



**ELMIRA-CHEMUNG
TRANSPORTATION COUNCIL**

CHEMUNG COUNTY COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN

ADOPTED BY ECTC POLICY COMMITTEE
NOVEMBER 14, 2018

Table of Contents

Executive Summary.....	1
I. Introduction	3
II. Plan Goals, Plan Outline, and Previous Coordination Efforts	3
Coordinated Plan Goals.....	3
Elements of the Coordinated Plan	4
Coordination Efforts Prior to 2014.....	4
III. Coordination Efforts from 2014-2018.....	6
<i>Maintaining public transit service in the face of funding cuts</i>	6
<i>Coordination of inter-county transit service</i>	6
Access Chemung	6
ARC Mobility Manager	6
Continuing Rural Employment Service and Potential Growth.....	7
Regional Coordination	7
Coordinated Partners and Section 5310 Funded Vehicles	7
Getting There	7
5310 and 5311 Funding	7
IV. Chemung County Demographic Profile.....	8
Population.....	8
Senior Population.....	9
Economics	10
Living in Poverty	10
Commute to Work	11
Employment.....	12
BUSINESS	13
Education	14
V. Inventory of Services and Resources.....	16
Public Transit: C TRAN.....	16
Route Information.....	16
Fleet Information	16
Changes since 2014.....	17
Transportation Services	17
Capital Projects	18
Rider Training.....	18

Other Bus Systems Operating In Chemung County and Intercity Operations.....	19
Private Taxi Companies.....	19
Human Service Agency Transportation Providers and Purchasers.....	20
Service Providers.....	20
Service Purchasers	23
VI. Transportation Needs	24
a. Partnerships and Needs Input / Meetings	24
b. Surveying Needs – Formal and Informal.....	25
Current Surveying	26
c. Transportation Needs Summary	28
Need 1: Service Development and Funding.....	28
Need 2: Coordination.....	30
Need 3: Communication and Marketing.....	30
Need 4: Regional Coordination	31
VII. Implementation	32
Goal 1: Service Development and Funding.....	32
Goal 2: Coordination	33
Goal 3: Communication and Marketing.....	34
Goal 4: Regional Coordination	35
VIII. Appendices.....	38
Appendix A. 2018 County Mobility Manager Work Plan	39
Appendix B. Chemung County Coordinated Transportation Committee Minutes 2014-18.....	46
Appendix C. Federal Transit Funding Programs Background.....	114
Section 5310.....	114
Section 5316 JARC (Job Access Reverse Commute).....	116
Section 5317 New Freedom.....	117
Appendix D. 2018 Coordinated Transportation Survey Forms.....	120
Appendix E. 2018 Survey Results Summary.....	126
Appendix F. Transportation Provider Vehicle Fleet Inventories.....	136
C TRAN	136
Pathways, Inc. Vehicle Inventory List – Chemung County Only.....	137
Able2 Fleet Inventory.....	140

EXECUTIVE SUMMARY

The Elmira-Chemung Transportation Council (ECTC), the Metropolitan Planning Organization for Chemung County, developed this Chemung County Coordinated Public Transit-Human Services Transportation Plan (the plan). The planning process incorporated input from local government, non-profit agencies, private transportation providers and others that provide or fund transportation trips. The plan's purpose is to identify transportation services and needs—those that are met and unmet by single-passenger vehicles—in Chemung County. The plan describes and promotes the maintenance of existing transportation services and prioritizes which unmet needs to address if funds become available. It sets goals and strategies for addressing transportation needs.

The Federal Transit Administration (FTA) requires the coordinated plan in order for applicants to be eligible for its Section 5310 (49 U.S.C. 5310 / Enhanced Mobility for Seniors & Individuals with Disabilities) funding.¹ This plan surpasses the mandate of Section 5310 by considering the needs of all county residents. Its intent is to describe broadly the existing and additional needed transportation services, identify the goals for transportation services, and set forth an implementation plan.

The Chemung County Transit System (C TRAN) provides transit service that is available to all county residents. Maintaining these existing services is a primary goal of this coordinated plan.

The Chemung County Transportation Coordination Committee is a group of the transportation providers, transportation funders, and representatives of people that need assistance meeting their basic transportation needs (the transportation dependent). The committee has met quarterly since 2007 to discuss existing services for the transportation dependent, coordination of the services, how to improve and expand services, goals for such services, and strategies for implementing service improvements. Since the first coordinated plan in 2008, the County and the other members of the committee have helped to fund and implement projects needed to maintain transportation services and expand new projects and programs that meet the previously unmet needs of the transportation dependent. These projects and programs include:

- Creation of a Mobility Management program to market existing services, provide travel training and work on new transportation projects;
- Establishment of a successful employment-based public transit service to a rural manufacturing facility;
- Funding of needed replacement buses for several human service agencies that provide their clients with transportation services;
- Creation of Access Chemung, a new demand responsive service designed to meet the basic employment needs of seniors and persons with disabilities;
- Coordination with adjacent Tioga County to maintain a rural public transit route that otherwise would have been eliminated; and,

¹ <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

- Creation and maintenance of 511NY Southern Tier Rideshare, a regional web-based carpooling program to assist employees and their employers.

The Plan includes descriptions of four primary goals, coordination efforts from the first coordinated plan up until this one, descriptions of current transportation providers' and stakeholders' organization and services, a demographic profile of the County residents as baseline data, the current met and unmet transportation needs, and an implementation plan to achieve the four goals.

The County performed a fresh survey of the Committee members and other stakeholders, and facilitated public outreach soliciting input on unmet needs. These two survey efforts helped to make the Plan current in its perspective.

The four areas of need are:

1. Maintaining current service levels and service development and funding to meet previously unmet transportation needs;
2. Continued coordination of services;
3. Communication and marketing of existing public and human service agency transportation services; and,
4. Regional coordination of services and new projects to meet the transportation needs that cross county borders.

The Plan's implementation priorities are:

- To maintain funding for the mobility management program with its many elements of coordination, communication, and marketing.
- To retain current levels of public transit service (urbanized area, rural, and those serving seniors and persons with disabilities).
- To continue funding to replace over-aged vehicles that provide transportation for those clients of human service and non-profit agencies (particularly those providing rural public transportation).
- To continue funding for local and regional, new and expanded employment transportation as well as transportation that meets the needs of seniors and persons with disabilities in the region.

The Coordinated Plan is a living document that will be adjusted during the next four years via the Coordinated Committee meeting. Changes will be documented in the Committee meeting minutes.

INTRODUCTION

The Elmira-Chemung Transportation Council (ECTC) has prepared the following Plan which:

- Provides a summary of public transit (C TRAN) and human services transportation coordination efforts;
- Identifies the current transportation services (and organization that support such services);
- Identifies unmet transportation service needs in Chemung County; and
- Identifies implementable goals needed to maintain and improve transportation services to Chemung County residents.

The New York State Department of Transportation (NYSDOT) designates ECTC, as the Metropolitan Planning Organization for Chemung County, to lead the mandated effort to develop the Chemung County Coordinated Public Transit-Human Services Transportation Plan (hereafter referred to as “the Plan”). ECTC is responsible for the planning and programming of all federally funded transportation projects in Chemung County.

ECTC has specifically prepared this Plan to comply with the regulations of the Fixing America’s Surface Transportation (FAST) Act. The planning process described in the Plan is broader than the specific mandate. It identifies efforts and services to be considered for all Federal Transit Administration (FTA) funding, whereas the Federal mandate only requires a project must derive from a “locally developed, coordinated public transit-human services transportation plan” to be eligible for FTA Section 5310 (Enhanced Mobility for Seniors and Individuals with Disabilities) program funding. In addition to the Section 5310 mandate, the Plan uses the planning process to identify projects and efforts that would require FTA funding to maintain and improve transportation services. ECTC uses the Plan to identify those projects that the Section 5311 rural transit program should fund. Identification of rural projects is consistent with the program requirements of NYSDOT in its administration of its Section 5311 program.

PLAN GOALS, PLAN OUTLINE, AND PREVIOUS COORDINATION EFFORTS

COORDINATED PLAN GOALS

The goals of the Plan’s implementation are to maintain and improve transportation services by:

- Encouraging cooperation and coordination among transportation providers and funding agencies to maintain and increase the levels of transportation services provided to the general public and to persons who are dependent on transportation services;
- Communicating and marketing effectively to riders, potential riders, and coordination stakeholders to increase utilization of both existing and new transportation services.
- Seeking and using stable funding from the FTA programs and other sources to maintain existing transportation services and to create new services where needed to address previously unmet transportation needs identified in the Plan.
- Increasing efficiency and service by coordinating with regional entities and adjacent counties’ transportation entities in order to create a more seamless transportation system.

ELEMENTS OF THE COORDINATED PLAN

The Plan includes the following elements:

- Descriptions of previous coordination efforts up to the 2014 Plan update.
- Details of transportation coordination efforts from 2014 to 2018, as well as continuing efforts.
- Descriptions of current transportation providers, stakeholders (funding agencies and agencies that receive transportation services) and current services provided;
- Chemung County demographic profile, as a basis for understanding the population to be served;
- Description of met and unmet transportation needs; and,
- List of implementable goals to maintain and improve transportation services in Chemung County.

COORDINATION EFFORTS PRIOR TO 2014

It is important to revisit the accomplishments of previous efforts and prior coordination plans prior to the 2014 Plan update.

Chemung County was a leader in New York State in coordinating public transit and human service agency transportation in the late 1980s and 1990s. The County transit system, through its private transit operator, coordinated its service with the needs of several human service agencies and held contracts to provide transportation services for their clients. The County and the private operator developed a coordinated Non-Emergency Medicaid Transportation (NEMT) and public transit system that was a model approach used in many rural counties in the State. Together, these partners fully integrated the two services, thus maximizing the use of public transit and saving the County, State, and Federal government considerable funds. C TRAN's current levels of service are significant in meeting the transportation needs of residents.

In 2007, ECTC began the process of creating the Coordinated Plan adopted in December 2008. ECTC held eight meetings with transportation stakeholders—six to set the direction and review the results of the planning effort and two meetings to gain input from 35 human service agencies, government agencies, churches, school districts, and public and private transportation providers. The group discussed their transportation needs and the intent of the Plan. ECTC sent a survey of transportation needs and services provided to all of these agencies. After adoption of the 2008 Plan, ECTC staff continued a Coordinated Transportation Committee that met quarterly to discuss unmet needs, duplication of services, and solutions to community transportation issues. ECTC and the private operator hired a full-time Mobility Manager in December 2010 who worked out of the County's transit facility, focusing on countywide and regional coordination efforts with direction and oversight from ECTC staff. From 2008 to 2012, the significant accomplishments of the coordinated efforts included:

- Effective meetings of and input from the Coordination Committee;
- Hiring of a Mobility Manager; the formation of a Riders Advisory Council (to provide input on the C TRAN services);
- Securing of FTA Section 5310 funds for Falck Cancer Center to replace one of its two vehicles; and,
- New employment-based public transit service to a rural manufacturing facility in 2012.

The Committee had the 5-county 2-1-1 Helpline collect transportation need data in Chemung County via their calls received (to put some data behind the perceived unmet transportation needs).

The following describes the coordination and transit efforts and accomplishments in 2013 and 2014 (the period between the 2012 and 2014 Plans)

Chemung County hired a full-time Transit Specialist in May 2013. The main responsibility of the Transit Specialist is to provide County oversight of FTA regulations and transit operations. In addition, the Transit Specialist oversees the County mobility management program and participates in projects as needed. The Transit Specialist and ECTC Director oversaw mobility management tasks from May 2013 until February 2014. In February 2014, Chemung County collaborated to share a Mobility Manager with Schuyler County. The shared arrangement allowed for the use of Schuyler County's experienced Mobility Manager, allowing the shared Mobility Manager to better coordinate regional projects. ECTC anticipated that combining funds from two counties would allow the program to continue. With the uncertainty of the availability of mobility management funding under the new federal programs, the level of funding available was unsure; therefore, it was important to make available funds last as long as possible in order to maintain a Mobility Manager.

The Mobility Manager took over management of the Coordinated Transportation Committee. The Mobility Manager and Transit Specialist worked closely to develop and implement strategies, conduct agency visits, and maintain communication with the thirty agencies. The Mobility Manager and ECTC staff completed the 2014 Plan update with input from the Committee.

The Coordination Committee identified the need for an affordable transportation option to support rural residents' commutes to work over long distances, and for urban residents to access rural employment opportunities. As a result, the County collaborated with NYSDOT to implement a ridesharing/carpooling program. The web-based pilot used the NYSDOT 511 program for the software and contracted for program marketing targeted to work for rural areas and residents. Chemung County then teamed with Steuben County to create a two-county program. The resulting 511NY Southern Tier Rideshare program was successful in establishing dedicated websites (portals) that the public could use to match them with carpool partners.

III. COORDINATION EFFORTS FROM 2014-2018

This section describes the coordinated efforts and transportation projects that ECTC and its partners have maintained or implemented since the 2014 Plan Update.

Maintaining public transit service in the face of funding cuts

In 2013, the NYS Department of Health (NYSDOH) changed its means of administering Non-Emergency Medicaid Transportation (NEMT). Prior to this change, Chemung County, through its private bus operator, managed the NEMT program and trips. After the policy change, a regional broker working for the State managed the ride distribution, replacing the County's coordinated process. The change resulted in taxis providing more NEMT trips; consequently, the taxi providers received funds for that service. The County lost approximately \$ 1 million in funding for its bus system as a result. The loss in funding required the County to cut costs by cutting transit routes and services (including the elimination of two routes that provided services within the Elmira area), and generating rider revenue through an approximately 15% fare increase. The County adjusted the remaining routes to serve as much of the population centers and desirable destinations as possible.

Coordination of inter-county transit service

As part of the 2014 cost savings effort (in addition to the elimination of two routes), Chemung County considered reducing the number of trips on one regional route from five trips to two trips. Tioga County (directly to the east) planned to eliminate its public bus service at the end of 2014 due to a similar loss in NEMT funding. Chemung County led an effort that saved most of the trips on its previous regional route while creating a new route in Tioga County. The new route provides service between the county seat of Owego, the Village of Waverly to the west, and a major regional hospital to the south. The partnership between Chemung County, Tioga County and NYSDOT resulted in this quick and successful coordination.

The Elmira-Owego service continues with a current focus on developing it into a service that meets the current and future needs of Tioga Downs casino employees. In 2017, C TRAN expanded the route to include a stop at Tioga Downs. As of May 2018, efforts are ongoing to expand the route to include weekend (it currently only operates on weekdays) and/or evening service to serve employees of the new hotel and expanded dining facilities at the casino.

ACCESS CHEMUNG

In late 2014, Chemung County implemented a new demand responsive bus service named Access Chemung. The intent of the service was to provide transportation to medical appointments for persons not covered by Medicaid and to provide trips to work for persons with disabilities. FTA Section 5310 largely funded this new service; therefore, it did not add to the transit system's expenses.

ARC MOBILITY MANAGER

The ARC of Chemung County received Section 5310 funding to support the hiring of a Mobility Manager position to provide travel training for ARC clients and others. The number of clients needing the training was increasing as the program moved to supporting clients who worked in the community. Additionally, the ARC sought to establish a volunteer driver program. The coordination partners have expressed a need for a volunteer driver program in Chemung County for some time.

From April 2017 until March 2018, Chemung County did not have the longer-term federal funds in place to hire its own Mobility Manager. The ARC's Mobility Manager assisted Chemung County in meeting some of its mobility efforts by participating in Coordinated Transportation Committee meetings, Riders Advisory Committee meetings, outreach, and travel training.

CONTINUING RURAL EMPLOYMENT SERVICE AND POTENTIAL GROWTH

The rural commuter route to a manufacturing facility in Airport Corporate Park continues to be successful, making 12-14,000 commuter trips annually. NYSDOT approved critically needed program Section 5311 funds to continue the service in 2017 and 2018.

REGIONAL COORDINATION

The 511NY Southern Tier Rideshare program progressed with the implementation of 20 portals in Chemung, Schuylar, Steuben, Broome and Tioga Counties and over 700 registered users. The Chemung County Transit Specialist led this effort in coordination with Mobility Managers in two other counties. In another regional coordination effort, ECTC assisted with a tri-county transit map that was developed and distributed to agencies and the public. The Steuben, Schuylar and Chemung Counties Mobility Managers coordinated to accomplish this effort, which Steuben County led.

COORDINATED PARTNERS AND SECTION 5310 FUNDED VEHICLES

The not-for-profit agency Able 2 received four buses as part of the 2012 Section 5310 application process. Pathways received one such vehicle under the Chemung Section 5310 allocation and four under the statewide rural program.

GETTING THERE

Under New Freedom funding, Cornell Cooperative Extension (CCE), through the Chemung Volunteer Action Corps (CVAC), implemented a new program in transportation education known as "Getting There". The program provided community education regarding transportation and mobility options for seniors and those living with physical disabilities in Chemung County, enabling them to access community services. The Getting There program focused on teaching the skills necessary to become more independent, maintain independence, and be connected with the community's life enhancing and life sustaining services. CVAC staff gathered transportation information, created a website with "how to" educational videos, provided public presentations, and distributed outreach materials. Working with the Chemung County Mobility Manager, the team also distributed transportation binders to urban and rural municipalities/community centers to provide community education on how to utilize transit and other existing modes of transportation. Program funding has ended; however, CCE maintains transportation information on their website.

5310 AND 5311 FUNDING

Although not a new or maintained service, the changes to the FTA Section 5310 and 5311 programs in 2015 and beyond were important to the development of the Plan and the maintenance of the programs and service projects detailed above. Chemung County now applies to NYSDOT for both its Section 5310 and 5311 funding. Chemung County receives an allocation of Section 5310 funds, which is its limit on the value of projects that NYSDOT can approve. Previously Chemung County applied directly to FTA for its Section 5311 rural funds after NYSDOT provided its allocation of funds. While the County receives an

allocation for existing services, a 5311 application allows the County to compete for funds to support employment services projects and expand mobility management services.

IV. CHEMUNG COUNTY DEMOGRAPHIC PROFILE

This section is a brief overview of the demographic, socioeconomic, travel patterns, and business trends for Chemung County. Some of the data is from the 2010 U.S. Census and, where appropriate, some from the 2012-2016 American Community Survey estimates.

POPULATION

Table 1 Chemung County Population, 1970-2016

POPULATION	1970	2000	2010	Est. 2016
	101,537	91,070	88,830	87,742

This table documents a steady decline in population since 1970. Chemung County's total population was estimated at 87,742. The Census population decreased from 2000 to 2010 by nearly 2.5% and was estimated by the American Community Survey to have decline another 1.2%. In 2010 males were 43,482 (49.6%) and females 44,260 (50.4%) of the total population. Caucasian made up the primary percentage of the population, 92.5%, with Black or African American 3.1%, Hispanic or Latino 2.1%, Asian 1.6%, some other race .5%.

According to 2010 census data, New York State has an overall population of 19,378,102. The State is primarily Caucasian 69.6%, with Black or African American 17.7%, Hispanic or Latino 19.2%, Asian 9.1%, and some other race 0.1%. The same data reveals an overall population of 308,745,538 in the United States, comprised of 76.6% Caucasian, 13.4% Black or African American, 18.1% Hispanic or Latino, 5.8% Asian, and 0.2 some other race.

Outside of the City of Elmira, the Town of Horseheads, and the Town of Southport the population is primarily rural.

The county is primarily rural with urban density indicated in the following locations:

Table 2 Chemung County Population by City & Towns (due to boundaries, some duplication occurs)

Municipality	Population (2000)	Population (2010)
City of Elmira	30,940	29,200
Village of Elmira Heights	4,141	4,098
Town of Ashland	1,951	1,695
Town of Baldwin	853	832
Town of Big Flats	7,224	7,731
Town of Catlin	2,649	2,618
Town of Chemung	2,665	2,563
Town of Elmira	7,199	6,934
Town of Erin	2,054	1,962
Town of Horseheads	19,561	19,465
Village of Horseheads	6,558	6,435
Village of Millport	300	312
Town of Southport	11,185	10,940
Town/Village of Van Etten	1,518	1,557
Town of Veteran	3,271	3,313
Village of Wellsburg	626	576

SENIOR POPULATION

Chemung County has a significant elderly population. Seniors ages 60+ made up 21.7% of the 2010 population. The transportation needs of the seniors are different from others, especially when they no longer drive. In New York State, seniors ages 62 and above made up 16.7% of the total State population, comparable to the percentage of the nation 16.2%.

The percentage of population that was counted as persons with disabilities was 14.7 %. Meeting the basic transportation needs of persons with disabilities are significantly different if they are unable to

drive a vehicle. Agencies that provide, or fund, transportation are challenged to meet these transportation needs beyond their specific purpose\ funding restrictions. New York State has a larger overall disabled population of 15.9% compared to that of the United States 8.6%.

Table 3 Chemung County Persons with Disabilities 2010

Persons with Disability by Age	Number
Under 18 years old	727
18-64 years old	7,262
65 and older	5,076
TOTAL	13,065

ECONOMICS

LIVING IN POVERTY

In 2010, approximately 15% of the County's population was living at or below the poverty level, an increase from 12% in 2000. In New York State 14.7% of the population is living below the poverty line, slightly higher from the national rate of 12.7%.

Table 4 Chemung County Poverty Rate by City, Town and Village

Municipality	Poverty Rate
City of Elmira	31.7%
Town of Ashland	N/A*
Town of Baldwin	N/A*
Town of Big Flats	5.4%
Town of Caitlin	N/A*
Town of Chemung	N/A*
Town of Elmira	N/A*
Town of Erin	13.6%
Town of Horseheads	10.4%

Town of Southport	16.5%
Town of Van Etten	13.5%
Town of Veteran	N/A*

*N/A Data not available

COMMUTE TO WORK

Due to Chemung County's rural nature, employment clusters exist throughout the County, making some commutes challenging. Examples include the concentration of manufacturing facilities in the Airport Corporate Park and retail clusters near the Arnot Mall. Many employers choose to locate in close proximity to Interstate-86, compounding the challenge for workers without access to a vehicle.

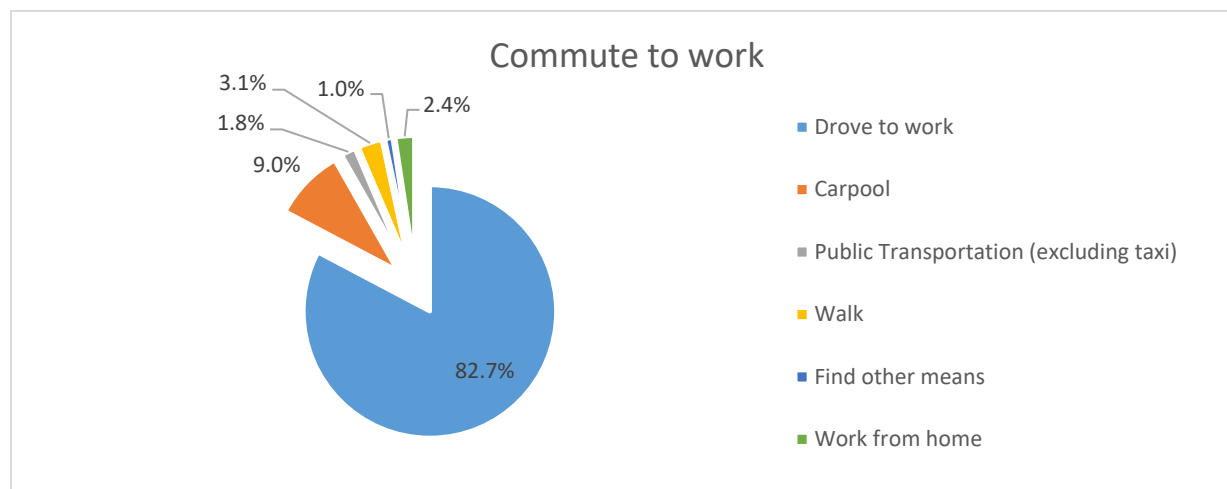
Table 5 Work Commute in Chemung County

Drive	30,927
Carpool	3,383
Public Transportation (excluding taxi service)	677
Walk	1,141
Work from home	364
Other	894

With over 20% of our workforce currently employed outside the local county borders it is critical to work with our regional partners. Travel training to ensure that people are learning to ride the bus and are aware of the how the system and connections work in our surrounding counties is essential for those who rely on bus transportation for employment and medical purposes.

It is not surprising that over 82% of the people commuting to work drive their vehicles to work. This is a level you would find in most Upstate New York counties outside the major cities. See Figure 1 for the percentage estimated for the various commuting transportation modes.

Figure 1 Chemung County Commute to Work Percentages



Businesses, especially those with a significant number of employees, are scattered throughout the County making commuting to work challenging.

The average time of commute for those in the United States is approximately 25 minutes. While the average time of commute for Chemung County as a whole is shorter than the national average, there are rural areas in the County surpassing the average commute time:

In Erin, NY the commute to work is an average of 26.9 minutes, and in Van Etten, NY the average commute to work is 30.2 minutes. This displays a need for transportation assistance in more rural areas of the County.

Note that 9% of commuters participate in a carpool to commute. Such a significant number of carpoolers may be based upon the long commute distances to some employment. The 511NY Southern Tier Rideshare was implemented by the County recognizing the long commutes that often begin and end outside the County.

Chemung County's rate for vehicle ownership is 2 cars per household, comparable to the national rate of 1.97%. For the remaining population, unmet transportation needs are apparent for those residing in or working in rural areas of Chemung County.

EMPLOYMENT

2010 Employment statistics for Chemung County for those 16 years of age or older are estimated to total 70,648 with 38,063 employed (53.9%). Of those employed 75.9% work within the County. The median earnings of those employed is \$33,693. There are 2,244 unemployed. There are as many as 30,328 (42.9%) not in the labor force of 70,648. In addition, subtracting the incarcerated populations in the two State correctional facilities in the County from the Census data, the available labor force is considerably less. As of March 2018, Chemung County surpasses the state in unemployment rate.

Table 6 County v State Employment Statistics

	Unemployment Rate as of March 2018	Labor Force as of March 2018 (data in thousands)	Employed as of March 2018 (data in thousands)	Unemployed as of March 2018 (data in thousands)
Chemung County	6.1 %	34.8	32.7	2.1
New York State	4.8%	9,6321	9,174.0	458.1

With 200+ full-time equivalent employees who employed the most workers, according to Southern Tier Economic Growth are:

Table 7 Private Sector Chemung County Employers (2017)

MAJOR EMPLOYERS	BUSINESS	APPROXIMATE # OF EMPLOYEES (FTE)
Arnot Health	Healthcare Services	2,300
Hilliard Corporation	Manufacturing Machinery	600
CVS/Caremark	Distribution Center	514
CAF USA	Manufacturing Trains	400
DePuy Synthes	Manufacturing Bio-Medical	400
Hardinge Inc.	Manufacturing Machinery	370
Anchor Glass Container Corp.	Manufacturing Glass Containers	300
Chemung Canal Trust Company	Financial Services	300
Elmira College	Education	300
Kennedy Valve	Manufacturing Water Valves Hydrants	300
Schlumberger	Gas Services	300
Vulcraft of New York	Manufacturing Metal Products	259
Eaton Electrical	Manufacturing Electronics	260
DeMet's Candy Company	Manufacturing Food	250

Elcor Health Services	Adult Healthcare Services	250
General Revenue Corporation	Contact Center	250
Cameron Mfg. & Design	Manufacturing Metal Products	235
Walmart	Retail	225
Dalrymple Contracting	Mining	200
F. M. Howell & Company	Manufacturing Packaging	200
Tops Supermarkets	Retail	200

EDUCATION

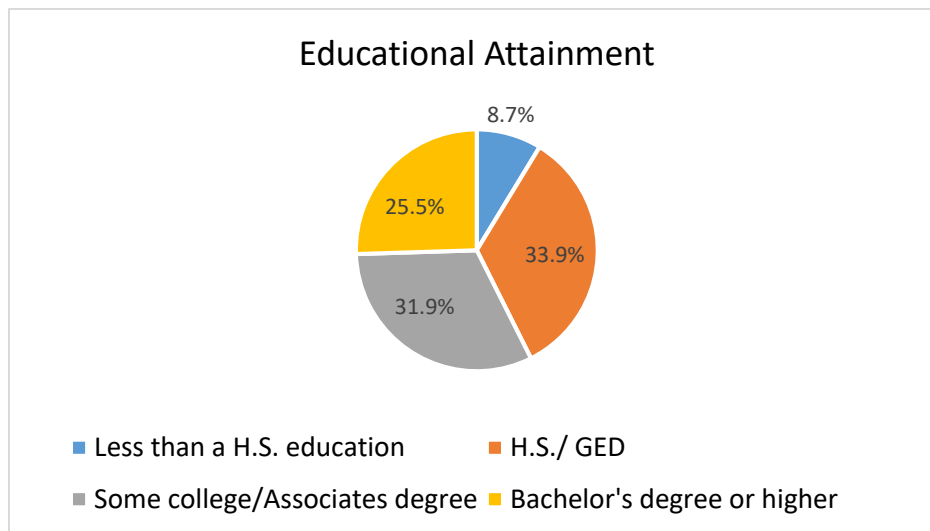
Education statistics for our area for a population of 57,311 age 25 years and older documented the following in the 2012-2016 American Community Survey:

- 4,964 (8.7%) – less than a High School education
- 19,439 (33.9%) – H.S./GED
- 18,298 (31.9%) – some college/associate's degree
- 14,610 (25.5%) – Bachelor's degree or higher

In New York State, 85.9% of the population had received their High School Diploma/GED, while 34.7% received a Bachelor's Degree or higher. On the National level, 88% of the population received their High School diploma/GED while 33% received a Bachelor's Degree or higher.

The percentage of County residents with at least a high school education is 91.3%, higher than the state and national rates. On the other hand, the County percentage of persons with a Bachelor's degree or higher is lower than the state and national rates. In New York State, 85.9% of the population had received their High School Diploma/GED, while 34.7% received a Bachelor's Degree or higher. On the National level, 88% of the population received their High School diploma/GED while 33% received a Bachelor's Degree or higher.

Figure 2 Educational Attainment, Chemung County (Age 25+)



With today's job market becoming more technologically advanced, employers are requiring hard and soft skills to fill vacancies. A Bachelor's degree is one measure of soft skills. The lack of enough people with the higher education needed to fill entry-level/labor job opportunities is noted each year across the United States. The lack of enough people with both skills is no different in Chemung County.

In summary, the Chemung County demographic data tells us the following about the transportation needs of its residents:

- Transportation options meeting the needs of seniors should be planned to address the high level of seniors in 2010 currently and predictably in the near future.
- A significant bus service and other low cost commuting options are important to a community with such a high rate of low-income individuals.
- Regional coordination and transportation option development will try to address the 24% of population that works outside of the County.

V. INVENTORY OF SERVICES AND RESOURCES

In Chemung County, the public transit operator, various human service agencies, taxi, and private limousine/ambulance/bus services provide transportation services for residents.

PUBLIC TRANSIT: C TRAN

The Chemung County Transit System, named C TRAN, provides public transportation service in Elmira and Chemung County. First Transit, Inc., a private company, operates the service under contract to Chemung County.

Figure 3 C TRAN 40' Bus



ROUTE INFORMATION

C TRAN has a service area covering 408 square miles. The fixed route bus system provides service along seven local routes and three regional routes throughout this service area. For service coverage, the transit system covers all areas within 0.75 mile of the fixed route system. Headways (the time between buses) are 60 minutes on the local routes. These local routes run throughout the day, Monday through Friday, with limited Saturday and Sunday service. There is limited nighttime service after 5:30 PM. The C TRAN fixed route service is a flag stop system, which allows buses to pick up riders anywhere along the limited bus route if properly flagged down. ECTC's *Transportation Guide to Chemung County* is a clear system map that illustrates the C TRAN routes by color.

Route deviation service means that a passenger can request and receive bus service within 0.75 mile of the fixed local route. C TRAN provides route deviation services on all the local routes, but not on the three commuter routes. Route deviation available to ADA-eligible and all riders is provided on all days and at all times when non-commuter/local services are provided. The service will take the requesting passenger from their location to their destination on a curb-to-curb basis. Riders must request route deviation one day in advance of the trip. If the regular route bus cannot accommodate the request, C TRAN will dispatch a Dial-a-Ride bus to provide the trip.

