

April 19, 2023 CCPT Public Meetings Notes
First Floor Clinton County Government Center
11:00a-12:00p and 4:00p-5:00p

Attendees at 11am Meeting:

Jack Smith, Clinton County ARC
Robert Poulin, NCCI
Warren Middlemiss, NCCI

Luke Cutter, CCPT

Chris Raino, CCPT

Shannon M. Thayer, CCPT

Attendees at 4pm Meeting:

John Borner, Clinton Community College
Sarah McCarty, Clinton Community College

Shannon M. Thayer, CCPT

11am Meeting Notes:

Ms. Thayer reviewed some of the information about the system as it is currently.

Ms. Thayer explained that the idea behind the upcoming changes to the City Routes will be to eliminate the loops and create out and back routes that will make to and from trips the same length. Wal-Mart and Champlain Centre are going to become major connection points for the system, as both of them will have stops on an hourly basis. The 53 minute start times will also be eliminated, and routes will start on the hour. Additionally, CCPT would like to move away from the “named” routes and move to numbers or colors to help eliminate the impression that the bus’s next stop is “Lyon Mountain” or some other rural town.

Ms. Thayer asked for feedback from the members present regarding where they live, where they try to go, and what they use the system for. She gave some details regarding the rough idea at what CCPT is trying to do. The North Leg will travel to Eye care for the ADKs and the Greyhound stop, stop at CVPH, Beekman Towers, the Mall, and possibly NorthWoods then back track on that route. Primarily will travel on Margaret Street, and Tom Miller Road. The South leg will travel to the Senior High Rises on Flynn, Yandos, OWS, with MHAB and CCMH serving as the “end” of the route. There will be two West routes where one will travel up and down Rugar Street to possibly BHSN, and the other will primarily travel on Cornelia St/ Route 3. Then asked for questions/comments from the public.

Mr. Poulin asked for clarification on how the routes will work, asking if the stops that is does on the way out will be the stops on the way back to the Government Center. Ms. Thayer clarified that this is the main idea behind the redesign as currently you can get from the Government Center to Wal-Mart in about 10 minutes, but it takes roughly 40 to get back to the Government Center. The point is to make the trips to and from the same length.

Ms. Thayer asked those present if they use the bus, none of the individuals present are current riders, though they have ridden in the past. Mr. Poulin commented that he used to use the CCPT buses for his commute to work.

Mr. Poulin asked how ridership has been since COVID-19 impacted numbers. Ms. Thayer stated that the “benchmark” year for ridership is 2019 and the system is still about 50-60% of what it was, but is steadily increasing. This is also the reason for the proposed changes since ridership is still low it is an ideal time to redesign and try to attract new riders.

Mr. Poulin commented that the lack of drivers announcing the stops is problematic because it is often not performed. Ms. Thayer commented that this is something that can often be a problem just due to human error and also one of the things that is being looked into in a more long-term setting will be to have something automated. The primary focus is to get the Mr. Raino stated that as the General Manager it is something that he will directly address with the drivers.

Mr. Poulin asked if Clinton Community College would be added as a stop. Ms. Thayer stated that it is already a stop on a rural route Keeseville/AuSable which stops on the way out of town 5 times, and the way back into town 5 times. However, ridership has commonly been pretty low from the college, especially after the closure of the dorms. Mr. Raino added that we get almost no calls from students asking about service to the Community College. Ms. Thayer further stated that she talks to the CCC administration on a frequent basis.

