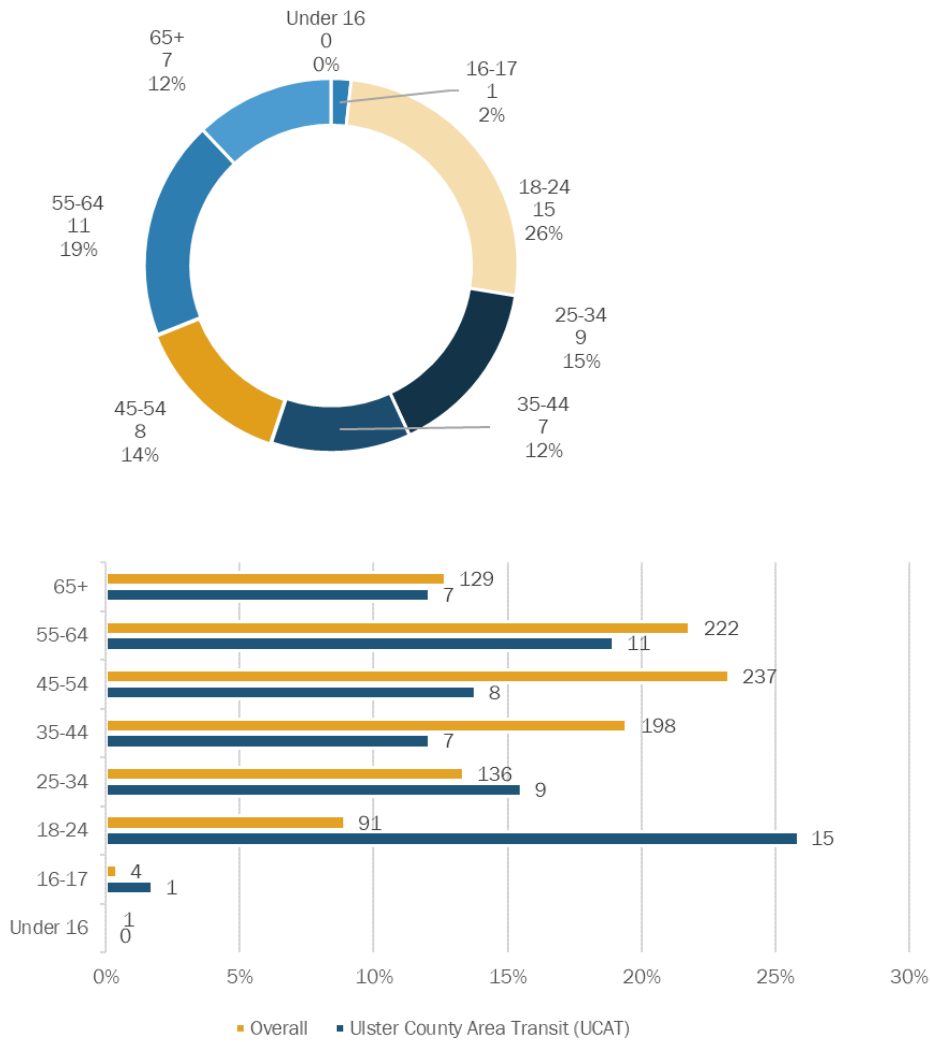




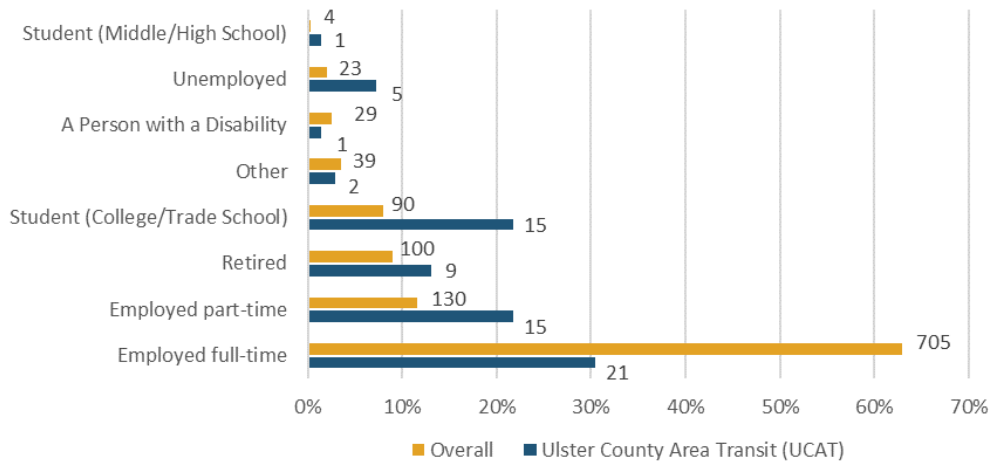
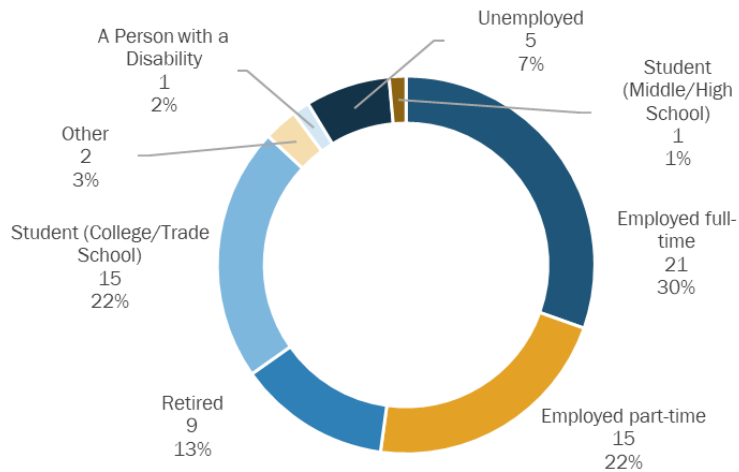
## Ulster County Area Transit (UCAT)