FLEET INFORMATION

C TRAN operates a fleet of 28 vehicles, all of which are equipped with wheelchair lifts or ramps. All of the buses are wheelchair accessible and include bicycle racks, working to further accommodate the community's transportation needs. The bus fleet consists of four 40' heavy-duty 2012 commuter buses and one heavy-duty 2015 bus, and seven 2014 heavy-duty 30' buses. Five 2005 buses were due for replacement in 2017. The remaining 11 buses are smaller medium- or light-duty vehicles. (See Appendix F for a C TRAN vehicle inventory). In 2018 and over the next four years, C TRAN will seek funding to replace the 13 buses that have exceeded their useful life. C TRAN needs additional funding for bus replacement beyond the current available FTA urbanized area funds (Sections 5307 and 5339). In the next four years, replacement of four buses used in rural services will be eligible for FTA Section 5311 funds.

CHANGES SINCE 2014

Due to the decrease in NEMT funding by NYSDOH, significant changes have occurred in the public transit service since the 2014 Plan. As stated previously, fixed route service changed significantly at the end of 2014. The county eliminated one fixed route, changed several others, and decreased / restructured another. In addition, the transit fare increased. The restructured route decreased the number of service runs in Chemung County while increasing service into Tioga County. Chemung County considered C TRAN's Wellsburg-Waverly route for total elimination. At the same time, Tioga County was planning to eliminate all of its public transit service. Chemung County took the lead in creating a new route, with the goals of maintaining some of the existing Wellsburg/Waverly route from elimination (which served Waverly in Tioga County) and maintaining some service for Tioga residents by providing service between Owego and Waverly in that county. The route also serves a major hospital in Sayre, which serves residents of both counties. The result was maintenance of a successful public transit service that otherwise may have been eliminated in both counties. Chemung County, Tioga County, and NYSDOT worked in a coordinated fashion to develop and fund the new Elmira to Owego service.

TRANSPORTATION SERVICES

Chemung County will continue to undertake efforts resulting in new transportation service to employment for seniors, persons with disabilities, under-employed and unemployed county residents. Chemung County added a pull-in to Tioga Downs Casino in Nichols as part of its Elmira to Owego route in 2017, which provided some level of service to casino employees. Previously no public bus access to the facility existed. As the casino expands (for example, the owners added a hotel in late 2017) and needs to hire more employees, additional service is being developed. Chemung County's application for Section 5311 funding has been approved to have this route pilot the needed weekend/evening employment-based service to Tioga Downs and the surrounding area.

Figure 4 C TRAN Dial-A-ride bus and passenger



Another employment-based transportation initiative implemented since late 2014 is the Access Chemung demand responsive service. Access Chemung's goal is to assist people who need accessible transportation to get to employment or *non-Medicaid* medical appointments. This service fills a gap in service that residents and the Chemung County Coordinated Transportation Committee identified. Accessible transportation is difficult for people who do not live on bus routes or who

are not covered by Medicaid to access critical medical care. Access Chemung serves seniors and people with disabilities who are not covered by Medicaid or other agencies for transportation services. The service has expanded hours beyond 9-5 to meet critical needs such as non-traditional working hours and dialysis. The service will help to meet the needs of rural residents where C TRAN fixed-route services are

not available. Access Chemung provided 2,352 passenger trips and operated 41,646 miles of service in 2017. The County expects its certification of eligible new riders to increase in 2018. Certification of new riders was limited due in part to the lack of a Chemung County Mobility Manager for 10 months in 2017-18.

Chemung County's transit route to the Pladis Global (known locally as DeMet's Candy Company) manufacturing facility in Airport Corporate Park (hereinafter DeMet's route or service), a rural area of Chemung County, began in June 2011 with JARC funding. Over the past seven years, C TRAN has provided more than 80,000 employment trips on this route. Currently, DeMet's operates on either two twelve hour shifts from 6-6 or a three-shift schedule. In general, this route serves minimum-wage employees in Chemung County, many of whom two temporary employment agencies place at DeMet's. Working at this location, many temporary workers would potentially have difficulty with transportation. The County currently maintains a conservative approach in providing only Monday-Friday service. The route provides an average 12,000-15,000 trips per year (13,375 trips in 2017) for workers employed at DeMet's and in other Airport Corporate Park businesses. In the busiest season, as many as 83 employees have depended on the service daily. Coordination efforts with other businesses in Airport Corporate Park, non-profit transportation providers, 5310 agencies, employment agencies, and human services agencies are ongoing. Airport Corporate Park employers, located within an area where job creation is a focus of county economic development agencies, include new call centers and a community college technology center.

CAPITAL PROJECTS

Two C TRAN capital projects have improved the capabilities of the system to meet transportation needs. In 2017, the County replaced its analog radio system with a new digital one. The new system improves the quality and capabilities of the communication between drivers, system dispatch and management, resulting in better and safer service to passengers. The other capital project is a new fare collection system that C TRAN and its consultants are installing as this Plan is written. The new system will allow for fare cards instead of paper passes, tokens, or cash. Riders will be able to purchase various fare cards at the Transportation Center using cash or debit/credit cards while also having the option to add value to their cards online. These are both significant improvements for the passengers due to the limitations of the current system, which only allow paying a cash fare or a monthly pass/token. Monthly cards are only available during the building operating hours of the Transportation Center or C TRAN administrative building.

RIDER TRAINING

The need for training of potential C TRAN transit riders is ongoing. The field of new potential riders includes seniors who are no longer able to drive, new county residents, and people turning to using transit for other reasons. The two Mobility Managers provide the current travel-training program. Riders who belong to the Rider's Advisory Council, and whom the mobility managers have trained, also do some travel training for new riders.

OTHER BUS SYSTEMS OPERATING IN CHEMUNG COUNTY AND INTERCITY OPERATIONS

C TRAN's twelve trips per day on the Route 20 Elmira-Corning run help to connect Chemung County residents to the City of Corning and the rest of Steuben County served by the other three public transit systems in Steuben County. The Corning Erwin Area Transit System (CEATS) and Steuben County transit systems also help link Steuben County riders to Chemung County. The amount and connections of these routes are minimal. The mobility managers in Steuben and Chemung Counties, along with the general manager at First Transit, continue to discuss potential improvements for inter-county transportation connections.

Endless Mountains Transportation Authority, also known as BeST, operates a shopping service to and from the Arnot Mall from Wellsboro, PA and Mansfield, PA on every Saturday and every other Tuesday.

Two other private transit bus operators provide services in Chemung County: Birnie Transportation Services, Inc. and Terp's Enterprises, Inc. Both of these operators provide services under contract to individuals, businesses, and private groups. These services are not public transportation services in the

Figure 5 Adirondack Trailways Bus



Source 1 http://www.wikiwand.com/en/Trailways_of_New_York

traditional sense, although a contract with a supermarket to provide senior citizens with transportation from senior housing to that business to grocery shop meets a transportation need.

Three private intercity bus lines serve the Chemung County Transportation Center in downtown Elmira: New York Trailways, Susquehanna Trailways, and Coach USA/Shortline. These private carriers provide service to regional destinations such as Binghamton and Ithaca, as well as destinations throughout the continental United States and parts of Canada.

PRIVATE TAXI COMPANIES

Two taxi companies provide service in Chemung County. Total Transportation of Elmira (previously operating as Totem Taxi) has a fleet of 24 cars and vans (one wheelchair accessible), and provides services to the public, clients of Medical Answering Services for Non-Emergency Medicaid Transportation trips, Chemung County DSS, Chemung County Office of Aging and Long Term Care, and other agencies. Regionally, Total Transportation also transports clients to Corning, Bath, and Hornell in Steuben County, in and around Schuyler County as well as occasional service to Broome County.

According to the Medical Answering Service website, eight other taxi operators, including BJ's Taxi, provide service in Chemung County.²

As stated previously, NYSDOT implemented a change in transportation management for NEMT trips on October 1, 2013. Many new providers, especially those who already provided medical trips, expanded their services. Several operators based in surrounding counties provided Medicaid-reimbursed trips within Chemung County. These include traditional ambulance services such as Erway Ambulance Service, Erway Wheelchair Express, Greater Valley EMS/W/C, and Empire Medical Transport, which have provided ambulance rides to Chemung County Medicaid clients.

HUMAN SERVICE AGENCY TRANSPORTATION PROVIDERS AND PURCHASERS

Client transportation programs in Chemung County generally fall into two categories: service providers and service purchasers.

SERVICE PROVIDERS

Service providers include entities that own or lease vehicles and employ paid drivers or agency clinical staff to operate vehicles. Paid staff work as needed to provide client transportation or maintain an organized workforce of volunteers to operate fixed or flexibly scheduled weekday passenger services as an internal function.

ABLE2 ENHANCING POTENTIAL, INC., DBA ABLE2

Able2 is an organization that operates a significant transportation system to support more than 1,000 clients, 80% of which require wheelchair accessibility. Able2 provides services such as transport to and from various day treatment programs, transport for several group homes, and transport for community integration activities. Able2 services also include residential facilities, clinical services, therapeutic care, Medicaid Service Coordination, and dental/hearing/podiatry services that are accessible to Medicaid clients. Their transportation system currently consists of forty-five vehicles including a variety of mini-vans, ramp accessible mini-vans, lift accessible vans and wheelchair accessible buses.

² Little is known about these operators and operations other than they provide taxi service in Elmira, and perhaps some portions of Chemung and adjacent counties.

THE CHEMUNG COUNTY CHAPTER OF NYSARC INC., OR THE ARC OF CHEMUNG

The Arc of Chemung provides transportation for 18 residential settings serving 120 people, a day habilitation program serving 21 people, a community habilitation program serving 140 people, and a vocational program serving over 120 people. The Arc provides trips for medical appointments, clinic appointments, social activities, shopping, home visits, recreation and activities, and other reasons. The organization owns 32 vehicles that include compact cars, sedans, SUVs, minivans, and full-sized vans. Staff also provide approximately 50% of program transportation using their personal vehicles. The Arc of Chemung provides services to over 1,000 people annually in some capacity, if not through its own vehicles then by coordinating with families, taxi companies, or C TRAN.

Figure 6 C TRAN, Chemung County, and ARC Mobility Management Partners



Source 2 <https://www.chemungcountyny.gov/departments>

The Arc of Chemung employs a Mobility Coordinator who provides supports such as travel training, outreach, education, and coordination of transportation services. The Arc of Chemung's vocational section, Southern Tier Industries (STI) also provides travel training as part of vocational supports. STI currently serves approximately 50 people in a site-based workshop. Residential staff transports those passengers to the 711 Sullivan Street location from

various agencies, families, and by C TRAN. After the workshop closes in July 2018, users will be working and volunteering in various community settings. This will increase daily trips by at least 100 one-way trips per day. The volunteer settings include, SPCA, Elmira Animal Shelter, Food Bank of the Southern Tier, Arnot Ogden Hospital, Office for the Aging Nutrition Sites, Chemung County Library District locations (most frequently the Steele Memorial Library), various Chemung County churches, Elmira City parks (food programs) and others.

PATHWAYS INC.

Pathways is a not-for-profit human service organization serving approximately 2,200 individuals and families in 15 counties throughout the Southern Tier, Finger Lakes, and Rochester. The organization provides an array of services through its core programs including Residential Services, Community-Based Services, Child and Family Services, Educational Services, and Home & Habilitation Services. Pathways operates under the auspices of the New York State Office of People with Developmental Disabilities, Office of Mental Health, Office of Child and Family Services, Department of Health and the Justice Center for the Protection of People with Special Needs. Pathways utilizes federal funding designated fully or in part by these state offices and distributed through local counties in a highly regulated and transparent manner.

Pathways serves approximately 400 individuals in Chemung County. The primary hub of individual-based activities is the headquarters in Corning, as well as other areas of Steuben County and Chemung County. Pathways provides transportation services to its program participants only, including those individuals living in Pathways residential sites. These services also include transport to and from program, as well as recreational, training, medical, social, shopping and other personal related activities.

Pathways has 82 vehicles in its fleet, 13 of which are Section 5310 funded. Much of the fleet travels through multiple counties to meet the transportation needs of program participants. Pathways also contracts with private contractor Birnie Bus for summer program transportation. Drawing from a pool of 775 employees and approximately 30 volunteers, Pathways utilizes regular full and part time day staff to fulfill their transportation service provider responsibilities.

Pathways currently operates 28 vehicles primarily used in Chemung County, including cars, minivans, 12 passenger vans and wheelchair accessible vehicles. These vehicles traverse Chemung County with the primary focus of completing “to and from” transportation. This “to and from” transportation is comprised of AM and PM routes to transport program participants to and from specific day rehabilitation sites. Once the individuals are on site, the program participants then go into the community on various outings that are based on their person-centered habilitation plans. The destination of the outing trips vary from day to day. However many outings are scheduled weekly, are routine or repetitive, and include volunteer endeavors (training) at multiple community based organizations. These volunteer activities include assisting in the daily operations of these community organizations (i.e.; cleaning, organizing, delivering meals to seniors, caring for animals etc.)

Some of the Chemung County-based community organizations for which Pathways program participants have volunteered in 2017-2018 include Chemung County Meals on Wheels, Southside Alliance Church, Big Flats Library, Elmira EOP, Horseheads Animal Shelter, Maple Grove Cemetery, Elmira Public Library, Elmira St. Pete’s Church, North Chemung United Methodist Church, Tanglewood Nature Center, West Elmira Library and Horseheads Library. Other outings include recreation based community events, parks, and shopping as scheduled by the expressed person-centered needs of the individuals. Whether considered “to and from transportation,” training, shopping, social or medical in nature, staff members provide all passenger trips utilizing the Pathways vehicle fleet.

AIM

AIM Independent Living Center is a nonprofit organization dedicated to helping individuals with disabilities lead independent lives. It currently serves approximately 1,000 clients a year. AIM promotes an inclusive community by offering supports and services to people with disabilities, their families and friends, and the businesses that serve them. At its core, AIM is an advocacy organization whose advocates work closely with consumers to help them find solutions to the issues and barriers they face. Routinely, AIM's advocates help consumers with issues related to housing, transportation, public benefits and bureaucracy (programs such as Assistive Technology, Benefits Advisement, Employment Services, OASAS, Long Term Care Ombudsman, and Transition Services). AIM has one vehicle that it uses, along with staff using their own vehicles, to provide approximately 500 trips per year.

ARNOT HEALTH'S FALCK CANCER CENTER

Falck Cancer Center has one bus in service funded by the Section FTA Section 5310 program, and is in the process of receiving another one. The Cancer Center needed the FTA funds to replace its aging vehicles. Arnot Health patients who meet eligibility requirements are eligible for transportation service. The organization's vans supply transportation for elderly and disabled individuals within Chemung County where public transportation is not available or is unrealistic based on the severity of a patient's condition. The Falck Cancer Center offers transportation for patients due to lack of physical ability, mental ability, health status, medication contraindications, lack of owning a vehicle, and inability to afford fuel. They serve all areas of the County, which is especially important for rural residents. The organization provides approximately 2,300 trips per year with its vehicles.

OTHER PROVIDERS

A number of other organizations provide transportation to a more limited number of clients that is nonetheless important to the people they serve. These include assisted living facilities such as Bethany Village, Woodbrook Assisted Living, Elcor, and the Chemung County Nursing Facility. The Elmira Housing Authority manages 335 apartments that serve the elderly and disabled. Arnot Health at Arnot Ogden Medical Center and at St. Joseph's Hospital manages long-term skilled nursing departments. Many of these organizations own a small number of vehicles or contract with charter bus service to offer recreational trips or to meet other needs. Other non-profits such as the Salvation Army and the Disabled American Veterans (DAV) offer transportation specific to their programs. The DAV provides medical transportation five days per week from Chemung County to the Bath VA Medical Center (VAMC) in Steuben County. VTS (Veterans Transportation Services) is a program of the Bath VAMC that provides regularly scheduled bus service from Bath to larger facilities in Buffalo and Syracuse. VTS provides Buffalo service with two shuttles a day, five days a week, and once-daily service to Syracuse three days a week. The VAMC has considered utilizing the 511NY Southern Tier Rideshare program.

The Seniors Helping Seniors program matches senior volunteers with seniors who are looking for help. The program provides a unique transportation option for seniors who have the ability to pay for assistance with transportation as well as a variety of tasks. It provides a small number of trips per year.

SERVICE PURCHASERS

Service purchasers is a category where the agency primarily purchases transportation from a public transit provider, a private bus, a taxi company, or another human service agency.

MEDICAL ANSWERING SERVICES

Medical Answering Services (MAS) is the regional Medicaid medical trip broker and the major transportation contractor in Chemung County. MAS is under contract to the NYSDOT as part of the NEMT program. MAS arranges an estimated 32,000 passenger trips to and from medical appointments for Medicaid recipients in the county. As noted above, passengers take the trips on C TRAN, taxis, and in ambulettes. Although MAS does not provide detailed data, anecdotal evidence suggests that the vast majority of the trips are via taxi. The change in NEMT policy in which MAS brokered trips rather than

Chemung County (which the transit operator administered) resulted in a loss of \$1 million in revenue annually for the C TRAN system.

CHEMUNG COUNTY DSS

The Chemung County Department of Social Services (DSS) is a significant transportation-funding agency in the County. DSS contracts for pre-school transportation for children with disabilities. The department also contracts with CSS Workforce New York for employment services and its related transportation.

ELCOR

Elcor Nursing and Rehabilitation Center is a major facility and provides a significant level of service to people needing nursing home services and rehabilitation, and for families needing Adult Day Care for a family member. The facility has over 300 beds for nursing and rehabilitation care. Elcor contracts with C TRAN to provide approximately 12,000 trips per year to Adult Day Care and a lesser amount of trips for Elcor residents to other medical services.

CHEMUNG COUNTY DEPARTMENT OF AGING & LONG TERM CARE

The Chemung County Department of Aging and Long Term Care provides information and assistance (Transportation Resources Packet) to support safe driving and to meet the needs of those who do not drive. It also promotes programs to help older adults drive as safely as possible for as long as possible, as well as programs to help older adults and their caregivers determine when it is no longer safe to drive. It provides educational information on the AARP Smart Driver Courses. The Department also screens individuals to determine eligibility for no-cost or low cost transportation options including Medicaid transportation.

The Department participates in the County's Transportation Coordination Committee meetings, and coordinates with other service providers including C TRAN and the ARC of Chemung County (specifically its volunteer driver transportation program). The Department provides transportation within Chemung County (this includes appointments at the Corning Guthrie Hospital campus) to eligible individuals over age 60 for medical appointments, health and wellness classes and planned socialization activities. The Chemung County Department of Aging and Long Term Care receives funds from Chemung County, New York State Office for the Aging, Administration for Community Living and active participant contributions.

VI. TRANSPORTATION NEEDS

A. PARTNERSHIPS AND NEEDS INPUT / MEETINGS

The needs inputs come from the Chemung County Coordinated Transportation Committee and the mobility managers' meetings with the Committee members and the public. The Coordination Committee meets quarterly to discuss needs, actions, and plans. Appendix B contains minutes of the quarterly meetings. The Coordination Committee is composed of about thirty non-profit organizations, governmental agencies, and transportation providers:

Providing information and resources for the public, including seniors/people with disabilities:

2-1-1 HELPLINE, AIM, Department of Aging and Long Term Care, Economic Opportunity Program, Chemung Volunteer Action Corps (CVAC), Elmira-Chemung Transportation Council, Chemung County Poverty Reduction Coalition, Move Together NY, and the mobility managers from adjacent counties

Assisted living facilities, mainly for seniors/people with disabilities: Able-2, ARC of Chemung, Chemung County Nursing Facility, Elcor, Elmira Housing Authority, Pathways, and Woodbrook

Employment-related partners: Capabilities, CSS Workforce New York, Chemung County Department of Social Services, Economic Opportunity Program, Southern Tier Industries, and Corning Community College

Health-related organizations: Arnot Health at Arnot Ogden Medical Center and St. Joseph's Hospital, and Guthrie Health Care System

For-profit transportation providers: First Transit, Total Transportation, TLC Limousines, Seniors Helping Seniors, and Erway Ambulance

Not-for-profit direct transportation providers: Able2, Arnot Health Falck Cancer Center, ARC of Chemung, and Pathways.

B. SURVEYING NEEDS – FORMAL AND INFORMAL

The County Mobility Manager has made many community contacts and agency visits between 2008 and 2017. The quarterly Coordination Committee meetings always allowed attendees to comment on their clients' unmet transportation needs. The Mobility Manager collected anecdotal expressions of transportation unmet needs. The February 2018 Coordination Committee meeting focused on transportation provided by each agency, their funding sources and needs, and what they see as the unmet transportation needs for their clients or customers. As part of this Plan's efforts, committee members with clients needing transportation services and those providing or funding transportation services, were asked to complete a survey, either the Chemung County 2018 Coordinated Transportation Survey: Transportation Needs or the Chemung County 2018 Coordinated Transportation: Transportation "Provider\Sponsor" Survey. In many cases, both surveys applied to the human service agencies. Twelve stakeholders completed the survey. Appendix D includes sample surveys.

The County Mobility Manager met individually with many committee members and their client groups at dozens of meetings since 2014. The meetings were to gather information on what minor changes could occur to assist the C TRAN transportation services with meeting their needs, to communicate what services in addition to C TRAN were available to them, and to identify their unmet transportation needs.

The Riders Advisory Committee (composed of C TRAN riders) is another community contact where participants provide information on transportation needs. The county created the group in 2011 out of the previous coordination and communication discussions. The group creates a dialogue between local transit riders and those responsible for transit-related decisions. The Mobility Manager facilitates the Riders Advisory Council, made up of mainly senior citizens and people with disabilities. The Council meets quarterly. Also, the Mobility Manager administers less formal interaction and outreach with riders and potential riders at Corning Community College.

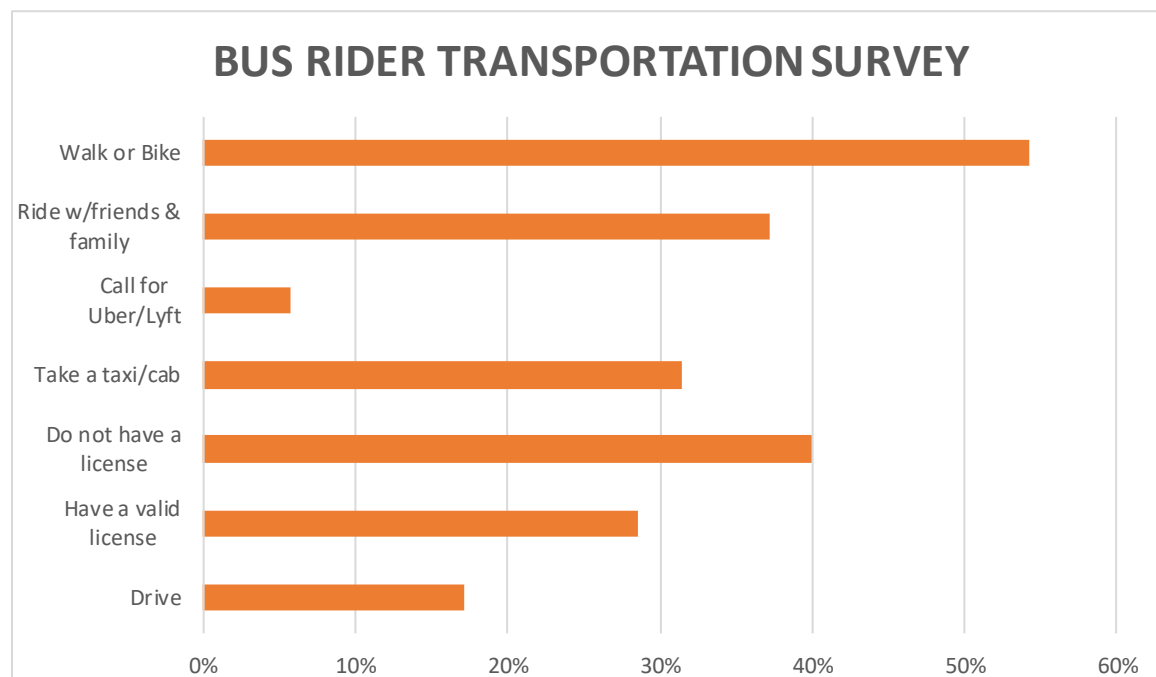
From October 2011 through September 2014, the Institute for Human Services used New Freedom funding to collect, track and report transportation inquiries. Staff provided an enhanced call center service from its 2-1-1 HELPLINE. Staff created a directory of transportation providers with detailed information to assist call takers at the Call Center. During the project period, there were 22,585 Chemung County calls with 534 related to transportation. The top requested needs were: bus fare, gas money, automobile insurance payment assistance, and automobile loans. The most frequently cited unmet need was for bus fare as related to other financial needs impacting shelter, food, and other basic needs. The database of transportation information was updated throughout the project and was also available on a website creating availability 24 hours a day/7 days per week.

CURRENT SURVEYING

In 2018, the County Mobility Manager reached out to C TRAN riders, the local Chapter of the AARP, seniors and persons with disabilities at the two Elmira Housing Authority towers, to gain their input, and received 139 completed individual public surveys. Thirty-five were taken by bus riders and 59 by mostly senior citizens at an AARP Chapter meeting and 45 at two low-income housing developments in the City of Elmira.

The following are results of the 35 surveys completed by the bus system riders:

Figure 7 Commute in Chemung County



Of the riders surveyed, 77% were between the ages of 16 and 59 years old and 20% were 60+senior citizens. Thus the demographic composition of the riders shows 77% were of prime labor force age. The senior ridership is nearly consistent with the total county senior age population share (21.7 %)

Nearly half of the riders (47%) responded that they had full time employment. With that level of employment it is not surprising that a significant number cited the need for more service nights and weekends.

The survey was also used to gather information on the potential for the new fare collection system to work well for existing riders. Riders responded that 54% of them own a smart cell phone and 60% said they have access to the internet. This data seems to say the new (2018) electronic fare collection system with online fare payment will work well for a significant number of riders.

The surveys collected at the April AARP local Chapter meeting and the May surveys from residents of the low income housing varied significantly even though the majority of both groups identified themselves as 60+ senior citizens. The AARP members mostly owned cars, drove (50 of 59), and few used the bus (5 of 59), whereas the low income mostly seniors used the bus more frequently (31 of 45) and did not drive (9 of 45).

A third informal survey was taken. In May 2018 a group of major employers in Chemung County were invited by ECTC Director and staff to participate in a roundtable discussion. The purpose of the discussion was to obtain information from the major employers regarding the attraction and retention of a talented workforce, as well as how location and transportation play into those efforts. Concerning employee transportation, the employer responses varied depending on whether or not the business location was on a fixed bus route. Employers mentioned that their employees use bus, bike, and taxi. They would be interested in car share and bike share/trails options. Childcare locations and rolling shifts can add to transportation difficulties. Some of the employers were not aware of the 511NY Southern Tier Rideshare program that could be used by their employees to establish a carpool to get to work. Employers requested increased outreach to educate employees on local transportation resources.

C. TRANSPORTATION NEEDS SUMMARY

Below is a summary of the collective needs gathered through the Coordination Committee meetings, the 2018 rider and senior surveys, agency organization visits and the Riders Advisory Committee:

NEED 1: SERVICE DEVELOPMENT AND FUNDING

- The C TRAN system services as provided in 2018 need to be maintained. The considerable amount of transportation service provided to the public, specifically seniors and persons with disabilities, are at risk of losing 20% of its operating funds. With the new Medicaid transportation management by NYS, the County and the private operator may have to rework its transportation funding model or locate a new funding source to be able to continue fixed route and Dial A Ride service at current levels.
- Funds are needed to sustain the future of continued mobility management efforts. These efforts have been the mechanism for the coordination and communication of needs and existing services' programs while implementing new programs that are designed to meet identified unmet needs. Breaks in funding can result in the episodic absence of a manager position, resulting in the lack of coordination, communication and marketing, program maintenance and development, and regional transportation efforts. The need for two mobility managers is clear with the focus and level of effort needed for each. More details about the work performed by each mobility manager are detailed in the other three needs discussions.
- Vehicle replacement of over aged buses needs to continue at C TRAN. This is only achievable if current levels of Federal and State capital funding are provided to the County. In the next four years, 13 buses will need to be replaced, at an estimated cost of over \$3 million
- Private non-profit agencies need to replace their client transportation vehicles that have outlived their useful lives (are old and/or in need of constant\expensive repair). These agencies often in this economic and government funding climate do not have sufficient funds to replace those vehicles. Some agencies that have their main funding through the New York State Office of People With Developmental Disabilities are experiencing increasing difficulty of absorbing the cost of mandated transportation with the current level of funding per individual. With the changes in Federal program from workshop employment to outside employment and volunteer work, the amount and nature of this need may change. The following are needed just to replace overage vehicles over the next four years: Pathways 16 vehicles for use in Chemung County, Falck Cancer Center of Arnot Health 1 vehicle, and Able2 16 vehicles.
- Responses to the transportation survey question on "unmet need" most often cited the need for "subsidized taxi service". This need will likely for the most part remain an unmet need unless some method of government subsidy can be obtained. One program that may meet some of this unmet need for subsidized taxi service is the new regional Supports-for-Health program. The project is a voucher system designed to provide Medicaid-eligible chronically ill persons with transportation items such as trips to get prescriptions and medical supplies. If successful, these trips could meet a portion of the need. Also noted by a member at one of the Coordination

meetings was the lack of temporary assistance to people who are starting work\ a new job and who cannot afford the bus fare until they get their first employment check.

- Low-income family workers who do not own a car have difficulty dealing with childcare and school trips in addition to their work trips.
- The need for extended weekday night hours (to accommodate non-traditional shifts) and for longer hours on weekends for public transit service was noted across the board. This was especially noted as a need by current transit riders that completed a survey. Bus service to a specific location or two are noted as unmet transportation needs if the service only goes near, but not directly to, the location\ facility. The lack of direct service to a grocery store just outside the downtown, Wegmans, has been noted since the service there had to be discontinued in 2014.
- Additional transportation services in rural areas, beyond the pre-2009 levels, were also known as needs. State administered FTA Section 5311 funds are approved for 2018 to meet the current rural services. These 2018 levels have the Elmira-Owego and the employment transportation to Airport Corporate Park services implemented to meet needs since 2011.
- In addition to the looking from the current perspective of transportation and transportation needs, there is the imminent yet unknown timetable and impact of autonomous vehicles and the likelihood of shared use autonomous vehicles (which may include buses). ECTC intends to study how AVs will impact transportation and transit in the next year, which will include research on funding. The discussion around the known unmet needs will almost certainly change before this 4-year planning cycle is complete. Between now and then, it is possible that the federal transportation programs, and their revenue and grant programs, will adjust to a new reality.
- ECTC bicycle and pedestrian efforts improve transit service accessibility and safety. The public has given feedback on specific locations in need of improvement.
- As development has occurred outside both inside and outside the urbanized area, transit needs to respond to the extent possible with limited funding.

NEED 2: COORDINATION

- Coordination efforts need to continue to be championed through a paid mobility management program. The mobility manager serves as a staff person for an organization with goals that correlate with mobility management goals. The two Mobility Managers setting the agenda and facilitating Coordinated Transportation Committee meetings, play key roles in coordination.
- Public services need to be maintained at an affordable cost to riders, and human services client transportation needs to be coordinated with public services in order to hold down agency costs. With the change in Non-Emergency Medicaid Transportation service delivery and funding, and the additional changes almost here in agencies serving persons with disabilities, the need for coordination among C TRAN and local agencies will likely be even greater.
- There is a need for greater coordination among human services agencies and their transportation services. This is not easy to achieve, however, a champion such as a County Mobility Manager can be ready to work with the agencies at the appropriate times, to coordinate some of their individual services\programs.
- The coordination of employers with the 511 NY Southern Tier Rideshare program is vital to meeting the employer demand for employees and for the potential staff to commute to work at an affordable rate. The marketing efforts to continue to grow the database, track results, provide supportive services, continue outreach to employers, and provide customer service at this point is seen as the County Mobility Manager's responsibility. In the long-term, the 511 rideshare project may be folded into existing funding program, so that may impact the direction and momentum of the current project. In the future, rideshare would meet the transportation needs of more residents if expanded to serve health and human services needs or meet the need for infrequent \"one time\" trips.

