

# Coordinated Public Transit - Human Services Transportation Plan



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This study was funded by the Federal Transit Administration (FTA) metropolitan planning program. The views expressed herein are solely those of the Binghamton Metropolitan Transportation Study, and do not represent an official position of the FTA.

**BINGHAMTON METROPOLITAN TRANSPORTATION STUDY  
POLICY COMMITTEE  
RESOLUTION 2018-13**

Resolution approving the 2018 BMTS Coordinated Public Transit-Human Services Transportation Plan

**WHEREAS** the Binghamton Metropolitan Transportation Study Policy Committee has been designated by the Governor of the State of New York as the Metropolitan Planning Organization responsible, together with the State, for the comprehensive, continuing, and cooperative transportation planning process for the Binghamton Urban Area, and

**WHEREAS** the Fast Act requires the development of a coordinated public transit-human services transportation plan (49 USC Section 5310) as a condition for the receipt of certain funds from the Federal Transit Administration, and

**WHEREAS** BMTS has done extensive public outreach and has solicited information from transportation providers in Broome and Tioga Counties, and

**WHEREAS** BMTS has completed a Draft BMTS Coordinated Public Transit-Human Services Transportation Plan, and

**WHEREAS** the BMTS Policy Committee has created a Planning Committee of technical representatives to advise it on matters concerning the implementation of the urban transportation planning process, and

**WHEREAS** the BMTS Planning Committee has reviewed the Draft BMTS Coordinated Public Transit-Human Services Transportation Plan and found that this plan substantially meets the guidance issued by the Federal Transit Administration regarding the content and process for developing such plans, and

**WHEREAS** on December 6, 2018, the BMTS Planning Committee recommended BMTS Policy Committee approve the BMTS Coordinated Public Transit-Human Services Transportation Plan, and

**NOW THEREFORE BE IT RESOLVED** that the BMTS Policy Committee approves the BMTS Coordinated Public Transit-Human Services Transportation Plan.

**CERTIFICATION OF RESOLUTION 2018-13**

I, the undersigned, duly elected Chair of the Binghamton Metropolitan Transportation Study Policy Committee, do hereby certify that the foregoing is a true and correct copy of BMTS Policy Committee Resolution 2018-13, adopted by consensus this 13<sup>th</sup> day of December, 2018.



Michael Marinaccio, Chair  
BMTS Policy Committee

12-13-18  
Date

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## ***Section 1: Introduction***

Transportation is an important component of people's lives. It keeps them connected to employment, shopping, health care, recreation, family and friends, and many other aspects of their lives. For the aging population, low-income individuals, or those people with disabilities, transportation and maintaining a basic level of mobility can be a challenge.

Based on a requirement from the previous federal transportation bill, the Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), the Binghamton Metropolitan Transportation Study (BMTS), the designated Metropolitan Planning Organization (MPO) for the Binghamton Urban Area, developed the Coordinated Public Transit – Human Services Transportation Plan in 2007. The subsequent federal legislation, Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21), and the current Fixing America's Surface Transportation (FAST) Act continues the requirement of a Coordinated Public Transit – Human Services Transportation Plan, also referred to as the Coordinated Plan. The purpose of the Coordinated Plan is to facilitate improvements of transportation services for persons with disabilities, older adults, and individuals with limited incomes. The Coordinated Plan will provide a unified comprehensive strategy for public transportation service delivery that identifies the needs of the target populations, lays out strategies for meeting these needs, and prioritizes services.

Federal legislation requires that the Coordinated Plan include the following components:

- An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
- An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

(FTA Circular C 9070.1G)

This 2018 Coordinated Plan update will build on the previously adopted plan from 2013. The 2013 plan was also considered an update of the original plan adopted in 2007. Again, the objective of this update is to revisit the previous plan, update local and regional demographics and transportation needs and continue to strive towards development of a more efficient, integrated and coordinated network of services. The goal of this update, as was the goal of the 2013 update, is to move beyond the initial planning efforts of the 2007 plan and focus efforts more on implementation and/or addressing barriers to coordination.

Under SAFETEA-LU, transportation projects funded through three specific programs were required to be derived from a locally, developed coordinated human services transportation plan. These Federal Transit Administration (FTA) programs included the Section 5310: Specialized Transportation for Elderly and Individuals with Disabilities Program, Section 5316: Job Access and Reverse Commute Program (JARC), and Section 5317: New Freedom Program.

