

Did you notice all the go green messages & graphics? Count them, mail us your name and address with the correct number of go green signs and we will send you a free gift.



Essex County Public Transportation is supported by Federal, State and Local funding.

Essex County Transportation employees are proud to support the United Way through payroll deductions.

Connecting County websites & phone numbers

Clinton County website:

<http://www.clintoncountypublictransit.com/>

Clinton County Dispatch:

518-561-1452

Franklin County website:

<http://www.franklincony.org/content/Departments/View/13>

Franklin County Dispatch:

Southern Area 518-359-9070

Northern Area 518-483-9000

## Essex County Transportation

8053 US Rte 9, PO Box 217

Elizabethtown, NY 12932

518-873-3689 Phone

518-873-3740 Fax

email

[ndougal@co.essex.ny.us](mailto:ndougal@co.essex.ny.us)

website

<http://www.co.essex.ny.us/CrossingCommunities.asp>

Rideshare

<https://www.co.essex.ny.us/EssexCountyRideShare>



# ESSEX COUNTY PUBLIC TRANSPORTATION



Public Transit Serving Essex County with connections to Clinton and Franklin Counties Public Transit.



*Go Green*

**With Us**

**Ride the Bus**

Effective Date: April 5th, 2010



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## FRIDAY ROUTES

### Elizabethtown—Keene Shopping Route

Elizabethtown to Keene—Round trip AM & PM, first, second, fourth, & fifth Fridays of the month. Please call One Call Center (1-800-914-9266) to schedule ride.

9:15 AM bus departs Stewarts Elizabethtown to Keene & Keene Valley  
 10:30 AM bus arrives in Elizabethtown please let driver know where you need to go when boarding the bus.  
 1:00 PM bus departs Stewarts Elizabethtown to Keene & Keene Valley  
 2:00 PM bus arrives back to DPW

Fares \$2.00 Round trip for riders outside Elizabethtown  
 75¢ Round trip for riders in Elizabethtown



### Elizabethtown—Saranac Lake Shopping Route

Elizabethtown to Saranac Lake - Round trip third Friday of each month. Please call One Call Center (1-800-914-9266) to schedule ride.

9:00 AM bus departs DPW  
 9:05 AM bus departs Elizabethtown Housing  
 9:45 AM bus departs Keene Valley  
 10:00 AM bus departs Keene  
 10:30 AM bus arrives Aldi's Saranac Lake  
 11:30 AM bus arrives Dollar Store Saranac Lake  
 12:15 PM bus arrives Price Chopper Lake Placid  
 1:15 PM bus takes everyone to one location for lunch  
 2:30 PM bus departs for return trip to Elizabethtown  
 3:30 PM bus arrives at DPW

Fares \$5.00 Round Trip

Any route deviations must be requested on Thursday Prior to Trip.





# GO GREEN WITH US

## MOUNTAIN VALLEY SHUTTLE



Morning Routes begin and end at North Elba Highway Department  
Afternoon Routes begin and end at Jay DPW



## Welcome

Essex County Public Transportation would like to welcome you to ride with us. Whether you want to *go green*, *save money*, *make new friends* or *just go for a ride*, we are here to serve your travel needs.

## Hours of Operations

Office Hours	Monday~Friday	8:00AM ~ 4:00PM
Bus Routes	Monday~Friday	See Individual Schedules
One Call Center	Monday~Friday	8:00AM ~ 4:00PM

Essex County Public Transportation does not provide service on the following holidays, New Years Day, Martin Luther King Day, Presidents Day, Memorial Day, July 4th, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and Friday following Thanksgiving, and Christmas Day

## Fares

**Fares are subject to change and are based on a one way ride.**

**Fares are also listed on individual route schedules**

All In Town Fares are 75¢

All Route Deviations are an additional \$1.00 to the regular fare

Mountain Valley Shuttle \$2.00

Champlain North \$2.00

Lincoln Pond \$1.50

Champlain South \$2.50



## Connecting Routes

**Connections are available to Clinton County Public Transportation and Franklin County Public Transportation.**

**Clinton County Public Transportation** connections are available in Au Sable and Keeseville these routes travel to and from the Plattsburgh area including Clinton Community College.