NEED 3: COMMUNICATION AND MARKETING

- Effective marketing of public transit (C TRAN) will always be needed in significant amounts. Current County residents are unaware of the various modes of bus services. As the trend toward downtown living results in less vehicle ownership, marketing bus services can play a significant role. Communication and marketing must also appeal to seniors who might be better served by using the bus system than driving their car. A third market are those youth who could transition to using the bus to meet their transportation wants\needs rather straining the parents' ability to provide their transportation. The County Mobility Manager working with the private operator will perform these efforts.
- It is easy to gather anecdotal evidence of unmet needs, but difficult to identify and quantify unmet transportation needs with statistical data. The mobility management program will continue to seek a way to obtain quantifiable transportation need data.
- Chemung County residents need a customer-service driven way that they can access information about both public transit and transportation programs through human services agencies. The County and ARC Mobility Managers serve that purpose.
- In order to meet the needs of an aging population, travel training needs to be broadly available. The ARC Mobility Manager meets that need for the considerable population at the ARC and at other agencies serving persons with disabilities. The County Mobility Manager and the

volunteers from the Riders Advisory Council are available to meet that need for seniors and others in the general public that need assistance.

- Transit-oriented development needs to be encouraged.
- Communication and marketing needs to calm the fears of those seniors afraid to “give up the keys.”
- Communication of transportation services need to be provided in a user-friendly format accessible in a variety of ways such as print, web, and through outreach programs.
- Marketing needs to develop new audiences, such as high school and middle school students, as well as senior citizens who have never used public transit. Travel training connection should be in place to help people comfortably use the bus services.

NEED 4: REGIONAL COORDINATION

- Chemung County transportation needs do not stop at the County line. Regional and adjacent county transportation links for the County’s residents as well as transportation into the County by workers, shoppers, etc., are important transportation needs. The two Mobility Managers’ roles in regional coordination is significant. They will attend meetings in adjacent counties’ mobility management programs to discuss coordinating transportation needs into programs\projects to address our mutual need for coordinated transportation. This coordination needs to be addressed on a two-county approach, as well as a multi-county regional approach.
- There is an unmet need for additional transportation services for work, education and medical trips outside the County to locations such as Corning, Corning Hospital, Bath, and the Guthrie Health Facility in Sayre, Pennsylvania.
- Carpooling/ridesharing can cut the cost of lengthy employment trips.
- Increased coordination with public transit services provided by surrounding counties is needed to make inter-county trips possible and seamless.
- There is a need for non-emergency medical travel to the Veterans Hospital in Bath and to health care providers in Rochester and Syracuse.

VII. IMPLEMENTATION

The next few years are potentially a period of significant, and currently unknown, changes in human service agency and public transportation in Chemung County funding and programs. The Plan at this point identifies the broad goals and some specific approaches to address the current needs identified in this Plan. The Coordinated Transportation Committee will continue to meet quarterly and discuss how to address these needs and new future transportation challenges.

GOAL 1: SERVICE DEVELOPMENT AND FUNDING

The relatively new rural and regional public transit services need stable funding to meet their potential of addressing previously unmet needs. Efforts within the Coordination Committee and elsewhere will continue to identify significant unmet needs. Where possible, current public transit service levels will be adjusted to meet those needs. The Committee members will seek creative solutions and work to obtain funding to meet those needs. The current transportation services are important to their clients and to the community. Securing funding to purchase replacement vehicles in order to continue those services is a major goal of the Plan.

- Seek continued funding and sustainability of the mobility management program in Chemung County, and at the ARC of Chemung, to lead the service development effort. Two full-time mobility managers are currently needed in Chemung County.
- As identified in this Plan several human service agencies provide needed client transportation that should be maintained. Federal Transit Administration Section 5310 funding will need to be sought by these agencies to replace vehicles that have met or exceeded their useful life. Priority will be for funding through the New York State Department of Transportation (NYSDOT) who administers the FTA Section 5310 funding solicitation process. Funding preference should be given where the agencies agree to seek coordination of services, or where needed transportation services are at risk.
- The County will seek funding to replace C TRAN vehicles providing rural services when they meet or exceed their useful life. Federal Transit Administration Section 5311 will be sought to meet this need for vehicles serving rural areas.
- The County will continue to seek Federal Transit Administration Section 5307 and Section 5339 (urbanized area) funding to maintain its route operations and to replace buses when needed. The County will also use the New York State “State Operating Assistance Program” funds earned to maintain its routes. While the current funding levels for urban Elmira/suburban fixed-routes cannot support increased services, the County Transit Specialist and County Mobility Manager will be alert for any changes in use of existing services or new fund sources, to support any anticipated increase in service.
- Funding and solutions will be sought to address the following unmet needs: employment transportation, subsidized taxi service, transportation for childcare, extended public transit hours, and additional transportation in rural areas. Potential options are additional demand responsive public transit service, increased coordination, improved development, and new ways to subsidize additional trips.

- The County Mobility Manager will work with CSS Workforce NY, Southern Tier Economic Growth, temporary employment agencies, taxi providers, and the County Department of Social Services to maximize the number of employees and employers served within Chemung County. This effort is specifically important where employers are in a rural area within or beyond the county. Section 5311 funding is needed and will be sought for eligible projects. The current employment transportation to the candy factory in rural Chemung County continues to be a success (13,375 trips in 2017) and should continue to be supported with Section 5311 funds. Other rural employment locations in Airport Corporate Park and its surrounding area should be explored for new service where warranted. New funding will be needed if additional rural service can be justified.
- Although not specifically service development, the rehabilitation and improvement of the Chemung County Transportation Center (the multi-modal hub of the C TRAN and intercity bus services) anticipated in 2018-9 will improve the convenience and access to public transit services for Chemung County residents.
- ECTC bicycle and pedestrian efforts improve transit service accessibility and safety. C TRAN should work with appropriate agencies to enhance safety and amenities at bus stops and riders gaining access to bus stops. A formal bike share program is being explored to enhance resident's ability to meet first mile/last mile needs to access fixed route service.
- Transit Service may need to be adjusted to accommodate new development in the retail area near Arnot Mall that places services away from the walkable downtown Elmira. New growth in that area includes medical clinics, hotels, retail spaces, and the relocation of the Social Security office.

GOAL 2: COORDINATION

Maintain current transportation levels while attempting to create more ride service for the public, including seniors and persons with disabilities.

The mobility management team of the County and ARC mobility managers, need to be in place to continue to guide coordinated efforts and projects appropriately. Needs that can be addressed while mitigating barriers will be identified, and actions will be taken to implement those improvements. The mobility management efforts are needed to continue the communication, to build the trust of the coordination process, and to be there when the time is right for progress.

- Continued funding and sustainability of mobility management efforts in Chemung County are critical to coordination among and between human service agencies, transportation providers and transportation funders.
- Work needs to continue with C TRAN staff to sustain and improve the County's public transportation services and to encourage coordination with human services agencies to meet their client transportation needs. The potential significant loss of State Department of Health Non- Emergency Medicaid Transportation (NEMT) funding of C TRAN that started in 2014 has continued in 2018. Therefore, the potential subsequent service decreases caused by the loss of funding continue to be a real threat to all the public transportation service provided in Chemung County. Any significant amount of lost funding would cause an even greater need for coordination. The County Mobility Manager and Transit Specialist will continue to work to

maintain and sustain the public transit service that is critical to meeting the transportation needs.

- The Coordinated Transportation Committee will continue to meet to seek greater coordination among agencies and to provide vehicles and services for the general population of clients of all agencies. As these coordination opportunities become available, the County and ARC mobility managers will work with various organizations as they are willing to explore coordination, especially those that do not require additional funds.
- Development of a volunteer driver program is a way to address otherwise unmet transportation needs. This program establishes a group of drivers that volunteer to provide transportation to persons in need. Volunteer drivers in their own vehicles will provide alternative transportation, especially for rural areas. The full development of the program is currently seen as a priority need. The ARC Mobility Manager began developing a volunteer driver program in late 2017; however, the efforts to develop this program will require coordination with other agencies. These efforts will continue in order to create a fully developed volunteer driver program.

GOAL 3: COMMUNICATION AND MARKETING

Communicate and market effectively to riders, potential riders, and coordination stakeholders to increase utilization of existing and new transportation services.

- People new to the using public transit (C TRAN) system need a travel trainer to help them understand how to use the routes and interpret schedules to meet their transportation needs. This is especially true for seniors and persons with disabilities. The County and ARC Mobility Managers will continue to administer and market the travel-training program as well as meet the “training of the trainer” needs at human services agencies. They will spearhead marketing campaigns that will emphasize transportation solutions for individuals with changing mobility issues. The County Transportation Guide (a printed comprehensive guide that travel trainers and riders use as a source document for C TRAN services) will need to be updated in the next few years.
- The County’s Riders Advisory Council continues to provide a way for riders and C TRAN to communicate transportation needs, issues, and new transit information. The Council serves as a liaison between riders and C TRAN management, as well as between County Transit Specialist and riders who will subsequently share information.
- The Access Chemung transportation program begun in 2015 to provide curbside-to-curbside transport to seniors and persons with disabilities (not Medicaid eligible) to medical appointments and to employment needs to continue. Because the program is relatively new, it needs more marketing to meet its full potential. The two mobility managers will do the marketing and rider certification process to develop additional use by persons who need it.
- Any transit system such as C TRAN needs to continue its marketing efforts providing better information to current riders, to solicit new riders, and to increase human service agencies’ awareness of current services. Meeting with human service agencies, government agencies, and non-profit groups (especially seniors and persons with disabilities) to describe new and existing transportation services is an important element of mobility management. Information sessions target increased transit use by high school and middle school audiences for the purposes of

getting to work, to school, and to shopping will hopefully lead to increased use of public transit. As part of this effort, the Mobility Manager will maintain and improve the C TRAN website.

- For C TRAN rider communication and marketing, the County Mobility Manager will market the newer rural and regional C TRAN services\routes: service to Airport Corporate Park, and the Elmira-Owego route (including new employment target service to Tioga Downs Casino). Print communication will continue to be an important element as current bus riders have indicated they are best reached through posting of information both on buses and at transfer points. Marketing will be especially significant with the 2018 implementation of the new C TRAN fare collection system. The system uses automated fare dispensing, as well as potential internet-based fare options. The system will provide current rider data (specifically where the riders board the bus and if they use a senior or persons' with disabilities pass or fare) that is not now available. This new data will help with planning services and help target marketing. Additional marketing will be especially relevant if service changes, service cuts, and fare changes are implemented.
- 511NY Southern Tier Rideshare Program – The current internet-based ridesharing (carpool) program should continue, and expand to additional Chemung County employers and agencies. The existing program, and existing internet “portals” to existing employers, should be maintained. Marketing of the program is challenging but a key element in its growth in use.
- Marketing information directed to seniors and persons with disabilities will continue to be needed. The mobility management program will work with agencies on the Coordinated Committee that represent seniors and persons with disabilities to provide the agencies with the information directed to seniors and persons with disabilities that they can then distribute\disseminate.
- The County Mobility Manager will serve on the Advisory Committee to the County Department of Aging and Long Term Care and on the Chemung County Poverty Reduction Coalition.

GOAL 4: REGIONAL COORDINATION

Increase efficiency and transportation service by coordinating with regional and adjacent counties' entities to create solutions that break down current boundaries and parochial thinking.

- 511NY Southern Tier Rideshare Program – This project involves using the internet to develop carpools to employment. This project has been a successful regional effort led by Chemung County. See Section III of this Plan for specifics on the program. Chemung and Steuben Counties were the partners that launched this rural ridesharing project. Schuyler County joined the program in 2017, and Broome and Tioga Counties joined in 2018. The Transit Specialist and County Mobility Manager should continue expanding the program to additional employers, and more of the public. The County Mobility Manager will be part of the effort to develop the program in the other partner counties in the region. Funding and project direction are unclear at this point. They should be addressed in order for this worthwhile project to continue.
- Coordination Among Counties To Meet Transportation Needs – Coordination between and among counties can take several forms. It could be a county mobility manager participating in another county's transportation coordination committee meetings, coordinated development of

specific transportation projects, or mobility managers working directly with another county's administration.

- Efficiencies and convenience may be achieved by public transit systems and Mobility Managers meeting to address better-coordinated service through the scheduled arrival and departure times as well as a coordinated fare medium. They should also consider other ways to make it easier for riders to use the public transit systems to make a needed trip across county lines. Examples of this coordination are described in earlier sections of this Plan, and include the implementation of a transit route from Watkins Glen in Schuyler County to Corning in Steuben County coordinating with the Chemung County C TRAN routes serving Corning and the City of Corning and Steuben County transit routes. The County Mobility Manager and Transit Specialist will continue to attend coordinated transportation meetings in adjacent counties and be involved in bi-county efforts involving Chemung County, and working with many providers.
- The coordination between Chemung and Tioga Counties to maintain and develop new public transit services is a good example of past, current, and future bi-county coordination. In 2014, Chemung County lead the effort to save the C TRAN Wellsburg-Waverly route and coordinate service with Tioga County in order to provide service to Owego in Tioga County. The result was a successful public transit service that maintains minimal public transit service that otherwise would have been eliminated and created a new unmet need. Chemung County, Tioga County, and New York State Department of Transportation worked in a coordinated fashion in developing and funding this "new" service. Chemung County subsequently collaborated with Tioga County to have this route serve employment transportation trips to the Tioga Downs Casino. As the casino expands and needs to hire more employees, additional transit service for employees on weekends is needed. NYSDOT approval has been received for FTA Section 5311 funding support for this additional weekend employment service. As new opportunities such as this to develop\maintain public transit services are identified, the regional coordination potential should be sought.
- Regional Efforts To Meet Transportation Needs – In addition to bi-county coordination efforts between Chemung and adjacent counties, there is the need for coordination on a regional basis. Addressing transportation needs on a multi-county regional basis allows the pooling of resources (and attempts to garner funding from new sources or more funding from existing sources). It also creates discussion of broad-based needs with human service agency regional\statewide organizations, and statewide government departments.
 - Move Together NY – This new organization formed in 2016, and developed under the Tompkins County's Way To Go organization, is leading a regional effort to improve inter-county transportation connections and transportation choices. Transportation trips to serve rural residents who need to go to another county's medical facilities or for employment remain in large part an unmet transportation need. Move Together NY intends to promote increased access to medical appointments and employment across county lines. Chemung County and its mobility management team is a partner in the organization's efforts. Chemung County mobility management participation in the Move Together NY organization's effort should continue and projects which meet regional transportation unmet needs of Chemung County residents, and other counties should be progressed when possible.

- Other Regional Projects -- Based Upon Another County Taking the Lead Role: Sometimes there is a need for a county to take the lead on a multi-county transportation project when that county identifies a significant need in their county. For example, Chemung County is participating in the new Schuylar County Mobility Manager project "Supports-for-Health". The project is a voucher system designed to provide Medicaid-eligible chronically ill persons with transportation items such as trips to get prescriptions and medical supplies. This project builds upon the existing Rural Health Network of the South Central NY's Mobility Management voucher program. Such trips are not covered by Medicaid but are needed to reduce hospital re-admissions and emergency room visits. Able2 of Chemung County is a partnering agency for the project. This project is funded for only one year. If it proves effective, Chemung County should support seeking sustainable funding for the services.

In summary, the following are the needs revealed by the planning efforts, the implementation goals, and the funding priorities to meet those needs:

The four needs areas identified, and subsequent implementation goals to be addressed, are:

1. Maintaining Current Service Levels and Service Development & Funding to Meet Previously Unmet Transportation Needs,
2. Continued Coordination of Services,
3. Communication & Marketing of Existing Public and Human Service Agency Transportation Services, and
4. Regional Coordination of Services and New Projects to Meet the Transportation Needs that Cross County Borders.

The Plan's implementation priorities are continued funding of:

- The mobility management program with its many elements of coordination, communication, and marketing,
- Retaining current levels of public transit service (urbanized area, rural, and those serving seniors and persons with disabilities),
- Replacing over-aged vehicles that provide human service\non-profit agency's client needed transportation and those providing public rural transportation, and
- Local and regional new\expanded employment transportation and transportation identified to meet regional senior and persons with disabilities needs.

APPENDIX A. 2018 COUNTY MOBILITY MANAGER WORK PLAN

Objectives	Expected Outcome	Specifics/Collaborators/ Timeframe	Assessment Method	
Collaboration/Coordination				
Identify additional stakeholders or collaborators who will strengthen the mobility management concept in Chemung County and throughout the region.	Accessibility and cooperation among groups to maximize the use of transit and coordinated transportation.	Coordinated Committee, C TRAN general manager, ECTC, Coordinated Committees, Human Service Organizations, Private Business and or Mobility Managers from contiguous counties. Efforts continuous.	Increased participation in Coordinated Committee. Increased projects developed as a result of the Coordinated Committee meetings.	
Identify and assess unmet transportation needs in Chemung County through a variety of informational venues including surveys, public forums, local public meetings, etc.	Keep the Plan current by including new thoughts, needs, and direction.	Regularly update ECTC Chemung County Coordinated Plan as a living document to include projects and direction from Coordinated Committee Minutes to be included as part of the recently updated Plan. Unmet needs reported through Coordinated Committee members and outreach events. Consultant Jim Arey will assist in gathering documents and writing the 2018 Update.	Dissemination of Coordinated Committee minutes to ECTC, Coordinated Committee, and Chemung County Legislature. Unmet needs tracked through meetings and forums.	
Liaise with area employers to support the efforts of the County	Agreements among	Coordinate Rideshare opportunities with	Number of potential	

Objectives	Expected Outcome	Specifics/Collaborators/ Timeframe	Assessment Method	
and ECTC to increase awareness and use of employment-connected transit routes and the Southern Tier Rideshare project.	employers to consider implementation of employee benefit programs that focus on transportation, including ride share, van pools, subsidized public transportation, etc.	<p>employers to expand data base.</p> <p>Additional employer outreach through Human Resources departments or “Green Resource” groups that place value on sustainable transportation.</p> <p>Demets Service: Track Supportive Employment Services (SES) ridership, develop relationships with employers, market service, seek funding to continue the service, and troubleshoot customer service issues.</p> <p>Tioga Downs: Develop employment-related transit service in 2018 with aim to serve hotel and food service workers.</p> <p>Efforts Continuous.</p>	<p>projects. Number of employer presentations and considerations as partners for Rideshare project.</p> <p>Number of employer-based meetings seeking information on shift-based work and how transit may fit into their mix or realizing the benefits of the rideshare program.</p>	
Make appropriate contacts to set the foundation for 5310 Enhanced Mobility funded projects. The goal is to increase provision of accessible transportation for people with disabilities beyond the requirements of the ADA.	Individuals with disabilities will enjoy greater mobility with increased public transportation and public transportation alternatives to and from jobs	<p>Meet with organizations representing the disabled:</p> <p>Able 2, Pathways, ARC, ACCESS VR, and STAVI.</p> <p>Assist with Travel Training and Bus Buddies programs by offering</p>	<p>5310 Enhanced Mobility Projects submitted for funding.</p> <p>Number of appropriate contacts and potential projects.</p>	
40				

Objectives	Expected Outcome	Specifics/Collaborators/ Timeframe	Assessment Method	
	and employment support services.	continuous support and including information during outreach. Coordinate with Mobility Management program located within The ARC of Chemung. Administer C TRAN's Access Chemung program.	Increased awareness and exposure of available transportation resources through outreach events. Number of Access Chemung trips.	
Facilitate the Riders Advisory Council to provide a voice for the riders.	Chemung County Transit will consider future improvements through the valuable information received through C TRAN riders.	Scheduled transit RAC meetings in 2018: May, August, November Continuous recruitment into the Riders Advisory Council promoting diversity representing the region's ridership.	Learning and ride all routes. Report any observations and suggestions through a reporting process to C TRAN General Manager and Transit Specialist. Ride the bus as an ongoing item once per month and to gain rider insight. Rider suggestions considered in any transit changes.	
Participate in various community boards and committees to outreach to specific interests and to minority communities.	Individuals from many backgrounds and experiences will enjoy greater mobility and increased public awareness of	Participation in Chemung County Human Relations events, Economic Opportunities Program events, Office for Aging's Age Friendly Communities, Chemung Co. Poverty Reduction Coalition	Active participation at regular meetings. Track special transit service requests. Number of contacts for	
41				

Objectives	Expected Outcome	Specifics/Collaborators/ Timeframe	Assessment Method	
	transportation services.	Civil Rights Coordination: Coordinate Title VI, LEP, and ADA information for C TRAN Efforts Continuous	outreach programs, coordination, and project ideas that may be eligible for FTA funding opportunities.	
Marketing				
Provide stakeholders with awareness education on coordinated transportation services and public transit.	Increased use of transportation services by low income, elderly, people with disabilities, and non-traditional audiences.	Created Agency visit schedule for 2018 with agency names and contact information. Will visit at least one agency per month in 2018. Provide bus schedules, rideshare flyers and other transportation related information to agencies that support target populations. Website updates and other free outreach venues	Record of contacts made and outreach visits completed. Number of individuals successfully travel trained. Number of Travel Ambassador requests through CVAC program. Number of Rideshare presentations	
<p>42</p>				

Objectives	Expected Outcome	Specifics/Collaborators/ Timeframe	Assessment Method	
Disseminate practical information to potential riders so they can access transit services, carpool resources and other under-used modes of transport.	People who have not used public transit will have the tools necessary to assist them in utilizing buses, private or other transportation resources.	<p>Press releases for County release</p> <p>Update cases for posting of current system map and route information.</p> <p>Manage C TRAN website updates</p> <p>Arrange media contracts for C TRAN, ongoing</p> <p>Outreach for Rideshare</p> <p>In 2018, assist with C TRAN's roll out of the SmartTAP fare collection system for riders.</p>	<p>Tracking of public information in local media,</p> <p>Number of sites with public postings, website usage reports.</p> <p>Number of website updates.</p> <p>Number of media releases that appear to the public.</p> <p>Number of riders using SmartTAP.</p>	
Provide awareness of 511 Southern Tier Rideshare and work with regional systems to brand a network of transportation services.	Riders will identify a new transportation option. A consulting firm will give direction to marketing efforts.	<p>Marketing efforts for Rideshare will continue throughout 2018. Will include social media, print, and other in-person outreach and marketing events.</p> <p>Social Media campaign will focus on Earth month (April), Bike Month (May), and Carfree Day (September 22). A Regional Car-Free Challenge held 2015-2017.</p>	<p>Number of employer outreach events.</p> <p>Number of rideshare participants in database.</p> <p>Number of website links to Rideshare from multiple partner web pages.</p>	

Objectives	Expected Outcome	Specifics/Collaborators/ Timeframe	Assessment Method	
		Ongoing in 2018: website changes and office communications.		
Professional Development				
Continue education in mobility issues and connect regularly with area mobility managers.	Best practices will be utilized by mobility manager and disseminated to stakeholders.	<p>Read and have awareness of FAST regulations and any FTA regulation changes.</p> <p>Attend and host Regional Mobility Management meetings.</p> <p>Webinars and resource material for improved efficiency, ideas and best practices.</p> <p>National Development opportunities such as CTAA or APTA conferences.</p> <p>Regional development opportunities such as NYPTA or Department of Transportation workshops and events</p>	<p>Record of contact with other mobility managers.</p> <p>List all professional development workshops, conferences, webinars and events.</p>	
Report on specific report categories in monthly Transit Board meetings in order to establish clear, milestone progress and measurable goals for mobility management initiative.	Meet requirements of grant & allow ECTC to provide feedback and direction.	<p>Ongoing:</p> <p>Monthly report submitted to general manager and Transit Specialist</p>	<p>Number of reports submitted.</p> <p>Number of meetings attended.</p> <p>Record of Work Plan goals attained.</p>	
44				

Objectives	Expected Outcome	Specifics/Collaborators/ Timeframe	Assessment Method	
		<p>Annual review with general manager</p> <p>Quarterly planning meeting with Transit Specialist</p> <p>Develop requests for reimbursement of 5310 programs (Access Chemung and Mobility Management) and 5311 mobility management program.</p> <p>Write grant applications to sustain mobility management and related projects.</p>	<p>Timely reimbursement for projects.</p> <p>Successful grant applications.</p>	
Expand knowledge of transit and participate as part of the team at First Transit.	Continue the good relationship between First Transit and ECTC to secure mobility management within the system.	<p>Create calendar of events/projects</p> <p>Ride routes to understand riders, drivers, and system</p> <p>Work with local/regional/corporate staff to assist with First Transit's Passenger Appreciation Nights and Employee Appreciation</p>	Number of C TRAN management meetings attended and bus routes ridden.	

Chemung County
Coordinated Transportation Committee
Minutes – August 20, 2014 at 10:00 AM,
Elmira Chemung Transportation Council (ECTC)
Lower Level Conference Room
400 East Church St., Elmira

Attended: Adam Hungerford, Able 2; Carol Wood, 2-1-1(IHS); Bob Harris, Chemung Co. Youth Bureau; Connie Scudder, Creating Healthy Places; Mike Steele, C TRAN; Pam Brown, Chemung Co. Dept. of Aging and Long Term Care; Kelly Duby, Steuben Co. Mobility Manager (IHS); Lori Kain, Chemung ARC; Craig Mennig, Chemung ARC; Carol Houssock, Chemung Co. – CVAC; Jim Arey, ECTC; Bob Raj, Seniors Helping Seniors; Bruce Flaherty, Capabilities; Amber Simmons, Chemung/Schuyler Mobility Manager; Tina Hager, Chemung Co. Transit Specialist

Chemung Co. Youth Bureau-presentation: Bob Harris presented to the group relating to Chronic Absence in Elementary and Primary school children. Chronic absence is when children miss 10% or more of the school days which equate to 18 days a year or 2 days a month. The national average for chronic absence is 10%, while Chemung County is at 54%. They have formed 4 committees looking into the three main causes: health, transportation and culture. These committees are looking at specific interventions to try and may be looking at this committee for assistance. Several committee members expressed an interest in helping with the project and handouts will be forwarded to interested committee members.

- Transit Updates: Tina Hager, Transit Specialist reviewed the proposed changes in service and fares due to a dramatic cut in revenue from Medicaid. She mentioned these changes have been discussed prior to the change in the Department of Health's change in Non-emergency Medical Transportation, as the change happened and Mike reported the dramatic drops in Dial-A-Ride Medicaid service (70% decrease) and over a projected \$1 million loss in one year. These changes were not what anyone wanted to do, they are a result of what had to be done to preserve a level of transit within the county. As a result, there are three major changes: #10 Wellsburg/Waverly service has been proposed to be eliminated. This is due to low ridership, in connection with run time (over two hours). #12 Southside Loop – Service reduced to evenings, weekends and holidays via #9 Mall Express. #2 St. Joseph's Hospital Loop – Route to be discontinued, but service areas will be realigned with #4 Arnot Ogden Medical Loop connecting to Sullivan Street portion of route under the new name "Hospital Loop". The #5 Golden Glow and the Water Street and East market Street portions of ST. Joe's will create a new east-west route under the new name, "Crosstown". Golden Glow will remain accessible via route deviation.

Jim Arey and Tina stated a study was conducted to track where riders were getting on and off. Its purpose was to look at these points and see what could be done to preserve destinations. The alternative was simple route cuts, leaving more people without service.

The timeline for these changes: Another public information table will be available at Wisner Market August 28th from 10AM-2PM. Information is posted on buses and at the transit center as well as on the C TRAN website. A public hearing is scheduled for September 2nd at 6:45PM at the Hazlitt building 5th floor. If you know of riders who utilize your organizations programs we encourage you to attend and participate in the hearing as some riders have expressed their interest in attending, but due to the hour, transit service will not be available for them to get there and return. The Legislature will then vote on the proposed changes on October 14th at which time, if approved a 30 day notice advising the changes will be posted and the changes would be effective November 17th. Monthly pass increases would become effective December 1st and CCC semester passes would increase January 1, 2015. *Since the*

Coordinated Meeting, it was decided a second public meeting would be held on September 18th at 1:00PM at the Hazlitt Building.

Tina asked if the group knew of specific places for outreach and suggested venues were: Golden Glow Fire CO., Southport Fire Co., Post offices and VFW's and American Legions, Staff Training for people who directly support people with disabilities such as Capabilities, Family Services, ARC and Pathways. Department of Social Services, Catholic Charities, AARP monthly newsletter, ACCESS VR, and other employment venues. It was suggested that many staff use the C TRAN website to disseminate information and that should be updated. TV was also suggested and Bob Raj suggested he could assist with the contact for WENY Twin Tiers Sundays and also suggested Senior Notebook. WETM hosts a similar program, Twin Tiers weekly.

Human Services Update

5310 Vehicle delivery – Pathways representative was not present, but they have received their vehicles. Adam Hungerford of Able 2 reported that they have experienced delay through the dealer. The good news is the vehicles will be 2015 chassis, but they are utilizing a significant amount of money to keep vehicles running until the new busses are delivered.

Mobility Management Update

JARC

511NY Southern Tier Rideshare site is active and Amber showed the group what the new logo looked like. She also requested suggestions for additional employer/employee outreach to help populate the data base.

DeMet's Candy Ridership report: Amber reported that ridership for May was 812 trips, June 777 trips and July DeMets ramps up production and had 1267 trips.

211 – Carol Wood reviewed the April – June Chemung County Transportation calls and Unmet needs report. There was a total of 40 calls over 1 quarter. Cross County transportation seems to be an ongoing issue. Of the unmet needs 3 were ineligible for services (local transportation and long distance transportation), 6 the service was unavailable (local transportation, expense assistance and transportation organizations). Carol gave examples of what the unmet needs were ranging from a medical appointment in Pennsylvania, travel expenses to get home after a visit to the area and transportation to court in Seneca County. Carol also passed around the new Services guide which IHS members may download as a PDF for free.

Regional Efforts

Tri-County map update – Kelly Duby reported and showed the group the draft of the tri-county map that shows the connections or lack of between various bus systems. Printing will wait until it is known if the C TRAN routes are approved to change.

Veterans Transportation- Amber reported the group has met and is looking at additional outreach venues and will be utilizing the Southern Tier Rideshare site to help connect Veterans.

Elmira Chemung Transportation Council Update

5310 Program—the group will be notified once a solicitation is made. NYDOT has suggested it will be “soon”.

Coordinated Plan Update – This was intended to be a simple update to reflect the changes made in MAP-21. Tina asked the group verify their information as future projects must be included in the plan in order to be considered. She also noted that the Chemung plan is quite lengthy as minutes are added as part of the plan, allowing more flexibility for projects considered.

ECTC Long Range Plan- Jim Arey explained it is in draft form and tentative roll out of the plan on Thursday, October 16th. Public sessions are scheduled Thursday, October 16th at 2 pm and 6 pm. Tina stated if the Coordinated Committee would like to schedule a meeting for 10 am that day, the consultant

would hold an exclusive meeting to discuss with the committee, the group seemed to think this would be a good idea.

Stakeholders Share:

Creating Healthy Places: Connie received grant funding for the projects and will be working on lighting at Mark Twain River Park and others. The equipment purchased last year is now on queue for installation on the Lackawanna Trail.

Tina mentioned the Chemung County Human Relations Committee will be holding their annual breakfast with a speaker focusing on diversity. The breakfast is set for Tuesday October 7th at 7:30AM at the Holiday Inn Riverview.

Dept. of Aging and Long Term Care: Pam reviewed that through LTC transportation is provided to anyone of any age thru their NY Connects unit. They also provide transportation to people over 60 through contract with Totem taxi for medical, general health and wellness and to get to other government organizations or benefits appointments.

2-1-1: Funding was expanded to provide 2-1-1 service to the rest of the state. They are also developing a Teen helpline which is connected to the same database but has a different look and feel to appeal to this market.