Under MAP-21, changes were made to the way that funding for transit is programmed. The notable changes that pertain to this plan include the elimination of funding for the Section 5316: Job Access and Reverse Commute (JARC) and the New Freedom (5317) programs. The FTA programs were restructured in the following manner: The

former New Freedom program was folded into Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities program; and previous activities eligible under JARC were made eligible under the Section 5307: Urbanized Area Formula Grants or the Section 5311: Rural Area Formula Grants. This altered funding structure remains intact under the current FAST Act. Below are links that provide detailed information regarding the funding sources noted above:

- Expired Grant Programs: Section 5316 & Section 5317 - <https://www.transit.dot.gov/funding/grants/grant-programs/expired-grant-programs>.
- Section 5307 - The **Urbanized Area Formula Funding** program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. See <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>
- Section 5310 – The **Enhanced Mobility of Seniors & Individuals with Disabilities** (49 U.S.C. 5310) provides formula funding to states for assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state’s share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas, this is the state Department of Transportation, while in large urban areas, a designated recipient is chosen by the governor. Direct recipients have flexibility in how they select subrecipient projects for funding, but their decision process must be clearly noted in a state/program management plan. The selection process may be formula-based, competitive or discretionary, and subrecipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Eligible projects include both “traditional” capital investment and “nontraditional” investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services. See <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>
- Section 5311 - The **Formula Grants for Rural Areas** program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. See <https://www.transit.dot.gov/funding/grants/grant-programs/formula-grants-rural-areas-5311>.

Transportation projects funded through the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities program are still required to be derived from a locally, developed coordinated human services transportation plan. This requirement no longer pertains to JARC type projects funded through Section 5307 or 5311 programs, but it is encouraged that such projects consider and help meet the transportation needs, as well as the program implementation strategies identified in the Coordinated Plan.

## ***Section 2: Plan Methodology & Outreach***

To inform this plan update, two surveys were conducted. Transportation and human services providers in Broome and Tioga Counties were asked via email and during Coordinated Transportation Committee meetings to take the first survey. Fifteen providers took the survey. A second online survey for the public was conducted, with paper copies available upon request. The survey was posted on several social media sites, including BMTS and Broome County Office for Aging's (OFA's) Facebook pages. BMTS central staff also administered the survey in person by attending events and going to locations frequented by the plan's target populations, such as OFA's annual senior picnic, Tioga County social services office, and the Broome County public library. Written comments were also accepted during these events. The public survey was taken by 134 individuals.

Survey results were used to update the transportation provider inventory and to identify gaps and redundancies in services through information about the nature of the transportation provided, services offered and needed, populations served, eligibility restrictions, and the geographic service area of the system. The surveys are included as **Appendix A**.

Demographic data from the 2010 Decennial Census and the 2015 American Community Survey (ACS) was obtained from the US Census Bureau. This data was analyzed to identify trends related to the plan's target population, such as changes in population by age group in Broome and Tioga Counties.



Surveying at OFA Senior Picnic, 2018

Findings and recommendations from plans and studies conducted by multiple human service agencies were also used to identify transportation gaps and redundancies. These documents are listed in **Appendix B**.

Subsequently, strategies/potential projects were developed to address unmet needs. The Coordinated Plan Steering Committee, which was created to play an advisory role in the creation of the initial Coordinated Plan, is now called the Coordinated Transportation Committee. It currently meets on a quarterly basis, and has provided valuable input for this Plan update. A list of participating agencies on the Coordinated Plan Steering Committee is shown below.

- ACHIEVE
- American Cancer Society
- Binghamton Metropolitan Transportation Study (BMTS)
- Broome County Office for Aging (OFA)
- Broome County Department of Public Transportation
- Broome County Department of Social Services
- Chemung County Transit (C-Tran)

- Community Care Network of Nichols (CCNN)
- The Deposit Foundation
- Faith in Action (Broome County Council of Churches)
- HealthlinkNY
- Mobility Management of South Central New York (MMSNY)
- New York State Department of Transportation (NYSDOT) Region 9
- Retired and Senior Volunteer Program – Catholic Charities of Broome County
- Rural Health Network of South Central New York
- SEPP Group
- Southern Tier Independence Center (STIC)
- Tioga County Department of Social Services