**Franklin County Public Transportation** connections are available in Ray Brook and Lake Placid. These routes travel to and from Malone and Tupper Lake areas, including North Country Community College.

**Connections are subject to the connecting County's fare.**

## Commuter Passes

Commuter passes are available. All commuter passes come in books of eleven. This includes one free ride for purchase of ten commuter passes. Cost is ten times the amount of the fare. Drivers do not have commuter passes on board. They are to be ordered from the One Call Center.



## Services for Persons with Disabilities



Flag down service is available along all routes. Flag the bus by waving, the bus driver will stop at the closest safe location to pick riders up. If you are within one-quarter mile of bus stop please walk to the bus stop, this helps us keep to our schedule.

You may notify driver that you wish to depart the bus at a different location from the scheduled stops.

Route deviation of three-quarters of a mile is available upon request for an additional one dollar fare. Route deviation must be scheduled by the close of business the day prior to travel by calling the One Call Center.

Essex County supports going green by offering a free ride on the first Wednesday of each month.

Senior Medical Transportation is offered on the regular Public Transit Bus Routes for free.

Veteran Medical Transportation is offered on the regular Public Transit Bus Routes for free.

Essex County Transportation One Call Center is operated to offer people choices in transportation. Call to schedule your next trip.

Essex County offers a web based rideshare program for use by anyone interested in sharing a ride at

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MONDAY TO FRIDAY	THIS ROUTE BEGINS IN LAKE PLACID			
DESIGNATED STOPS	MORNING			
	SHUTTLE DEPARTURE TIMES			
Ausable Forks - Grand Union	6:10a	6:10a	8:25a	8:25a
	6:00a	6:20a	8:15a	8:35a
Jay Village Green				
Wilmington - Whiteface Region	5:50a	6:30a	8:05a	8:45a
Visitor's Bureau				
Art Devilin's Olympic Motor Inn	5:23a	X	7:38a	9:12a
Olympic Center Connection with LP XPRSS	5:20a (No Connection)	X	7:35a	9:15a

Au Sable Post Office Transfer Point with Clinton County Public Transit	6:35a CCPT Departure Time	X	X	X	2:10p CCPT Arrival/ Departure Time	X	X

**Fares:**  
In Town 75¢  
All Others \$2.00  
Route Deviation +\$1.00



## HOW TO USE OUR SCHEDULES

1. Essex County Public Transportation bus system is designed to get passengers to and from the Elizabethtown and Lake Placid areas. There are two main bus hubs; the Essex County Government Center and Lake Placid Village.
2. If you are traveling to or from the Elizabethtown area, find the schedule that includes the town you want to travel to or from, then find the closest stop to your destination. Arrive at the bus stop at least five minutes before the scheduled stop time.
3. If the stop listed is too far from your location you may "flag" the bus to stop anywhere along the route. You may also request to be dropped off anywhere along the route to bring you closer to your destination.
4. If you have trouble with the schedule please ask your driver for help or call 1-800-914-9266.



Rides Together





## TRAVEL TIPS

1. Arrive at the bus stop at least five minutes before the bus is scheduled to arrive and ensure you are in a location that is visible to the driver.
2. Please keep in mind times listed in the schedule are best estimates. Traffic and weather conditions may affect actual times.
3. Please have exact change. Drivers cannot make change.
4. Be aware of the routes and times for your trip.
5. Please confirm your destination with the driver.
6. Please reserve front seats for seniors and passengers with disabilities.
7. There is NO SMOKING, EATING OR DRINKING on the bus. Sealed containers will be allowed for drinks.
8. Limit packages to what you can carry. Please keep strollers and other items out of the aisle. Drivers are not allowed to help load or unload strollers, bags or packages.
9. Please do not distract the drivers, as this will compromise the safety of everyone traveling aboard the bus.
10. Dress for the weather
11. Parental guidance of children is required.
12. If you are riding the bus at dawn or dusk please wear light clothing or have a reflective arm band and/or flash light. If you need these items please contact us at 1-800-914-9266.