### Demographics

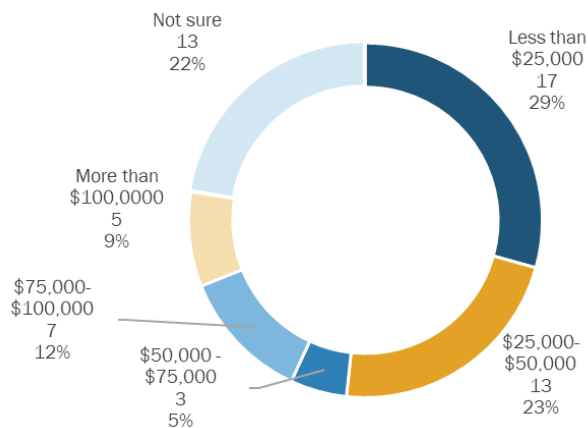
#### Age

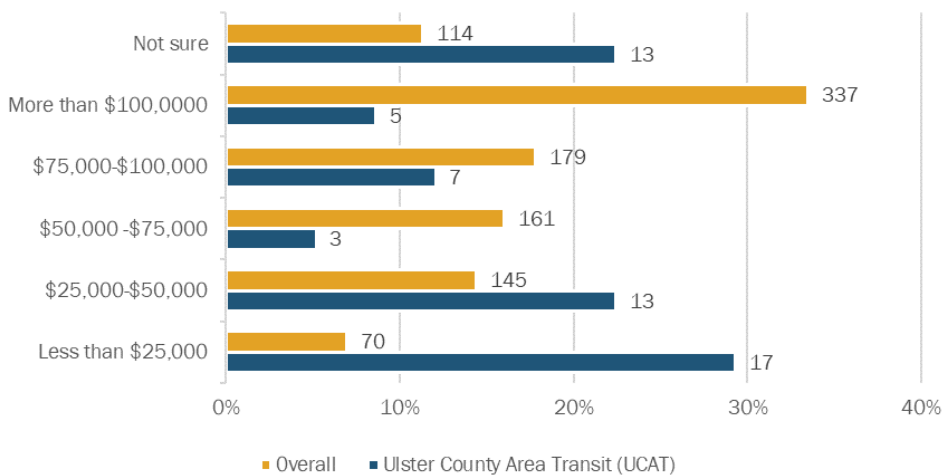


## Employment

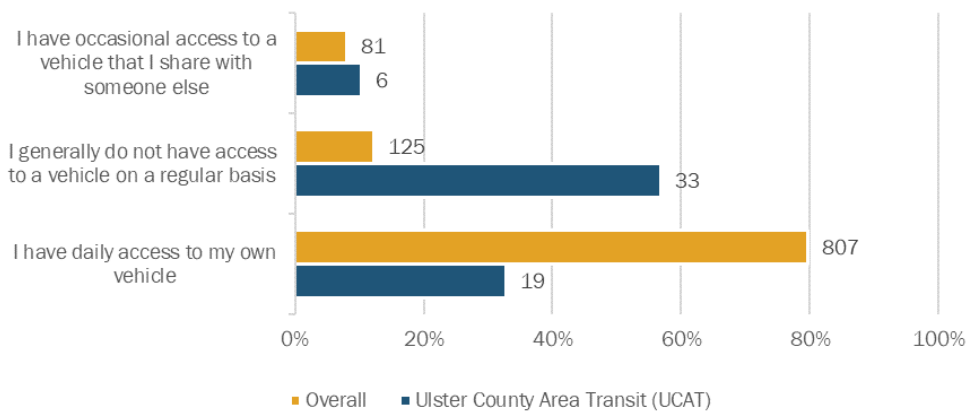
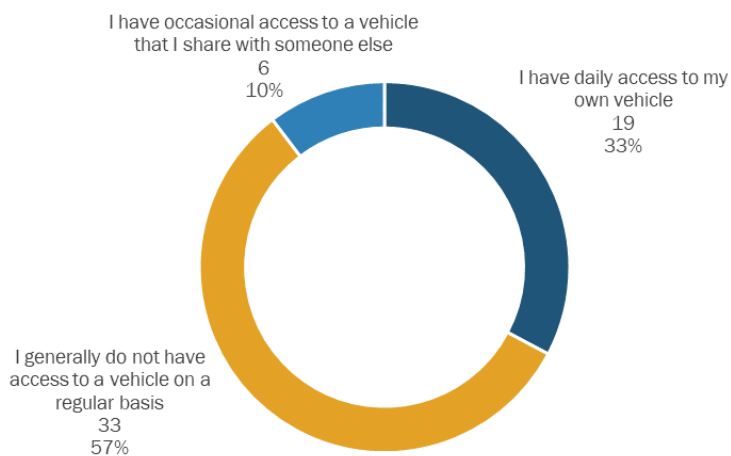


## Income



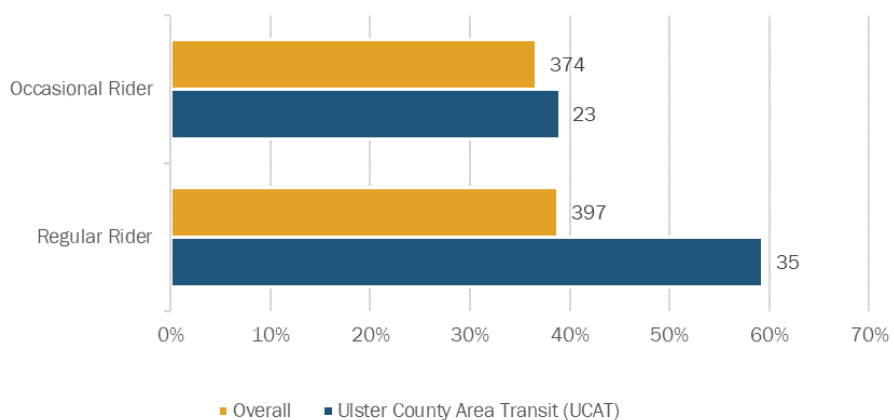


### Vehicle Access

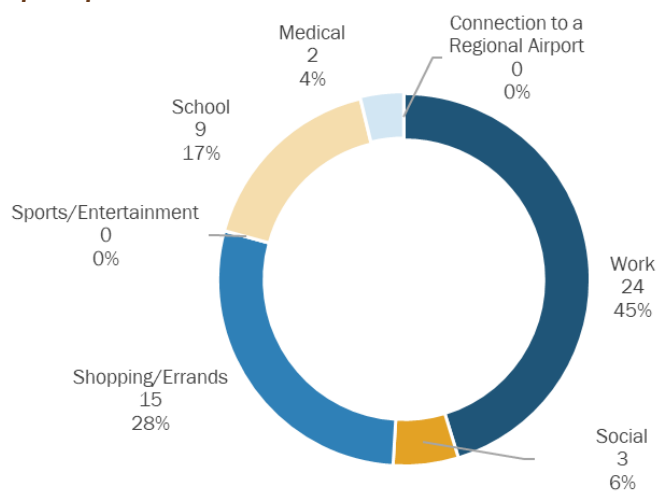


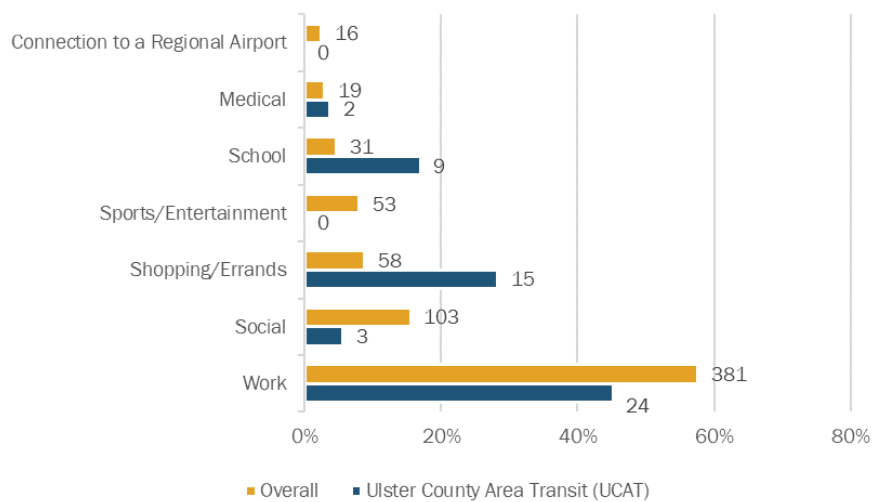
## Transit Use

### Transit Use

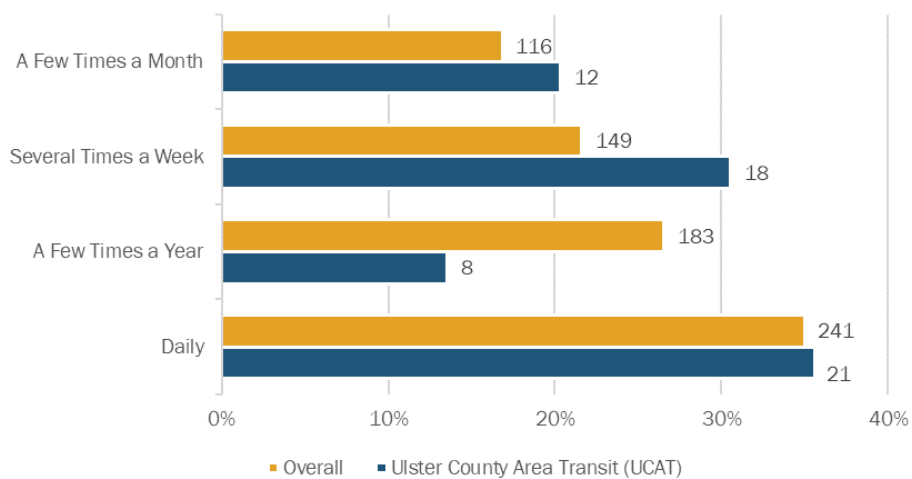
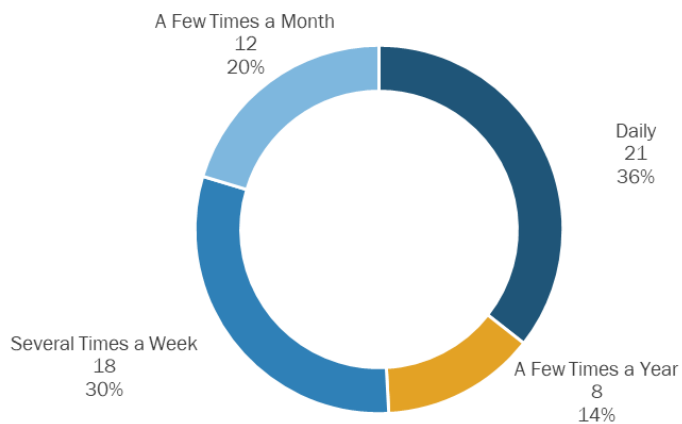