Mr. Poulin and Mr. Middlemiss asked about the frequency of deviations. Mr. Raino answered that CCPT staff often sees the same individuals requesting routine deviations for work, and rarely do they get calls from new people looking to request deviations. Ms. Thayer stated that CCPT added Eye care for the ADKs as a regular stop because of the frequency which it was being requested as a deviation, which reduced their deviations overall. CCPT staff reviews the deviation list to see if there are places that are disproportionate in the deviation requests. Northwoods was another example where a significant number of calls were coming in for deviations, so it was included in a route as a regular stop. CCPT continuously looks at what’s coming for developments to keep in mind where the routes might need to go. Mr. Raino pointed out that the buses are able to stop anywhere along the route to pick up or drop off individuals as long as the bus can safely do so. Ms. Thayer also stated that CCPT often communicates with the City and Town of Plattsburgh about areas that are not currently safe for the bus, such as Route 3/Cornelia to make sure they are considering room for transit while they revamp their roadscapes.

Mr. Poulin asked if the snow removal in bus shelters has improved. Ms. Thayer stated that this is a problem that CCPT is addressing through slowly removing the shelters that have not been maintained and working with agencies and landowners to put in shelters and agree to take care of them. Ms. Thayer mentioned that the new shelters being put in place (St. Joseph’s, CCMH, MHAB, and soon the Town of Plattsburgh and Village of Champlain) have been coordinated with agreements, and that Ms. Thayer has been involved in ensuring that the placement and sizing of the shelters has been ADA compliant and leaving adequate space for the deployment of the lift.

Mr. Poulin asked if we would be doing training with passengers for the routes. Ms. Thayer stated that this is something always available, and that there would be information distributed to the local senior housing and possibly the schools.

Mr. Poulin asked how long the new routes would be and how long people can expect to be on the new routes when they are designed, because he knows some people that spend over two hours on the bus getting to the grocery store. Ms. Thayer stated that as of now their preliminary runs are 30 mins out and 30 mins back, so passenger times on the bus should see a reduction. The connections to the government center will be more frequent. Mr. Raino additionally added that a few rural routes also

stop at the Mall and then Wal-Mart before heading directly to the government center, so there are a lot of options to return.

Ms. Thayer then asked the group if there were particular stops that they thought needed to be a focus when determining the changes to the city routes. Participants mentioned: Beekman Towers, Hannaford, Lakeview Towers, Russel Barnard Apartments, Skyway, and CVPH. They felt that we really hit on a lot of important stop in the city.

Mr. Poulin asked if we had large ridership from the students in the Plattsburgh City Schools. Mr. Raino and Ms. Thayer commented that the ridership that was experienced during the pedestrian bridge closure has pretty much gone away. Ms. Thayer mentioned that teenage residents of the County are one focus in the future since they are potential users of the system.

4pm Meeting Notes:

Mr. Borner and Ms. McCarty stressed the importance of keeping CCC a regular stop, and wanted to be sure that no changes were being made to the current route that services the campus (Keeseville/AuSable Route)

Mr. Borner asked if we would consider adding Broad Street Commons to the route as a stop. Ms. Thayer commented that CCPT had done this in the past and found very few students were utilizing the stop. Commented that it is something we could consider in the future. Mr. Borner commented that the schedule is not convenient for students, as the bus only stops at campus 5 times a day. Ms. Thayer commented that even when there was a shuttle dedicated to CCC there was very low ridership. Ms. Thayer and Mr. Borner discussed that the ridership out of The Village (formerly Renaissance Village) has also ceased, and speculate that it is because this is no longer primarily a student housing location.

Mr. Borner shared a concern that if a student were to have a problem after 5pm, when dispatch closes for the day, that they would have no one to call about getting a ride home. Ms. Thayer stated that it is unlikely that they will be able to staff dispatch after 5pm anytime soon.

Mr. Borner and Ms. McCarty shared that they will have a joint nursing program with SUNY starting in the Fall of 2023 where 12-15 students will be living on the SUNY campus. Mr. Borner also commented that MHAB is looking to expand their programming to house homeless veterans while they pursue secondary education and this could be another source of individuals looking to connect to Clinton Community College.



5 attendees total for both public meetings.
All 5 individuals were from local agencies, and are not current users of the CCPT bus system.