## LINCOLN POND

MONDAY TO FRIDAY		BUS DEPARTURE TIMES			
DESIGNATED STOPS		7:08a	8:28a	3:15p	4:36p
Port Henry - Mac's					
Moriah - Post Office		7:16a	8:20a	3:23p	4:32p
Mineville - Pharmacy		7:24a	8:12a	3:31p	4:24p
Elizabethtown - Public Health		7:43a	X	X	4:05p
Elizabethtown - Main County Complex		7:45a	X	X	4:03p
Elizabethtown - Stewart's		7:46a	7:50	3:56p	4:00p
Elizabethtown - Mental Health		7:48a	7:48a	3:58p	3:58p

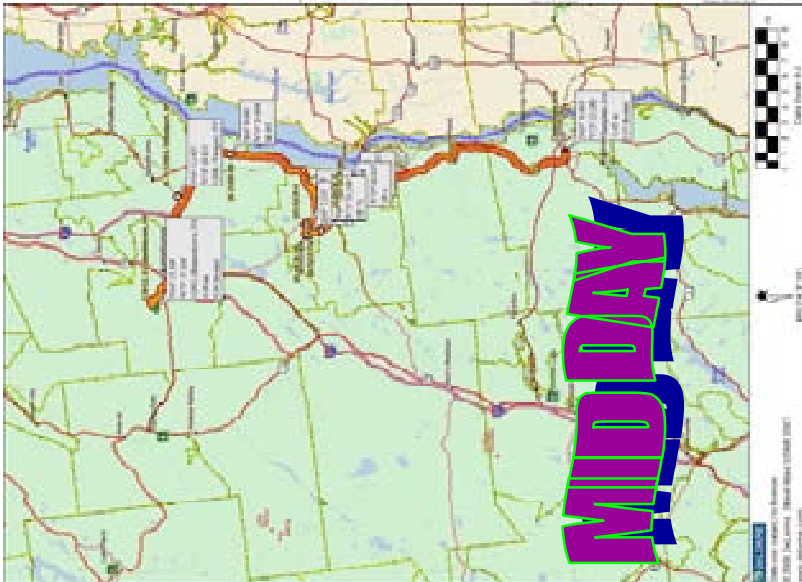
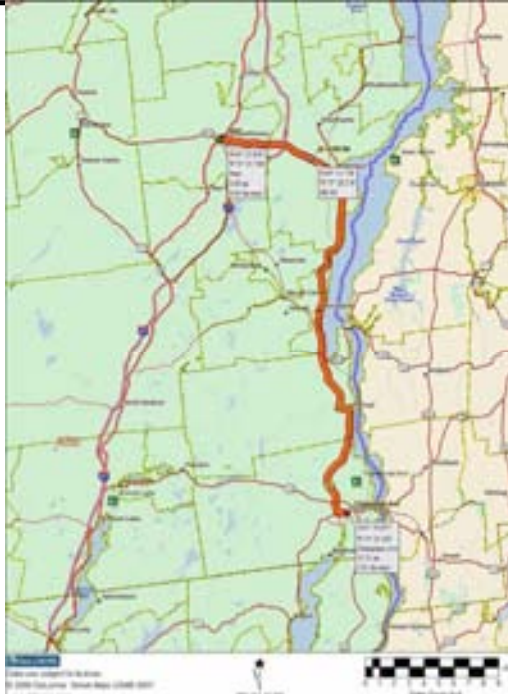


Come Ride With Us

Fares:  
In Town 75¢  
All Others \$1.50  
Route Deviation +\$1.00



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## TRAVEL TIPS CONTINUED

13. **Conduct and Hygiene:** Inappropriate conduct, including behavior which presents a danger to other riders will not be tolerated. These include but are not limited to: intoxication, fighting, arguing, threatening the driver or fellow passengers, use of foul language and sexual harassment. Individuals with offensively poor personal hygiene can be denied services. At the driver's discretion, a rider who engages in persistent inappropriate and/or dangerous behavior may be required to vacate the vehicle. Drivers, with approval from director or dispatch may put a rider off the bus or call authorities if necessary.
14. **Personal Care Attendants and Service Animals:** Riders may ride accompanied by one trained service animal (free) or one personal care attendant (free); service animal or attendant must be registered and approved with the One Call Center in advance.
15. **Grievance Procedures:** This grievance procedure has been developed to assure consumers of fair and equitable access to public transportation. When a consumer has any problem the following procedure should be followed to resolve the conflict: each consumer (rider) is expected to communicate directly to the Transportation Director regarding ride-related actions, occurrences or attitudes perceived as unfair or inequitable. A consumer who believes he/she has suffered a grievance should notify the Transportation Director within five days of the occurrence of the alleged grievance in attempt to arrive at a satisfactory solution. The Transportation Director shall have five working days to respond.