## Trip Purpose

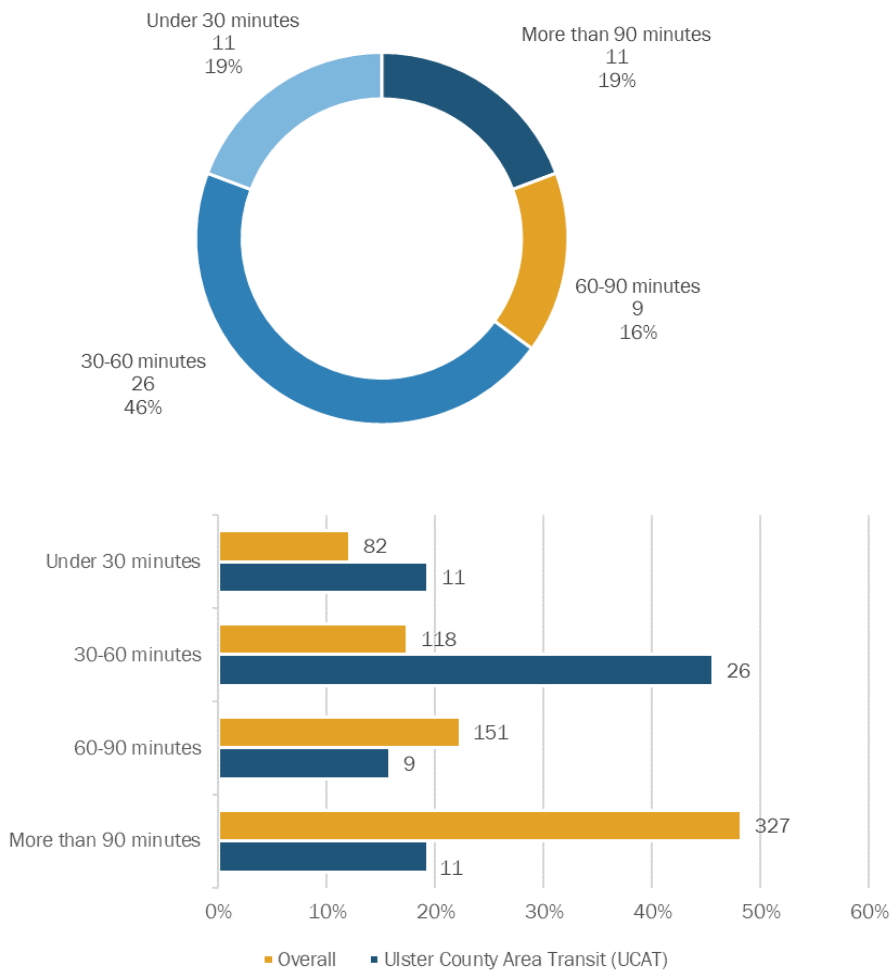




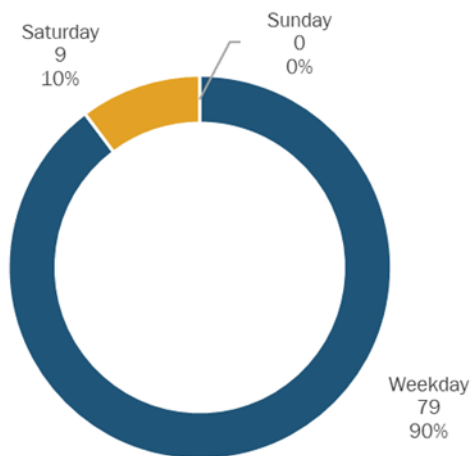
### Trip Frequency

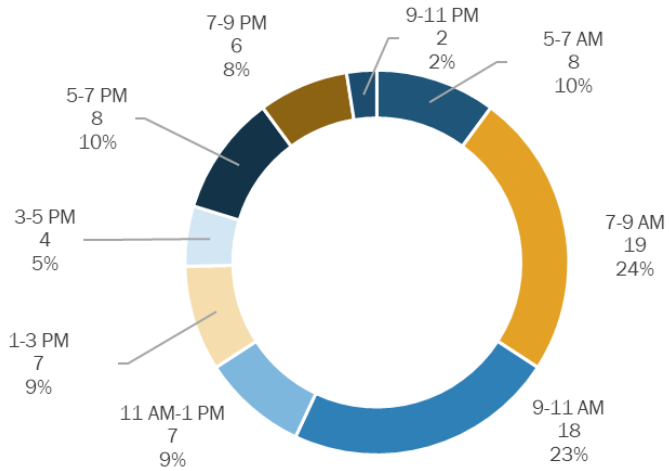


## Trip Duration

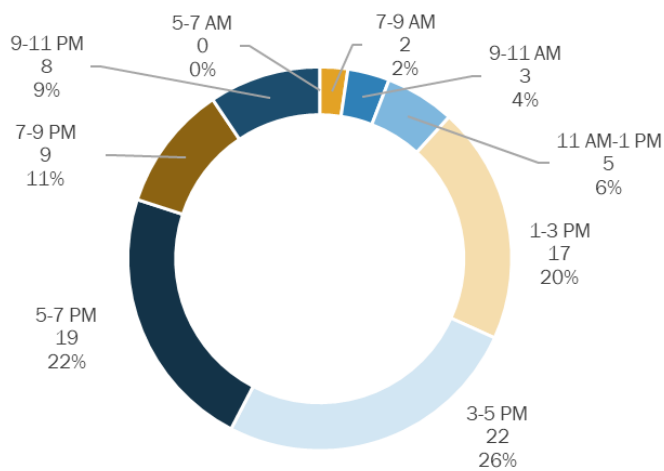
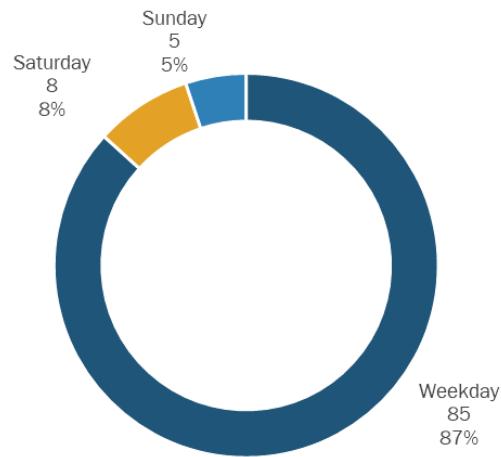