Information about the System Currently



- ▶ There are no longer “Rural Route” fees
 - ▶ All regular single-fare is \$2
 - ▶ All senior/student single-fare is \$1
- ▶ Office for the Aging continues to offer the Rural Zone Service to individuals 60+ for free

CCPT is a DEVIATED ROUTE SYSTEM



- ▶ EVERY route can deviate $\frac{3}{4}$ of a mile from its mapped route for pickups and drop-offs
 - ▶ An additional fee applies (\$1.50 regular, \$0.50 for seniors/students)
 - ▶ Must be scheduled in advance
 - ▶ Calling (518)561-1452 at least one day before

Where to find Information



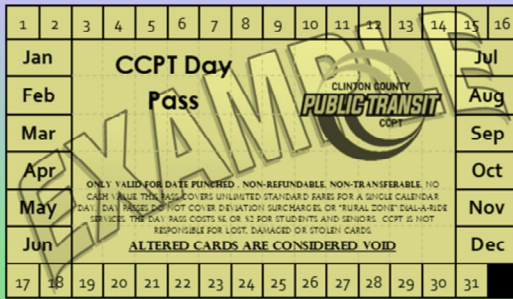
- ▶ clintoncountypublictransit.com
- ▶ Social Media Pages
 - ▶ Facebook
 - ▶ Instagram
- ▶ Weather Related Closures
 - ▶ WNBZ 106.3 FM
 - ▶ WIRY 100.7 FM
 - ▶ STAR 92.9 FM
 - ▶ The Penguin 97.9/ 105.7 FM
 - ▶ Frank FM 107.5 FM
 - ▶ Froggy 104.3/100.9 FM
 - ▶ MyNBC5 Cancellations List

Changes Implemented Already

- ▶ Clayburg
 - ▶ Runs on Tuesdays and Thursdays
- ▶ Mooers Route Added
 - ▶ Mondays and Wednesdays
- ▶ On the days these routes are not running in those areas Rural Zone is an option
 - ▶ Rural Zone continues to be free for individuals who are 60+



Day Passes Valid on ALL ROUTES



▶ You can purchase a day pass and use it for an entire calendar day on ANY REGULAR CCPT ROUTE

- ▶ Not valid on the Rural Zone Service
- ▶ \$5 regular \$2 Senior/Student




Token Transit


- ▶ We have an app that you can download to your smart phone to buy passes
 - ▶ Daily
 - ▶ Weekly
 - ▶ Monthly
 - ▶ Deviation Fee
- ▶ You can also send passes to other people using this app
 - ▶ Tokentransit.com/sendapass

All electronic passes reflect an electronic payment processing fee



**No Cash.
No Cards.
No Contact.**



Scan to pay



Download on the App Store | GET IT ON Google Play



Works with the Mobile Wallet app trademarks of Apple Inc., registered in the U.S. and other countries. May require a hardware capable of accepting NFC, registered in the U.S. and other countries. ©2020 CCPT

Google Maps for Information



A screenshot of the Google Maps interface showing transit directions. The starting point is "Clinton County Government Centre, 137..." and the destination is "Walmart Supercenter, 25 Consumer Squ...". The transit icon is circled in red. The left sidebar shows transit options: a bus route from 3:51 PM to 4:08 PM with a 17-minute travel time, and a bus route from 3:51 PM to 4:19 PM with a 28-minute travel time. The map displays a green transit route connecting the two locations, with callouts indicating a 17-minute bus ride every 60 minutes and a 28-minute bus ride every 60 minutes. Other nearby locations like Target, Hobby Lobby, and Zuke's Corner Store are also visible on the map.

Upcoming Changes to City Routes



- ▶ Routes will leave on the hour from the Government Center (No more 0:53 start times)
- ▶ Eliminating the “loops”
- ▶ Routes will be out and back
 - ▶ Similar to the rural routes
 - ▶ Will make to and from trips same length
- ▶ Wal-Mart and Champlain Centre will connect to other Routes
- ▶ Slowly transitioning away from “Named” Routes

Attendee asked if training will be available for the new schedules, and staff stated that training and information are always available upon request.