## HISTORY

The Essex County Public Transportation System was originally named "CHAMP" which is an acronym for "Champlain Adirondack Mobility Program".

In 1986, Essex County contracted with Lake Placid Sightseeing, Inc., (LPSS) to operate CHAMP.

In 1989, Essex County discontinued the provision of a local match required to receive New York State Transit Operating Assistance (STOA). The third party operator, LPSS, offered to provide the local match, enabling operation of the system to continue. This arrangement continued in 1990 through August 2000 with the county providing no tax revenues to support the system, but agreeing to receive and disburse federal, state, and the privately contributed local funds from LPSS so that the system could continue operation.

In August 2000, LPSS unilaterally terminated its contract with the county due to the death of the founder and president. The county became the operator of the system on an interim basis providing time for the county to investigate options for future operation of the system. Unfortunately, the county was unsuccessful in the attempt to find an operator and continued to operate the CHAMP system.

In May of 2006 through the work of a Transportation Committee headed by Randy Douglas, Supervisor Town of Jay, a Transportation Coordinator was hired to work from the Planning office.

In April 2008, a Resolution was passed by the Essex County Board of Supervisors developing an independent Transportation Department. A One Call Center opened with the first call September 15th, 2008 followed by going live with Route Match Software in May of 2009.

Currently the Essex County Public Transit system utilizes fifteen county-owned vehicles with two buses on order. The County provides two "commuter" service routes in the Champlain Valley between Ticonderoga and Elizabethtown - the Champlain South Route, operates three times per day. This route will have a few minor changes. The second route being the Champlain North Route operates between Elizabethtown and Willsboro twice a day. This route is part of a JARC grant. This route is one with changes being developed to include stops in Chesterfield/Keeseville. A third service provides transportation to the western side of the County in the Towns of Au Sable, Jay, Wilmington and North Elba. This route operates twice per day and is also funded through a JARC grant. A one day a week service also provides transportation between the Towns of Elizabethtown and Keene.

A route traveling from Elizabethtown to Port Henry is planned to begin in April of 2010. This route will travel along County Route 7, twice per day, and is also funded through a JARC grant. This route is the Lincoln Pond Route.

Essex County Transportation operates two vans, one mini W/C van and one full size seven passenger van. We use these vans to transport people to doctor's appointments when they do not live along or within ¾ mile of a bus route.



## CHAMPLAIN SOUTH

MONDAY - FRIDAY				
DESIGNATED STOPS	BUS DEPARTURE TIMES			
Elizabethtown				
Essex County Mental Health	X	8:54a	5:00p	X
Stewart's	6:20a	8:52a	5:02p	7:30
Essex County Main Complex	X	8:50a	5:04p	X
Elizabethtown Community Hospital	X	X	X	X
Essex County Public Health	X	8:48a	5:07p	X
Westport				
Inn On The Library Lawn	6:35a	8:15a	5:23p	7:15p
Port Henry				
MAC'S	6:51a	8:00a	5:38p	7:00p
Crown Point				
Pizza, Sub & Salad	7:06a	7:45a	5:53p	6:45p
Ticonderoga				
North Country Comm. College	7:20a	X	6:08p	X
Stewarts	7:25a	X	6:10p	X
Wal-Mart	7:30a	X	6:13p	X

MONDAY - FRIDAY		BUS DEPARTURE TIMES	
DESIGNATED STOPS	Elizabethtown	DESIGNATED STOPS	Elizabethtown
Stewart's	11:08a	1:55p	
Essex County Mental Health	11:10a	1:52p	
Elizabethtown Community Hospital	11:13a	X	
Westport			
Inn on the Library Lawn	11:30a	1:35p	
Post Office	12:00p	1:15p	
MAC'S	12:05p	1:10p	
Citgo Station	12:16p	12:59p	
North Country Comm. College	13:36p	X	
Stewarts	12:40p	X	
Wal-Mart	12:45p	X	