## Outbound Trip Time and Day

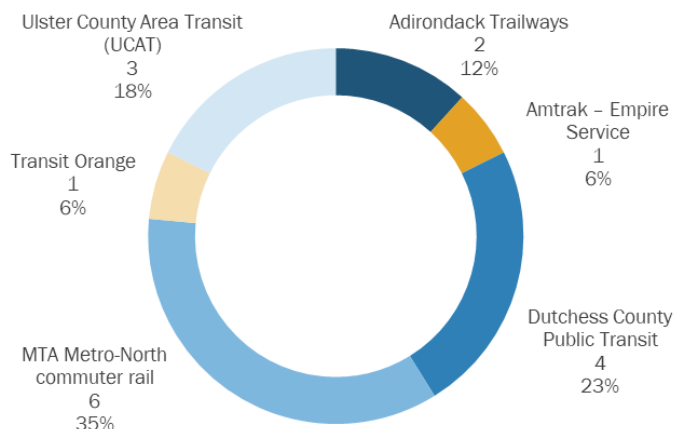




### Return Trip Time and Day



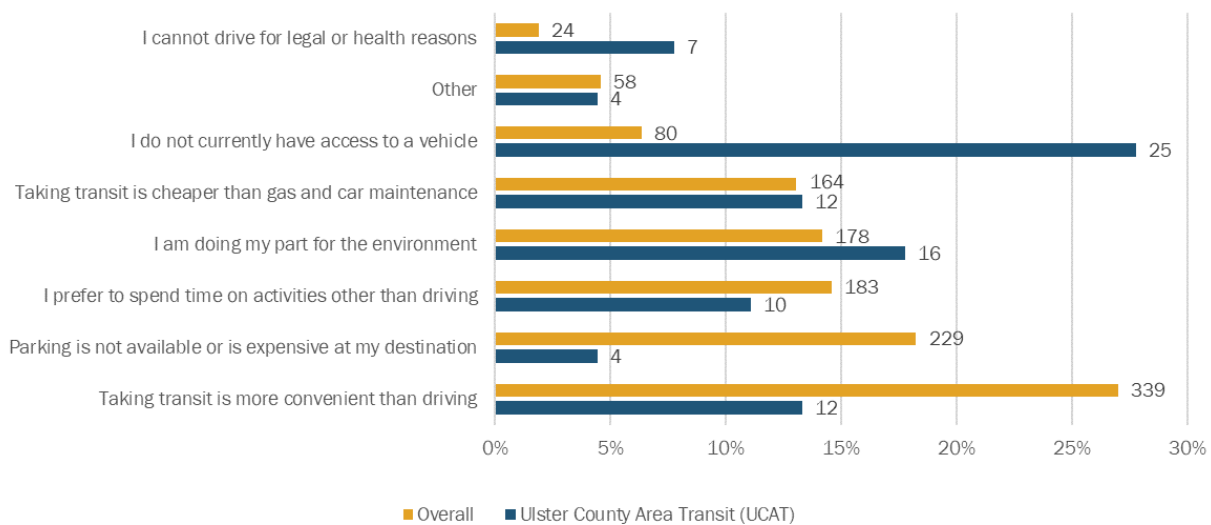
### First Transfer



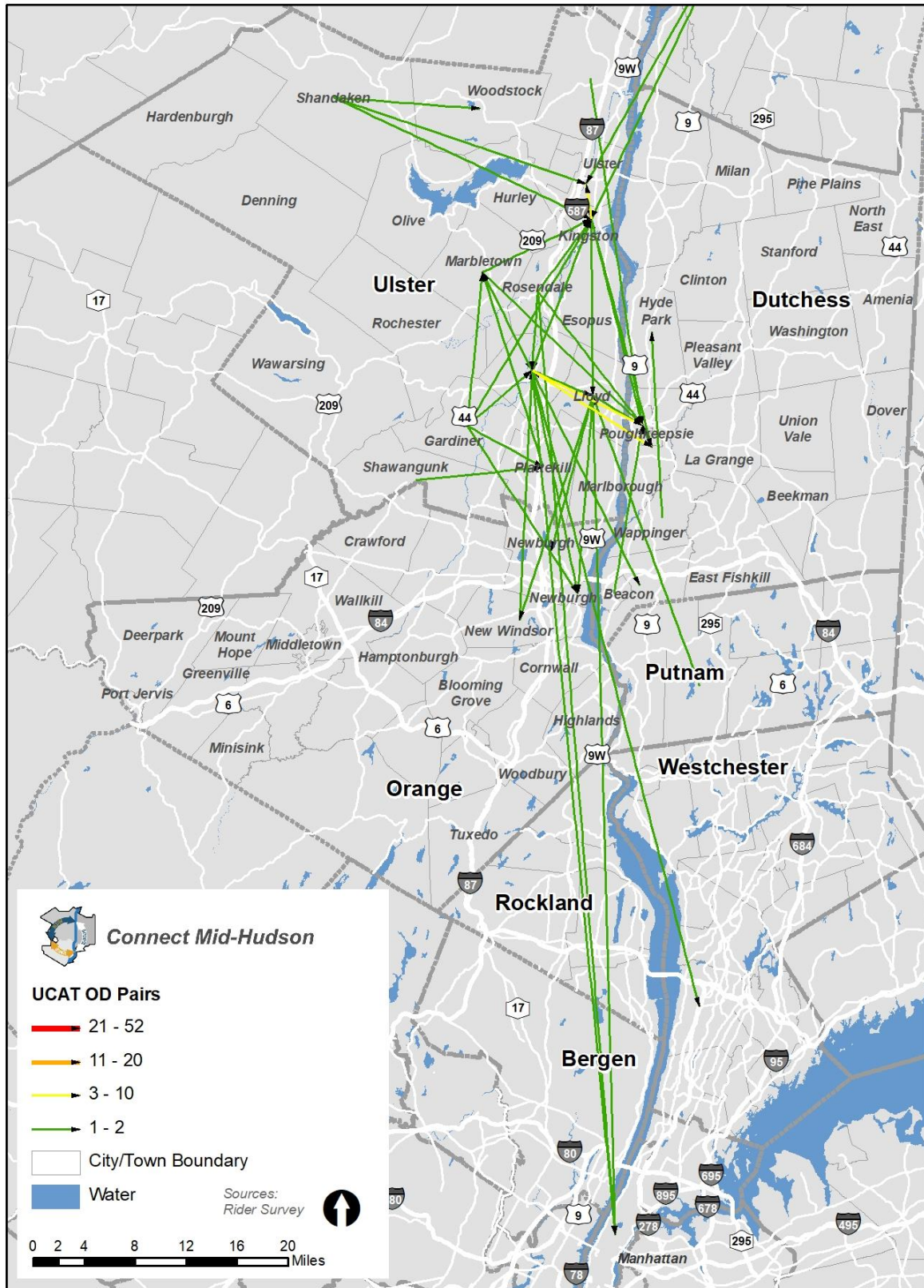
### Second Transfer

-

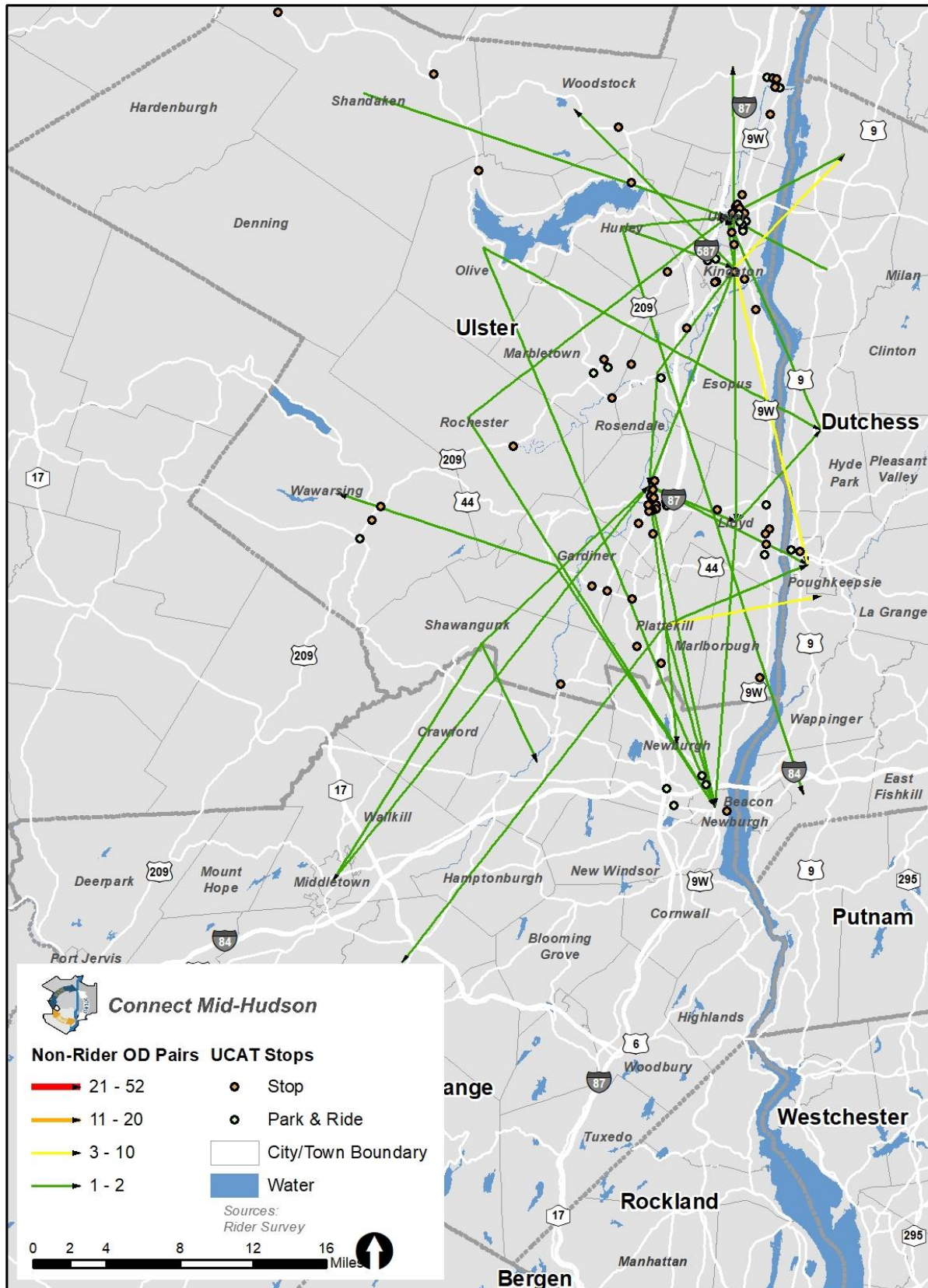
### Reason for Taking Transit



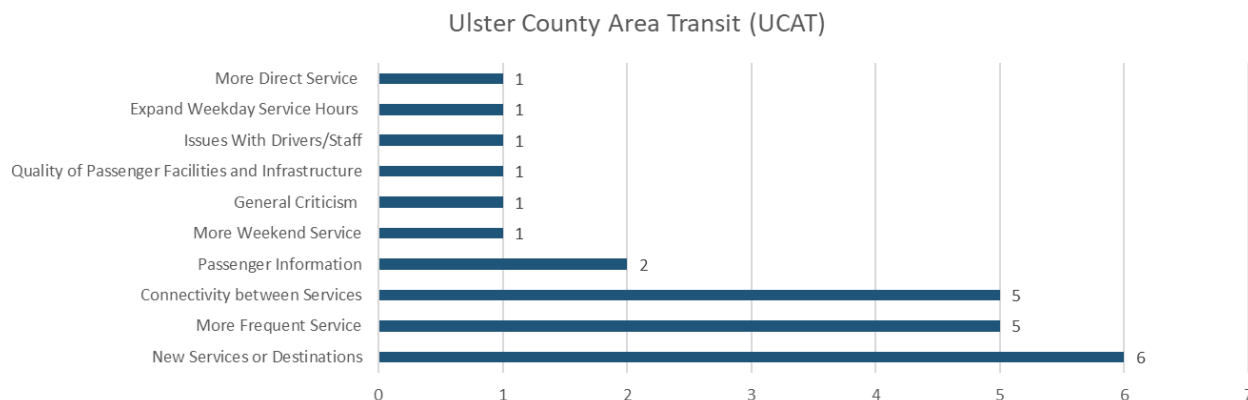
## Rider Origins and Destinations



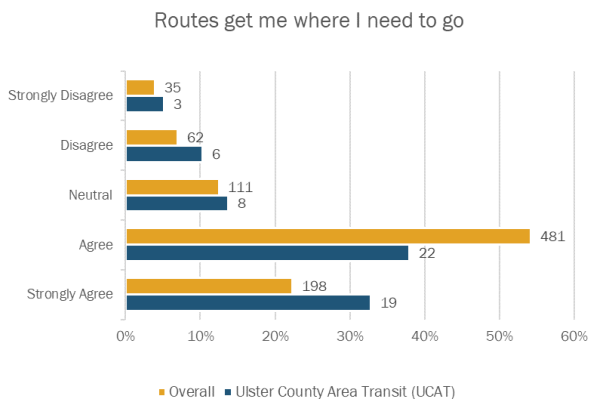
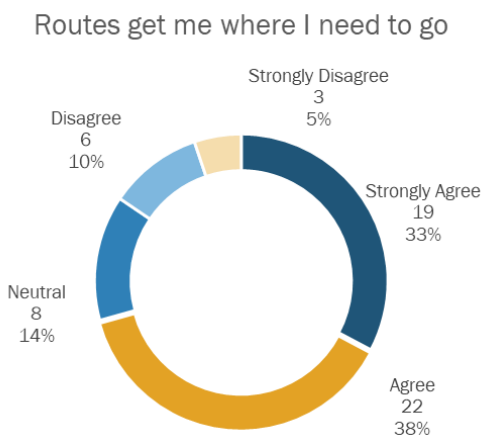
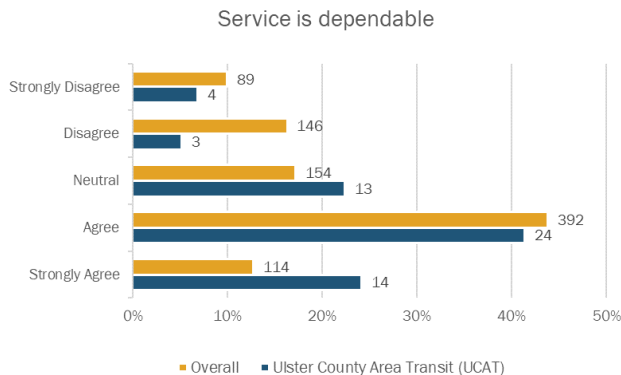
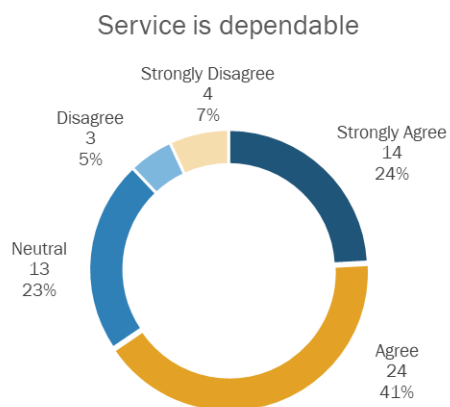
## Non-Rider Origins and Destinations



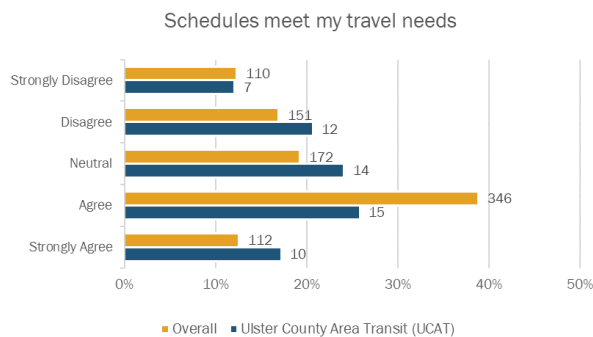