Things We Want to Know

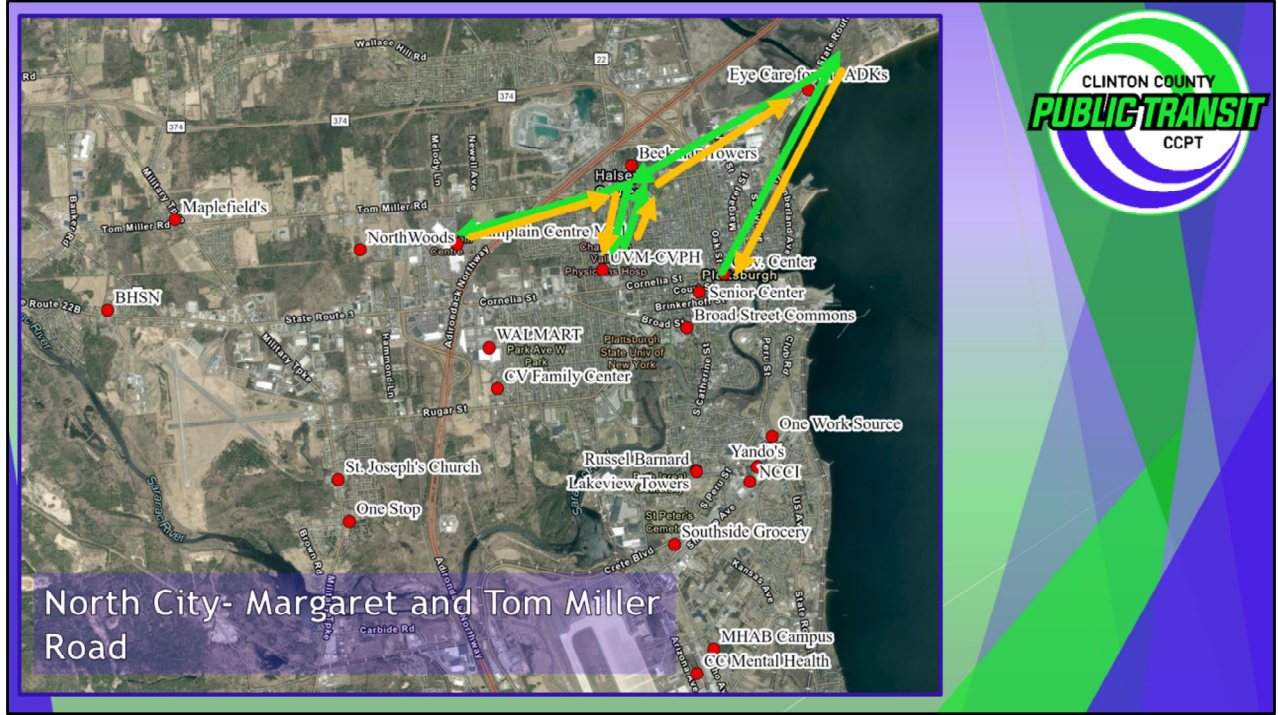


- ▶ Do you currently use CCPT?
- ▶ Where do you live in the County?
- ▶ Why do you ride the bus?
 - ▶ Work
 - ▶ Shopping
 - ▶ Recreation
 - ▶ School
 - ▶ Medical Appointments
 - ▶ Other
- ▶ How often do you ride the bus?
- ▶ Circle 5 stops you use most frequently on the map
- ▶ Are there stops you want to see?