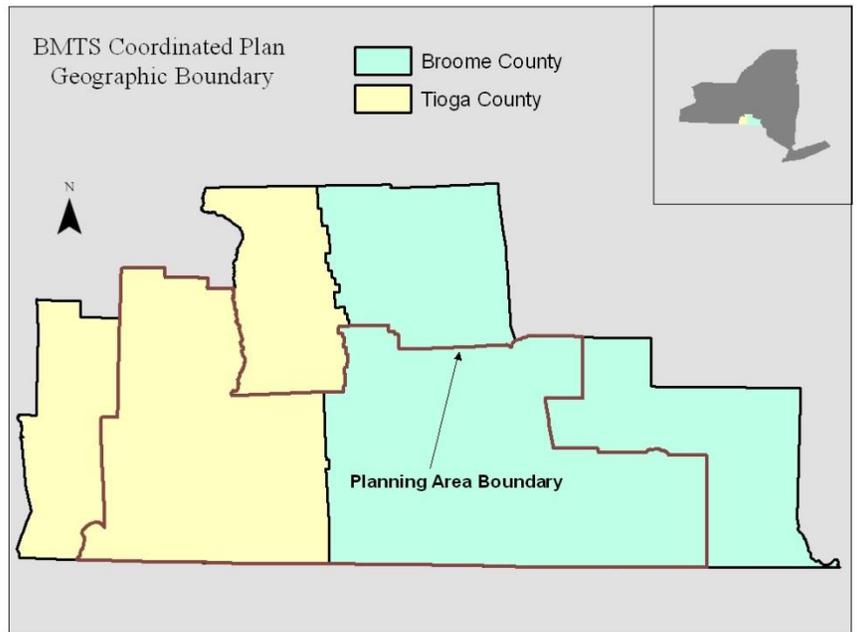
A review period for the draft document was established with adoption by the BMTS Policy Committee in December, 2018.

### Section 3: Profile of Planning Area

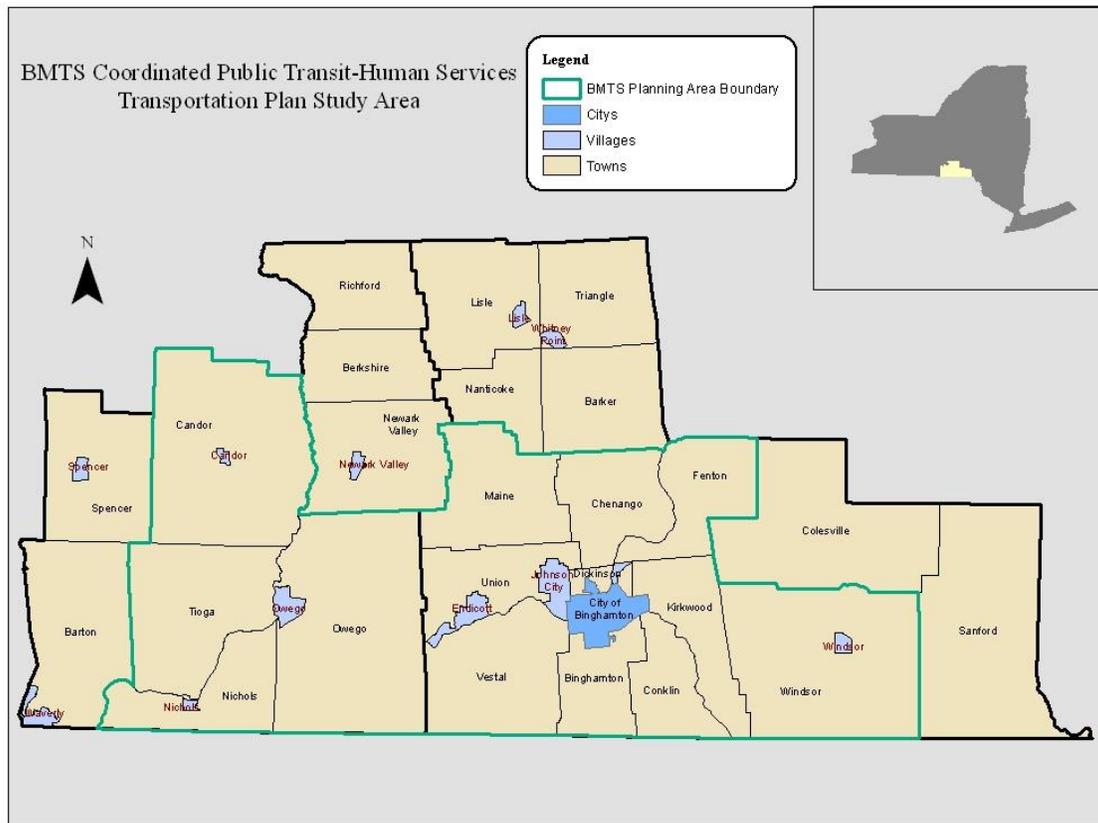
**Figure 1: Coordinated Plan Geographic Boundary**