Steuben CO. Mobility Management (IHS): Kelly reported she is marketing her new Travel Training program or Bus Buddies program. There are new rack cards available to recruit volunteer drivers. They currently have one driver who lives in Corning and is willing to drive to Horseheads area. The Volunteer Driving program is providing 15-20 NEMT rides per day.

Chemung ARC – Craig reported they have recently made their day hab rooms available if anyone needs space for events after 4-5PM at their location on Sullivan Street. Their Case managers or Service Coordinators are serving 330 families, so if you have a message you're trying to get out, this group of people is a good target audience to reach people with disabilities.

CVAC – Carol reported they are trying to get more information on Car Fit and have not been that successful in getting inquiries answered. She is willing to offer her new Travel

Ambassadors to assist with information dissemination if the C TRAN new routes are approved.

Capabilities- Bruce stated they are still working through the various changes presented by Office for People with Developmental Disabilities.

Next Coordinated Transportation Committee meeting— Tentatively November 12, 10AM hosted by Chemung ARC .

Chemung County
Coordinated Transportation Committee
Minutes – November 12, 2014 at 10:00 AM,
Chemung ARC
711 Sullivan St., Elmira

1. Attended: Tina Hager, Chemung Co. Transit Specialist; Lou Marino, Retired ARC Travel Trainer;

Lori Kain & Craig Mennig, Chemung ARC; Mike Steele, General Manager C TRAN; Bruce Flaherty,

Capabilities; Carol Wood, 2-1-1 Helpline; Kelly Duby, Steuben Co. Mobility Manager; Amber

Simmons, Chemung-Schuyler Mobility Manager

2. Host Highlight of Services: Chemung ARC: Lori Kain and Craig Mennig advised that the changes the Chemung ARC and all agencies that support people with developmental disabilities have been challenged to recreate their Supported Employment, Prevocational and Day-Hab programs simultaneously while funding and directives from State and Federal sources changes. They believe they are ahead of the curve and have been very hard through multiple departments to help transition the people they support to volunteer and employment opportunities within the community. They have shifted over 20 people from employment within the ARC or workshops into work or volunteer opportunities in the community. Some of the successful business and community ventures have been with Wings of Eagles, Jubilee Foods, Wegmans, Petsmart, and other for profit and not-for-profit organizations. They agreed that transportation and community education is key to success. Job-Carving which was explained by example is carving out “tasks” that would allow a FTE position additional time on projects rather than on specific tasks such as scanning documents. This would

help 2 or 3 people who benefit from community supported employment. The Chemung ARC's Person Centered Planning has been creative and successful in transitioning one person at a time into a more integrated work or volunteer based setting. Tina Hager, Transit Specialist, asked how are people getting to their new community based jobs? Lori and Craig agreed transit is their primary source, followed by residential vehicles (when the person lives in one of their houses) or family.

3. Transit Updates – Amber Simmons and Mike Steele explained the service changes and fare modifications. Handouts with the New #4 Hospital Loop., New #5 Crosstown, #3 Bulkhead and #12 Southside Loop was distributed. Informational flyers are arranged in the following format: route number and name at the top, followed a description of what's new or changed, a timetable that reads Left to right and a map for general orientation and what schedule that bus will interline with. The new fare structure is listed on the back of each schedule. The following is a summary of changes:

#10- Wellsburg/Waverly/Sayre, PA – Route will be reduced to two runs per day, one leaving Elmira at 6:45 am and another leaving Elmira at 4:30 pm. Committee Members: Please note this route has changed to include a new pilot service that extends service to Owego and is now known as #10-Elmira-Owego and offers a 6:45AM, 11:00AM, and 1PM route. The 4:30PM route travels as far as Robert Packer.

#12- Southside Loop – Service reduced to evenings, Sundays and holidays via #9 Mall Express.

#2- St. Joseph's Hospital Loop – Route to be discontinued, but service areas are served by #4 Hospital Loop, formerly Arnot Ogden Medical Loop and the #5 Crosstown, formerly Golden Glow.

#4- Arnot Loop – New Hospital Loop – Route will still serve Arnot Ogden Hospital and cross the city on Woodlawn, serving Mathews and Sullivan St. portions of the former St. Joes' Loop.

#5 – Golden Glow – New Crosstown – Route will still serve Church to Water St. and continue on Water to serve the East Market St. portions of the former St. Joe's loop. Golden Glow will be served by route deviation.

#3 – Bulkhead – Route will travel through the Chemung County Human Resources Center parking lot, will provide on request service to Park Terrace, and leaves from the Transit Center at 30 minutes after the hour.

C TRAN staff and CVAC volunteers will be at the Transit Center to answer questions: Thurs., Nov. 13th, Fri., Nov. 14th, Mon., Nov. 17th, Tues., Nov. 18th 10 am – 2 pm.

4. Mobility Management Update

a. JARC/New Freedom

1. 511NY Southern Tier Rideshare update: Amber detailed that the website, www.southerntierrideshare.com is now active and people interested in using the site should check back for possible matches as the database grows. Several employers in Chemung County have expressed interest, but none have yet activated their own portal to the site. Amber is available to give presentations detailing how to use the site and more information about the program to any interested group.

2. DeMet's Candy Ridership report: Amber reported that the number of trips in September were 1423 and 1412 trips in October, demonstrating this route continues to be a valuable service for employment. It was stated that Demets may be increasing or expanding their facility, possibly increasing the need for this service.

3. 211 Final Report: Carol Wood, Director of 2-1-1 Services gave the group copies of the final report and statistics for the Chemung project. She stated most unmet needs are financially based giving the example of Air Transportation was listed as unmet service, but it was really "funding for people to fly to see sick family" not a lack of air service. The final report will be included as Appendix A to the minutes.

4. Getting There update- Amber mentioned that She and Carol Houssock met with existing travel trainers in September and they will be assisting C TRAN staff at the information table at the transit center. Additional Travel Trainers will be recruited in the future.

b. Regional Efforts

1. Tri-County map update – Kelly Duby reported the final review of the map is being completed and the small color version was shown to the group. This effort was made possible, by Steuben County, The Institute for Human Services, Chemung County, Steuben Planning, and Workforce NY. With the final phases in place, printing of the map will be the next step.

2. Veterans Transportation: Amber explained that she and Kelly attended the VA's Town Hall Meetings with a transportation information table showing community support of the VAMC. It's through this collaboration that the VA, Steuben, Chemung and Schuyler Counties are working on bus service that will connect at the Corning Transportation Center with each county's transit system. Cost to the Veteran is bus fare to get to the Center. The VA bus is free to the Veterans. It was asked how someone could assist Veterans with paying their bus fare or donating to this cause and Carol provided the Veterans Service Agency phone number, the primary first contact Vets have when seeking assistance.

5. Elmira Chemung Transportation Council Update

a. 5310 Enhanced Mobility Program- Amber and Tina discussed a stakeholders meeting that took place in October. The purpose of this meeting was to discover the unmet needs, types of service and timing necessary to provide accessible transportation to seniors and people with disabilities for Non-Medicaid Medical appointments and employment. Timing of the program is based upon the release of funding and the discussed fare is approximately \$15, which is less than a taxi, but the key to this service is the grouping and pre-scheduling of rides. It is not meant to imitate or compete with taxi service.

b. Coordinated Plan- Tina stated that the plan was approved October 9th and will be submitted to NYDOT. The importance of the update is that in order for any projects to be considered for funding, they must be listed in the plan.

c. ECTC Long Range: Tina stated that the Long Range Plan will be submitted for approval on December 9th and appreciated those who have commented and have taken interest in its development.

6. Stakeholders Share :

Steuben Co. Mobility Management: Kelly reported they are also updating their Coordinated Plan and she has been working on finalizing the Tri-County Transportation Map.

2-1-1: Carol mentioned her work on the Developmental Disabilities Planning Council and thanked Craig for his participation. They are working on a “micro-site” that should be available in a few weeks which will provide similar 2-1-1 information to this population. They are also working on a Teen site that offers the same 2-1-1 data base, but will have more appeal to teens. She stated the Disaster Volunteer project is now completed which helps for the planning of spontaneous volunteers in the event of an emergency.

Capabilities: Bruce stated they too are working with the same changes handed down by Office for People with Developmental Disabilities and CMS and are working on new ways to collaborate services and funding. He also stated that the business community can be a tremendous help and should be more included in the loop of the progress that is trying to be made by the Developmental Disabilities community.

C TRAN: Mike stated that he is expecting 2 new low-floor buses by the end of the month. These low-floor smaller buses are wheelchair accessible and a lower cost option to the bigger, longer life busses. The busses will be used for both Dial-A-Ride services and fixed route.

Lou Marino: Thanked the group for his time on this committee and that because of his retirement, this would be his last meeting. The group thanked him for his years of service and contributions to the group and travel training.

7. Next Coordinated Transportation Committee meeting— January hosted by?

Chemung County
Coordinated Transportation Committee
Minutes– February 4, 2015 at 10:00 AM,
Chemung Volunteer Action Corps (CVAC)
Conference Room 110
425 Pennsylvania Ave., Elmira

1. Introductions Attended: Adam Hungerford, Able 2; Kelly Duby, Steuben County Mobility Manager/IHS; Craig Mennig, Chemung ARC; Connie Scudder, Creating Healthy Places to Live Work and Play; Carol Houssock, Chemung Volunteer Action Corps; John Kadar, Total Transportation of Elmira (formerly Totem Taxi); Amber Simmons, Chemung-Schuyler Mobility Manager; Tina Hager, Chemung County Transit Specialist/ECTC

2. Host Highlight of Services: CVAC Carol explained that CVAC has been separated from the RSVP program for almost two years and they have worked hard at continuing to foster volunteer relationships with not just seniors but with all ages and have had some success with group volunteers. Mary Lynn is very good at developing volunteer relationships and discovering what areas a volunteer may have interest. Their signature education program is "Bone Builders" and has been very successful. The Energy Steward Program is being developed as an electricity audit reduction, but is not quite completed. The Bus Buddies program was moved to CVAC and is now part of the Getting There program. Bus Buddies helped during the C TRAN route changes and fare increase by providing information, helpful tips and advice. Since Cooperative Extension is CVAC's home, they also have educational programs relating to Nutrition and the environment as well as volunteers that assist with the Master Gardener program. The Getting There program has changed slightly from the original vision. To avoid duplication of existing technology and maps, the interactive transportation map idea was converted into an expanded provider lists, educating consumers of all medical transportation providers and EMT services as well as pharmacies, hours, location and whether they deliver. Car Fit, a program of AARP will also become part of the Getting

There educational opportunities. Car Fit teaches people how to “fit” their car to their personal driving position. The CVAC website www.cvacofchemung.org feature program and partner agencies where volunteers work. There are links to Traffic Safety.org, a Going Green link which lists the benefits of carpooling and soon will have a link to the new SouthernTierRideshare.com dedicated to carpooling in Chemung and Steuben counties. There’s also a link to help you calculate your carbon footprint. Carol has found her most successful volunteer recruitment source to be Volunteer Match. The volunteer recruitment discussion spurred several related conversations pertaining to the possibility of IHS expanding their volunteer driver program into Chemung County and Tina asked the group if there were any objections since there was not a program in Chemung County. CVAC would welcome them and Adam suggested they contact school bus drivers (Big Flats/Horseheads) as they have some pre-trained drivers that drive for them mid-day. Kelly clarified the volunteer driver program would be looking at expanding the Medicaid business and are waiting to see how their expansion in Allegany is received.

3. Transit Updates – Implementation of Service Changes and Fare Increase

Amber and Tina reviewed the implementation of the service changes and fare increase. The original perception that the Hospital Loop would be overcrowded at certain times, did not happen as the public thought. There was also an opportunity to help Tioga County save bus service from Waverly to Owego while maintaining the Elmira, Wellsburg, Waverly, Sayre route. During the public hearings and information sessions people stated they needed at least two runs per day to Sayre. With the cooperation of the Department of Transportation, Chemung and Tioga counties, 3 round trips per weekday of the Elmira-Sayre portions were salvaged while expanding that route into Owego to serve specific populations. The 4th run of the day does not go to Owego, but returns people from Robert packer who may have had long-running or late appointment times. The Elmira-Owego route is considered a pilot program, and the both counties are seeking ways to increase ridership. Craig from Chemung ARC mentioned that they

are designing programming in Waverly and will look at the schedule to see if times could be compatible and cost effective to utilize transit.

4. Mobility Management Update

a. JARC/New Freedom

1. 511NY Southern Tier Rideshare update Tina reported there are 75 registrants and the year two marketing meeting will focus of working with the Chamber to gain employer support. Constant Contact to target Human Resources directors without being overly intrusive will also be used and outreach opportunities such as the Regional job Fair on April 28th. Creating events such as a “car – lite” day/week is another avenue to pursue. The typical event is a Car Free week/day, but with so many people having long commutes, it’s thought a Car-lite event may be more successful.

2. DeMet’s Candy Ridership report: Amber reported that Demets is now on their 3 shift structure and ridership for November was 1300 trips and December 1201 trips. A 2014 comparison shows a total of 12,982 trips in 2014 and 13,678 trips in 2013.

3. Getting There update: This agenda item included in the CVAC services update

b. Regional Efforts

1. Tri-County map update – Kelly Duby Kelly reported that the “final, final, final version” of the map is completed and estimates were received from the printer for 5000 copies. She very recently received notice that Workforce NY will contribute \$1000 to printing costs which leaves \$750 for other potential stakeholders/partners to cover. It’s noted much of the original budget was used for design/development because of the multiple changes throughout the project.

2. DSRIP – FLPPS summary Amber summarized the DSRIP program as an “Incentive Payment program” to direct Department of Health funds for Medicaid projects into regional systems who would then be responsible for payment to all the participating providers in that network. Payments received would be directly related to the performance and success of each of the 11 projects (just a few examples are reducing ER visits and hospital readmissions, making sure expectant Mothers receive the care they need and proper use of emergency services.) Chemung County is part of two regions: Finger Lakes Performing Provider System (FLPSS) and the Southern Tier Performing Provider System (STRPS). Amber is part of the Transportation sub-committee for the FLPPS region.

c. New Partnerships/Transportation Service: John Kadar, new owner of the former Totem Taxi was introduced. John has been a resident of Elmira two years and recently purchased the Totem Taxi. The company official name is Ithaca Dispatch and he is doing business as Total Transportation of Elmira. The current fleet is 35 vehicles, 90 employees of which 63 are drivers, 3 mechanics and the rest are dispatch. They provide an average of 840 rides per day and he has 3 main goals: 1. Buy newer vehicles 2. Improve their level of service and 3. Lower wait times. Three items of consideration: 1. Cash Cab – which is a pre-loaded debit card for taxi trips. Through this card, you may load money and verify trips taken. It was originally developed for parents to give college students, but proved to be successful for seniors. The primary purchaser of the cards are the children of senior citizens to provide additional options for their parents. By purchasing the Cash Cab card, discounted taxi rides are provided. 2. Expand wheelchair accessible vehicles. It’s obvious by demand that the one vehicle is not sufficient to serve the community. He will be adding several more accessible vehicles to meet demand. 3. A rural shared-ride taxi program. He envisions some potential for success in the Western rural areas of Chemung County. The shared ride rural service success is dependent on a limited scope and service, such as limited to medical/employment, 24 hour reservation notice and limited operational hours. He participated in a similar pilot program in Tompkins County that provided rides to the urban center or to bus routes, complimenting bus service where it did not make sense to run transit buses.

5. Elmira Chemung Transportation Council Update

a. 5310 Enhanced Mobility Program—Update Tina stated that there is still no word regarding the release date. Parties interested in purchasing vehicles should let Tina know and once the solicitation is released the information will be distributed through the Coordinated Committee. The 5310 program now includes former New Freedom projects and is now called Enhanced Mobility of Seniors and People with Disabilities. These projects include CVAC's Getting There and portions of Mobility Management. It will also assist with a pilot project, Access Chemung that was identified as a need for wheelchair accessible service for people who either do not live on a transit route, or for whatever reason cannot use regular bus service and do not have other transportation options. The target population is non-Medicaid medical appointments and employment for seniors and people with disabilities.

b. Long Range Transportation Plan, 2015-2035 – Tina advised that the Long Range Plan takes a broad 20 year look at transportation needs in the County. For the first time, the Long Range Plan includes a Bicycle/pedestrian plan. This plan was passed around and Tina discussed the highlights of the document which focuses on safety, access, complete streets, creating funding priorities and completing a well-defined trail network using the existing base of trails. This plan is available for review and comment at this link:
http://www.chemungcounty.com/usr/ECTC/Publications/Bike_Ped_Trail_Plan_FinalDraftComplete_Web.pdf

6. Stakeholders Share

Steuben County Mobility Management: Besides the tri-County Map the final version of their Coordinated Transportation Plan update is due Friday. They are also completing their consolidated 5311 grant application for submittal to NY Department of Transportation. The new, Appalachian funds will be used for a study of current Steuben County transit bus routes and how various changes or efficiencies could be accomplished.

Able 2: Adam reported that he has received delivery of four 5310 buses (under the 2012 funding). Adam stated Able 2 recently received grant funding through DSRIP for pre-planning and development of services. Their organization provides clinical services to several counties through Office for People with Developmental Disabilities. They are also looking at several shared services some which would require additional

transportation. They have started discussion with Pathways about a shared services fleet. As people begin to move towards Community Housing and new various programs, there will be more need for point to point wheelchair service that is door to door.

Creating Health Places to Live, Work and Play: Connie shared that funding for CHP2LWP is ending September 30th this year. However, through a combination grant they are looking to continue some service through a new program called, Creating Healthy Schools & Communities. The Lead agency will be Genesee Valley BOCES with supporting agency Arnot Health. The new grant will cover 4 school districts including: Campbell/Savona, City of Elmira, Waverly, and Prattsburg. The program will have two focuses: Community Nutrition and Complete Streets. There will be 16 identified communities within the 4 school districts. There was a Grants Gateway issue and therefore an extension to receive applications was granted. The original awards announcement was scheduled for 3/23, but it may be delayed.

7. Next Coordinated Transportation Committee meeting— April/May hosted by?

Connie will check for availability in April/May. If not, Adam said he will see if Able-2 can host with possible tour of one of his new 5310 buses.

Chemung County Coordinated Transportation

5310 Workshop and Information

ECTC March 23, 2015, 3:00PM

Minutes

Attended: Mike Steele, General Manager C TRAN; Tina Hager, Transit Specialist; Amber Simmons, Mobility Manager; Craig Mennig, The ARC of Chemung

1. New Application Process--Tina Hager reviewed the new electronic process and federal requirements for applying for 5310 funds.
2. Past Projects-- Tina Hager also reviewed past projects such as Pathways and Able 2 bus purchases as well as CVAC's Getting There, the 2-1-1 unmet transportation needs project and the on-going Mobility Manager project.
3. Expected Vehicle Applications-- Tina Hager reported that she has gathered from phone conversations that Pathways expects to apply for additional rolling stock and Able 2 and Arnot Health do not expect to apply this round.
4. Mobility Management Applications--Craig Mennig, from The ARC of Chemung stated they have a need for reliable transportation for people to access services. Changing programs and regulations have yet to be clarified, but there would be a benefit for someone to teach community based skills such as travel training for the people they support that live in family homes and not residential settings. Also, there will be an increased need for supported employment transportation and grouping rides. He stated their Service Coordinators currently perform some of these duties, but he has someone in mind who could specialize in a transportation/mobility management project. Craig shared some statistics: 325 individuals using service coordination, 200 clients with developmental disabilities living in the community on their own, and 130 living in group home settings. The ARC also services the needs of families living with a person with a disability.

Since one of the main goals is to work one on one to maintain and increase skills of independence, travel training would be an important component of the project. A contingent from the Self-Advocates group could join the Riders Advisory Council to communicate needs directly to C TRAN staff.

Tina explained that the County has taken a team approach to Mobility Management and this could be a good addition that would enhance the lives of both seniors and people with disabilities. She suggested the ARC look at multi-year funding for a full or part-time person. Consistent with their recent updates to their strategic plan, the ARC of Chemung is looking into expanding senior services. Coordination with CVAC and the Office of Aging and Long Term Care would be beneficial and would help to identify and refer clients to use the new demand response program proposed by C TRAN. Further collaboration with CVAC would explore volunteerism and travel training. The ARC has been involved in the Age Friendly initiative sponsored by Office of Aging and Long Term Care, and Craig sees more opportunities for collaboration there.

The scope of the project is not quite clear, but Craig said he would discuss with the director the possibility of the ARC completing a 5310 application for mobility management.

Chemung County Coordinated Transportation Committee

June 17th, 2015 at 10:00 AM,

Hosted by Creating Healthy Places to Live, Work & Play

St. Joseph's Hospital

Minutes

1. Attended: Kelly Duby, Steuben County Mobility manager; Connie Scudder, Creating Healthy Places to Live, Work & Play; Jim Arey, ECTC; Kristina Bement, Craig Mennig and Lori Kain, The ARC of Chemung; Greg Denman, Arnot Ogden medical Center; Bruce Flaherty, Capabilities; Carol Houssock, CVAC; Pam Brown, Chemung Co. Department of Aging and Long Term Care; Mike Steele, First Transit; Amber Simmons, Chemung-Schuyler Mobility Manager

2. Host Highlight of Services: Creating Healthy Places to Live, Work and Play:

Connie stated that Creating Healthy Places to Live, Work and Play (CHPLWP) has a \$173,321 annual budget for 5 years. That term ends September 30, 2015. The grant was not renewed, but revised and the new funding is Creating Healthy Schools and Communities. Arnot Health is not the lead on the grant, but is a partner. The lead agency for the grant is Genesee Valley Board of Cooperative Educational Services and the goals of the program have been modified. This grant focuses on Complete Streets, and nutrition within schools and communities. It's still not determined what the award may look like. CHPLWP has a four primary goals: Improve parks and playgrounds, Make it easier and safer to get to places to play, create community gardens to provide fresh fruits and vegetables, and work with restaurants to make eating our healthier. Their most successful program is the Quatrano Park Community Garden tended by The ARC of Chemung. CHPLWP has over 34 partners. ECTC is one partner and a recent project was posters educating the public on motorists, bike and pedestrian safety. They will also be giving away bicycle helmets at the opening of the East Side Farmer's Market. Connie distributed other informational pieces such as the "Get Active in Elmira" and "Get Active in Chemung County" which offer maps of trails in each area. She also distributed healthy eating tips which are available in rack card form. They are also

adding two solar lights to the Lackawanna Rail Trail using CDA funds at the exercise stations and the learning trail.

3. Transit Updates – Mike Steele stated a new 40' Gillig bus has arrived. The bus is designed as a “commuter bus”. It does not have a back door which allows for additional seating. Based on the cost of the bus there aren't reading lights or overhead storage. It also features vinyl, padded seating vs. hard plastic seats. This bus will be used on the Elmira – Ithaca route. Freeing another 40' bus to be used on local routes. A member asked how ridership is on the Ithaca route. Mike reported ridership is very good and at 41 seats there's the potential to still have standees.

4. Mobility Management Update

a. JARC/New Freedom

1. 511NY Southern Tier Rideshare update:

There are a little over 100 registrants and SouthernTierRideshare.com offers a good alternative for people to get to work, especially in areas that transit does not operate. Radio ads continue to run and Google ads are also part of the current marketing plan. And speaking of the current marketing plan, ride share is looking at participating in a regional Car Free Challenge (see Regional Efforts below)

2. DeMet's Candy Ridership report: April 2015 had 1049 trips compared to 737 in 2014, while May trips equaled 548 compared to 812 in 2014. The two month total shows a net gain of 48 trips. Mike Steele mentioned DeMets will change back to a two shift schedule July 6th.

3. Getting There update: Carol reported that there have not been any additional Bus Buddies recruited, but continues to talk about the program at outreach events. Outreach efforts included: Good Moring Twin Tiers, all eight congregate meal sites, Trust in Lives of Older Women, Lions Club, and additional mentioned in the newsletter. Also both carol and Amber attended a Car Fit Event Coordinator training. At all outreach events many good questions relating to transportation were asked. She was surprised to learn there was very

little knowledge of the 2-1-1 system outside the human Services organizations. She tried to educate participants of the benefits of utilizing that service. Amber also mentioned that she tried to recruit additional Bus Buddies at the recent Transit Open House Event at Bragg Towers. She will also post and promote the Car Free Challenge once we have additional information.

b. Regional Efforts

1. Tri-County map distribution – Copies of the Tri-County map were distributed and will also be available at the shared Wisner Park Farmer's Market tent. Kelly explained they have been very popular and people are asking for more. There have already been changes and suggestions for future printing. The concept of the map is to allow people a visual for where the transit systems go, connect or don't connect. Specific schedule and route information is available on the individual transit website. CEATS and Steuben County Transit sites are being updated, but schedules are up to date on the needaride.info website.

2. A.) Regional Car Free Challenge: Amber distributed a flyer looking for interest in a regional Car Free Challenge, tentatively scheduled to coincide with International Car Free Day. The two week event is being considered for September 22-October 6th. This very interactive event was held in Cortland County last year and they have graciously agreed to share the website created for the event. This site includes registration and login for trips. The counties who are considering this event are Chemung, Schuyler, Steuben, Tompkins, Broome, Tioga, Cortland, Herkimer, Oneida and Allegany. Registrants log their trips for a chance for a prize or prizes. Prize type, frequency etc. are still being discussed. The Car Free Challenge means people agree to replace some or all of their single purpose, single occupancy car trips with other modes of transportation. Bus, bike, walking, carpooling (Ride share) or multi-mode trips such as bus & bike are all eligible. Amber sought interest from the group which appeared to unanimously support the idea. Jim Arey mentioned to Connie of CHPLWP a good match would be combining it with the "walking School Bus" concept. Once additional information is available it will be shared with the group.

2. Regional Job Fair – Southern Tier Rideshare provided an information table to provide job seekers the opportunity to sign up with SouthernTierRideshare.com and Metropool as well as the Chemung Mobility Management team made some promising contacts with employers.

3. Travel Training at Pathways- Amber and Kelly provided Pathways employees with a “Train the Trainer” travel training workshop. Topics covered were the basics of riding the bus, route and fare information and what to consider before trying to train an individual to ride transit. Amber and Kelly are both available to provide this workshop to other interested groups or organizations.

4. CTAA (Community Transportation Association of America) Conference June 1- 5: This annual transportation conference offered valuable workshops on a variety of topics from technology, customer service, and volunteer transportation were quite helpful. Amber stated she would list the workshops she believed the group may have interest in and provide a brief summary. For additional details, please contact Amber.

5. Elmira Chemung Transportation Council Update

5310 Enhanced Mobility Program—Update Jim provided a summary of the applications for the projects submitted. They had three applications with four projects: Pathways applied for 8 buses, 4 from the Chemung allocation and 4 from the Steuben allocation. Project cost \$170,000 (Federal share \$136,000). ARC of Chemung applied for a Mobility Coordinator, a name derived from their existing position of Service Coordinator. The concept is to have the person share the knowledge of available transportation options and be a resource for the community. Project cost \$130,000 (\$104,000 Federal share). The third application had two projects. The first for Access Chemung, a service designed to fill the gap for accessible transportation for non-Medicaid seniors and people with disabilities for employment, medical or medical related appointments. Project cost \$315,000 (Federal Share \$158,000). The second

part of the application is for the Mobility Management program at \$30,000 (Federal Share \$24,000). Total allocated to the County \$421,824 with a total of the four projects being \$422,426. ECTC is recommending to fund all four projects.

6. Stakeholders Share

Chemung Co. Dept. of Aging and Long Term Care: Pam asked how we take the next steps locally to better coordinate the resources we have. Pooling dollars to go further. A volunteer driver program for Chemung County was suggested and Kelly explained how the Steuben Volunteer program operates as well as Amber explaining the difference in the Schuyler Volunteer Driver program. They are also waiting to hear on an additional grant for the NY Connects as a “No Wrong Door” for an enhanced population beyond the 60+ age. They are also hiring a Case Worker and Aging Services Aide.

Steuben County Mobility Management/IHS: Kelly stated that the Volunteer driver program is doing well and they have expanded the service per a request into two other counties. The Steuben Office For the Aging has started a van service called, Easy Rider. It picks up seniors at selected locations and takes them grocery shopping.

CTRAN: Mike reported that Steuben Co. systems are looking at replacing the entire fleet as many of the buses were purchases with one-time grant funding. The problem these types of funds present are that they are just a one-time influx of funds and are not capable of sustaining a system.

Capabilities: Bruce advised their organization is working through the directives of Office for People with Developmental Disabilities and their affiliated businesses are doing well. They are also working through the sheltered workshop transition to community based services.

ARC of Chemung: Craig stated the Community garden kickoff event was a huge success and thanked CCE and CHPLWP and others for all the help. They are also looking at improving the Basket Ball Court at Quatrano Park and maintaining the softball field there. Lori said The ARC has moved and will continue to transition the

people they support into community settings for volunteer work and are always looking for new partners for volunteer sites. Currently they have 21 people weekly going out into the community for various opportunities. Kristina explained she is a Service Coordinator and has an interest in the Mobility Coordinator project applied through 5310 funds and wanted to become an active member of the committee.

CVAC: Carol reported they have a new Administrative Assistant and looking at how they will rework the Master Gardener program since the person has left the position.

7. Next Coordinated Transportation Committee meeting— August Date TBD Craig is verifying the availability of the ARC of Chemung's pavilion and will have a backup plan should weather be an issue.

Chemung County
Coordinated Transportation Committee
Minutes – September 9, 2015, 10:00-11:35 AM
Hosted by The ARC of Chemung
711 Sullivan St., Elmira

1. Attended: Ryan Andrus, NYDOT Region 6; Craig Mennig, Kristina Bement, Lori Kain, The ARC of Chemung; Adam Hungerford, Able 2; Tina Hager, Transit Specialist Chemung County; Bruce Flaherty, Capabilities; Pam Brown, Chemung Co. Dept. of Aging and Living Term Care; Connie Scudder, Creating Healthy Places to Live, Work and Play; Kelly Duby, Steuben Co. Mobility Management; Michael Washburn, Total transportation; Carol Houssock, Chemung Volunteer Action Corps/CCE.

2. Host Highlight of Services: The ARC of Chemung: Craig explained the areas of support the agency provides stating an emphasis as being a community partner. The ARC provides Developmental Health Services, Vocational Services, Residential supports and family supports. They also provide Service Coordination which explains all options not just supports provided by The ARC, respite care and support to allow people to be as independent as possible. The residential program supports approximately 120 people through Individual Residential Alternatives, Intermediate Care Facilities, and Supported/Supervised apartments. Lori explained the Vocational Services in which 63 people are in pre-vocational programs, 30 are now in Community pre-vocational settings with now 16 volunteer sites. There is also an Enclave Supported Employment. Of the 123 in supported employment, 63 are now in minimum wage competitive employment jobs. The new "Front Door" system has been good in that there is true choice as everyone knows about each agency's offerings. The ARC of Chemung offers Service Coordination, and Able 2 and Pathways also offer this service. Being a community partner, The ARC has adopted Quatrano Park. In conjunction with other community partners the softball field is rehabbed, the ball courts will be, and the

playground has been redone. The Cafeteria has a full menu and many area businesses order lunches and cookie trays. The ARC also makes available its training rooms, conference rooms, etc. for public meetings or events. Connie Scutter stated The ARC's support of the Community Garden has been a huge success.

3. Transit Updates – Amber reviewed the Access Chemung service with the group and stated she will send the electronic copies of the promotional material as well as copies of the application for the service for the committee members. The service is designed for seniors 60 and older and for people with disabilities who need wheelchair accessible transportation to get to non-Medicaid medical appointments or to employment. The service is \$15 each way and is available anywhere in Chemung County and will also travel to the new Corning hospital or Robert Packer hospital. Another affordable option for some people to get to Robert Packer Hospital is the regular C TRAN Route #10 Elmira-Owego service. For only \$3 each way C TRAN offers regularly scheduled service from the Elmira Transportation Center to Robert Packer 4 times a day. It may have been confusing to some riders as the route is now called the Elmira-Owego route, but it still offers service to the hospital. A promotional flyer will be made available which shows the times available to/from The Packer. Tina also advised the group that effective November 1st, regular Monthly Passes will increase to \$60. This is the second phase of the approved changes from November 2014. The original proposal was to increase passes from \$50-60 and the legislature opted for a two phase increase from \$50-\$55 in 2014 with the \$55-60 increase effective November 1st of 2015. The regular monthly passes are the only ones that will increase. There is no change to Senior/Disabled passes or to per trip fares. Carol Houssock offered to have the volunteer Bus Buddies staff the Transportation Center if needed and encouraged the group to think of other opportunities where they would be helpful.