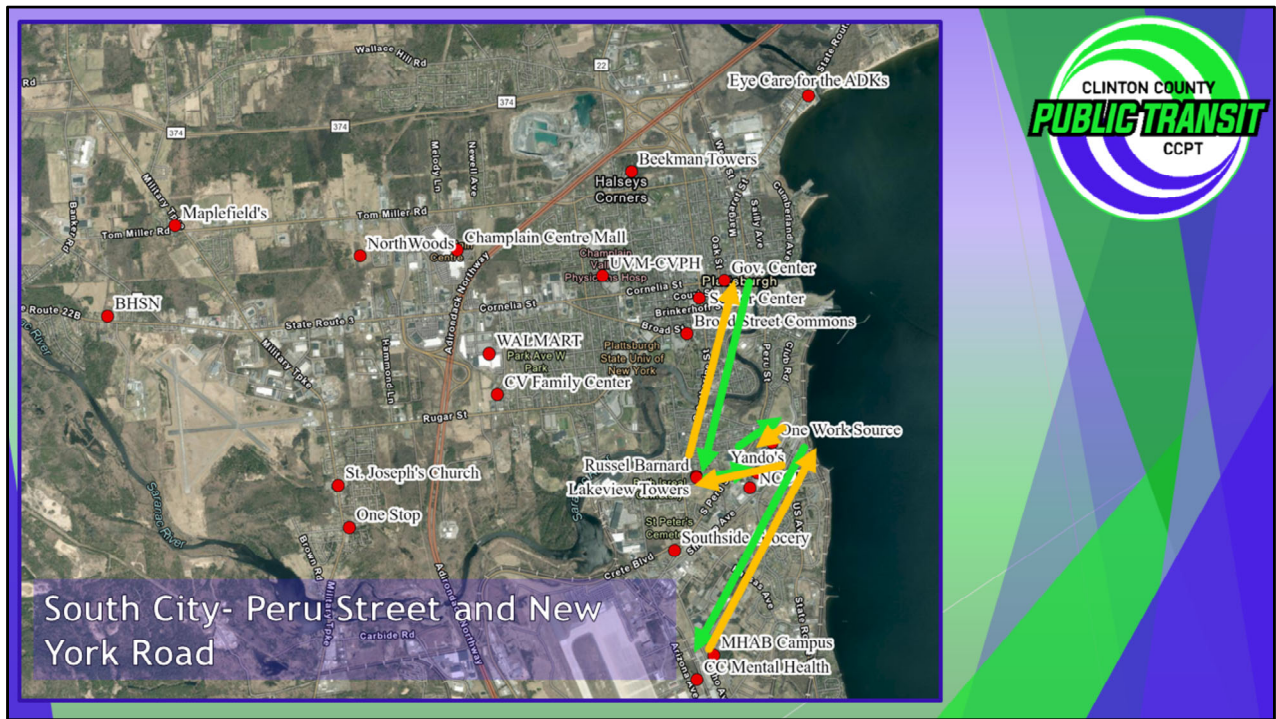


Stops that were highlighted for their importance by the attendees:

- Beekman Towers
- Hannaford
- Skyway Plaza
- Russel Barnard/ Lakeview Towers
- UVM CVPH main campus
- UVM Health Plaza
- Broad Street Commons
- Champlain Centre Mall
- SUNY
- Wal-Mart
- MHAB



Current idea for the North Leg of the city routes will move through the stops and then turn around and do them in reverse.



Attendee remarked that the ability to get back and forth to skyway will be appreciated.



Highlighted that BHSN is being considered as a regular stop on one of the city loops.



Revised City Routes

- ▶ CCPT staff anticipate that the new timetables will be released in early May 2023
- ▶ This will give public 2 months to look over schedules prior to them going into effect on July 1, 2023



Please fill out a comment card!



Feedback and Comment Card

How do you feel about the routes and services offered by CCPT?



How do you feel about the changes to the **printed bus schedules**?



The amount of information CCPT has available **online** is:



How **safe** are the CCPT buses in your opinion?



How do you feel about the **proposed changes** to the city routes?



Please feel free to write a comment on the back about CCPT

Comments and Questions?