#### Planning Area Description

The BMTS Planning Area includes not only the urban core of Binghamton, Johnson City, and Endicott, but also suburban areas stretching from just west of the Town of Owego to Chenango Bridge, Conklin, and Kirkwood. The planning area can be seen in **Figure 1**. Although the outline of the BMTS planning area is the usual geographic extent of many of BMTS’ planning projects, transportation activities occur in and around all these municipalities. Therefore, statistical information is provided for all of Broome and Tioga Counties for analysis purposes to address the needs for the entirety of each County. Including all of Broome and Tioga County in this plan allows the rural areas within the counties to be included and be eligible to apply for funding available to rural areas.



**Figure 2:** Binghamton Metropolitan Transportation Study Planning Area Boundary



There are 38 municipalities within Broome and Tioga Counties, including 12 villages, 25 towns, and the City of Binghamton. **Figure 2** shows the municipalities within Broome and Tioga Counties.

**Demographic Overview of Population**

Demographic data were collected from the U.S. Census Bureau for the years 2000, 2010, and 2015 to gain helpful insight for the plan. 2000 and 2010 demographic data come directly from the U.S. Census Bureau’s Decennial Census, arguably the most reliable census source available. The most recent data readily available from the U.S. Census Bureau is for the year 2015 and comes from the American Community Survey (ACS) Estimates. Although ACS data have a slightly larger margin of error than data from the Decennial Censuses, it does not hinder its ability to provide helpful up-to-date data for planning.

**Tables 1 and 2** below provide information on population totals for all municipalities in Broome and Tioga Counties. The total population count for Broome County as of 2015 was 198,093. The 2015 population for Tioga County was 50,199. Compared to 2000 and 2010 population totals, these numbers reflect the decline in population that the area has experienced in the latest decades. However, when comparing these totals, it can be seen that the population decline has perhaps begun to slow somewhat in recent years. Likewise, on a municipal level there has been a downward trend in population from the years 2000 to 2015 in most municipalities, although the decline seems to have slowed slightly in most recent years. On the other hand, some municipalities (Town of Sanford and Town of Vestal) have shown a small upturn in population from 2000 to 2015.

**Table 1: Population of Broome County Municipalities 2000-2015**

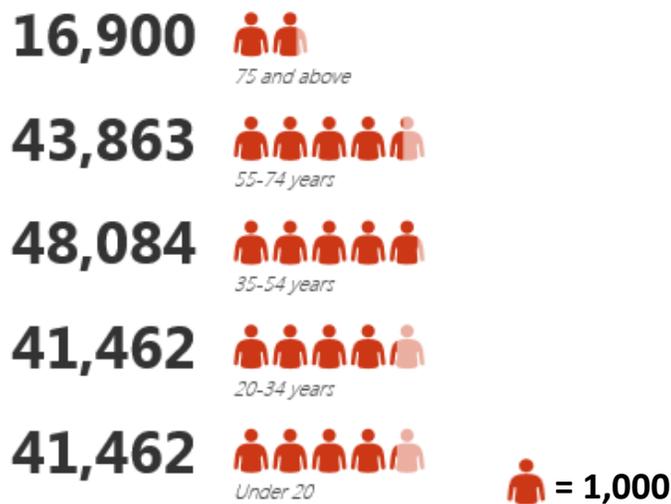
<b>Broome County</b>	<b>Population</b>			<b>Population Change</b>	
<b>Municipality</b>	<b>2000</b>	<b>2010</b>	<b>2015</b>	<b>2000 - 2010</b>	<b>2010 - 2015</b>
Barker	2,738	2,732	2,700	-6	-32
Binghamton, city of	47,380	47,376	46,495	-4	-881
Binghamton, town of	4,969	4,942	4,880	-27	-62
Chenango	11,454	11,252	11,103	-202	-149
Colesville	5,441	5,232	5,168	-209	-64
Conklin	5,940	5,441	5,340	-499	-101
Dickinson	5,335	5,278	5,234	-57	-44
Fenton	6,909	6,674	6,554	-235	-120
Kirkwood	5,651	5,857	5,776	206	-81
Lisle	2,707	2,751	2,709	44	-42
Maine	5,459	5,377	5,307	-82	-70
Nanticoke	1,790	1,672	1,454	-118	-218
Sanford	2,477	2,407	2,555	-70	148
Triangle	3,032	2,946	2,905	-86	-41
Union	56,298	56,346	55,474	48	-872
Vestal	26,535	28,043	28,243	1,508	200
Windsor	6,421	6,274	6,196	-147	-78
<b>Total</b>	<b>200,536</b>	<b>200,600</b>	<b>198,093</b>	<b>64</b>	<b>-2,507</b>