Fares:  
In Town 75¢  
All Others \$2.50  
Route Deviation +\$1.00





## HISTORY CONTINUED

Essex County currently contracts with three third party operators, which operate seven of the previously mentioned County owned vehicles. The Town of Keene (Hiker Shuttle) provides seasonal service to hikers in the Town of Keene. The Town of Keene is also applying for Operating Authority for Clinton, Essex and Warren Counties,. This will allow the town to travel outside of the town boundaries to provide a much needed service for the residents as there are no grocery stores in the town. There will also be the opportunity for coordination as many Essex County residents have to travel to Clinton and/or Warren County for medical services. The Village of Lake Placid (Placid Express) provides year round service in Lake Placid Village. The Olympic Regional Development Authority (ORDA) operates a seasonal service (Mid December to the end of March). This service operates between the Towns of Jay, Wilmington and North Elba. This route transports tourists and employees to Whiteface Mountain and other stops.

These systems all operate under the sponsorship of Essex County. The Transportation Coordinator/Director from the Transportation Department oversees their compliance to state and federal regulations for Public Transportation. All operators are responsible to sign and enforce this policy.

Essex County continues to explore new opportunities to provide transit service, often in response to requests from individuals, communities, businesses and organizations. Essex County operates Essex County Public Transportation by authority and funding from the Federal Section 5311 Program and New York State Department of Transportation State Transit Operating Assistance Program.

Essex County is governed by a Board of Supervisors comprised of the Supervisor from each of the eighteen towns in Essex County. The Board of Supervisors has, through resolution, directed the Transportation Coordinator/Director, to supervise and direct the operation of the Essex County Public Transportation System.

The County transportation system employs one full time supervising bus driver, one full time bus driver, two call taker/dispatchers, one account clerk and nine part time drivers. The mechanics that perform routine and preventative mechanical work are employed by the Essex County Public Works Department - Highway Division.





## ONE CALL CENTER

In September 2008 Essex County Transportation Department opened a Transportation One Call Center.



This One Call Center takes phone request for transportation. Regardless of your situation we will do our best to help you fill your transportation gaps.

### Dispatch Office Numbers:

1-800-914-9266  
518-873-3886  
518-873-3313

### Scheduling:

Riders may make trip reservations in advance. For any trip purpose, 72 hour notice is required. **Medicaid Transportation requires 10 days notice.** If 72 hour notice cannot be provided, transportation will be made on a first come first served basis and will not be guaranteed to anyone. For bus scheduling, reservations must be made by close of business the day prior to travel date or you may ride from any bus stop without scheduling with the One Call Center.

### Cancellation and No-shows:

Riders who repeatedly abuse service by cancelling less than 4 hours before scheduled trips (late cancel) or not showing up for scheduled trips (no shows) may lose riding privileges or have a suspension of privileges. Three late cancellations or no-shows in a 90-day period will result in a 30-day suspension of ride privileges. A letter of warning will be sent after each late cancellation/no-show in a 90 day period. A rider may appeal a suspension through the grievance procedure process. Rides will continue during the appeals process as long as there is not another incident of late cancellation or no-show during the appeal process.



## CHAMPLAIN NORTH

MONDAY TO FRIDAY	DESIGNATED STOPS	BUS DEPARTURE	
		Arrival/Departure Time	Arrival/Departure Time
	Elizabethtown Stewarts	6:20a	5:30p
	Keeseville Stewarts	6:50a	5:05p
	Keeseville Grocery Transfer Point with Clinton County Public Transportation	6:55a	5:00p
	To/From Plattsburgh	CCPT Arrival/Departure Time	CCPT Arrival/Departure Time
	Willsboro Town hall	7:15a	4:36p
	Willsboro Visitor Center	7:20a	4:32p
	Whallonsburg Grange Hall	7:30a	4:22p
	Public Health	7:45a	4:00p
	Main County Complex	7:47a	4:05p
	Elizabethtown Stewarts	7:49a	4:04p
	Mental Health	7:51a	4:03p

Fares:  
In Town 75¢  
All Others \$2.00  
Route Deviation +\$1.00



**Willsboro, Essex & Westport**

**Elizabethtown, Lewis, Chesterfield**