Other Feedback Options

- ▶ Send an email to:
 - ▶ ccpt@clintoncountygov.com
- ▶ Send a letter to:
 - ▶ Clinton County Public Transit
135 Margaret Street
Suite 124
Plattsburgh, NY 12901

Visit our Facebook page to find a link to the online survey (chance to provide input prior to routes being finalized only possible until 4/21/2023)

Reminders



- ▶ Our main priority is safety, and if you are acting in a way that compromises the safety of the bus you will be asked to leave the bus and you may be banned
 - ▶ It will result in a ban ranging from 1 week to several months
 - ▶ Repeat offenses will result in a permanent ban
 - ▶ Refusing to leave the bus will result in the police being called
- ▶ In the event of another mask mandate
 - ▶ We **MUST** follow all State and Federal Regulations
 - ▶ If we do not enforce State and Federal Regulations we are putting the system at risk of closure
 - ▶ The drivers are only following the rules

CCPT City Service Survey Results

7 out of 8

Currently ride CCPT buses

8
responses

Age Ranges

40-49 4

50-59 3

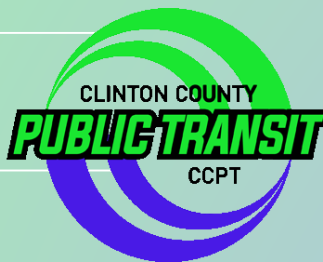
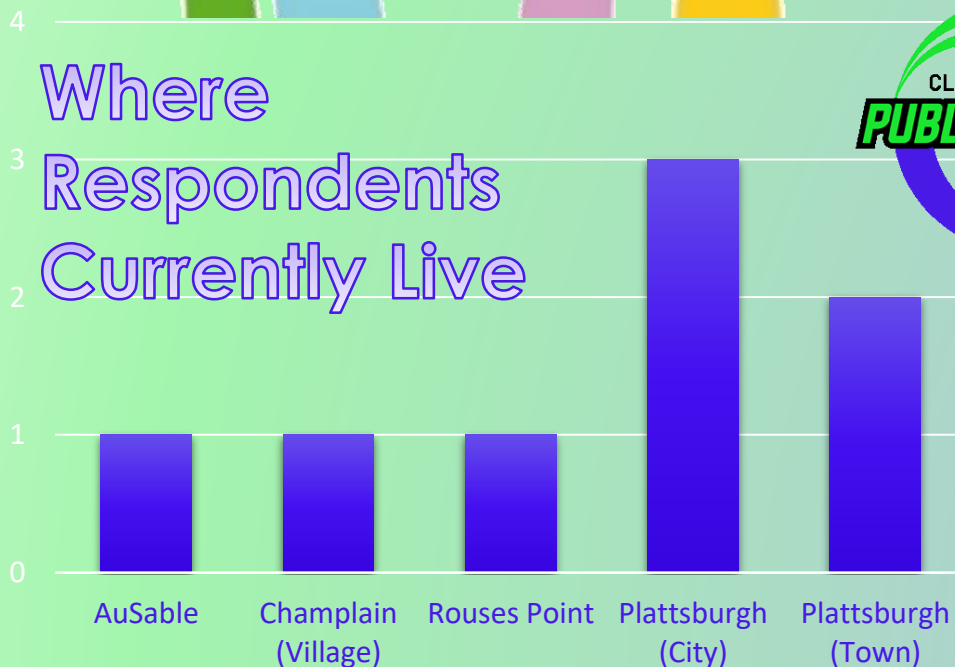
60+ 1

Top City Stops

(received more than 1 vote)

- Champlain Centre Mall
- Aldi
- Hannaford
- Market 32/ Lowe's Plaza
- UVM-CVPH Main Hospital
- Wal-Mart/ Sam's Club
- Family Dollar (Route 3)
- Skyway Plaza/ Yando's Big M

Where Respondents Currently Live



Going to

Work
Shopping
Recreation
Medical Appointments