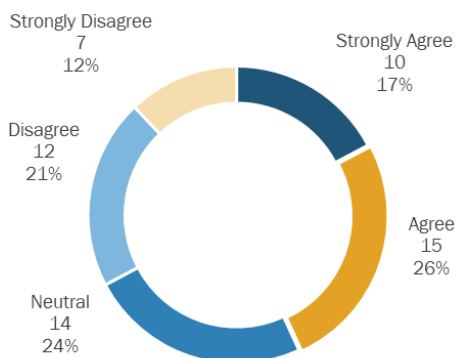
## Open-Ended Responses



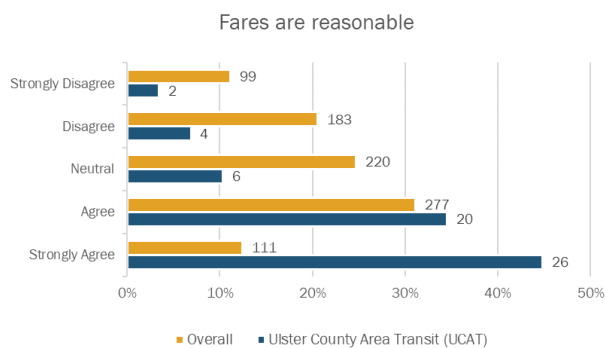
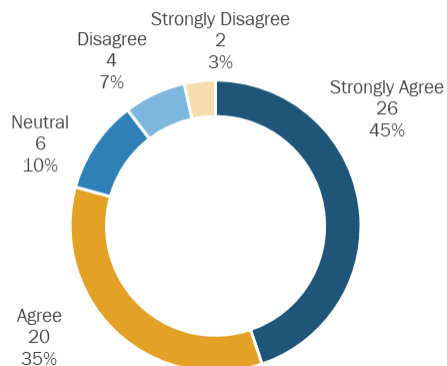
## Service Satisfaction



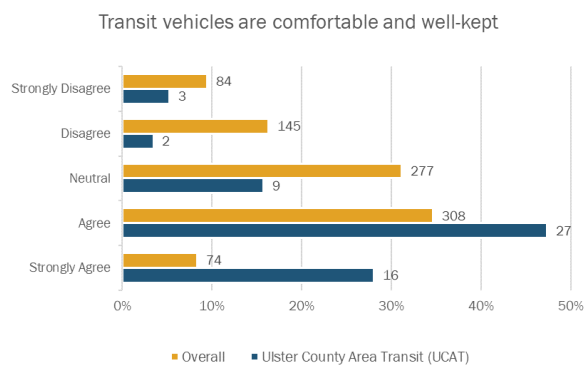
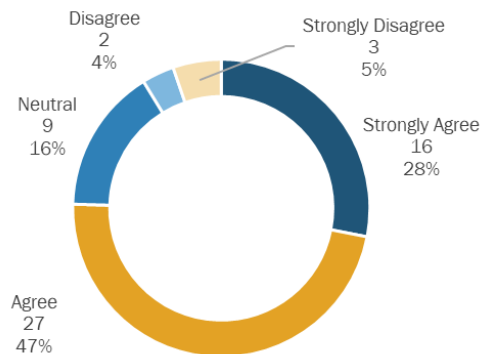
## Schedules meet my travel needs



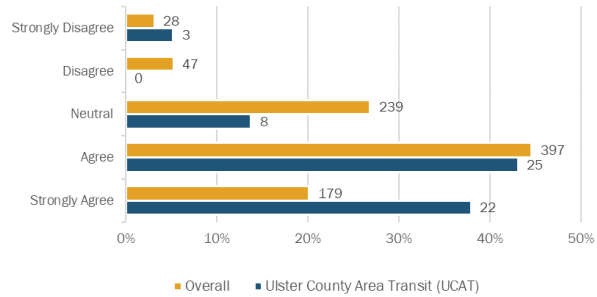
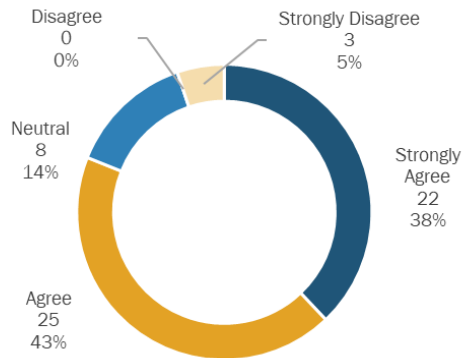
## Fares are reasonable



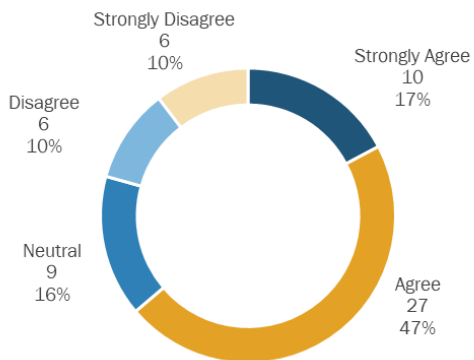
## Transit vehicles are comfortable and well-kept



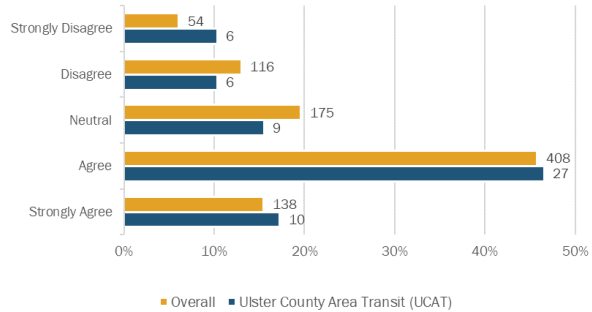
### Transit vehicle drivers are professional and courteous