**Table 2: Population of Tioga County Municipalities 2000-2015**

<b>Tioga County</b>	<b>Population</b>			<b>Population Change</b>	
<b>Municipality</b>	<b>2000</b>	<b>2010</b>	<b>2015</b>	<b>2000-2010</b>	<b>2010-2015</b>
Barton	9,066	8,858	8,701	-208	-157
Berkshire	1,366	1,412	1,321	46	-91
Candor	5,317	5,305	5,196	-12	-109
Newark Valley	4,097	3,946	3,872	-151	-74
Nichols	2,584	2,525	2,721	-59	196
Owego	20,365	19,883	19,489	-482	-394
Richford	1,170	1,172	1,013	2	-159
Spencer	2,979	3,153	3,075	174	-78
Tioga	4,840	4,871	4,811	31	-60
<b>Tioga County Total</b>	<b>51,784</b>	<b>51,125</b>	<b>50,199</b>	<b>-659</b>	<b>-926</b>

**Figures 3 and 4** provide an age breakdown of population totals by county from the Census Bureau’s 2015 American Community Survey. While the age distribution in both counties is relatively even, there is a significant portion of the population that is 35 years old or older and many residents 55 to 74 years old. This is an important factor to consider in this plan, because as the people in this age group continue to age, they will likely become more reliant on many different public transportation and human services. Similarly, there are a high proportion of children and young adults under 20 years old in both Broome and Tioga Counties. This is another population group that tends to rely on public transportation and human services if they don’t have access to a personal vehicle or a parent/guardian who can provide transportation.

**Figure 3: Age Distribution, Broome County 2015**

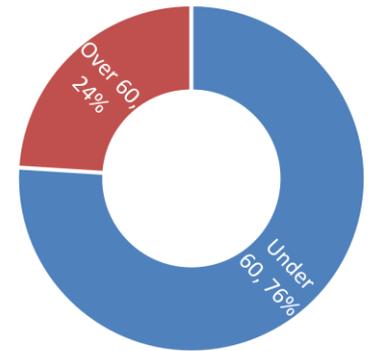


**Figure 4: Age Distribution, Tioga County 2015**



**Older Adults**

Broome and Tioga Counties are home to many older adults. In fact, the 2010 Census and 2015 ACS show that Broome County is aging faster than the nation and New York State. In 2015, 24 percent of residents in Broome and Tioga County were 60 years old or older, while both the state and national rate was approximately 20 percent. While planning for an aging population is imperative across the entire country, it remains a specifically important task for the Binghamton metropolitan area because of the larger proportion of the population who are seniors (**Figure 5**). **Tables 3 and 4** below display the senior population broken down into four age cohorts. **Figures 6 and 7** illustrate the increase in the senior population between 2010 and 2015.