4. Mobility Management Update

a. Outreach & Marketing: The Strong Kids Safe Kids event was a huge success with children participating in a game where they tossed a washer onto various safety message posters and they had to give a quick explanation about the safety message. Other outreach was at EBI with both an informational table and

outreach presentation reviewing transit and rideshare options available to area residents. This was successful and additional events are scheduled.

b. JARC/New Freedom

1. 511NY Southern Tier Rideshare update: Tina reported there are now 113 registered users between Chemung & Steuben Counties. Marketing included Constant Contact direct email, Google ads, radio on WKDQ and WPIG. There were about 3000 website visits and interest continues to grow. Don't forget to visit often to look for a match at SouthernTierRideshare.com Also NYDOT has agreed to place signage to promote the use of Rideshare and that people can obtain additional information by dialing 5-1-1.

2. DeMet's Candy Ridership report: July 2015 saw 1342 trips, while August was 1445 trips. The two month total equaled 2787 which is close to 2014 numbers. 2015 was down 29 trips from 2014 two month totals. This shows fairly steady ridership and need for the service to continue.

3. Getting There update – Carol Houssock: Carol discussed the various outreach events that Getting There (CVAC) participated in such as the County Fair, Good Morning Twin Tiers, and Facebook Posts. CVAC is currently folding their independent website into the Cornell Cooperative Extension site. Although they have an extensive amount of information available on their site, they are looking at publishing a print resource for people without web access. Carol plans to distribute to assisted living sites and to municipalities. Pam Brown requested a copy to place in the OFA Resource Center. Connie thought the print and web resources would be helpful for discharge managers at the hospitals. Craig stressed that before the ARC can refer people to community resources they need to be sure the information is being updated regularly. Carol distributed a Transportation Costs worksheet showing the comparison if people were to replace their car transportation with using C TRAN.

4. Access Chemung: Amber reviewed the service with the group and reminded them that Access Chemung is available to seniors 60+ and to

people with a disability to get to non-Medicaid medical appointments and employment destinations. It is wheelchair accessible transportation for \$15 each way provided by C TRAN professional drivers within Chemung County, the new Corning Hospital or Robert Packer. The Promotional flyer and application will be attached with the minutes.

c. Regional Efforts

1. Car – Free Challenge September 22 – October 5th *Sign up today at www.carfreechallenge.wordpress.com* Walk, bike, ride C TRAN, carpool, register on the site, log your trips for a chance to win daily prizes and with at least three participating entries, a chance to win a GO-PRO camera! Promotional flyer attached with minutes.

5. Elmira Chemung Transportation Council Update: Tina Hager updated the group on the status of the 5310 application. They have been approved by ECTC, and NYSDOT is finalizing the funding process with the FTA. Buses were requested by Pathways, The ARC of Chemung will start a Mobility Management Program designed to be a resource to the entire community, and C TRAN will provide Access Chemung, which goes beyond Americans with Disabilities Act requirements to provide wheelchair service throughout the county to seniors and people with disabilities. The Access Chemung service qualified for pre-award authority and started service May 1, 2015. Also Tina explained that the County provides transit service through a contract which First Transit has provided. The current contract expires in December and the process dictates a new Request For Proposals be issued for perspective bidders to provide the transit service outlined by the County. Bids are due September 17th. Chemung County will review proposals and select the operator for 2016 -2019.

6. Stakeholders Share:

ECTC: It appears NY State Department of Transportation will continue to support Mobility Management projects and they have encouraged an increase in mobility management projects. Rather than continue the shared Mobility Manager with Schuyler

County (Amber's contract to share services will expire at the end of December), Chemung will be looking to hire a full time Mobility Manager. It has been a mutually beneficial program, and Amber will continue to be an active member of the Chemung Coordinated Committee as Mobility Manager for Schuyler County.

Steuben Co. Mobility Management (IHS): Kelly explained there will be a Dept. of Health/Medical Answering Services Stakeholder meeting September 22nd. This will review services and exchange ideas. A similar meeting for Chemung County will be held September 17th.

ARC of Chemung: Craig advised the group that their meeting rooms are available for use and training for organizations to host meetings. Nina stated that she received word that Big John's taxi is adding a truck to their fleet to assist people with moving. They will drive and you rent by the hour. You must provide your own movers – they do not move furniture – just drive.

Department of Transportation: Ryan reported that NYSDOT region 6 (located in Hornell) has recently brought more people on board, they were involved in evaluating the 5310 applications, and they hope to stay active with the coordinated group.

Creating Healthy Places to Live, Work and Play: Connie said that the new grant will take effect October 1st and the program will transform into the new program and mission.

Office of Aging and Long Term Care: Pam advised the group that a public hearing will be held on September 16. They are also working on an Age Friendly Community logo and website. They are working with Tara Maxwell at the Chamber of Commerce to define and create an Age Friendly business designation. Pam mentioned that Chemung County needs a robust volunteer transportation program for out-of-county transportation, specifically for people who are unable to use transit or have non-medical needs. Should we consider coordinating with Elmira College and CCC? Monroe Community College and RIT have such a program. Tina mentioned that there is a small

volunteer transportation group within Chemung County which provides rides to Spencer-Van Etten residents only.

Capabilities: Bruce stated they are seeking new business opportunities for the people they support and looking for new community jobs. They have acquired a new custodial contract with Finn Academy, the new Elmira Charter School.

Chemung Volunteer Action Corps: Carol stated that the Taste of Chemung will be at the Hill Top Inn on September 10th. They will also be at the Fall Festival planned for October 3rd at the Chemung County Fairgrounds.

7. Next Coordinated Transportation Committee meeting— January, 2016

Hosted by: Able 2, Adam will verify date.

Chemung County Coordinated Transportation Committee

Minutes- January 27, 2016 10:00am to 11:55am

Hosted by the Elmira Chemung Transportation Council (ECTC)

400 East Church Street Elmira NY 14901

1. Attended: Tina Hager, Chemung County Transit Specialist; Belinda Hoad, IHS Director of Mobility Management; Daniel Nichols, Pathways Inc.; Olga Van Osdol, CSS Workforce NY; Charles Peacock, CSS Workforce NY; Carol Houssock, CCE-CVAC; Scott Shaw, ECTC; Adam Hungerford, Able-2; Kristina Bement, ARC of Chemung; Mike Steele, C TRAN; Ted Kordela, Family Services of Chemung County; Jim Arey, ECTC Director; and Amanda Boyer, Chemung County Mobility Manager.
2. Following introductions, Tina Hager explained that the Elmira Chemung Transportation Council (ECTC) is an MPO (Metropolitan Planning Organization) whose main function is transportation planning. ECTC works closely with the Chemung County Planning Department, County and City DPW, NYSDOT region 6, and C TRAN. Tina used ECTC's long range Transportation Plan to demonstrate the scope of tasks covered by the organization including Highways & Bridges, Pedestrian, Trails, Biking, Freight, and

Transit. In the Plan, there are separate pull out chapters for Bike/Ped and Freight. The Transportation Plan covers twenty years of planning (through 2035) and is available for review on the ECTC website elmirampo.org. Scott Shaw discussed pedestrian and bike trails including the Catherine Valley Trail and Lackawanna Trail and encouraged anyone who wanted to become more involved in the efforts to contact him. Tina had drafts of ECTC's Chemung County Transportation Guide that will soon be finalized, printed, and distributed. In discussing distribution, the ARC of Chemung and the Corning and Elmira Transit Centers are good locations.

3. Tina introduced the new Chemung County Mobility Manager, Amanda Boyer, and Amanda gave a summary of her background including seven years as Transit Director in Montour County Pennsylvania. Amber Simmons was covering an outreach program at CCC, so Tina used a hand-out to highlight the accomplishments from the two-year shared Chemung-Schuyler Mobility Management program. Benefits of the collaborative program include information sharing between urban and rural transportation programs; efficiency in staffing regional events, training, and meetings; and promotion of the 511NY Southern Tier Rideshare program in Schuyler County.
4. Tina gave a report on the Southern Tier Ride Share Program and said that there are currently 140 persons in the database about evenly split between Chemung and Steuben County. Also there has been some talk about expansion into other Southern Tier Counties including Schuyler, Allegany, Yates, Broome/Tioga, and Tompkins. A survey is currently being conducted to determine area interest in expansion. ECTC staff have talked to NYSDOT about possible multi-year funding of an expanded project.
5. Tina also discussed the transportation by bus to and from DeMet's Candy Company. Currently DeMets is operating 2 shifts as this is the slow period but soon DeMets will be returning to a 3 shift operation. There were 1,232 trips in November (6% decline from 2014) and 1,017 trips in December (15% decline from 2014). Another line of operations may increase business and ridership in the future, and current JARC funding will not last much beyond 2016. Ridership per hour remains good, so mobility management staff will seek ways to continue the service.
6. Carol Houssock CCE-CVAC gave an update on the Getting There project. A resource binder of transportation services has been created and distributed to two public housing units and area town clerks. CSS Workforce NY has indicated that they would like two binders for their Career Centers in Elmira and Corning.
7. C TRAN now has 24 applications for the Access Chemung service that serves seniors and people with disabilities. The NYSDOT funding covers three years of service, and the fare is \$15.00 per trip. C TRAN offered the Access Chemung service in response to a request for quotes released by the Chemung County Department of Aging and Long Term Care. Nina (Kristina Bement) of the ARC of Chemung is in the process of transitioning from her service coordinator position to mobility manager. She is working on developing a volunteer driver program and a rideshare program within the ARC of Chemung. Tina

offered to look into a possibility of using a closed portal on the Southern Tier Rideshare program to assist ARC of Chemung. ARC of Chemung has also reached out to Elmira College about volunteers since Elmira College students are obligated to provide community service.

8. NYSDOH Medicaid Transportation: In December, NYSDOH sent a letter to agencies who serve people with disabilities mandating they enroll to become approved transportation vendors by April 1, 2016. On January 11, 2016, a multi-agency letter (including Cerebral Palsy Associations of NYS and NYSARC) was sent to NYSDOH Deputy Medicaid Director protesting the mandate. Adam Hungerford from Able-2 explained that OPWDD is advocating on behalf of the agencies. The reimbursement for transportation is part of a day rate and is so low that the extra mandate will be a financial hardship. Currently, local agencies that provide transportation services are exempt from some NYSDOT regulations (such as 19-A certified drivers and stricter NYSDOT vehicle inspections). At Able-2, Pathways, and the ARC of Chemung, the drivers also are responsible for other tasks. Jim Arey talked about past practices and discussed regulations and information from NYSDOH that seem to be conflicting. Jim also stated that advocacy needs to start with the individuals and not just the agencies. Ted Kordela talked about other services like Drug and Alcohol and Mental Health that have ongoing battles with NYSDOH about different strategies with the varying populations. Adam has received word from OPWDD that the mandate has currently been tabled and that more discussion is needed between NYSDOT and NYSDOH prior to implementation to the agencies. If payment changed to fee for service, Belinda Hoad felt it would not only impact agencies, but would also impact nursing homes and anyone that provides Medicaid reimbursed transportation. Committee members wondered what was the basis for the change? It doesn't appear that there will be a change or improvement to the service. The Committee decided to continue to monitor the process and share information. Advocacy is needed now.
9. As a recipient of 5310 vehicles, Adam Hungerford was contacted to provide additional reporting to NYSDOT. Jim Arey explained that following an FTA review, NYSDOT has been charged with better oversight of 5310 recipients. NYSDOT has released an RFP to secure a consulting firm that will conduct oversight visits with 5310 recipients. Many of the requirements such as an asset management plan and Title VI plan will not be difficult to comply with, and ECTC staff will direct agencies to appropriate resources if needed.
10. Stakeholders Input: Mike Steele shared that C TRAN will be conducting a route study to evaluate productivity and efficiency. Tina Hager shared that Chemung County has awarded First Transit the contract for transit management and operations for 2016-2019. Amanda Boyer is working on a Tioga mini-grant to develop ridership on the Elmira-Owego run. ECTC staff will be participating in a Transit advocacy day in Albany on February 2nd. Ted Kordela shared that Family Services has over 5,000 participants in

their programs and has an interest in transportation for the individuals. Chuck Peacock shared that although CSS WorkForce NY has participated in a regional job fair in the past, this year they will host smaller, targeted venues. For example, a job fair is planned for April in Corning. Belinda Hoad said she has been working on growing the 511NY Southern Tier Rideshare program and would be happy to host a transportation table at any employer.

11. The next meeting is planned for April 6 at Able2. 10:00am-11:30am. The address is 398 Old Ithaca Road, Horseheads NY 14845. Check in at the Front Desk and you will be directed to the room.

Chemung County Coordinated Transportation Committee Meeting Minutes

April 6, 2016 10:00 am to 11:45 am

Hosted by Able2, 398 Old Ithaca Road, Horseheads NY 14845

1. **Attended:** Belinda Hoad, IHS; Tina Hager, Chemung County Transit Specialist; Adam Hungerford, Able2; Kristina Bement, ARC of Chemung; Karen McKinley, C TRAN; Carol Houssock, CVAC CCE; Amber Simmons, ARC of Schuyler; Connie Scudder, Arnot; Terri Divens Braffey, Able2; Jennifer Kraider, Able2; Amanda Boyer, Chemung Mobility Manager.
2. Following introductions Adam Hungerford gave a brief explanation of the main function of Able2. He told about a program offering environmental modifications (doors and ramps) in a five county region. He then introduced Terri Divens Braffey and Jennifer Kraider who explained the Creekside Community Garden and conducted a tour of the garden facilities. The Creekside Community Garden harvested over 300 pounds of produce last year and donated 2 shares of the harvest to local organizations. Terri and Jennifer stated that they were going to offer three types of shares for this year's growing season as well as an opportunity to rent plot space to plant approved plants that you as the individual renting the space would bring. For more information on the Creekside Community Garden contact Able2 at 607 734-7107 or email communitygarden@able2.org.
3. Mobility Manager update
 - a. Chemung County Mobility Manager Outreach

Amanda Boyer reported on her outreach to agencies including The ARC of Chemung, Arnot Health Institute, WIC of Chemung County, Cornell Cooperative Extension of Chemung County, and the Chamber of Commerce. She gave information on the Tioga County additional stop to Tioga County HHS building that goes into effect April 18, 2016. She reported on the upcoming MAS stakeholder meeting in Broome County. She also reported on the Regional Mobility Managers training opportunity that was held at The ARC of Schuyler, DeMet's ridership, and Access Chemung.
 - b. Tina Hager provided information about the 511NY Southern Tier Rideshare project including information about The ARC of Chemung's new employee portal and the addition of Dennis Sweeney assisting in recruitment for more employers to join the 511NY Southern Tier Rideshare by adding employee portals. Tina also reported on the upcoming Transportation Camp and Conference that will be held in Ithaca June 23 to June 25 2016. Committee members will be sent more information on the training when it is released.

- c. Carol Houssock gave a Getting There report including updates to the Getting There website and plans for short video spots showing different transportation activities such as putting a bike on a bike rack, asking the driver to deploy a ramp, and use of rideshare resources. Carol currently has a regular program with WENY TV and has highlighted the Getting There program. It was agreed that Amanda Boyer will introduce herself and update the Getting There binders at local government offices with the new ECTC transportation map.
 - d. Kristina Bement reported on progress to The ARC of Chemung's Mobility Management Program especially about coordination of transportation using area resources. She is administering a travel training program and is developing a volunteer driver program. Carol Houssock recommended The ARC consider applying to the Junior League for start up funds for the volunteer driver program. Nina distributed a flier that was created for The ARC of Chemung's Mobility Management program.
- 4. ECTC and C TRAN update**
- a. The new C TRAN General Manager Karen McKinley was introduced, and she discussed the 3 new ARBOC Spirit of Mobility buses and upcoming press conference. Amanda will send out invitations to the coordinated committee as soon as all the details are finalized.
 - b. Tina presented the finalized ECTC Transportation Guides and asked the Committee members to help distribute. If any organizations need more, let either Tina or Amanda know.
 - c. Tina asked the Committee members if there were currently needs for 5310 vehicles. Adam Hungerford from Able2 was interested in having new vehicles by 2018 and was concerned about the current process length from application to receipt of vehicles. Right now Able2 is evaluating their vehicle needs and possible changes to their transportation program. Amber Simmons mentioned that the OGS contract currently has a vehicle with 6 wheelchair stations.
 - d. Amanda discussed that C TRAN will be running radio spots and C TRAN will be creating TV commercials to be aired during the Olympics later this summer.
- 5. Stakeholders Share--**Belinda Hoad reported that she will continue to do presentations on 511NY Southern Tier Rideshare and that there will be an upcoming meeting with Kelly VanGelder, mobility manager from the Bath VA later this week. She mentioned that NYSDOH may be enforcing the requirements for Medicaid volunteer driver programs to include fingerprinting of drivers, GPS location, and vehicles less than ten years old. Connie Scudder reported about the "Step It Up" 6 week program to be kicked off at the YWCA @ 6pm April 6. There will be drawings and health screenings as well as

a group walk on April 20. For more information please contact Connie Scudder @ 607 737-4499. Amber Simmons shared that there is a Regional Connection Project and she is seeking people for the advisory committee. One of the projects will be developing a Medical Center mapping for transportation purposes. Multiple people volunteered to be part of the advisory committee.

6. The next meeting will be held July 12th from 10am to 12pm at St Joseph Hospital 1st floor. More information about location will follow closer to the date.

Chemung County Coordinated Transportation Committee Meeting Minutes

July 12, 2016 at 10:00am to 12:05pm

Hosted by Creating Healthy Schools and Communities

1. **Attended:** Belinda Hoad, IHS; Tina Hager, Chemung County Transit Specialist; Adam Hungerford, Able2; Kristina Bement, ARC of Chemung; Karen McKinley, C TRAN; Carol Houssock, CVAC CCE; Amber Simmons, ARC of Schuyler; Connie Scudder, Arnot Health; Megan Pulver, Way 2 go CCE Tompkins; Hannah Smith, Arnot Health; Greg Denman Arnot Health; Alan Yeck, CCC; Wendy Watkins, AIM ILC; Amanda Boyer, Chemung County Mobility Manager.
2. Following introductions Connie Scudder explained her program Creating Healthy Schools and Communities and handed out four flyers developed by NYS. The programs promote healthy choices in the workplace, in convenience stores, and in schools. The opportunities for the convenience stores would be to sell affordable fresh fruits and vegetables and to place healthy drink choices in prominent locations. In work spaces, Connie is working on having employers add healthy choices in their cafeterias or vending machines, and she is looking for employers and small convenience stores to participate. Her program also promotes Complete Streets policies to increase opportunities to walk, bike, and roll. There was discussion about the free summer meal sites, and Connie distributed a postcard with site locations and dates. For further information please contact Connie at cscudder@ah.arnothealth.org.
3. Mobility Manager Update
 - a. Chemung County Mobility Manager Outreach

Amanda Boyer reported she has completed over 40 agency visits and outreach events in five months. She talked briefly about her recent meeting at Guthrie. She also talked about the C TRAN commercial that was just filmed and will be shown during the Summer Olympics on WETM TV.
 - b. Tina Hager said that three employer portals are now active for the 511NY Southern Tier Rideshare project including The ARC of Chemung, the ARC of Steuben, and Elcor Nursing and Rehabilitation Center. Portals have been drafted for Hunt Engineers and CVS Caremark. She credited the recent progress to bringing on board professional sales consultant Denis Sweeney to recruit employers to join the 511NY Southern Tier Rideshare. Tina also talked about plans to extend the pilot 511NY Southern Tier Rideshare into adjacent counties in 2017.

- c. Carol Houssock gave a Getting There report including updates to the Getting There website and the short video spots showing different transportation activities such as putting a bike on a transit bus bike rack. The first video has been processed and is available on the Getting There website as well as on YouTube. Carol currently has a regular program with WENY TV and has highlighted the Getting There program. Carol will be updating the brochures in the Getting There Binder in the near future and will be doing outreach at the upcoming Chemung County Fair. Funding for Getting There ends in December 2016, and Carol is reviewing grant opportunities to continue the program. For more information visit the Getting There website at <http://chemung.cce.cornell.edu/community/getting-there>
- d. Kristina Bement reported on progress of The ARC of Chemung's Mobility Management Program, especially about coordination of transportation using area resources. She is administering a travel training program (recently trained two individuals) and is planning to develop a volunteer driver program. She has also created a Summer Cycling Event on August 6 at 10am. For more information contact Kristina at BmentKM@arcofchemung.org.
- e. A quick introduction was given to Megan Pulver who is the new regional Mobility Manager based in Tompkins County. Megan is working on common issues within a seven county region that was involved in a Regional Transportation Study that took place 2012-13. She is working on improving regional connections to transit and gathering data that will further access to healthcare and employment. A regional Mobility Managers meeting will be held later this month at ARC of Schuyler.
- f. There was a recap on the Mobility Summit, Design Thinking, and the Transportation Camp that was held in Ithaca in June. Belinda Hoad and Amber Simmons attended the Design Thinking component and told of a potential project to encourage hospital discharge staff to include transportation needs in the discussion with patients. Adam Hungerford, Tina Hager, Megan Pulver, and Amanda Boyer gave a brief overview on the Mobility Summit and Transportation camp. Adam reported that he is already using training resources provided by National RTAP. For more information visit their website www.nationalrtap.org
4. ECTC and C TRAN update
- a. The C TRAN General Manager Karen McKinley talked about the upcoming route study to explore route efficiency and productivity. She stated that there still has been no increase in assignment of non-emergency Medicaid trips at C TRAN. There was also discussion about the 20% funding decrease that C TRAN

experienced when the state contracted with MAS to broker transportation services. Belinda stated that over in Steuben that MAS is still offering Taxi service over Transit service. Tina Hager added that one component of the transit study will involve a survey to riders and agencies that will be conducted by the Mobility Manager. C TRAN has grant funding to purchase a new fare collection system, but will want to measure customer smartphone usage and access to banking. Nina Bement mentioned that people served by the ARC have access to a basic phone that uses text only.

- b. Tina reported that there was about \$25,000 in available 5310 funding this round and she believes that Pathways included the amount in their application to purchase vehicles (combined with a rural application in Steuben). Amanda Boyer provided a letter of support to Pathways as the project is consistent with the current Coordinated Plan. The next round of 5310 funding should be released by NYSDOT in 2017, and it is anticipated that there will be about \$200,000-300,000 for Chemung County's urbanized area. Tina encouraged stakeholders to start planning for their operating assistance, mobility management, and vehicle projects.
 - c. Tina also talked about regional Car Free Challenge that will be coming up in late September. Tina gave examples of how to achieve car free trips including sharing a ride, walking, and using public transit. Once more information is received, Amanda will be emailing the group to let them know.
5. Stakeholders Share—Wendy Watkins from AIM stated that AIM will be moving to 350 West Church Street on September 1, 2016. AIM offers travel training, benefits advisement, and more. Alan Yeck, the director of Workforce Education from Corning Community College, explained what the program can do for businesses including Workforce Training Development and Business Soft Skills. He also stated that they are currently revamping the CNA training class. For further information please contact Alan at AYeck@corning-cc.edu.
6. The next meeting will be held October 11, 2016, from 10am to 12pm at CCC Elmira, 318 Madison Ave.

Chemung County Coordinated Transportation Committee Meeting Minutes

October 11, 2016 at 10:00am to 11:46am

Hosted by Corning Community College Office of Workforce Education and Academic Pathways

1. **Attended:** Belinda Hoad, IHS; Tina Hager, Chemung County Transit Specialist; LeslieAnn Regan, MAS; Kristina Bement, ARC of Chemung; Craig Mennig, ARC of Chemung; Carol Houssock, CVAC CCE; Amber Simmons, ARC of Schuyler; Heather Garbarino, FLPPS; Olga Clark, CSSWFNY; Shelby Derry, OPWDD; Bill Wagner, MMSCNY; Phyllis Balliett, CSS WFNY; Hannah Smith, Arnot Health; Wendy Card, Guthrie; Alan Yeck, CCC; Becky Gilbert, AIM ILC; Amanda Boyer, Chemung County Mobility Manager.
2. Following introductions, Alan Yeck gave a brief introduction and history of the Office of Workforce Education and Academic Pathways. Amanda will send out the brochure outlining non-credit learning opportunities that are currently available through the office.
3. Chemung Mobility Manager Amanda Boyer provided the Chemung County Coordinated Transportation Committee with a Power Point presentation that gave the highlights of the Car Free Challenge that occurred September 22 to October 5, 2016. Alan Yeck pulled the name of the Grand Prize winner, David Stonitsch, a math teacher at the Ernie Davis Academy. The group discussed possible improvements to the program including “Car-Lite” rather than “Car-Free,” daily themes, a shorter event timeframe, and using bus buddies to help promote the event.
4. **Mobility Manager update**
 - a. Chemung County Mobility Manager Outreach Amanda Boyer reported on her outreach to the community including Wisner Market and East Side market. The Chemung County Mobility Manager also reported on her outreach to various County agencies including The Cornell Cooperative Extension of Chemung County and the Chamber of Commerce. The Chemung County Mobility Manager also met with Arnot Hospital and provided 2 separate in-services for the health care and social workers. She also spoke about the upcoming in-service at Guthrie Corning Hospital.

- b. Chemung Mobility Manager and the Steuben Mobility Manager provided information about the 511NY Southern Tier Rideshare project including information about the active business portals: ARC of Chemung, ARC of Steuben, CVS Caremark, Elcor Nursing and Rehabilitation Center, Hunt Engineers, Hardinge Inc., Corning Painter Post Area School District, and Sitel. The Steuben Mobility Manager mentioned that Adecco is on board with setting up an employer portal. Alan Yeck asked about developing a phone app for the project.
- c. Carol Houssock gave a “Getting There” report including updates to the “Getting There” website and advised that short video spots showing different transportation activities such as putting a bike on a bike rack has been completed and it is accessible on the CVAC website and on YouTube. Carol currently has a regular program with WENY TV and has highlighted the “Getting There” program. Amanda Boyer and Carol Houssock will be traveling and updating the “Getting There” binders at local government offices with the new ECTC transportation map in October.

5. 5310 Program

- a. The Chemung Mobility Manager also reported on her work with Access Chemung and extending Access Chemung coverage area to allow for trips into Corning medical facilities. Also the scope of transportation will still be limited to Disabled or Senior Citizens but it will extend the service to nutrition, mental health and socialization trips. The program wording and modification will be coming soon and Amanda will send that information to the Coordinated Committee.
- b. Kristina Bement reported on progress to The ARC of Chemung’s Mobility Management Program. She is administering a travel training program and is developing a volunteer driver program. Kristina is also assisting consumers with MAS transportation. Kristina also announced that she has received a promotion and will be leaving her position as the Mobility Manager for the ARC of Chemung. ARC of Chemung is currently looking for a Mobility Manager and Kristina will assist in the training of the new ARC of Chemung Mobility Manager. Chemung County Mobility Manager thanked Kristina for all of her assistance.

6. Regional Efforts

- a. MMSCNY Mobility Director Bill Wagner invited the Coordinated members to “Getting There: A Conference on Bridging the Transportation & Healthcare Gap” which will be at the Double Tree Hotel, 225 Water Street, Binghamton NY on October 26, 2016. He handed out brochures for the conference.
- b. Amber Simmons shared that the regional project has taken on the name “Move Together NY” and they now have a website. There is a Regional Connection

Project survey that will remain open until October 14, 2016. Amanda will send the press release and the link for the survey to the Coordinated Committee. One of the projects will be developing a Medical Center mapping for transportation purposes.

7. ECTC and C TRAN update

- a. The Chemung County Mobility Manager presented a brief report that C TRAN fixed route ridership is down 7-9% for the months of June through August 2016 as compared to the same time frame in 2015. The Chemung County Mobility Manager also reported that the Non-Emergency Medicaid (NEMT) ridership was up 14-29% over the three-month period as compared to the same time frame in 2015.
- b. The Transit Specialist reported that the C TRAN Study and Survey is still on-going. She stated that the Chemung Mobility Manager is working on a public transit survey for passengers and human services agencies in regards to 5310 funding with project solicitation expected to be released by NYSDOT in the spring of 2017.
- c. The Transit Specialist explained the background of the FTA Disadvantaged Business Enterprise (DBE) program and informed the group of Chemung County's proposed 0.01% DBE goal for the years of 2017 to 2019. The group was unfamiliar with the DBE program and had no specific questions.

8. Stakeholders Share—Wendy Card reported that she evaluates 8-10 patients per month as part of a Driver Evaluation program. Road assessment is administered by a local driving school. Carol Houssock reported on the Poverty Reduction Coalition and the potential piloting of the Stoplight Program. Craig Mennig updated the Committee on the Lackawanna Rail Trail construction. LeslieAnn discussed MAS's offer of group ride opportunities for people going regularly to appointments such as rehab and mental health. Phyllis Balliett mentioned that Alstrom is finding it a challenge to find workers for 2nd and 3rd shifts. Olga Clark encouraged members to contact her if they would like to do a "lunch and learn" activity at one of their five center as a way to get information out to the public. Belinda Hoad described a county-wide transportation plan that Steuben County is working on. The plan is focusing on medical and employment trips.

9. The next meeting is planned at the ARC of Chemung for January or February of 2017. Further information to follow.

Chemung County Coordinated Transportation Committee Meeting Minutes

February 16, 2017 at 10:00am to 12:20 p.m.

Hosted by ARC of Chemung

- 1. Introductions:** Tina Hager, Chemung County Transit Specialist; Trisha Rude, ARC of Chemung; Karen McKinley, General Manager of C TRAN; Edward Boardman, BeST Transit Bradford Sullivan Transit Pennsylvania; Connie Scudder, Arnot Health; Dan Nichols, Pathways; Megan Pulver, Move Together NY; Amanda Boyer, Chemung County Mobility Manager.
- 2. Host Highlight of Services:** Trisha Rude gave a brief introduction and services available from the ARC of Chemung including clinical supports, family supports, residential supports, and vocational services. Sheltered workshops like Southern Tier Industries are expected to close by June 2018.
- 3. Mobility Manager update**
 - a. Chemung County Mobility Manager Outreach:** Amanda Boyer reported on her outreach to the community and gave her year-end reports. She conducted 62 outreach sessions and met with 54 agencies (unduplicated count) in the region. She also travel-trained over 40 individuals.
- 4. JARC/New Freedom:**
 - 1. 511NY Southern Tier Rideshare Update:** The Chemung County Mobility Manager also updated the Coordinated Transportation Committee on the extension and expansion of the 511NY Southern Tier Rideshare to March 2018 using NYSDOT Statewide Planning and Research funding. Schuylar County agreed to join the project in January 2017. Amanda presented that rideshare stakeholders have crafted a letter from the Coordinated Committee to NYSDOT intended to give suggestions on how to improve the functionality and reporting capabilities of 511 rideshare. Megan Pulver shared that Tompkins continues to use Zimride, so having rideshare systems talk to each other might be valuable. Amanda will send a draft of the letter out to the Coordinated Committee for feedback before it is sent to NYSDOT.

2. **DeMet's Candy:** Transportation to DeMets Candy Factory is still going well with 14,044 trips provided in 2016 and over 70,000 trips since the service began. DeMets recently changed to three shifts and new schedules are being printed.
3. **CVAC Getting There Project:** Carol Houssock was unable to attend, but sent a "Getting There" written report. Amanda Boyer shared that updates have been made to the "Getting There" website, including three short video spots showing different transportation activities. This fall, Amanda Boyer and Carol Houssock updated the "Getting There" binders at local government offices with the new ECTC Transportation Guide. Carol also advised that CVAC will continue a limited transportation education program and thanked the group for supporting start-up funding for the Getting There project.