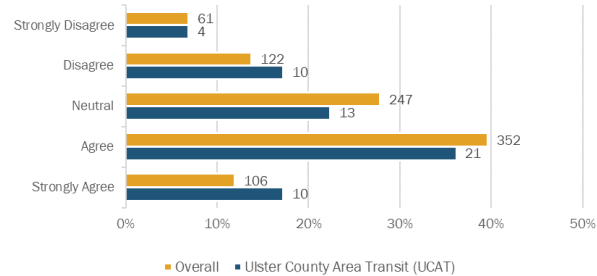
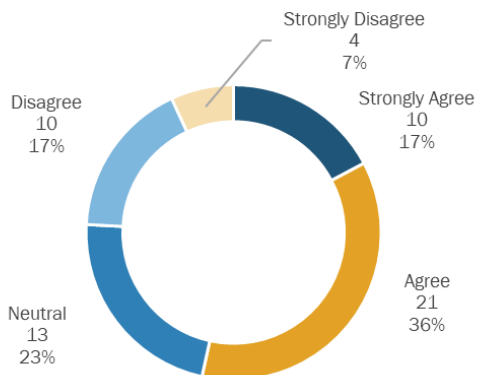
### Maps and schedules are easy to understand

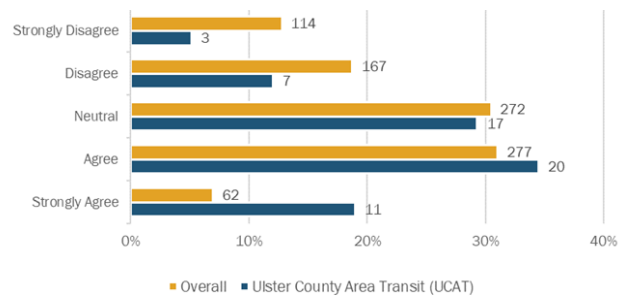
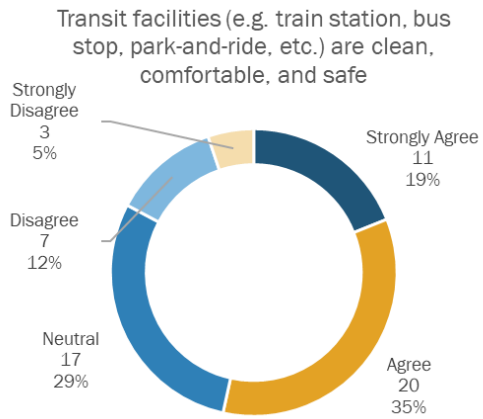