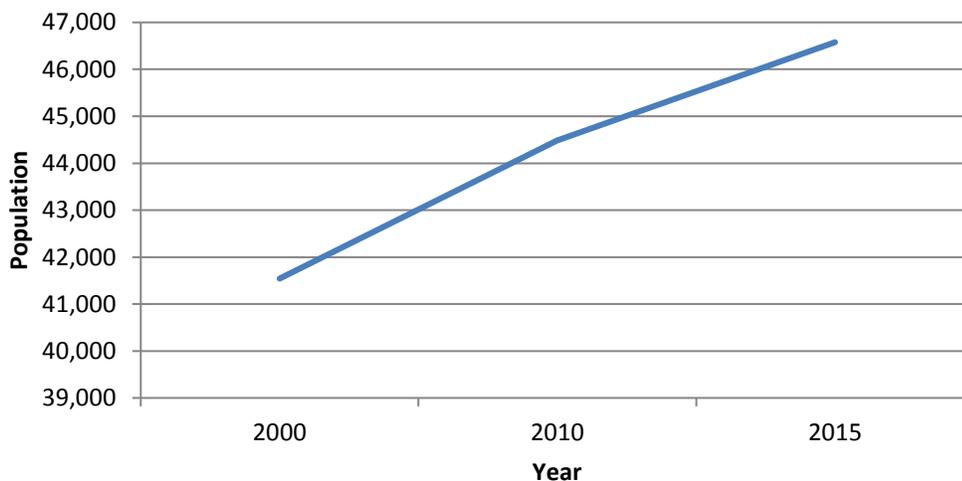


**Figure 5: Age Distribution**  
Broome and Tioga County, 2015

**Table 3: Broome County Senior Population by Age Group**

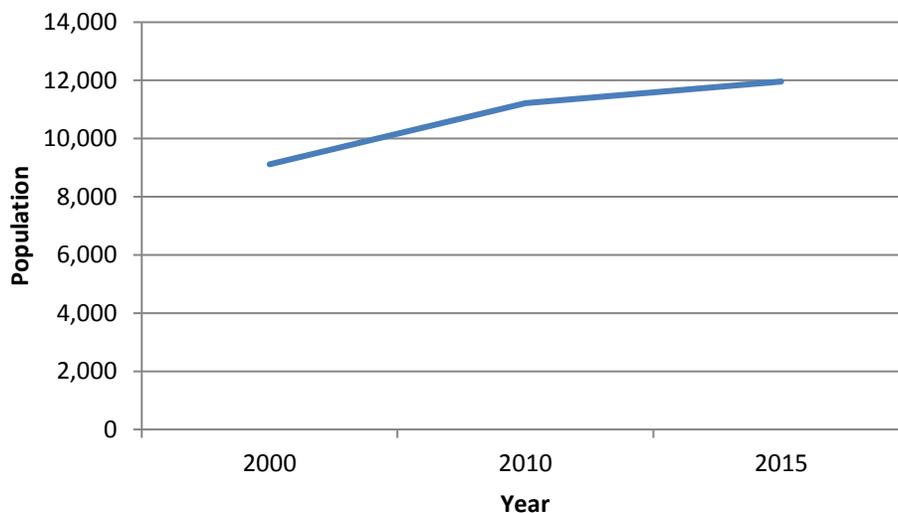
Age Group	2010 Population	2015 Population	Population Change 2010-2015	Percentage Change 2010-2015
60 - 64 years	11,641	12,378	737	6%
65 - 74 years	15,668	17,299	1,631	10%
75 - 84 years	11,539	11,330	-209	-2%
85 + years	5,637	5,570	-67	-1%
<b>Total</b>	<b>44,485</b>	<b>46,577</b>	<b>2,092</b>	<b>5%</b>

