

Human Service & Paratransit Coordination Planning: Training & Technical Assistance

DELAWARE COUNTY TECHNICAL ASSISTANCE

DELAWARE COUNTY LONG TERM CARE & UNITED WAY OF DELAWARE AND OTSEGO COUNTIES

RLS & Associates, Inc. is assisting the United Way of Delaware and Otsego Counties (UWDOC) in developing a new coordinated public transportation program in Delaware County, New York. Although there is no local public transportation service in this area, a network of human service agencies operate transportation for their individual clients. The study involved in-depth data collection and inventory of existing transportation services/resources, conducted via survey and one-on-one interviews. Major trip origins, destinations, and key activity centers were identified, transit needs were quantified and solutions developed. RLS led the local stakeholders through development of a strategic implementation plan along with complete fiscal projections for operating and capital needs. The project resulted in follow-on work in which New York State DOT hired RLS to act as the Mobility Manager throughout the initial implementation phases.

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