### Maps and schedules are easy to understand



### Website is easy to understand

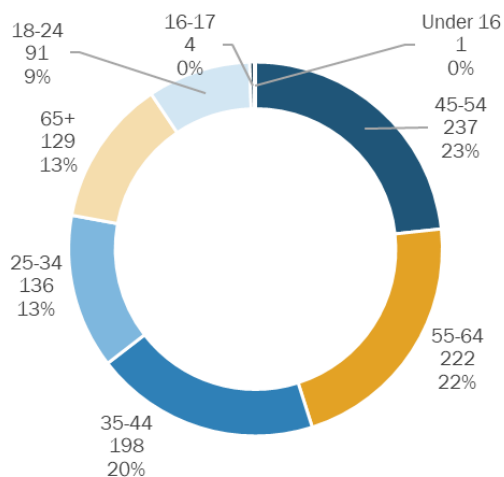




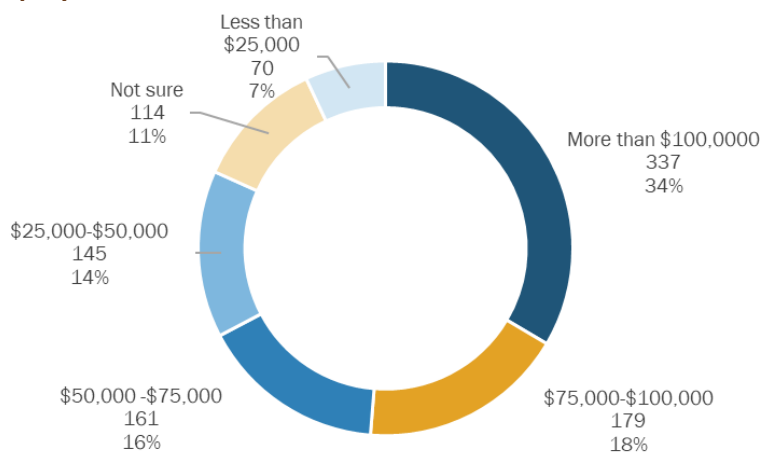
## All Respondents

### Demographics

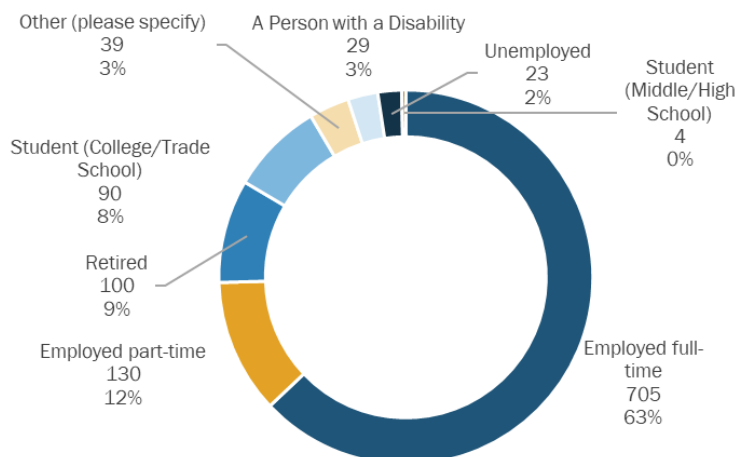
#### Age



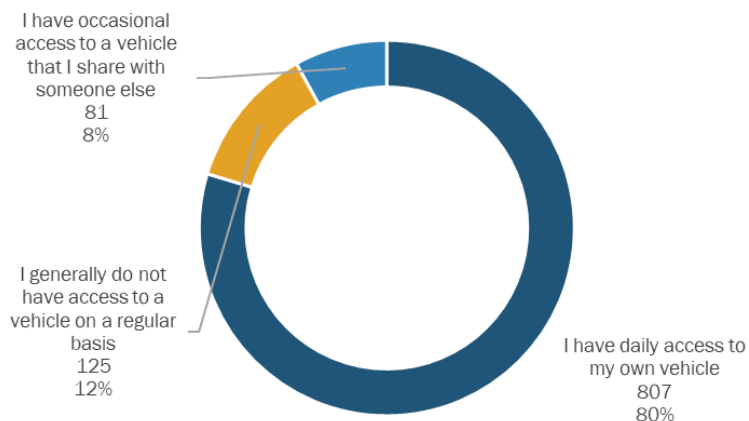
#### Employment



#### Income

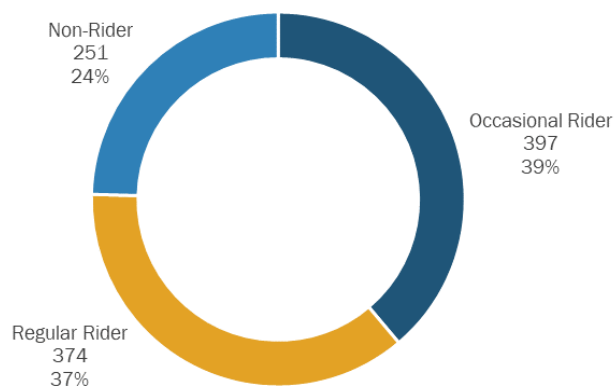


## Vehicle Access

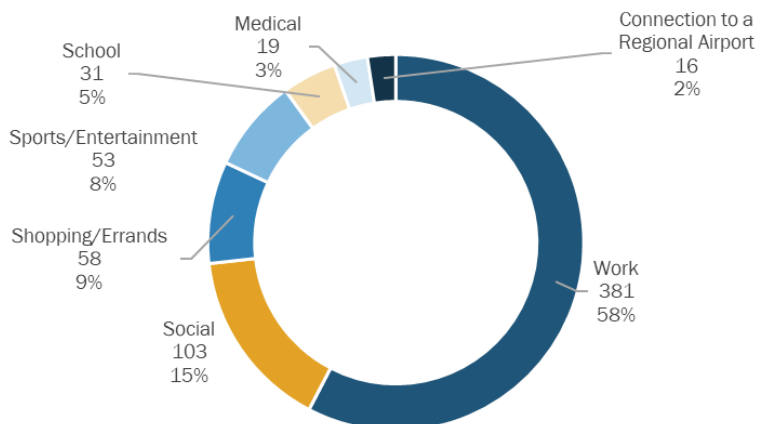


## Transit Use

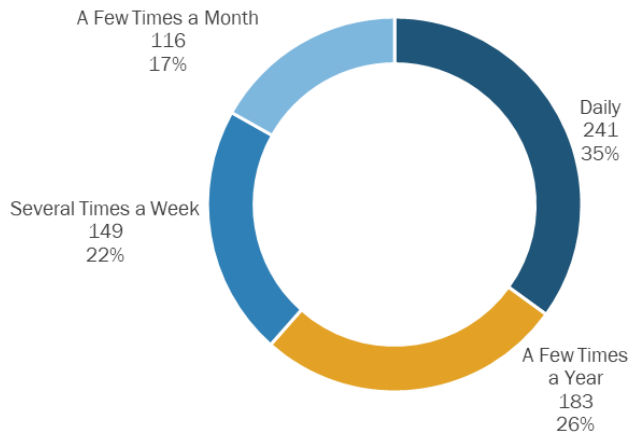
### Transit Use



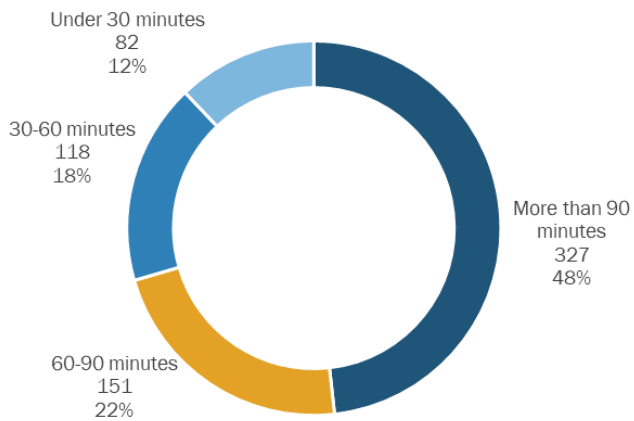
## Trip Purpose



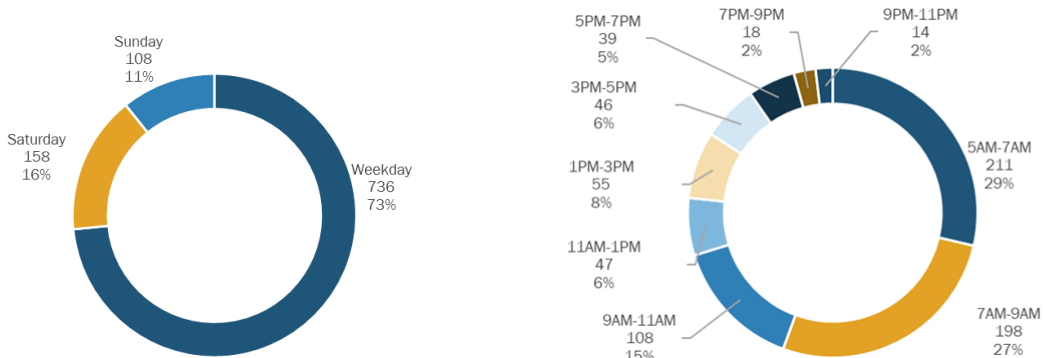