4. **5310 Program:**

- a. **ARC of Chemung Mobility Management Program:** Trisha Rude reported on progress of The ARC of Chemung's new volunteer driver program that was developed in partnership with the Chemung County Department of Aging and Long Term Care. Insurance is in place, and The ARC is waiting for the legal department to sign off before rides can begin. When the program begins, Trisha will schedule rides for five volunteer drivers she has recruited. She would like to add five more volunteers, and the Department of Aging is offering mileage reimbursement. It was suggested that The ARC think of a short, easy to remember name for the volunteer driver program. Trisha is also assisting consumers with MAS transportation.
- b. **Access Chemung:** The Chemung Mobility Manager also reported on her work with Access Chemung and extending Access Chemung coverage area to allow for trips into Corning medical facilities. Also the scope of transportation will still be limited to Disabled or Senior Citizens but it will extend the service to nutrition, mental health and socialization trips. Transit specialist Tina Hager shared a poster that Amanda is currently developing.

5. **Regional Efforts**

- a. **MMSCNY Transportation Toolkit:** The Chemung Mobility Manager gave a brief update on the status of the toolkit. A project manager has been selected and currently the committee is working on what resources will be included in the toolkit. The toolkit will be a healthcare resource to provide healthcare providers an easier way to

retrieve transportation and other social service resources by using the Transportation Toolkit. It will be an online resource.

- b. **Move Together NY:** Megan Pulver from the Move Together NY regional program provided an informational update on the progress of the program. She showed the work-in-progress interactive map found on the website www.movetogetherny.org.
- c. **Adult Managed Care Trips to MAS:** There was a brief discussion of the potential assignment of adult managed care trips to MAS this budget year. Dan Nichols from Pathways wasn't aware of it so Amanda gave him her copy of the email notice for him to review. Amanda will also follow up with Adam Hungerford to make sure that he has the information as well. Last year this topic prompted an emergency meeting of the Coordinated Committee; however, agencies that serve people with disabilities were able to convince New York State to hold on implementation. If the State continues with implementation, there could be serious negative impacts on transportation providers.

6. ECTC and C TRAN update

- a. Karen McKinley, General Manager of C TRAN presented a brief report that fixed route ridership is down 6% through December 2016. Total miles were 779,166 and total hours were 44,618. Also C TRAN had a 99% pass rate for bus inspections. Karen also announced that C TRAN expects to add six pull-in stops to Tioga Downs Casino added on the Elmira to Owego Route once the contract is finalized.
- b. Transit Specialist Tina Hager shared that NYSDOT plans to release a project solicitation for 5310 funding. In Chemung County, there should be over \$200,000 in funding available. Agencies should expect to have about six weeks to complete applications with an application deadline expected in June. NYSDOT plans to hold two or three webinars to assist with applications. Potential 5310 projects include vehicles, mobility management, and operating assistance. Dan Nichols said Pathways is still waiting for delivery of four buses from the last round and will be looking to fund two additional vehicles for use in Chemung County. Dan also expressed interest in possibly buying some equipment if that is allowed under 5310 funding. Since 5310 funding requires that projects be included in the Coordinated Plan, Tina said that the Chemung County Coordinated Plan would

need to be updated if there are new projects that are not currently in the Plan. Amanda listed some of the needed updates, including vehicle inventories. Some of the funding is older funds, so there is an aggressive timeline. If the Coordinated Plan needs to be updated, it will need to be completed and forwarded to ECTC for a vote by July to coordinate with approval of the project awards.

7. **Stakeholders Share**—Connie Scudder shared an article about exploring the association between Complete Streets Policies and Taking Public Transit to Work. According to the summary it shows that having a Complete Streets policy was associated with significantly higher rates of taking public transit at both the county and municipal levels. Ed Boardman from BeST went over the services available in Pennsylvania including Persons with Disabilities, Shared Ride, and the Public Transit routes into Waverly, NY and to the Arnot Mall. Ed also spoke about TRANSLOC that is software tracking for the buses at Mansfield University. Students are able to use a smartphone app to track their buses. He also talked about the software called Ecolane that is a state initiative so all transit agencies have the software. Ed was interested in connecting with C TRAN's route to Tioga Downs and requested that schedule information be shared with him once it is finalized.
8. The next meeting will be held in June 13, 2017 at 10:00 a.m. CSS Workforce will be hosting the meeting at their Elmira Location room 217. More information about location will follow closer to the date.

Chemung County Coordinated Transportation Committee Meeting Minutes

July 11, 2017 at 10:00 to 11:45 a.m.

Hosted by ECTC

1. **1.Attendance:** Craig Mennig, ARC of Chemung; Karen McKinley, General Manager of C TRAN; Adam Hungerfor, Able-2; Connie Scudder, Arnot Health; Dan Nichols, Pathways; Amber Simmons, Schuyler County Mobility Manager and Move Together NY; Belinda Hoad, Steuben County Mobility Manager; Phyllis Balliett, CSS Workforce NY; Anita Lewis, EOP; Pam Brown, Chemung County Department of Aging; Jim Arey, Elmira Chemung Transportation Council Director; and Tina Hager, Chemung County Transit Specialist.
2. **Mobility Management Update**
 - a. **Chemung County Mobility Manager Outreach:** Tina Hager gave the mobility management report. The Chemung County Mobility Manager position will remain vacant until at least two years' of funding is secured for the position. Tina Hager expressed thanks to Craig Mennig for offering to have Trish Rude, the Mobility Manager from the ARC of Chemung, fill in for outreach events. Trish has staffed Workforce presentations, tables at the Eastside Market and Juneteenth, and the C TRAN Passenger Appreciation Night at Dunn Field. C TRAN staff will cover the Strong Kids/Safe Kids event on August 19th at the Chemung County Fairgrounds.
 - b. **511NY Southern Tier Rideshare Update:** In 2017, 511NY Southern Tier Rideshare has expanded business portals to DePuy Synthes, The ARC of Schuyler, and Schuyler Hospital. Tina Hager asked the Committee if there was any feedback on the impact of ride-hailing services such as Uber and Lyft now that they are allowed in Upstate. Belinda Hoad mentioned that the ride-hailing services do premium pricing during events while taxis generally do not. Another person thought that larger cities might be experiencing more congestion as more people use the service rather than use public transportation.
 - c. **C TRAN Service to DeMet's Candy:** The DeMets service has changed with the two shift structure and communication has been established with new Human Resources Director Steve Waight.
 - d. **Ongoing 5310 Programs:**

1. ARC of Chemung Mobility Management Program: Craig Mennig reported that after a mix-up related to insurance, the ARC of Chemung's new volunteer driver program should start next week.

2. Access Chemung: Tina Hager distributed postcards and rackcards that Amanda Boyer developed for the service. Printer Image Now on Water Street did a nice job with the materials and agencies are encouraged to help with distribution.

3. C TRAN update

a. Successful FTA Triennial Review in May 2017: Tina Hager described the FTA Triennial Review Process which takes about nine months to complete. C TRAN had no findings at the issuance of the final report.

b. Pull-in bus service to Tioga Downs on Elmira-Owego Route: Ridership to Tioga Downs has been flat since the pull-in service began in April, so the Committee discussed incentive ideas such as working with Tioga Downs marketing to reach senior centers in Elmira/Waverly, coordinating with BEST in Waverly, and making promotional packages around Harness Racing or C TRAN as the designated driver.

c. New Technologies (Smartdrive, Geotab, Digital Radios, Electronic Fare Collection System): Karen McKinley, General Manager of C TRAN, explained the new technologies now available to drivers and how they work to improve the system. Tina Hager discussed the proposed Automated Fare Collection System. She asked if agencies felt bus riders would be able to use debit/credit cards at a ticket vending machine to refill a monthly pass. Craig Mennig believes most of the people they serve use cash and would have a difficult time using a website without assistance. Belinda Hoad asked if someone could have their account by name to make it easier to look up lost card information.

4. Funding Updates

a. 5311 Applications Submitted in April 2017: Tina Hager reported that there has been no communication from NYSDOT in regard to Chemung County's applications for DeMets/Tioga Downs Employment-related service, Rural OA, Mobility Management, and Rideshare.

b. 5310 Project Submissions due August 21, 2017: Tina Hager shared that NYSDOT has released a project solicitation for 5310 funding to cover 2017 and 2018 projects. In Chemung County, \$274,422 will be administered through the Elmira-Chemung Transportation Council. NYSDOT plans to hold three webinars in July to assist with applications. Potential 5310 projects include vehicles, mobility management, and

operating assistance. Dan Nichols said Pathways just took delivery of four buses from the last round so will be looking to fund only one additional vehicle for use in Chemung County. Tina Hager shared that Greg Denman anticipates doing an application to replace his older, non-5310 van. Connie Scudder mentioned that Falck Cancer Center now has a strong affiliation with the University of Rochester Wilmot Cancer Center so there may be needs for area residents seeking treatment in Rochester. Adam Hungerford said Able-2 is looking to restructure transportation, and he has been in contact with NYSDOT about a potential 5310 application. He has a concern about the ability to add wheelchair stations. Craig Mennig confirmed he will complete an application to continue their mobility management program. Chemung County expects to complete an application for mobility management. Belinda Hoad said that this year rurals can apply for mobility management and operating assistance. The Institute for Human Services plans to apply for a bus pass program to be administered by Catholic Charities.

Since 5310 funding requires that projects be derived from the Coordinated Plan, Tina will review the Chemung County Coordinated Plan to see if an update is needed. The Plan itself is general, but we might benefit from adding Coordinated Committee minutes as an update to give more detailed information of ongoing projects.

5.Stakeholders Share—Anita Lewis shared a story about a couple who needed a bus pass to get to work at Cornell University. Because they just needed the pass until they received their first paychecks, she asked if C TRAN had a fund with donations to provide this type of pass. Karen McKinley said that government entities are not able to request donations, and Jim Arey expressed a concern about a way to validate the need. Need validation and donated pass distribution would be more appropriate at a non-profit. Craig Mennig said the ARC maintains a fund for transportation, and Phyllis Baillett confirmed Workforce NY distributes passes to clients using their services. Amber Simmons told of a new program in Schuyler County where the ARC will provide limited transportation reimbursement after the individual has been vetted by an agency.

Connie Scudder shared that Rosemary Anthony will be leaving Arnot Health to teach Allied Health professions at CCC's downtown Corning campus. Also, Connie announced that Southport has passed a Complete Streets Policy and new sidewalks are completed in Chemung.

Belinda Hoad mentioned a few of the projects she is working on: making the Proaction office in Bath a hub for selling transit passes and having wifi via cell service on all bus systems operating in Steuben County.

5. The next meeting will be held in October or November.

Chemung County Coordinated Transportation Committee Meeting Minutes

November 13, 2017 at 10:00 to 11:45 a.m.

Hosted by Able-2

1. **Attendance:** Trish Rude, ARC of Chemung; Adam Hungerford, Able-2; Greg Denman, Arnot Health; Dan Nichols, Pathways; Amber Simmons, Schuyler County Mobility Manager and Move Together NY; Belinda Hoad, Steuben County Mobility Manager; Phyllis Balliett, CSS Workforce NY; Shelby Derry, OPWDD; Megan Pulver, Move Together NY, and Tina Hager, Chemung County Transit Specialist.

Host: Adam Hungerford said Able-2 expects to restructure their transportation program starting in January. They would like to reduce their fleet of 52 vehicles down to about 45. They expect to have a dedicated driving staff with no other duties, and their IT department is currently creating a web-based scheduling system for vehicle use. Leisa Alger was promoted to Director of Able-2 over the summer. The dental clinic on Charles Street is expected to stay open and expand. In September, Able-2 opened their first supported living environment (more independence than a group home).

2. Mobility Management Update

- a. **Mobility Management Outreach/Travel Training:** Tina Hager gave the mobility management report. The Chemung County Mobility Manager position will remain vacant until at least two years' of funding is secured for the position. Tina Hager thanked Trish Rude, the Mobility Manager from the ARC of Chemung, for filling in for outreach events.
- b. **511NY Southern Tier Rideshare & Car Lite Challenge Update:** 511NY Southern Tier Rideshare has expanded business portals to DePuy Synthes, Schuyler Hospital, and most recently to the Watkins Glen School District. A NYSDOT vendor consulted with ECTC staff on the idea of adding single trip matching to the 511NY rideshare platform. Tina Hager shared part of a blog written by Katie who participated in the Car Lite Challenge by biking 36 miles round trip.
- c. **Ongoing 5310 Programs:**

1. ARC of Chemung Mobility Management Program & Volunteer Driver Program:

Trisha Rude shared that the ARC has arranged one trip so far with its volunteer driver program. Recruitment of volunteer drivers has been challenging.

2. Access Chemung: Tina Hager shared a postcard developed for the service and encouraged agencies to help with distribution.

3. ECTC Update

a. Nicolette Wagoner started as ECTC Director in late August. Tina Hager explained the staff changes with the Elmira-Chemung Transportation Council and said that more information is available in the *Star-Gazette* article distributed prior to the meeting.

b. NYPTA Conference (autonomous vehicles, transportation network companies): Tina Hager reported that the NYPTA had some interesting sessions on how autonomous vehicles are being used and will be used in the future. For most people, they will experience a driverless vehicle while riding a shuttle (at an event or theme park). Transportation Networking companies such as Uber and Lyft were discussed at the conference as well, and mobility managers in the Broome/Tioga area are looking into partnering with Lyft for consierge service to assist with rides on their voucher program. Members of the Committee did not have local experience with ride-hailing services such as Uber and Lyft. Amber Simmons has downloaded both apps, and rides seem to be available in the Ithaca area.

c. Bicycle/Pedestrian Improvements (Lackawanna Rail Trail, Lake St. Bridge, Water St. & Main St.): Tina Hager told about three Transportation Council projects that residents can look forward to. The Lackawanna Rail Trail has been completed from Elmira to Lowman, making the entire trail 8 miles long. Over the next three years, the Lake Street Bridge will be developed into a bicycle and pedestrian bridge with no vehicles allowed. Improvements for pedestrians, bike riders, and bus riders are expected on Water and Main Streets in Elmira.

4. C TRAN update

1. Employment Services (DeMets, potential to Tioga Downs) Tina Hager shared that the service to DeMets remains successful. Once the 5311 award for new Employment-related service is known, C TRAN staff will be able to offer Tioga Downs additional service based on their employment needs and shift times. The hotel is now open and Tioga Downs will have increasing staffing needs related to food and hospitality services.

2. **New Technologies (Smartdrive, Geotab, Digital Radios)** Tina Hager explained the new technologies and how they work to improve the system.
3. **Electronic Fare Collection System & Credit Card Payments** Tina Hager discussed C TRAN's planned Automated Fare Collection System. Partners suggested that agencies such as Access-VR, Trinity, and the ARC of Chemung purchase multiple passes for clients and should be consulted about the best methods for payment under the new system. In an October meeting with CSS Workforce staff, Phyllis Balliett said to better control use and compliance she prefers a two week bus pass with Workforce staff reloading on the web portal.

5. **Any updates on 5310 or 5311 funding applications?**

Tina Hager shared that in Chemung County 5310 funding applications oversubscribed available funding. Applicants for buses were Pathways, Able-2, and Falck Cancer Center. The ARC of Chemung and Chemung County applied for mobility management projects. Applications are currently under review.

6. **Stakeholders Share**— Phyllis Balliett said the job fair held November 3rd at CCC Health Center in downtown Corning went well. A regional job fair is expected to be held at CCC in late March. Agencies interested in participating should contact Kellie Christopher at Workforce.

Amber Simmons described a potential regional project. She and Megan Pulver are canvassing area counties to determine potential participation. The Get There call center has a voucher program to cover trips for Medicaid recipients that have a direct impact on health or could prevent a hospital trip/readmission but are not currently covered by the Medicaid transportation program. Care Compass is seeking proposals (\$2 million in funding for applications due in late January), and Amber is looking at an opportunity to expand the voucher program in additional counties. The Get There Call Center is not able to host all of the counties in an expansion, so Chemung County would need to have calls taken by the 2-1-1 Helpline, Transportation Link-Line, or another interested agency. Medical providers refer clients and determine if their trip is medically necessary. Customer service representatives would work with callers to help them determine the best mode of transportation for qualified trips. Subsequent to the meeting, Adam Hungerford, reached out and would like to explore the possibility of Able-2 participating in this effort.

Belinda Hoad said the Institute for Human Services has hired a transportation assistant who is housed at Catholic Charities. The transportation assistant will manage the transportation resources such as bus tokens, gas cards, MAS bus tokens, travel training,

and trip planning. The staff will have the ability to help Medicaid recipients who need a bus pass on short notice (same day or 1-3 days). Exploring the same concept in Chemung County might mean more Medicaid recipients are able to use transit.

7. Next Coordinated Transportation Committee meeting Feb 2018—Tina will contact a potential host in January.

Chemung County Coordinated Transportation Committee Minutes

February 27, 2018, 10-11:45 am

Hosted by ARC of Chemung, 711 Sullivan St., Elmira

- 1.** Attendees: Karen McKinley, C TRAN; Trisha Rude, ARC of Chemung Mobility Manager; Belinda Hoad, Institute for Human Services, Steuben County Mobility Manager; Amber Simmons, Schuyler County Mobility Manager; Denise Sullivan and Laurie Hansen, Chemung County Office for Aging and Long Term Care; Roman Kowal, Pathways, Inc. Transportation Dept.; Michael DiRenzo and LeslieAnn Regan, Medical Answering Services; Greg Denman, Arnot Health; Nicolette Wagoner, Elmira-Chemung Transportation Council (ECTC) Director and County Planning Commissioner; Jim Arey, consultant to ECTC; Tina Hager, Chemung County Transit Specialist. Tina Hager led the meeting.

- 2.** Host: ARC of Chemung County, Mobility Management Program and Volunteer Driver Program: Trisha Rude described the services of the ARC of Chemung, her role as the Mobility Manager at the ARC, and their limited volunteer driver program. The volunteer driving program has been hampered by the fact that potential volunteer drivers do not want to go through the background check, Child Abuse Check form, fingerprinting, and other requirements needed to work with the ARC of Chemung. There have been four trips delivered by volunteer drivers to date. Trish plans to approach churches to recruit additional volunteers.

Trish said that the sheltered workshop at the Sullivan Street address is expected to close in a few months. This will be a major change for the agency, and transportation needs will increase as groups will be going various places on work assignments. A number of clients are working at Fennel Springs in Horseheads and have been using the Grand Central C TRAN bus route. Plans for renovation to the Sullivan Street facility are on hold as the agency decides if it will use the facility as a hub location for its care coordination.

- 3. Mobility Management Update:** Tina Hager announced that C TRAN is in the process of hiring the new Mobility Manager for the County. The position is expected to be filled by April. There was discussion about re-running the regional Mobility Management training that was held two years ago. There were no specific plans made, but it was noted that maybe late May would be a good timeframe.

 - a. 511NY Southern Tier Rideshare: Tina described the status of the program. The grant has been extended from the end of March until the end of September, and NYSDOT provided additional funding. There are 14 private employer portals and 3 county government/community portals. Belinda Hoad asked how many counties were planned to be involved in this grant. Tina Hager explained that the rideshare program was based on four counties so one more needs to be added. For the next seven months, the program will utilize two marketing campaigns and outreach to focus on growing the number of users in the database.
 - b. CDL License Changes – Tina Hager described how new CDL testing requirements in New York State are compounding the driver shortage for both private and public companies. The problem is the new testing requirements are not well known and available testing dates and locations are limited. Karen McKinley described how the CDL licensing problem has created problems with hiring and retaining transit drivers. Amber Simmons noted that the Collaboration of New York ARC's has put together some good advice for agencies to use in training your drivers for the new CDL test. As a follow up to meetings with representatives during Transit Awareness Day, a letter to NYSDOT\Governor has been drafted to request fixing the lack of Southern Tier testing sites and testing time availability.
- 4. Update on FTA Section 5310 Project Awards:** Jim Arey, who was on the ECTC review team, told what grants were approved for Chemung County groups in this application round.

 - a. Arnot Ogden Medial Center for one vehicle (\$ 33,882 Federal share),
 - b. Able2 Enhancing Potential, Inc. for reduced funding from their request for 4 vehicles at \$ 173,274 Federal share to \$ 112,137 for vehicles
 - c. Chemung County Mobility Management \$ 91,547 Federal share

- d. NYSARC Inc. Chemung County Chapter Mobility Management \$ 36,644 Federal share
- e. Pathways, Inc. was not approved for the one vehicle requested thru ECTC, but is\was eligible and applied for vehicles under the NYSDOT rural portion of the 5310 program.

Jim explained that the ECTC had only \$ 274,210 allocated for projects to aid senior and persons with disability transportation needs in Chemung County (its urbanized area). It used all the funds available for the projects it approved. ECTC has communicated award information to applicants; however, it is expected that NYSDOT will provide an official award letter.

The Main Office of the NYSDOT is responsible for administering the 5310 rural funds, which are much larger statewide than the ECTC allocation. Pathways also applied for vehicle replacement under the rural program. It is expected the Governor will announce those awarded funds in the future.

5. ECTC Update – Coordination Plan

- a. Consultant Jim Arey has been retained to assist ECTC with its Plan Update.
- b. Updated Coordination Plan due this year – An updated Coordination Plan must be prepared in 2018. This is the first meeting where the plan and process to create are discussed. The plan is a requirement of the above-mentioned Section 5310 program. The need for projects such as vehicle replacement or mobility management must be described in the Coordination Plan in order to be Federally funded as a project by NYSDOT. The plan describes the existing transportation provided now to seniors and persons with disabilities, the agencies/groups providing such transportation, the needs for transportation by these two population groups, the unmet needs for transportation by them, and the strategic projects and funds to help meet those needs. In previous plans, vehicle replacement and mobility management (to maximize existing transportation) have been the two top priorities. Regional needs/projects/funding will likely be included in this Plan Update as well.
- c. Stakeholders roles – Jim briefly described the stakeholder roles as completing a survey of their vehicle fleets if they provide transportation, gathering transportation services their agency/business provides, and describing continuing or new transportation needs in their agency/the

community. Two survey forms were provided for Committee members for discussion. Jim explained that he will reach out for more in-depth discussions with some agencies on the Committee. If Pathways has a way to isolate clients living or receiving services in Chemung County, the data would better show the need in Chemung County. The “Transportation Needs “ survey may have a part added to try to gather the estimated number of persons in an agency needing transportation for the purposes listed in Question 4 on that survey. Electronic copies of the surveys will be provided to members.

- d. General Public Transportation Survey: Organizations such as Dept. of Aging and Long Term Care and 2-1-1 Helpline may have survey information that can be tapped. Previous plans did not include directly surveying the public on unmet transportation needs they experienced. Several good suggestions were made on where to distribute and collect survey information: Catholic Charities, Soup Kitchen, Family Services, community centers, congregate meal sites, and the AARP Chapter meeting. Belinda Hoad mentioned that the survey for the Steuben County Transportation Study did not ask if the person had a driver's license, and that might be important information to have.
- e. Timeline: surveys – completed by the end of March; Jim follow up with some members—March and April; first draft Plan Update – June; approval late fall/early winter

6. C TRAN update --Electronic Fare Collection System & Credit Card Payments –

Tina described the new fare collection system that C TRAN is having installed by GenFare. The new system will allow passengers to buy 31-day passes that are plastic smart cards to replace the current colored paper monthly passes that are good only for the days in a specific month. Single day, 5-day, and 10-day period passes will be developed later. There was discussion about whether the SmartTAP system could be expanded to other counties in the region. While a system that riders could use seamlessly makes sense, procurement, cost, and technical expertise would be difficulties to address.

7. 5311 funding applications status – no news from anyone who applied.

8. **Regional Projects**--Amber had good news that the five counties (Cortland, Tompkins Steuben, Schuyler and Chemung) had been approved for a Care Compass (DSRIP) \$ 202,000 one-year grant. The grant would establish a voucher system to subsidize non-Medicaid –eligible transportation trips for health-related trips (e.g. trips for prescriptions, or WIC) for Medicaid recipients. The voucher could be for anything from gas cards, to a pharmacy delivery, to a public transit fare. Needs will be identified by a healthcare provider or a local agency. A local organization, Able 2 in Chemung County, has agreed to be responsible for administering the rides at the local level. As the program develops, Michaleen Lehman, the coordinator for Able 2, will be reaching out to connect with providers and agencies in Chemung County. The one-year program is to establish an administrative model for the program and gather evidence-based data. Following that, other funding will be sought to make the program sustainable. Laurie Hansen noted that needs are so great that it is unfortunate that the program is limited to those on Medicaid.

Amber also explained the availability of specific population data available thru ESRI Tapestry that we can use in the Plan Update. She offered to share it with Chemung since she had already done it for Chemung County as part of her regional Move Together NY efforts.

9. **Stakeholders Share** – Leslie Ann Regan from MAS described their new public website with mobile phone version. She said MAS has an improved phone system that would reduce wait times to 2-3 minutes and make it easier to book trips. She mentioned that MAS has been very strict in enforcing its 3 day policy.

Tina Hager shared that previous 5310 recipients Able 2, the ARC, and Chemung County have been selected for a NYSDOT State Review in 2018. Greg Denman said that after having a conversation with a consultant from Milligan, they determined that there would be no review this year. The Cancer Center's current 5310 vehicle is beyond its useful life. Pathways was reviewed in November 2017.

10. **Next Coordinated Transportation Committee meeting June 2018**—Jim Arey will contact a potential host in March/April.

Chemung County Coordinated Transportation Committee Minutes

Thursday, June 21, 2018 @ 10:00 a.m.

Hosted by CCC's Elmira Workforce & Academic Center, 3rd Floor – Board Room, 318 Madison Avenue, Elmira, NY 14901

1. Introductions and Attendance

Tina Hager, Elmira-Chemung Transportation Council
Angela Wood, Elmira-Chemung Transportation Council
Jim Arey, Consultant for Elmira-Chemung Transportation Council
Tanya McGee, Chemung County Planning
Lori Haner, Chemung County Mobility Manager
Karen McKinley, C TRAN
Alan Yeck – Corning Community College
Olga Clark – CSS Workforce New York
Phyllis Balliett – CSS Workforce New York/Pathways to Employment Program
Megan Pulver – MoveTogetherNY/Cornell Cooperative Extension
Michaleen Lehman – Able2
Derrick Ek – AIM
Roman Kowal – Pathways, Inc.
Denise Sullivan – OFA/NY Connects
Leslie Ann Regan – MAS
Jennifer Bertron – Food Bank of the Southern Tier

2. Host: Update from Corning Community College & CSS WFNY

Following introductions, Tina Hager introduced our host Alan Yeck from Corning Community College to provide an update for the group.

Mr. Yeck reported that Corning Community College is actually two entities: for-credit where individuals are able to earn an Associate's Degree and non-credit workshops. As Director of Workforce Education, Mr. Yeck focuses on the non-credit side. Some examples are Excel training and PMP (Project Management) certification. On the workforce side, CCC works directly with staff to conduct welding, C.N.A., Medical Coding classes, and more. CCC has eleven welders graduating with two already hired by Corning, Inc. The other nine have jobs pending with CAF USA, Cameron, Kennedy Valve, Vulcraft, etc.

Ms. McKinley reported that C TRAN is struggling with a driver shortage and asked about CDL training. GST BOCES provides CDL A and B training at Coopers Plains and CDL A training at the Bush Campus in Horseheads. There remains a labor shortage in the healthcare industry.

Mr. Yeck introduced the leaders from CSS Workforce New York, Phyllis Balliett and Olga Clark as partners in the Elmira Workforce & Academic Center. Phyllis Balliett reported that CSS WFNY has a part of the ESPRI Grant. As part of the Empire Poverty Grant, CSS WFNY will be extending

the career center hours on Monday and Wednesday nights until 8:00 p.m. and on Saturdays from 10:00 a.m. – 2:00 p.m. The Career Center extended hours offer those that may be employed or under-employed the opportunity to access services they may otherwise not be able to during traditional career center hours. CSS WFNY has been involved with recruiting for Walmart and Wayfair. CSS WFNY is really working with our Department of Labor partners on trying to change the public's perception of the "unemployment office" to the career center "re-employment office."

Phyllis reported that Workforce manages the Pathways to Employment Program contracts with Department of Social Services (DSS) to work with the Temporary Assistance to Needy Families (TANF) population. One of the focuses has been working with the Department of Justice (DOJ) for individuals recently released from the system. Classes are held Thursdays 1:00-3:00 and are open to the public. If an individual wants to register for a class, they can contact Melissa at 733-7131 ext. 2220. Additionally, Mobility Manager Lori Haner has been conducting monthly outreach to the Pathways to Employment participants.

Phyllis introduced Olga Clark, Deputy Director for CSS WFNY. Ms. Clark reported that CSS WFNY assists with funding for individuals. Under the ITA or Brokered Training Programs, there are two offerings at GST BOCES, including the CDL-A and CDL-B. Currently, although CSS WFNY is the last funder of resort, a potential candidate who obtains a pre-hire letter will be highly considered. If a business is willing to work with CSS WFNY to cover the remaining balance to help off-set the costs, this is also taken into consideration, as the goal is employment. The CNC program currently has a 100% placement rate working in conjunction with the Pathways to Employment Program and the Career Centers.

If a business has an employee who may need help upgrading his/her skills, however doesn't have a lot of time and needs to learn at their own pace, CSS WFNY does have the Metrix Training Program that is now available to employed individuals at no cost. The on-line program is offered to the public with an unlimited opportunity to upgrade skills sets. This is a new offering as of July 1, 2018. In previous years CSS WFNY had sub-contracted for youth program operators; however, starting July 1, 2018 Workforce will operate and manage the program in-house. The CSS WFNY Youth Program serves individuals 16-24 years old.

3. ECTC Update – Draft Coordinated Plan

Tina Hager introduced Jim Arey, consultant to the Elmira Chemung Transportation Council. She reported that Jim has been working to complete the 2018 Coordinated Plan. When NYSDOT releases the 5310 project solicitation, proposed projects related to seniors and individuals with disabilities have to be in the Plan in order to be considered for funding.

Jim Arey reported that the draft Plan is completed and wanted to review the plan highlights with stakeholders and what the Plan's funding priorities would be for transportation in

Chemung County. Mr. Arey reported that a lot of work has been achieved surveying the current human service and transportation providers. The purpose of the Plan is to identify what the needs are and list existing “unmet” needs. We are required to serve the seniors and disabled individuals of Chemung County. We need to identify where the projects are needed in the rural areas.

Jim Arey reviewed current successes. There are now two Mobility Management positions. For Transit, the Demet’s (now Pladis) service grew out of the Coordinated Committee, and rural funding supported the Elmira-Owego service after Tioga’s transit system disappeared due to the Medicaid change. The regional 511NY Southern Tier Rideshare Program continues to offer another transportation option for people living in rural areas.

The following successful projects and programs were included in the Executive Summary:

- Creation of a Mobility Management program to market existing services, provide travel training and work on new transportation projects;
- Establishment of a new successful employment-based public transit service to a rural manufacturer;
- Funding of needed replacement buses for several human service agencies that provide transportation services to their clients;
- Creation of a new demand responsive service (Access Chemung) designed to meet the basic employment needs of seniors and persons with disabilities;
- Coordination with an adjacent county to save a rural public transit route that otherwise would have been eliminated; and,
- Creation and maintenance of a regional web-based carpooling program to facilitate shared commutes and assist the businesses where these employees work (511NY Southern Tier Rideshare).

A public survey was a part of the data gathering for the Plan. The Chemung County Mobility Manager has obtained about 140 surveys through outreach to AARP, housing units, and bus riders. A roundtable discussion was held with major employers.