### Trip Frequency



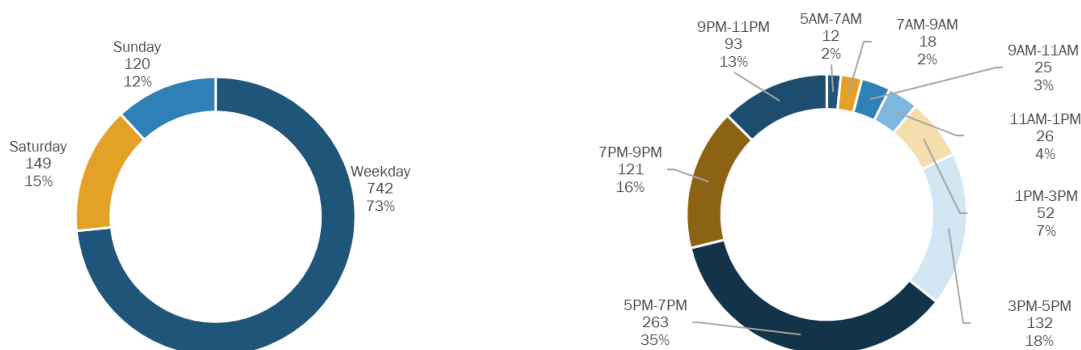
### Trip Duration



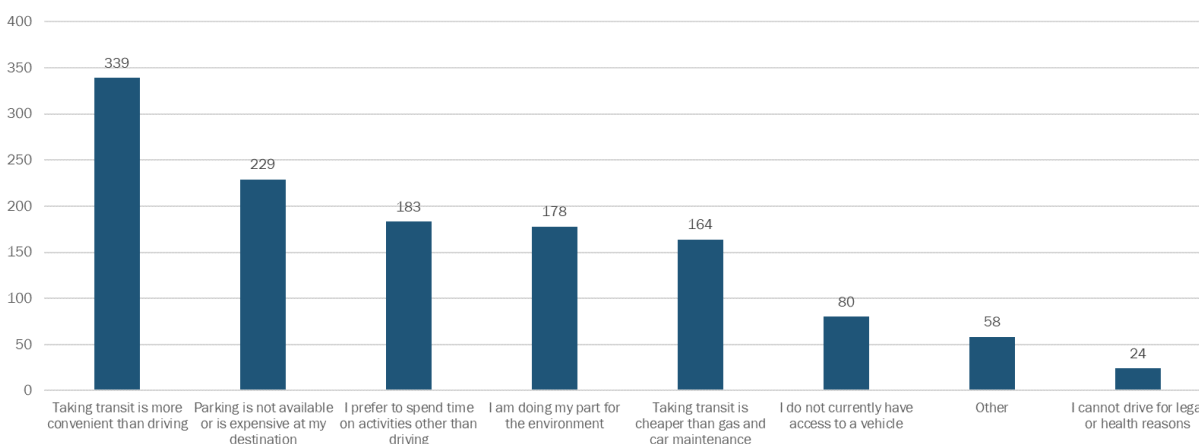
### Outbound Trip Time and Day



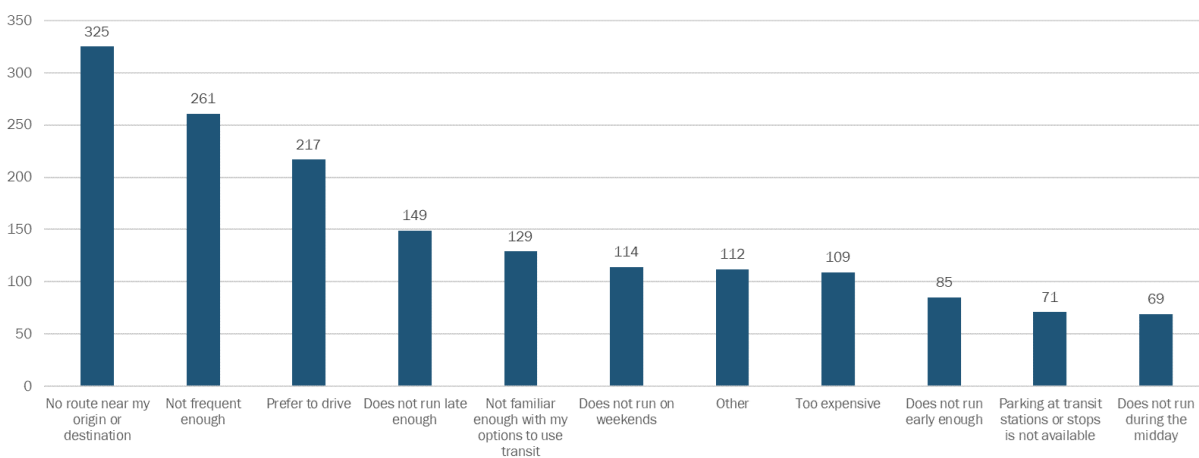
## Return Trip Time and Day



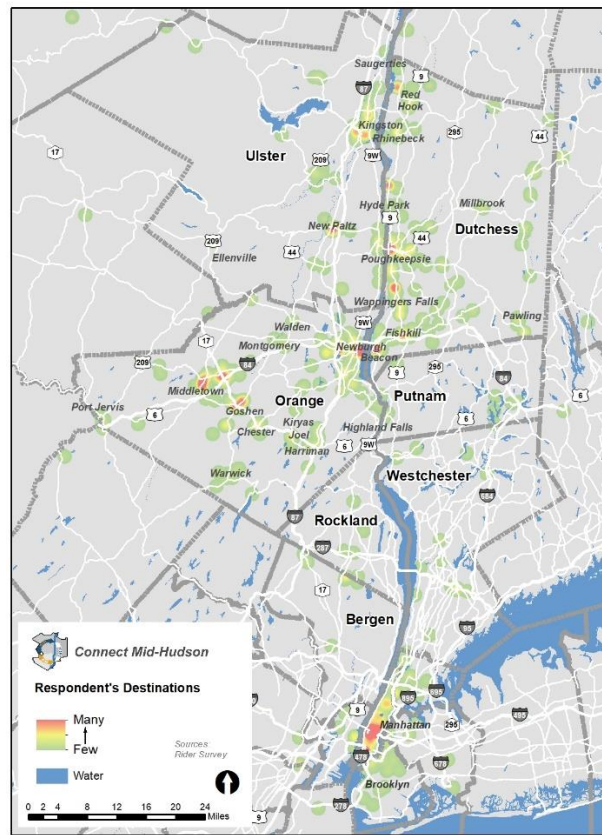
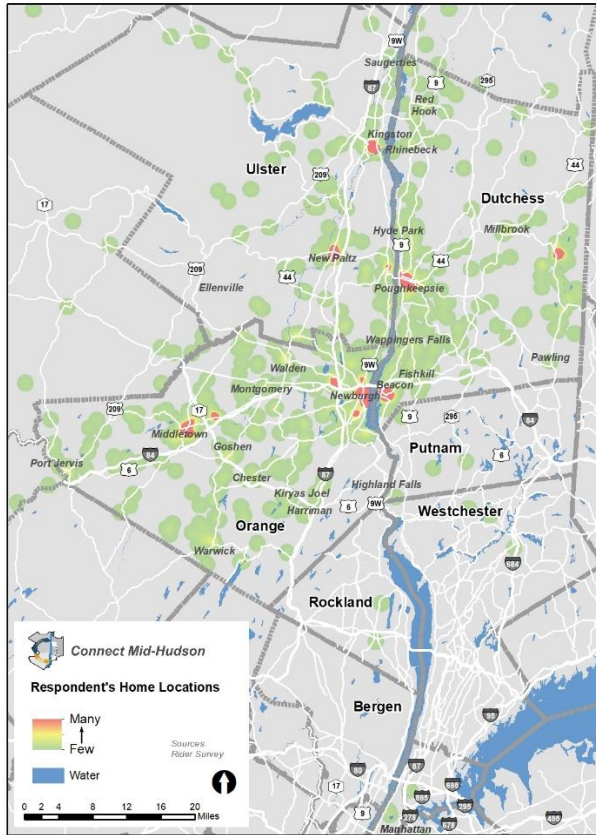
## Reason for Taking Transit



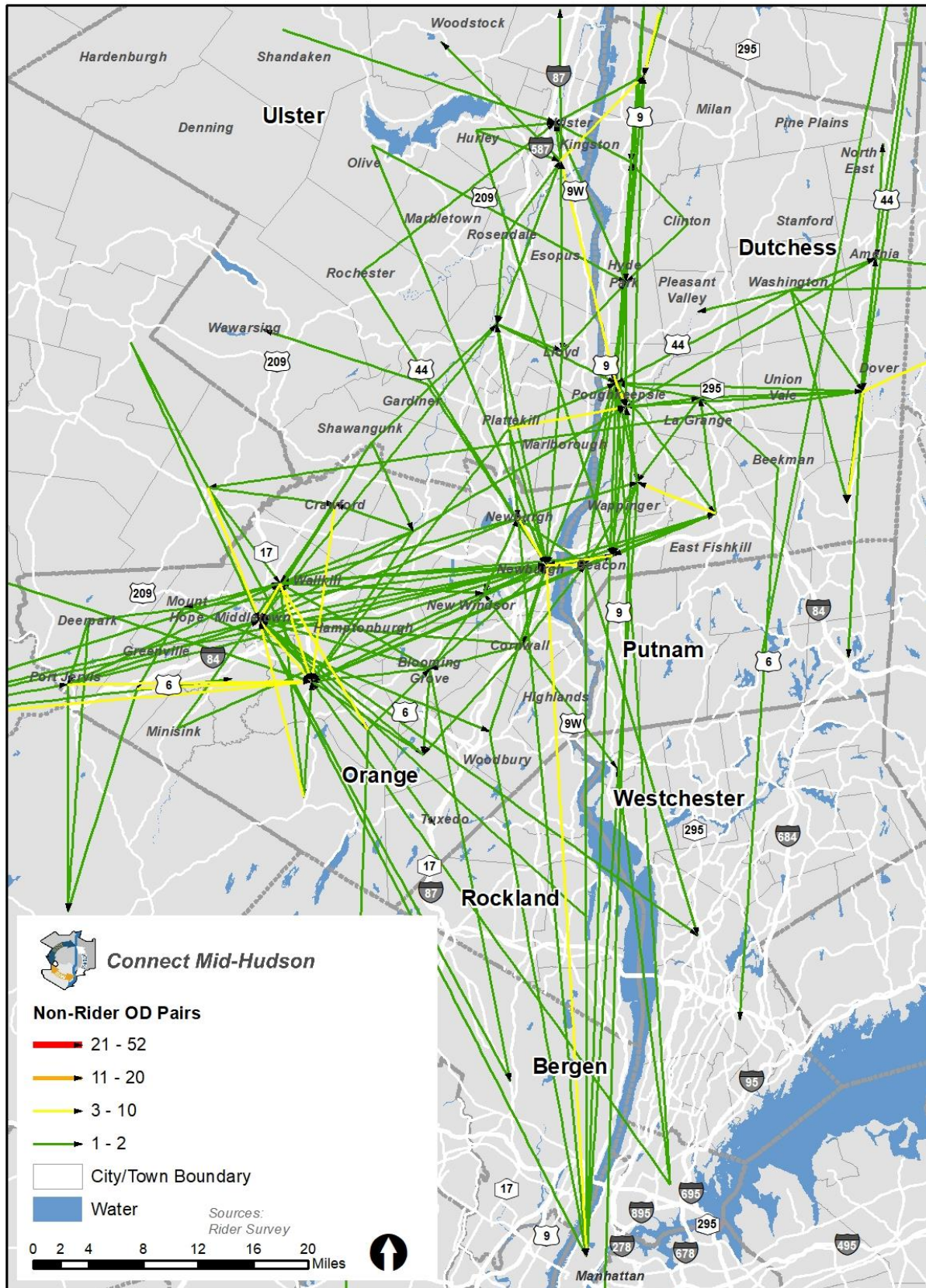
## Reasons for Not Taking Transit



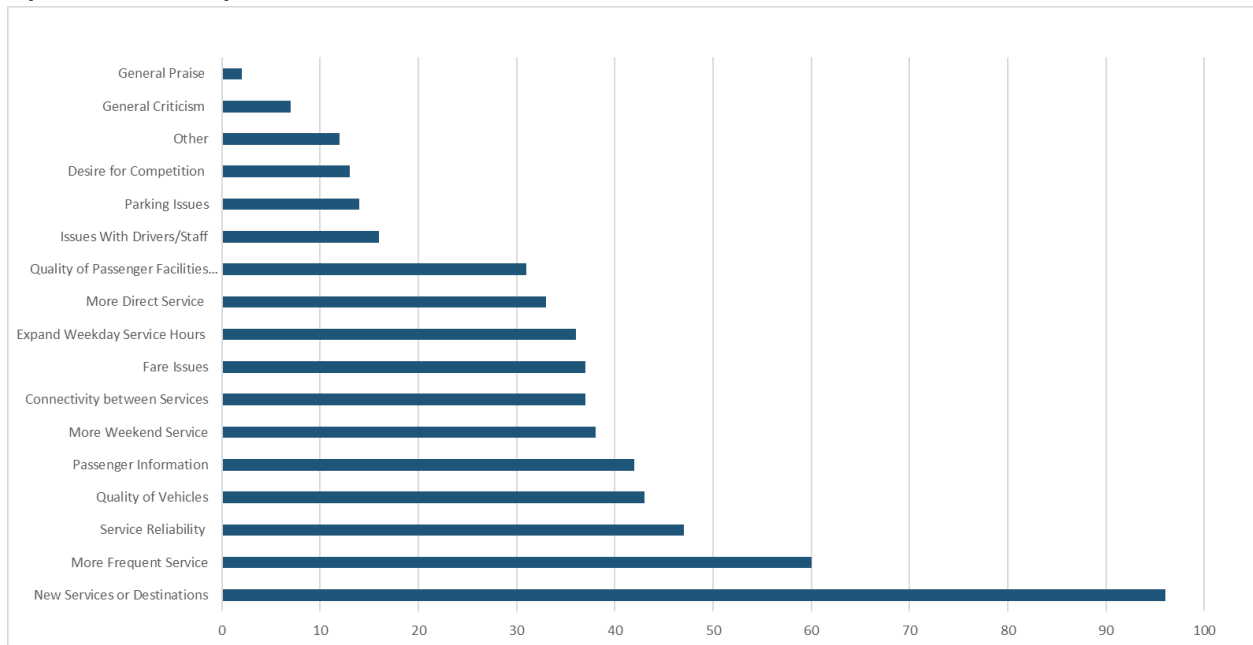
## Rider Origins and Destinations



## Non-Rider Origins and Destinations



## Open-Ended Responses



## Service Satisfaction