The Plan’s Funding Priorities were discussed:

- Continue two Mobility Managers – Chemung County and Arc of Chemung
 - Lead Coordinated Committee
 - Tina Hager reported that moving forward Lori Haner would be leading the Coordinated Committee meeting.
 - Lead Riders Advisory Committee
 - Our Chemung County Mobility Manager arranges the Riders Advisory Council meetings where our riders provide critical information regarding service and unmet needs.
 - Market C TRAN Services

- Mr. Arey said that marketing is critical to making sure people are aware of transportation services.
- Market 511NY SouthernTierRideshare Program
- Travel Training
 - Mobility managers should continue to educate seniors who want to maintain their independence and youth who need to be able to navigate a smaller system like C TRAN to prepare for college/larger systems.
- Keep and Improve C TRAN Services including urban/rural and those serving seniors and persons with disabilities.
- Replacement of buses/vans for Able2, Pathways, Falck Cancer Center and others
- Support New/Expanded Employment Transportation
 - Mr. Arey reported that DeMet's (Pladis) now relies on the Route#20E Elmira to Airport Corporate Park for employees to get to their location. A similar type of employment service may be developed for Tioga Downs or Wayfair.
- Regional Coordination & Collaboration
 - Route#10 Elmira to Owego shows a successful regional partnership into Tioga County.
 - A stakeholder asked where the money comes from for regional projects. In transit, funding streams through FTA (Federal Transit Administration) and NYSDOT generally support one county. Under one application, counties can work together on an application for Section 5310 (for disabled and senior transportation) and Section 5311 (rural funding). Regional projects often involve intermunicipal county agreements. Initiating projects on a smaller scale by piloting and figuring out the lessons learned is one way to begin building partnerships and securing the funds needed to sustain a project/program.
 - Stakeholders Input on Plan—Stakeholders had no direct comments on elements of the Plan as presented during the meeting.
 - Plan approval process – Once finalized, the Coordinated Plan will be sent to ECTC for approval at the fall meetings, expected in Oct/Nov.

In July, an electronic version of the Plan will be sent out for review/feedback before the Plan is finalized in August. Stakeholders who wish to comment should contact Jim Arey, Lori Haner, or Tina Hager. Mrs. Hager thanked Jim, Tanya, and Lori for their work on the Plan as well as of those who completed the surveys.

4. C TRAN update --Electronic Fare Collection System & Credit Card Payments – Karen McKinley

Ms. Karen McKinley reported C TRAN has installed a new electronic payment system on the buses. When ready, the new system will allow riders to purchase the SmartTAP card, tap the unit on the bus, and ride.

Two ticket vending machines (TVM's) will be installed, one at the Transit Center and one at the Arnot Mall. The Ticket Vending Machines accept cash or credit. SmartTAP cards

eliminate the worry about having exact change; however, cash fareboxes will remain on the buses.

The plan is to offer 1-day (\$5 new offering), 31-day limited use, and 31-day reloadable cards. Per trip fare on local route and monthly pass costs will not change as a result of the new system. Ms. McKinley reported that new fares do not require legislative process. C TRAN does have one small fare increase on the Elmira-Ithaca run that does need to go through the legislature. The change cannot be implemented until a public hearing is offered to the riders.

Once the web system is available and functioning, the reloadable cards will be able to be registered. If lost or damaged, the cards can be replaced for a fee; therefore, the individual will not be in jeopardy of losing the fare they have purchased. For the first six months, there will be no fee for the reloadable cards unless someone needs a replacement.

C TRAN staff expects to implement the new fare collection system in August/September. The Chemung County Mobility Manager will assist and educate riders at the Transit Center work with agencies to show how to purchase, track and reload the cards.

The C TRAN team provided a visual of the card designs. The silver card is for commuters, and there is a navy blue card for the \$60/monthly 31-day pass. The \$45/monthly 31-day Half Fare cards have a box for photo identification. Ms. McKinley reported that eventually C TRAN expects to implement a "Pay-As-You-Go" model, however, didn't want to complicate things during the roll-out.

Although similar in design, the Limited Use cards have a much shorter life span at about 45 days. The plastic Reloadable Use cards are long-term and are supposed to be able to be used up to 10/years depending upon wear. The C TRAN team can help agencies determine what card works for the clients served.

Each SmartTAP card has a unique Serial ID# for registration & tracking and reloading fare. Customers and/or agencies who elect to reload via the upcoming on-line link will have an anticipated 24-48/hr. waiting period for the fare to be activated and/or updated.

C TRAN will continue to educate and post the changes for the public as the products become available. Staff is working at getting the infrastructure in place, developing the web-site language, testing the registration & function of the cards and developing plans with each of our agencies. The drivers will be able to receive word-of-mouth feedback from the riders to make sure the system is working. The goals are to reduce the use of paper passes, improve ridership data collected, and increase rider convenience in purchasing fare.

Customers can visit C TRAN's home page at www.ridectran.com as information on the SmartTAP system is rolled out.

Ms. McKinley reported that as of last month, ridership was up 5%.

5. Mobility Management Update

a. Chemung County Mobility Manager at C TRAN

Lori Haner reported that she has been working with the C TRAN management team and the Transit Specialist to prepare materials to assist the bus riders for the transition to the SmartTAP bus fare system.

Ms. Haner held community outreach aimed at identifying “unmet” transportation needs, especially in the targeted populations of seniors and individuals with disabilities. Some of the local agencies recently contacted include: Pathways, EOP (latest event was the Juneteenth), Chemung Arc, CCC/Workforce, AARP, Pathways to Employment, Poverty Coalition, Chemung County Aging & Long-Term Care, Chemung DSS and our new Community Navigators. Should anyone have any event or specific idea for a table or venue that would work for surveying needs, please contact Lori as she is open to ideas. She can be reached via e-mail at lori.haner@firstgroup.com or phone at (607) 378-1004.

Ms. Haner has been involved in regional mobility management across the Southern Tier. She provided outreach at the Leadership Conference on 4/5/18 at CCC, was involved in Supports-For-Health discussions, and the participated in MoveTogetherNY meetings.

Tina Hager added that currently the C TRAN team is preparing outreach and service for summer events like Strong Kids Safe Kids.

Also, she said that Chemung County is preparing for a State Review of its 5310 Program that covers the Access Chemung and Mobility Management programs. She offered assistance to other 5310 recipients who may be under review this year.

b. Mobility Management at Arc of Chemung – Tina Hager

Ms. Tina Hager reported that Arc of Chemung Mobility Manager, Trisha Rude, has been working on a Volunteer Driver Program, however, has experienced difficulty recruiting drivers.

c. 511NY Southern Tier Rideshare

Ms. Tina Hager announced that the project has now expanded into five counties with the addition of Tioga and Broome. Facebook Lead Generation ads included Tioga in May and will include both new counties in the September campaign. There were approximately 400 registrants previously, and the number is 700 with the addition Broome-Tioga.

Denis Sweeney was contracted to return to the existing businesses who have portals to conduct on-site outreach sessions. Sessions have been held with the Arc of Steuben, Watkins Glen High School and Hunt Engineers. Lori Haner reported that she and Denis Sweeney held an outreach event at Hunt Engineers on 5/21/18. They spoke to 39 employees and obtained 8 new registrants into the company Rideshare portal.

Employers who attended an Employers Roundtable held on 5/1/18 were interested in hearing more about rideshare and requested a 511NY SouthernTier Rideshare information slide for their lobby monitors.

6. Updates on 5310 or 5311 Funding Awards – Tina Hager

Tina mentioned that when the agenda was created rural areas were waiting for the 5311 awards and had not received written notification of award amounts. Chemung County recently received notification that all applications were approved. Rural programs have had to continue without confirmation of the 2017/18 funding. No one at the meeting had received NYSDOT notification on the 5310 awards.

7. Regional Projects

a. Supports For Health - Michaleen and Megan shared the following:

Supports-For-Heath.....Connecting High Risk Individuals to Health Related Supports

The Supports for Health Voucher pilot project supported by Care Compass Network Innovation Funds program is designed to reduce hospital re-admissions, and emergency room visits, and improve overall health for **high risk** Medicaid eligible individuals. Transportation to **doctor's appointments are not eligible** for this voucher program, as they are already covered for eligible individuals by the Medicaid Transportation benefit.

Health Care providers/Community Based Organizations (CBO's) can make referrals based on the following qualifiers and according to which county the individual resides:

- ☐ Have they been hospitalized in the past 30 days?
- ☐ Are they enrolled in a chronic disease self-management prevention class (CDSMP) or other preventative health class?
- ☐ Do they have a prescription or need for medical supplies/equipment?
- ☐ Are they enrolled in mental health/substance abuse support services **not** eligible for Medicaid transportation?
- ☐ Do they have a chronic condition with a high risk of hospitalization and/or needs access to services to prevent severe health deterioration (fitness, pain management, fall prevention)?

Vouchers can be used to provide transportation to health-related needs, or the delivery of items such as food/ prescriptions that will greatly assist in keeping the individual healthy and avoiding a hospital visit.

Some examples of legitimate voucher uses are:

- Getting groceries after a hospital release
- Purchasing medical supplies
- Getting to a diabetes management class
- Getting to a crucial benefit renewal appointment

- Having a prescription delivered
- Crisis prevention (Health Related)

Extenuating circumstances may apply, and needs will be assessed on a case by case basis. Receipt of a voucher does NOT guarantee a ride or provision of service.

STEPS for Provider/CBO:

1. Identify the qualifier
2. Complete the referral form
3. Provides 2-3 non-transferrable vouchers that expire in 45/days 2-3 vouchers to the individual
4. Complete/have individual complete the Release Form & the individual must sign the release form:
5. Fax the referral form AND the release to <Local Administering Agency>

<Local Administering Agency> will then make an initial outreach call to the referred individual, explaining the benefits of the program and how to redeem their voucher.

LOCAL ADMINISTERING ENTITIES:

Schuyler County Transportation Link Line – (607) 535-3555 – M-F – 9 a.m. – 2:30 p.m.

Chemung County – Able2 – (607) 734-7107x8010 – M-TH – 9:30 a.m.-2:30 p.m.

Steuben County/Finger Lakes Region 2-1-1 – M-F – 8:30 a.m.-5 p.m.

Tompkins County – Human Services Coalition 2-1-1 or (877) 211-8667 – M-F – 8:30 a.m. – 5 p.m.

Way2Go Cortand – (607) 734-7107x8010 – M-TH – 9:30 a.m. – 2:30 p.m.

www.supportsforhealth.org for more information.

b. MoveTogetherNY Mapping – Megan Pulver

Megan Pulver shared that www.movetogetherny.org began as a facilitated group to create an on-line interactive map utilizing the existing transit map routes and connections. Next the team added the ESRI Tapestry which added interesting, descriptive ways to locate businesses, social, CDC and vulnerability in certain areas for emergency preparedness.

8. Stakeholders Share

Derrick Ek from AIM offered to host the next meeting and give a short presentation of the offerings that AIM has for our community. With a veteran advocate on staff and news of a new housing development site for veterans, there will be more to share.

Jennifer Bertron of the Food Bank of the Southern Tier was well prepared with an array of information for everyone to distribute for Fun, Friends & Food! This is a program sponsored by the Economic Opportunity Program with support from the Food Bank of the Southern Tier where kids and teens 18 and under are able to eat for “free” Monday through Friday between June 25-August 24 in various locations. For updates and information, call 2-1-1 or 1-800-346-2211 or visit www.feedchemung.org. Follow them on Facebook at: Chemung County Free Summer Meals for Kids.

9. Next Coordinated Transportation Committee meeting is planned for Thursday, September 26th, 2018 at 10 am. AIM will be hosting.

APPENDIX C. FEDERAL TRANSIT FUNDING PROGRAMS BACKGROUND

This Appendix is to provide a description and history of Federal transit funding program and the projects funded resulting from the previous Chemung County Coordinated Public Transit--Human Services Transportation Plan (the Plan). It covers from the first 2008 Plan to the current Plan. The details contained here are meant to provide a record of how the Plan purposes evolved and past projects to address transportation needs were funded\implemented. The appendix is not meant for the average reader of the Plan who is not interested in how the Federal programs and funding processes have changed what is required to be eligible for funding, and what sorts of projects have been funded previously. On top of those things, the mobility management project was funded from two separate fund sources, and now is funded from the third. The mandated purposes of this Plan have changed since the first Plan in 2008. At that time the Plan was mandated in order to make the County eligible to apply for and receive funds for transportation projects under three Federal Transit Administration (FTA) funding programs: Section 5310, Section 5316 and Section 5317. The current Plan meets the remaining mandate of the Section 5310 program and the New York State Department of Transportation (NYSDOT) requirement that Section 5311 projects be identified in the Plan. The following sections provide history and the status for those transit grant programs.

It is important to note that the Section 5310 was not a significant fund source for Chemung County private non-profit agencies for funding of replacement vehicles until 2015. The JARC (Section 5316) and New Freedom (Section 5317) were not large sources of funds that could do many transportation services or projects. Nevertheless, the funding of mobility management, travel training, employment transit services, and a rideshare program had a significant change in the perception of transportation in the County.

SECTION 5310

FTA Section 5310 makes funds available for municipalities and non-profit organizations to fund mobility management and to purchase buses and vans (among other things) that can be used to meet the transportation needs of elderly persons and persons with disabilities. This Federal program is administered in New York State by the New York State Department of Transportation (NYSDOT). Applicants for the funding applied to NYSDOT annually until 2015 with the entire decision on project funding made at the State level. The State had one allocation of 5310 funds for the entire state with no set aside for any of the urbanized areas in the State-- such as Chemung County.

Prior to 2010, it had been more than ten years since an agency in Chemung County had used Section 5310 monies. Then Arnot Health's Falck Cancer (then applying under its previous name Arnot Ogden Medical) was approved for 80% funding of the purchase of one vehicle. The Cancer Center had participated in the development of the first Plan. It demonstrated a funding need, and submitted a successful application to purchase one replacement bus. The requested funds were needed because they lacked other funds to replace one of their aging vehicles.

In the subsequent 2012 NYSDOT application round, a human service agency in Chemung County was awarded a grant to replace overaged vehicles. Able-2 was approved for funding for four replacement

vehicles and Pathways under both Chemung and the statewide rural allocations (Chemung and Steuben Counties) was approved for four replacement vehicles.

Then in FFY 2013 there was a change in how the Section 5310 funds were allocated at the Federal level. That change was made under the new Federal transportation law -- SAFET-LU. The Section 5310 allocations were separated into ones for urbanized areas over 200,000 population, ones for small urbanized areas, and then one for the statewide rural area in each state. This changed how NYSDOT administered the program. The metropolitan planning organizations (MPO) in New York had a role in determining which projects were funded in their area. The Elmira-Chemung Transportation Council (the metropolitan transportation planning organization for this urbanized area) now reviewed the applications submitted for Chemung County agencies and made recommendations to NYSDOT on which applications should be funded using its allocation of Section 5310 funds. Starting with the 2015 NYSDOT Section 5310 grant program (that made available FFY 2013, 2014, and 2015 Federal allocations to New York) the Section 5310 grant program followed this new approach. The MPOs and NYSDOT agreed that NYSDOT would still administer the program, have a statewide procurement process, review the applications for eligibility, and announce the awards.

The result of the 2015 grant process was that for Chemung County there were four applications approved. Operating Assistance was approved for a new service, Access Chemung, which provides demand responsive service to seniors and persons with disabilities for medical and employment trips. An additional Mobility Manager was funded. The ARC of Chemung County was needed to address the many mobility needs of their clients. Pathways was approved for the replacement of one vehicle. A small amount of funds were approved to support the Chemung County Mobility Manager (to complete the use of the full allocation after the other needs were met).

The NYSDOT 2017 Section 5310 application round involved some minor changes. One involved the MPO application review process including NYSDOT regional office staff reviewing the applications with the MPO staff. The combined review recommendation was then sent to the Main Office NYSDOT. For the first time the Federal funds requested in the applications exceeded the amount available to the Chemung urbanized area. The following projects were recommended by the ECTC review group and approved for funding by NYSDOT:

- Able-2 purchase two replacement vehicles
- Arnot Health purchase one replacement vehicle
- ARC of Chemung one year operating assistance for its Mobility Manager
- Chemung County two years' operating assistance for its Mobility Manager

Since Chemung County and ECTC started participating in the Section 5310 program, the involvement of coordinated partners has grown from no\little interest in 2007 to more interest than there are funds available in 2017. Note that the Section 5310 is the new Federal program to replace the Section 5316 and 5317 in supporting the mobility management program.

SECTION 5316 JARC (JOB ACCESS REVERSE COMMUTE)

The JARC program provided funding for job access and reverse commute services to transport welfare recipients and low income individuals to and from jobs, training, and child care, and to develop transportation services for residents of urban centers. Chemung County applied for these funds to support such services. The JARC program started as a discretionary, competitive program at the national level in the late 1990's. The County was not able to access the JARC funds until it completed the required transportation coordination plan in 2008. The ECTC's newly hired Senior Transportation Planner lead the effort bringing the various transportation providers and funders in the County together and writing the Chemung County Coordinated Public Transit-Human Services Transportation Plan.

Chemung County received one grant under the discretionary program. JARC then became a program with formula apportionments to urbanized areas such as Elmira\Chemung County. That one discretionary grant was to fund operating assistance of an employment service. A JARC-related public transportation service began in July of 2009 after ECTC staff coordinated with the local transit operator and workforce staff from Chemung County Department of Social Services (DSS). Transportation to employment was an unmet need identified in the 2008 Plan. A pilot service to a new call center was the first 5316-funded project (grant NY90X624). As an operating assistance project it was approved for 50% Federal funding. The call center had too many shifts and shifts that changed frequently. There were too many route time options and too few people that needed bus service for a fixed route service to have significant ridership. The service operated for a couple years with limited success and was then discontinued.

The Elmira-Chemung Transportation Council, as the local agency responsible for planning and programming Federal transportation funds solicited for projects to use JARC funds (and New Freedom as noted below). The County submitted a project to fund a Mobility Manager and the funding was programmed by ECTC. The County then applied to the Federal Transit Administration for funding and the funding was approved.

In the early 2000's there was awareness that areas needed a transportation position to be responsible to lead the coordinated transportation efforts and non-traditional ways to market and provide transportation services. That position was called a Mobility Manager. Chemung County funded its Mobility Manager in late 2009 and filled the position in 2010. The position was funded with a combination of JARC and New Freedom FTA funds (JARC grant NY90X650 and New Freedom grant NY90X652). The New Freedom program is described below. The Mobility Manager took over the responsibilities of public transportation-human service transportation coordination for the County. The position was created under the private bus operator of Chemung County Transit. She not only led the Coordination Committee, did outreach to committee members, but also did considerable marketing of the transit service. The work done by the Mobility Manager was a significant step forward in coordination and project development efforts.

A second JARC-funded project (grant NY37X075) was a transit service to take employees from Elmira to a factory just outside the Chemung urbanized area. During a January 2011 Coordinated Transportation Committee meeting, a local taxi operator mentioned a large number of taxi trips taking clients from a temporary services employer, Employment Solutions, to a candy manufacturing plant in Airport Corporate Park in Big Flats. The Mobility Manager in Chemung County coordinated meetings with

DeMets staff, the staff of the two temporary employment agencies supplying workers for the plant, and the Chemung County Transit (now C TRAN) General Manager to gauge demand for and feasibility of providing the new service. Input was given by the County Department of Social Services workforce staff, staff members of Chemung Schuyler Steuben (CSS) Workforce NY, and others on the Coordinated Transportation Committee. The commuter service to DeMets candy factory began in June 2011. Depending upon production needs, the route services two twelve-hour factory shifts that run 6 am to 6 pm and 6 pm to 6 am, or to meet three 8-hour shifts. The service operates five days a week and continues to have strong ridership. The service provided 13,375 passenger trips in 2017. It has averaged in the 12,000-15,000 trips per year for over six years. The JARC grant funding ended in 2017. The service is now funded with NYSDOT administered Section 5311 funding.

Consistently riders and agencies have identified the need for longer hours of bus service. Locally, it was thought that retail and restaurant employees working in the retail concentration in Horseheads and Big Flats need later bus service for the trip home. That later service would allow them to work past the current last bus service that stops at 10:00 PM. To respond to that identified need C TRAN piloted extended hours on the Shopper Shuttle route from May through December 2012. The extended service operated until 10 pm Monday-Friday. There was no significant increase in ridership in this JARC-funded service, and this pilot service ended.

In 2014, the County began a JARC-funded carpool program – the 511NY Southern Tier Rideshare program. The project followed the then standard ECTC project solicitation, ECTC programming funds and FTA grant approval processes (grant NY90X 689). The County partnered with the adjoining Steuben County to fund an internet-based carpool marketing three year project. NYSDOT allowed the project to use the 511NY existing website carpooling program as its software base. The project focused on marketing the virtually unknown program to businesses and government in the two counties. The counties hired a consulting firm with significant marketing of carpool formation, Metropool. It used radio and social media advertising and direct outreach to large employers in the region. NYSDOT has assisted with technical assistance. The project was a pilot to ascertain if such an approach would work in upstate\rural areas. The JARC funding for 511NY Southern Tier Rideshare ended in 2017. The program has been a success and continues. In 2017 and 2018 NYSDOT supported it with Statewide Planning and Research funds. The program now uses Section 5311 funds and the services of the Counties' Mobility Managers to continue. The program has expanded to five counties – Chemung, Steuben, Schuyler, Broome and Tioga. While the program has been successful, it is unclear if using the Mobility Manager as the lead with employers will be as successful going forward. Service continuity is possible through support from NYSDOT's rideshare consultant; however, the funding may not be sufficient for regional paid media campaigns resulting in significant growth of the Rideshare database.

JARC is longer a separate FTA program with a specific allocation to Chemung County. JARC eligible projects are now combined as part of the 5307 Urbanized Area Formula Funding, and are eligible for rural counties under the Section 5311 program administered by NYSDOT. The JARC funds that supported mobility management were NY90X 650, NY90X689.

SECTION 5317 NEW FREEDOM

New Freedom was a Federal transit formula grant program created to encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those

required by the Americans with Disabilities Act. Like the JARC funding, a coordinated transportation plan was required and not completed by the County until 2008. Just as with the JARC program funding the Elmira-Chemung Transportation Committee (ECTC) solicited for projects to use this funding. Once ECTC programmed the chosen projects, Chemung County (as an urbanized area) received a direct allocation of Federal funds and applied directly to FTA for projects for the use of its allocations.

The Mobility Manager project was the first one to use New Freedom funds. Beginning in 2010, a New Freedom allocation was used to fund mobility management efforts. The funds were used in coordination with the JARC funds as detailed above in this effort. The County Mobility Manager began in December 2010. The New Freedom funds that supported mobility management of about \$ 40,000 annually were NY90X652 and NY90X690. As noted above the work of the Mobility Manager included leading the Coordination Committee, outreach to government and human service agencies, and project development. The prominent Chemung County Department involving seniors is the Office for Aging and Long Term Care. The Mobility Manager takes an active role in its Age Friendly Community efforts. The other New Freedom projects detailed below were in part a result of her efforts.

The second project was a result of discussion at a Coordinated Transportation Committee meeting. The Institute for Human Services (located in Bath in neighboring Steuben County) discussed with the group its 2-1-1 services, and the need for additional 2-1-1 services to Chemung County. 2-1-1 services are similar to the transportation 5-1-1 service, with their role to increase awareness of and improve access to healthcare and other human services information via phone and internet (comprehensive information and referral). The Institute submitted a project application to ECTC (as part of the ECTC 2011 project solicitation) to expand 2-1-1 services to provide Chemung County residents with specific transportation information. The project was approved by ECTC and was part of a mobility management FTA grant (NY90X690). The intent was to gather real information on transportation needs and unmet needs directly from the residents. 2-1-1 would connect callers directly with Chemung County Transit or other transportation providers (previously they could just give the caller the transportation providers' telephone number), develop data on unmet transportation needs they receive from callers, and provide statistical analysis of unmet transportation needs leading to increased awareness of service gaps. The two most common requests regarding transportation were for medical transportation and local bus information. The analysis of the data shows that the public that contacted 2-1-1 did not express an unmet need for one or more significant new or adjusted service.

The next project funded through the ECTC solicitation process was a new transportation education\training program (grant NY90X730 which again was combined with mobility management funding in one Federal grant). The program known as Getting There is part of Chemung County Cornell Cooperative Extension, through its Chemung Volunteer Action Corps (CVAC). Getting There provided community education regarding transportation options/mobility for seniors and those living with physical disabilities in Chemung County so that they can access vital community services. Getting There staff coordinated training and outreach for the Bus Buddies program. Bus Buddies provides direct one-on-one assistance to individuals that needed to learn how to use C TRAN and how to use the bus schedules.

The New Freedom allocation was eliminated and has been combined with the Section 5310 program. The new combined program is now the Enhanced Mobility of Seniors and Individuals with Disabilities

program. The Elmira-Chemung urbanized no longer receives a separate designed allocation of funds for its direct decision on projects and use.

Chemung County 2018 Coordinated Transportation Survey**Transportation Needs****Contact Information:**

Organization: _____

Name of Contact: _____

Email Address: _____ Telephone: _____

1. Estimate the number of people associated with your organization:

Clients\Customers _____ Employees _____ Others (such as volunteers): _____

Of the Above How Many are Senior Citizens (60+)? _____

How many are Persons with Disabilities? _____ (Exclude Those Who are Seniors Too)

2. Estimate the number of persons served by your organization who currently use the following transportation services to get to your organization and, if you know, how many use these services for other transportation needs:

Type Of Service	To and From Your Org.	For Other Trans. Needs
C TRAN Chemung County Transit\Bus System		
Taxicab		
Agency Vehicles by Staff		
Volunteer Drivers Personal Vehicles		
Volunteer Drivers Agency Vehicles		
Family Members\Friends		

Chemung County 2018 Coordinated Transportation

Transportation “Provider\Sponsor” Survey

PASSENGER TRANSPORTATION SERVICES PROVIDED

Please complete this section if your organization or company manages, operates, purchases or otherwise sponsors transportation service on behalf of your clients, customers, members or employees.

CONTACT INFORMATION:

Organization: _____

Name of Contact: _____

Email: _____ Telephone: _____

1. How does your organization or company provide transportation? (*check all that apply*)

____ operate vehicles directly

____ purchase service from another entity

____ reimburse staff to use personal cars

____ use volunteers, parents and guardians

____ provide vouchers or other assistance to clients or members

____ other method (please specify: _____)

2. How much service was actually provided?

a. _____ One-way passenger trips per _____ (day, week, month, year).

b. Percentage of trips needing an accessible vehicle (lift or ramp-equipped): _____%

c. _____ (insert #) vehicle service _____ (hours, miles) per _____ (day, week, month, year).

3. Please list places that your clients, customers, members and employees commonly travel using transportation services provided by your organization:

Within Chemung County

For program:

For shopping/recreation:

For employment:

For medical appointments:

Outside of Chemung County

For program:

For shopping/recreation:

For employment:

For medical appointments:

4. If you have vehicles that you use to transport people, please attach your fleet inventory (containing the same data as the chart below) or fill in the appropriate boxes:

Manufacturer	MODEL	Model Year	Mileage	Cost New	Current Mileage	Replacement Year	Seating Capacity

Thank you for taking the time to complete this survey that will help in updating Chemung County's Coordinated Transportation Plan. Your assistance and involvement is appreciated. . Please contact me if you need any assistance in completing this.

Lori Haner Lori.Haner@firstgroup.com (607) 378-1004

Appendix D (continued)

Public Survey Form

Chemung County Transportation Survey

Date _____

What transportation do you use?

OPTIONAL-Please check all that are applicable.

☐ Drive

☐ I am 18 years of age or YOUNGER.

☐ Bus

☐ I am between 19-59 years old.

☐ Taxi

☐ I am 60 years of age or OLDER.

☐ Uber/Lyft

☐ I have difficulty using the bus system.

☐ Rides from Friends/Relatives

☐ I am currently employed full-time.

☐ Walk/Bike

☐ I have a valid driver's license.

Other (specify) _____

☐ I do NOT have a driver's license.

☐ I own a Smart Phone.

☐ I have access/use the Internet.

Are you currently a bus rider? ☐ Yes ☐ No

What would you like us to know about the bus system?

APPENDIX E. 2018 SURVEY RESULTS SUMMARY

3 Survey Methods Used

- Survey of transportation providers and funders,
- Public survey of riders and seniors, and
- Discussion with major employers.

Survey of Transportation Providers and Funders As part of collecting transportation needs information for the Chemung County Coordinated Public Transportation-Human Services Transportation Plan (the Plan) the Elmira-Chemung Transportation Council surveyed the Coordinated Transportation Committee members and other agencies. The Committee members completed either the “transportation needs” or the “provider\supporter” section of the survey, or both. Eleven surveys were received. In addition the County Mobility Manager directly surveyed the public: both current bus riders and senior citizens. Copies of both surveys used are found in Appendix D.

Trips Provided Approximately 865,000 one-way passenger trips were provided by the public and private organizations that completed the survey. The County public transit system, CTRAN, documented the majority of all the trips provided. It provided a total number of 550,000 trips for 2017. The largest local taxi company, Total Transport, provide the second largest number of trips and the ARC of Chemung the third, with 146,000 and 109,500 trips respectively. The three organizations provided 90 % of the trips reported by the seven provider organization. The following table presents the annual ridership for each organization providing ridership data.

Provider	Annual Number of Trips
C TRAN	550,000
Total Transportation (taxi)	146,000
ARC of Chemung	109,500
Able2	31,025
Pathways	25,274
Arnot Health Falck Cancer Center	2,371
AIM	500
Total Passenger Trips	863,670

One of the purposes of the Plan was to gauge the transportation needs of persons with disabilities. While most persons with disabilities may not need to use a lift or ramp to use transportation service, one measure of transportation need is the need to use a ramp or lift in order to be transported. The organizations that provide rides were asked to estimate the number of trips that require a lift or ramp in order for the passenger to make the trip. The following were the estimates received.

Provider	Estimated % of Trips Requiring Lift\Ramp
C TRAN	25%
Total Transportation (taxi)	5%
ARC of Chemung	10%
Able2	80%
Pathways	37%
Arnot Health Falck Cancer Center	15%
AIM	25%

Seniors Needing or Using Transportation Services The survey responders, both providers and supporters, varied significantly in the percentage of clients\riders that they estimated were seniors. Responders were asked what percentage of their clients were 18 years of age or younger, 19-59, or 60+. With seniors making up 20% of the total County population and reportedly growing, the need for transportation services for them will likely grow also.

Trip Destinations Providers and supporter organizations were asked to list places clients, customers, members and employees commonly traveled using transportation services provided by their organization and the responses listed in priority order, with 1 being most important were:

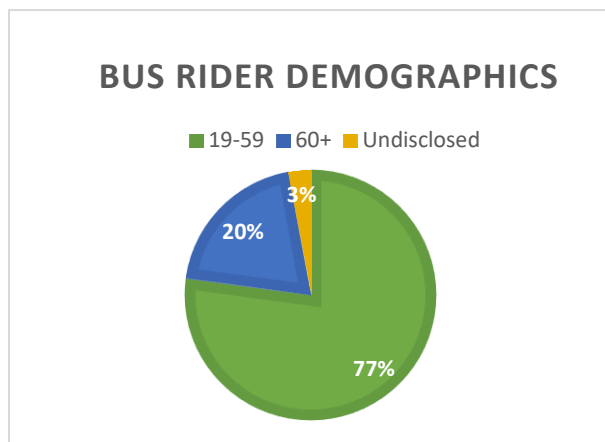
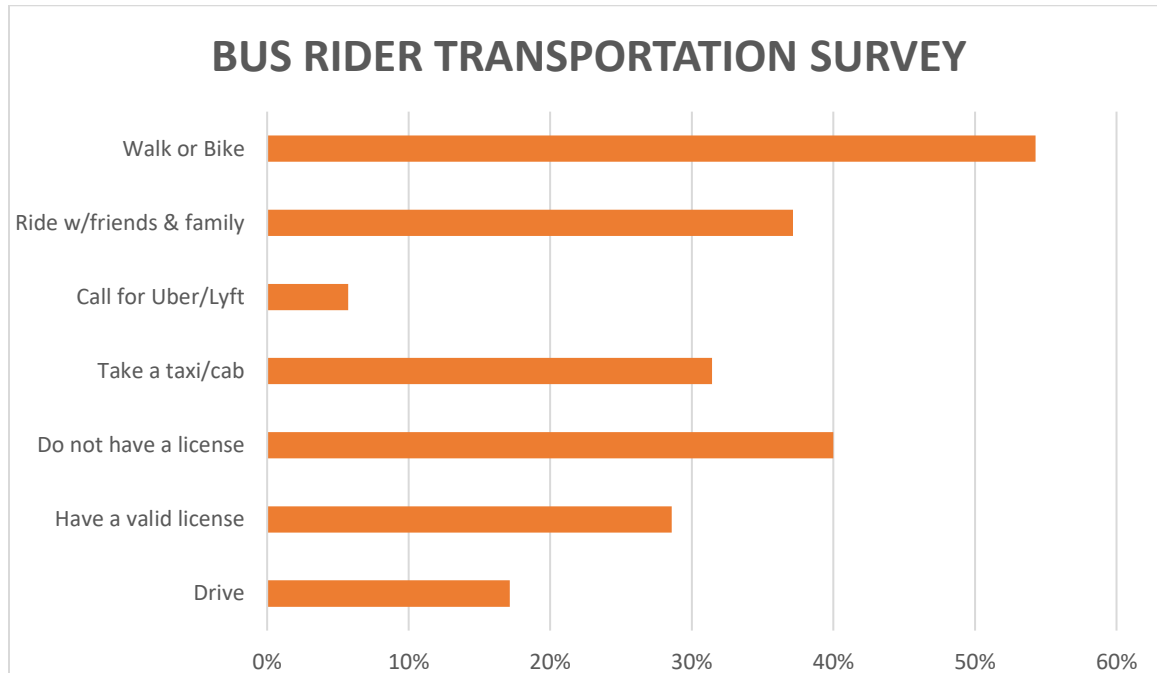
1. Shopping (Arnot Mall, Consumer Square stores, Walmart, Grocery Stores & Dollar Stores)
2. Medical Facilities (Doctor's/dentist/eye/hearing Offices/Hospitals/Pediatric visits/Day Habilitation)
3. Employment
4. Parks & Recreation
5. Salvation Army, Meals on Wheels, & home visits

New Projects\Services Needed The survey asked responders to prioritize the new services\programs to meet current unmet transportation needs. The following were their responses in priority order, with 1 being most important.

1. Subsidized taxi trips for seniors, low-income & persons w/disabilities
2. A volunteer driver program for seniors, low-income & persons w/disabilities
3. Expanded commuter bus service to Ithaca, Corning or Waverly/Sayre
4. Additional service times before or after traditional routes 6AM-6PM
5. Bus access to other places in Southern Tier not currently served by Transit

6. Other-wheelchair accessible Uber/Lyft-ability to pay using Medicaid, program people just received job are able to access transportation until they get their 1st paycheck

Public Survey of Riders and Seniors In addition to the surveys collected by the transportation providers, funders and supporters, the Chemung County Mobility Manager solicited surveys from some bus riders and seniors in April and May 2018. The bus rider surveys received reflect their point of view as riders. The most of the senior surveys were taken at an AARP Chapter meeting where many of the survey responders drove to the meeting. The senior responses reflect that many of them still drive. There were 139 responses. 35 CTRAN bus riders and 104 seniors completed the survey. The following were the outcomes from the riders:

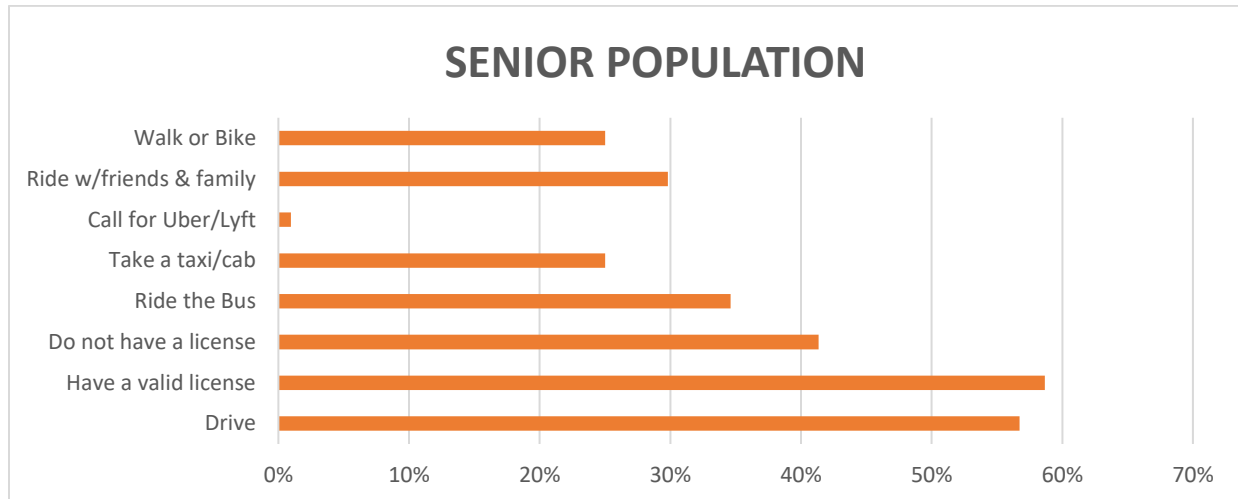


The most common comments received from **bus riders** were:

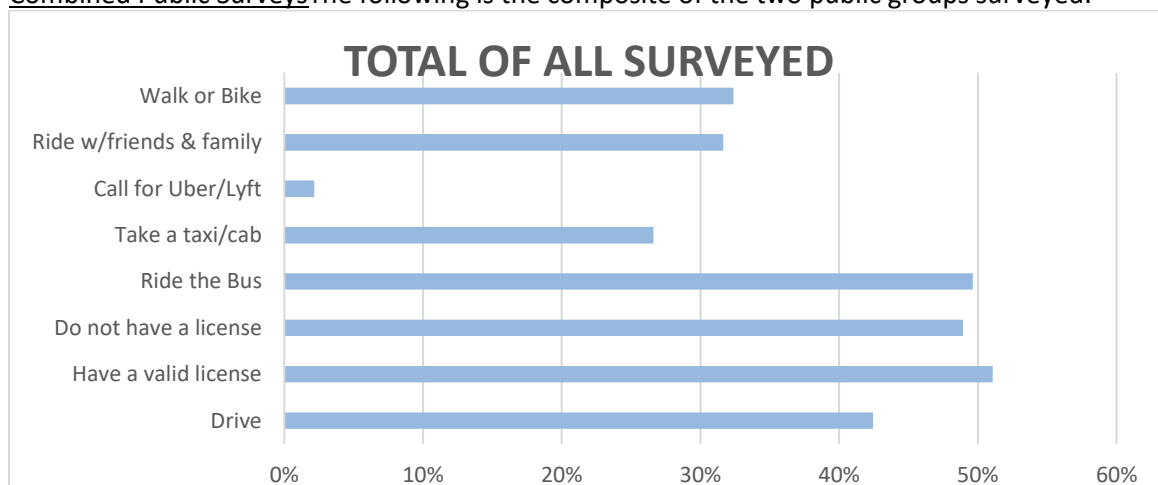
- Courteous, helpful and friendly drivers.
- Request for expanded service, specifically early morning, nights and weekends

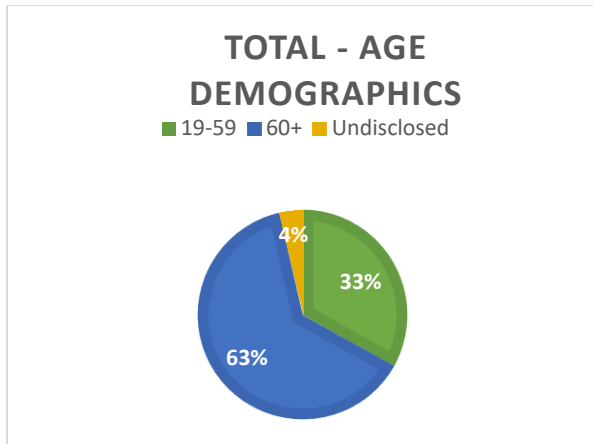
- Request for new buses.

Senior Surveys The following were the responses by the seniors as a percentage of the total responses received from the survey. Note the significant difference between the bus rider responses as to whether they drive and the senior responses taken at a meeting to which many of them drove.



Combined Public Surveys The following is the composite of the two public groups surveyed.





From the surveys and speaking to groups of people in the community the Mobility Manager learned three areas that need to be addressed as part of the mobility management efforts:

- The public asked for more education.
- The community requested that more transit related educational information & postings are made available throughout the community.
- It was suggested that bus map racks be available at the housing units. This was identified as an unmet need due to the costs involved and the number of housing units in Chemung County.

The public surveys also asked two questions about access to smart phones and internet service. The purpose of the question was to gauge if current riders (the rider group surveyed) and in general public, the seniors, had access to the communication modes that a new fare system would use to communicate with them, and collect their fares. Smart phone ownership was only 45% and internet access was 55%. The conclusion might be that some level of written service and fare information will still be needed to effectively communicate with customers and the public.

Discussion with Major Employers

CHEMUNG COUNTY

Transportation Roundtable

Elmira City Club

Tuesday, May 1, 2018

12:00-1:30 p.m.

Attended: Nicolette Wagoner, Chemung County Planning Board
Tina Hager, ECTC
Mike Krusen, Southern Tier Economic Growth
Chris Malcolm, Wegmans
Jan van den Blink, Hilliard Corporation
Clare van den Blink, Hilliard Corporation
Kamala Keeley, Chemung County Chamber
Lou DiFabio, Chemung Canal Trust Company
JR Reazor, Pladis Global
Josh Michal, CAF USA
Peter Dugo, Arnot Realty Corporation
Floyd Metzger, Arnot Health
Lori Haner, First Transit

Goal: To obtain information from major employers regarding the attraction and retention of a talented workforce, as well as how location and transportation play into those efforts. As ECTC begins to think about its long-range Transportation Plan (a study that will propose a transportation plan for Chemung County for the next 20 years) and the County and municipalities look at their land use and zoning plans.

Leading the discussion, Nicolette Wagoner, Commissioner of the Chemung County Planning Board explained to the group that the Chemung County Chamber of Commerce and STEG, in partnership with the Elmira-Chemung Transportation Council (ECTC), invited business guests to discuss transportation in Chemung County as it pertains to employment and economic mobility.

Ms. Wagoner reported that planning and transportation needs to better connect workforce and mobility needs for people moving out of poverty. She stated that buses are a good way of doing that and that here in Chemung County we had a great experience working with Demets (now Pladis Global). As ECTC begins to think about its long-range Transportation Plan, which is approximately a twenty year plan, it will come with many changes. The future may bring shifts to rideshare (commuting), the utilization of autonomous vehicles, and working with low-cost solutions for transit using maps and data to address where employees are living. One goal is to help Chemung County residents connect to jobs and increase wealth.

Ms. Wagoner introduced Ms. Tina Hager, Transit Specialist for ECTC and Lori Haner, Chemung County Mobility Manager from C TRAN. Ms. Hager gave an overview of projects the transit team is currently administering and encouraged participants to feel free to discuss their ideas for the future as well. Ms. Hager reported that ECTC is working on the Chemung County Coordinated Human Services Plan. Some of the funding tied to the Plan is focused on serving seniors and persons with disabilities. ECTC works with agencies such as Able2, ARC of Chemung, Pathways, and Chemung County DSS. Ms. Hager handed out the Chemung County Transportation Guide that shows C TRAN's seven (7) local and three (3) commuter routes. Full fare on a local route is \$1.50. Ms. Hager shared information on 511NY Southern Tier Rideshare, a carpooling match site on a NYSDOT platform that is free for employers and participants to use.

Ms. Haner introduced herself to the group. She had formerly worked as a Business Services Manager for CSS Workforce New York for 15 years and moved on to the private sector to recruit locally for railcar manufacturing for the past 2 ½ years. With this background, moving into the Mobility Management position in her hometown in Chemung County is a perfect fit. As mobility manager, she is available to do transportation outreach for a variety of audiences from area high schoolers learning how to ride C TRAN to employers who would like to encourage their employees to use the 511NY Southern Tier Rideshare.

Mr. Reazor reported that recruitment during the Pladis 60-day peak season may see an increase influx of 100-150 in their workforce. The partnership with C TRAN has a direct impact on production. Otherwise, there are workers that just simply could not make it to work. Mr. Reazor has not heard of any issues related to workers' ability to get to/from the bus route. Ms. Hager gave more description on the bus route pulling into the Demets (Pladis) site. The employees pay the fare, usually a monthly bus pass of \$60. Success can be attributed to: dedicated employment-related funding, good communication among partners, and a mass numbers of people working a shift who are not interested in leaving for meetings or breaks. For places that may have rolling shifts, partnering with public transit can be difficult.

Mr. Malcolm reported that several employees utilize public transit and ride bikes. This was an issue for those staff members during snow storms as they were forced to pay for taxi cab transportation and it complicated childcare issues.

Mr. Michal reported that CAF USA has a large group of ex-pats living at Conifer, Colonial and Hickory. CAF currently leases 47 vehicles at a cost of \$20K/month (\$400-700 per vehicle). Transit doesn't work for them because they sometimes work late. Normal shifts are 6 am-2 pm. Workers do not carpool as they like having their own vehicles to use for multiple purposes: get to work, buy groceries, doctor appointments, school/daycare for children, etc. Car share may help to reduce the number of cars that CAF is leasing.

Rideshare was discussed in more detail. Mr. Reazor commented that his experience has been that if the driver has to leave for any reason, his riders leave as well. Ms. Hager mentioned that Cornell University utilizes Campus Security & Facilities for a guaranteed ride home program as part of encouraging carpooling. Most people won't use it, but it provides peace of mind.

Mr. van den Blink reported that he believes Hilliard Corporation workers use their own vehicles. He reported that some of the employees sharing rides have some type of family relationship within the business or have achieved long-term friendships. The majority of the workforce works within a steady traditional three shift schedule.

Mr. Dugo reported that the Arnot Mall employees are well served by the public transit system, and tenants value the service. He also sees those who drive to the Mall. He reported that on occasion he may see office or service staff who walk from Hickory Grove Apartments, but not often because there are not sidewalks to get safely from neighborhoods to the Mall.

Mr. Metzger indicated he has seen both employees such as the young mothers and patients utilizing the C TRAN system rather than incurring the expense of a taxi cab. The bus helps with no shows for weather related absences which are attributable to most of the retention issues. Mr. Metzger had a good interaction with C TRAN staff regarding Route Deviation service to the facility on Colonial Drive. Ms. Hager explained the Route Deviation service that is curbside pickup service within $\frac{3}{4}$ of a mile for double the fix route fare by calling dispatch the previous day with the request. This is an economical solution especially for someone in a wheelchair or for inclement weather, and an employee can set up a standing order if they are riding on a regular basis.

Additionally, the flag-stop system was explained. C TRAN is not limited to stopping only at designated bus stops. C TRAN riders are able to "flag" anywhere along the bus route, and the driver will pull over at the nearest safe location for a pick-up. Ms. Haner stated that even if the bus system was not a worker's primary mode of transportation, it is a good back-up and improves retention.

Mr. Malcolm reported Wegmans tends to only draw applicants from a 2 mile radius, and it is hard to recruit those without cars. He reported that it is odd that there seems to be a wall or barrier coming across the bridge. Ms. Hager acknowledged that in November 2014, the County had to combine some transit routes due to a significant decrease in funding. In the redesign, the CTRAN route stop in front of Wegmans was eliminated. Riders are able to take the Grand Central route to the back side of Wegmans and walk one block on sidewalks. Mr. Malcolm reported that some senior citizens do not like the walk. Private bus operators provide weekly service to Wegmans from area senior/disabled housing complexes.

Mr. Malcolm reported that they have a bicycle rack at Wegmans. It seems to be used mainly by teens, and there have been some issues with bikes being stolen. Bicyclists on the Lackawanna Rail Trail appear to be headed to/from Eldridge Park and seem to be biking for recreation rather than transportation.

Ms. Wagoner asked what caused the employers to lose employees. Mr. van den Blink responded that the number one reason for Hilliard would be attendance. Ms. Van den Blink said there have been employees with daycare issues. Arnot Ogden has an on-site daycare, and she understood it was so desirable that there was a one-year waiting list.

No one had knowledge of much Uber/Lyft use in the Elmira area; however, Ms. van den Blink reported it appears to be used in Ithaca at the college campuses. Uber Pool may not be beneficial here as there is a lack of volume to meet business model requirements. Mr. Dugo reported that he has seen more Lyft; however, he has heard it's waiting for the car to show up and it's expensive.

Ms. Wagoner reported that her department worked on a Bikeshare RFP and received no responses. Ithaca is receiving 200 "Lime" bikes immediately and another 500 in June. People wanted dockless, but this can be haphazard to manage. Dockless bikes and electric scooters are GPS tracked and have to be returned within a radius. To explore this idea, members suggested bringing in Elmira College as part of the conversation. Ms. Wagoner would prefer to have regulations and enforcement in place before implementing in Chemung County. Parking can be an issue at Elmira College, and the College currently uses their own bus to transport students to/from the Domes in Pine Valley.

Ms. Wagoner reported that some cities offer carshare. In Ithaca students are able to "rent" Zipcars and gain access using their smart phones. Mr. Malcolm said he thinks that people living in poverty use smart phones, but senior citizens are less likely to have them.

Ms. Wagoner said that ECTC's Long Range Plan will focus on transportation options that may be beneficial to improving our area and the quality of life. The group suggested destinations such as Tanglewood Nature Center and Harris Hill. Ms. van den Blink added she would like to see more emphasis on bike paths and trails, especially those that prohibit vehicles. In discussing a bike path from Elmira to the Arnot Mall, Ms. Hager reported that ECTC has looked at this previously. Biking on the "Miracle Mile" and Colonial Drive is challenging and provides limited safe choices.

Ms. Wagoner reported that Chemung County completed a Pedestrian Safety Action Plan and was awarded funding for improvements. Current ECTC conversations with DOT are to make the roads safer for everyone, including pedestrians, when repairs and improvements are made. Discussion ensued regarding some of the crosswalks and driving areas and a number of ideas were discussed & presented:

- More/improved crosswalks
- Expansion of bike & walk trails

- Widening driving lanes
- Company paid bus passes

Mr. Krusen mentioned efforts made to build a downtown centerpiece. He said the community needs to feel it is a safe and secure place to walk and bike. Ms. van den Blink reported that the Ithaca Commons was first built, then everything else developed around it. The Commons is pedestrian-friendly and the mixed-used properties brought people to downtown. Ithaca does experience gridlock at certain times of the day. In Elmira, Clemens Center Parkway divides the city. Ms. Wagoner reported that a feasibility study was conducted for the expansion of the northern end of Clemens Center Parkway to connect with I-86; however, it is costly. Due to the lack of congestion, it would not make sense for the taxpayers.

One suggestion that was made was for those individuals who utilize bus passes on a monthly basis for employment purposes. Maybe they could be granted 3-4 yearly emergency vouchers for private service like a taxi. This might reduce retention issues.

As a follow up to the Roundtable, Kamala Keeley, Nicolette Wagoner, and Tina Hager met with Garrett Hoover of Guthrie Corning Hospital on May 25th. Discussion of increased transportation options for employees focused on 511NY Southern Tier Rideshare. Options for patients include Access Chemung and Supports-for-Health. Mr. Hoover expressed the following transportation needs: shuttle bus/valet service to assist with parking, non-critical outpatient transportation to other hospitals, campus-to-campus transportation (including Ithaca, Sayre, Big Flats, Corning, Southport), and recruitment/retention of workforce. Care transition is sometimes needed when patients are ready for discharge as some patients may have to wait until 6 pm when a family member is available to provide transportation. Mrs. Hager mentioned private transportation providers who may be interested in a shuttle bus contract: First Group, Bernie Bus, and Terp's. C TRAN's Elmira-Owego route provides service to the Robert Packer Hospital on four runs per day. Mr. Hoover was interested in a presentation to managers that would include 511NY Southern Tier Rideshare, Access Chemung, Supports-for-Health, and transit fixed route schedule information.

Action Items:

1. ECTC will send two Power Point slides for rolling video monitors at employers. One should be for 511NY Southern Tier Rideshare and the other advertising CTRAN.
2. If employers send employee data in an Excel spreadsheet, ECTC will create a zip code map so employers can see employee commuting patterns.
3. As a follow up to the meeting, Kamala Keeley offered to include a transportation-related insert into the Chamber of Commerce newsletter.
4. Employers interested in any further discussions about transportation issues or resources should contact Nicolette Wagoner.

APPENDIX F. TRANSPORTATION PROVIDER VEHICLE FLEET INVENTORIES



Bus Manufacturer and Model	Age (Yrs)	Replacement Cost/Value	Useful Life Benchmark (Yrs)	Replacement Year	Past Useful Life Benchmark	Mileage as of 12/28/17
Gillig 40' 1201	5	\$391,613	12	2024	No	239,907
Gillig 40' 1202	5	\$391,613	12	2024	No	293,601
Gillig 40' 1203	5	\$391,613	12	2024	No	243,853
Gillig 40' 1204	5	\$391,613	12	2024	No	115,814
Gillig 30' 1401	3	\$388,253	10	2024	No	169,696
Gillig 30' 1402	3	\$388,253	10	2024	No	178,273
Gillig 30' 1403	3	\$388,253	10	2024	No	148,700
Gillig 30' 1404	3	\$388,253	10	2024	No	208,990
Gillig 30' 1405	3	\$388,253	10	2024	No	194,196
Gillig 30' 1406	3	\$388,253	10	2024	No	186,842
Gillig 30' 1407	3	\$388,253	10	2024	No	169,777
Gillig 40' 1501	2	\$416,412	10	2025	No	131,341
Eldorado EZ Rider 84041	12	\$240,600	12	2017	Yes	426,631
Eldorado EZ Rider 84042	12	\$240,600	12	2017	Yes	366,565
Eldorado EZ Rider 84043	12	\$240,600	12	2017	Yes	445,339
Eldorado EZ Rider 84044	12	\$240,600	12	2017	Yes	408,498

Eldorado EZ Rider 84045	12	\$240,600	12	2017	Yes	495,384
Ford E450 1250Medium Duty	5	\$74,843	5	2017	Yes	127,560
Ford E450 Medium Duty 1251	5	\$74,843	5	2017	Yes	139,147
Ford E450 Medium Duty 1252	5	\$74,843	5	2017	Yes	151,419
Ford E450 Medium Duty 1253	5	\$74,843	5	2017	Yes	120,476
Ford E450 Medium Duty 1254	5	\$74,843	5	2017	Yes	148,113
Ford E450 Medium Duty 1255	5	\$74,843	5	2017	Yes	127,039
Arboc Spirit 1601	1	\$148,000	7	2023	No	58,751
Arboc Spirit 1602	1	\$148,000	7	2023	No	82,769
Arboc Spirit 1603	1	\$148,000	7	2023	No	65,115
Arboc Spirit 1450	3	\$138,896	7	2021	No	52,732
Arboc Spirit 1451	3	\$138,896	7	2021	No	74,778

PATHWAYS, INC. VEHICLE INVENTORY LIST – CHEMUNG COUNTY ONLY

Legend: Asset Category LTE and LSD are Leased Vehicles. All Others Owned by Pathways

Vehicles Type Codes: W/C = Wheelchair Equipped Van, MV = Minivan

3/28/2017

Pathways, Inc

Vehicle Inventory List

Asset Category	Asset Class (Make)	Asset Name (Model)	Vehicle Type Seating Capacity	ID/Serial No.	Model Year	Mileage as of 3/28/18	Cost New	Replacement Cost/Value	Useful Life Benchmark (Yrs)	Past Useful Life Benchmark Yrs.	Vehicle ID
LTE-8	Ford	Focus	CAR	1FADP3E26EL249357	2014	63,773	Leased	Leased	5	zero	W-1
758	Goshen GCII	W/C FLEXIBLE	1FDEE3FL5EDA46459		2014	64,159	\$46,390.00	54,000	5	zero	CDH-1

LTE-23	Dodge	Grand Caravan	MV	2C4RDGB G6GR402 054	2016	24,025	Leased	Leased	5	zero	CDH-43
763	Ford	E350 Cutaway	W/C FLEXIBLE	1FDEE3F L2DDB30 723	2013	72,821	\$43,792. 59	54,000	5	1	EH-1
571	Ford	E350	W/C2	1FTSS34L 84HA683 98	2004	103,572	\$37,424. 00	54,000	5	10	571
588	Ford/Ph	E350	W/C2 or 5	1FDWE3 5S96HA6 9170	2006	143,093	\$37,430. 00	54,000	5	8	EH-12
651	Chevy	Express	12 PASS	1GAHG3 5U37124 8655	2007	112,506	\$17,931. 52	25,000	5	7	EH-16
LTE-24	Dodge	Grand Caravan	MV	2C4RDGB G6GR401 308	2016	21,215	Leased	Leased	5	zero	EH-28
LTE-7	Ford	D350	12 PASS	1FBNE3B L6EDA45 612	2014	64,824	Leased	Leased	5	zero	LS-1
740	Chevrolet	Express	12 PASS	1GAWGP FA3C116 7121	2012	99,353	\$19,612. 32	25,000	5	2	LS-10
LTE-13	Ford	Transit	12 PASS	1FBZX2Z M1FKA7 1083	2015	47,912	Leased	Leased	5	zero	LS-12
811	Ford	E350	WC3	1FDEE3F S3HDC24 820	2017	19,360	\$52,348. 00	54,000	5	zero	BS-29
812	Ford	E350	WC3	1FDEE3F S5HDC24 821	2017	24,806	\$52,348. 00	54,000	5	zero	BS-30
813	Ford	E350	WC3	1FDEE3F S7HDC24 822	2017	22,705	\$52,348. 00	54,000	5	zero	BS-31
814	Ford	E350	WC3	1FDEE3F S9HDC24 823	2017	26,534	\$52,348. 00	54,000	5	zero	BS-32
669	Dodge	Grand Caravan SE	MV	2D8HN4 4H28R75 6752	2008	77,956	\$16,635. 00	24,000	5	6	FMS-7
751	Dodge	Caravan SE	MV	2C4RDG BG8DR6 49586	2013	103,583	\$19,156. 50	24,000	5	1	751
675	Dodge	Grand Caravan SE	MV	1D8HN4 4H58B18 0704	2008	76,888	\$16,635. 00	24,000	5	6	FR-7
LTE-28	Dodge	Grand Caravan	MV	2C4RDG BG8GR4 01309	2016	14,128	Leased	Leased	5	zero	FR-8
542	Ford	E250	CARGO	1FTNE24 W94HB5 2710	2004	126,017	\$13,618. 00	20,000	5	10	M-13
793	Chevy	Pick Up	Pick Up	1GC0KUEG 9GZ392523	2016	5,723	5	zero	zero	M-17	

LTE-21	Dodge	Grand Caravan	MV	2C4RDG BG7GR4 01088	2016	32,580	Leased	Leased	5	zero	TFC-8
568	Chrysler	Town & Country	MV	1C4GP45 R35B341 722	2005	98,572	\$15,140. 50	24,000	5	9	TBI-2
752	Dodge	Grand Caravan	MV	2C4RDG BGXDR8 17681	2013	29,751	\$20,570. 00	24,000	5	1	TBI-12
570	Chrysler	Town & Country	MV	1C4GP45 R75B378 515	2005	114,486	\$15,140. 50	24,000	5	9	TBI-13
671	Ford/Ph	Cutaway E350	W/C3	1FD3E35 S78DA15 766	2008	100,008	\$41,630. 00	54,000	5	6	TBI-14
771	Dodge	Grand Caravan	MV	2C4RDG BG2ER46 3172	2014	43,213	\$22,273. 00	24,000	5	zero	W-6
747	Dodge	Grand Caravan	MV	2C4RDG BGXDR5 66533	2013	95,259	\$19,156. 50	24,000	5	1	W-13

ABLE2 FLEET INVENTORY

Agency Fleet Info 4/11/2018

Agency Fleet Info 2018										
Ven#	Year	Make	Mode	Type	Seats	W/C Spaces	Program Allocation	Purchase Price	Active Date	Expected Life (years)
548	2006	Toyota	Sienna	Van	6	0	150		01/01/05	
556	2008	Chevy	Impala	Sedan	5	0	350/355			
558	2008		Conversion	Van	4	3	260			
560	2010	Dodge	Grand Caravan	Van	4	2	150			
561	2010	Dodge	Grand Caravan	Van	4	2	150			
562	2010	Dodge	Grand Caravan	Van	4	2	260			

563	2010	Ford	ElDorado	Bus	4	4	260			
564	2010	Ford	ElDorado	Bus	4	4	Spare			
565	2010	Dodge	Grand Caravan	Van	4	2	Spare		04/01/10	6.0
566	2010	Dodge	Grand Caravan	Van	4	2	Spare		04/01/10	6.0
567	2010	Dodge	Grand Caravan	Van	4	2	Maple			
568	2010	Dodge	Grand Caravan	Van	6	0	Spare			
569	2010	Dodge	Grand Caravan	Van	6	0	150			
571	2012	Ford	F250	Truck	2	0	Maint			
572	2012	Chev	Express	Van	4	2	246			
573	2012	Chev	Express	Van	4	2	200			

574	2012	Chev	Express	Van	4	2	220			
575	2014	Dodge	Caravan	Van	6	0	170	\$21,500.00	01/06/14	7.0
576	2014	Dodge	Caravan	Van	4	2	260	\$41,900.00	12/18/13	7.0
577	2014	Ford	Starcraft	Bus	6	4	260	\$57,300.00	12/18/13	6.0
578	2014	Dodge	Caravan	Van	4	2	245	\$41,900.00	12/18/13	7.0
579	2014	Ford	Econoline	Van	6	4	240	\$40,100.00	12/31/13	7.0
580	2015	Ford	E-450 Phoenix	Bus	10	5	260	\$9,500.00	12/22/14	7.0
581	2015	Ford	E-450 Phoenix	Bus	10	5	260	\$9,500.00	12/22/14	7.0
582	2015	Ford	E-450 Phoenix	Bus	10	5	260	\$9,500.00	12/22/14	7.0
583	2015	Ford	E-450 Phoenix	Bus	10	5	260	\$9,500.00	12/22/14	7.0

584	2015	Jeep	Grnd Cherokee	SUV	6	0	244	\$27,350.00	03/25/14	7.0
585	2015	Dodge	Caravan	Van	7	0	260	\$22,500.00	03/25/14	7.0
586	2015	Dodge	Caravan	Van	7	0	260	\$22,500.00	03/25/14	7.0
587	2015	Dodge	Caravan	Van	7	0	242	\$22,500.00	03/25/14	7.0
588	2016	Dodge	Caravan	Van	4	2	100	\$43,572.00	02/20/16	7.0
589	2016	Dodge	Caravan	Van	4	2	100	\$43,572.00	02/20/16	7.0
590	2016	Dodge	Caravan	Van	4	2	250	\$42,622.00	02/20/16	7.0
591	2016	Dodge	Caravan	Van	4	2	200	\$42,622.00	02/20/16	7.0
592	2016	Dodge	Caravan	Van	6	0	243	\$42,622.00	04/13/16	7.0
594	2009	Ford	F150	Truck	2	0	Maint	\$20,555.60	09/29/16	6.0
595	2014	Mobility	MV-1	van	4	2	150	\$31,355.60	09/29/16	5.0
596	2017	Ford	Transit TC	Van	4	4	240	\$48,366.00	04/25/17	6.0

597	2017	Ford	Transit TC	Van	4	4	260	\$48,366.00	05/08/17	6.0
598	2017	Dodge	Caravan	Van	7	0	100	LEASE	08/31/17	5.0
599	2017	Dodge	Caravan	Van	7	0	100	LEASE	09/07/17	5.0
600	2017	Ford	Transit TC	Van	2	0	Maint	LEASE	10/06/17	5.0
601	2018	Ford	F250	Truck	2	0	Maint.	LEASE	04/04/18	5.0
602	2018	Ford	transit 350	Van		3	?	LEASE		5.0
603	2018	Ford	transit 350	Van		3	?	LEASE		5.0
604	2018	Dodge	Entervan	Van		2	?	LEASE		5.0
Trailer	2015	Carmate	Trailer	trlr			200		01/20/15	10.0
50										