**Figure 6: Change in Senior Population, Broome County 2000-2015**



**Table 4: Tioga County Senior Population by Age Group**

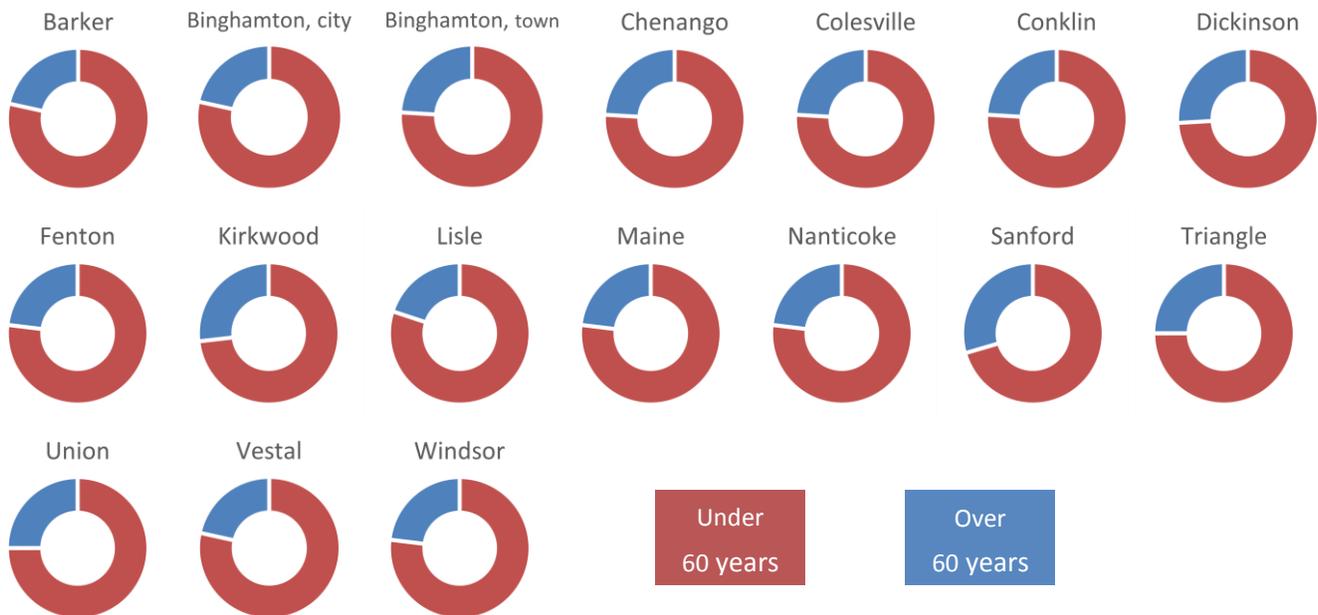
Age Group	2010 Population	2015 Population	Population Change 2010-2015	Percentage Change 2010-2015
60-64 years	3,189	3,532	343	11%
65-74 years	4,390	4,643	253	6%
75-84 years	2,666	2,624	-42	-2%
85 + years	976	1,161	185	19%
<b>Total</b>	<b>11,221</b>	<b>11,960</b>	<b>739</b>	<b>7%</b>

**Figure 7: Change in Senior Population, Tioga County 2010-2015**


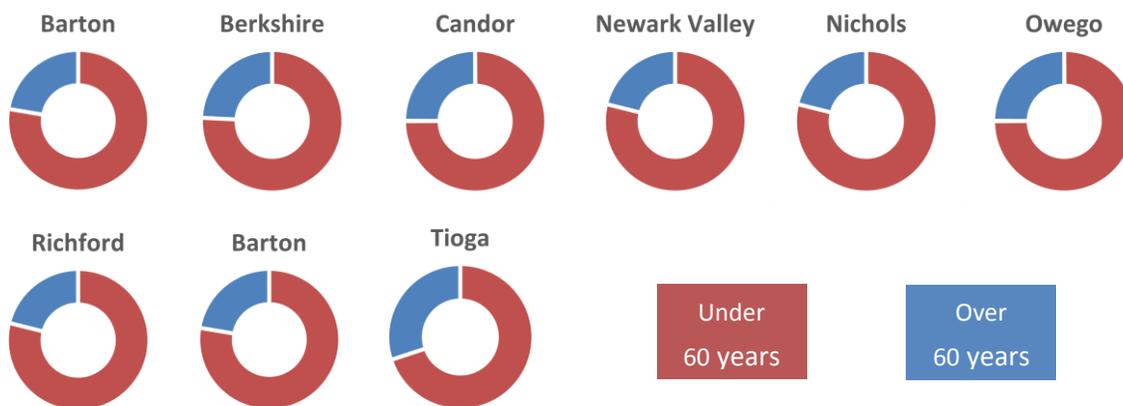
The above tables and charts reiterate the overall growth in the elderly population that Broome and Tioga Counties have experienced in recent years. This likely reflects the ageing of the “baby boomer” generation. From 2010 to 2015, Broome County added more than 2,000 people to its senior population while Tioga County added approximately 740. While the total senior population is rising, there has been a small decline in seniors over 75 years in Broome County as well as seniors aged 75-84 years in Tioga County. This is important to note but does not overshadow the growth in overall senior population that the area has experienced and will continue to experience for the life of this plan.

**Figures 8 and 9** illustrates the percentage of the population who are seniors for Broome and Tioga County municipalities in 2015. Portraying the overall senior population by town and city is helpful for understanding where seniors live in relation to the location of public transportation and human services. An analysis by municipality gives service providers information about where to direct their efforts.

**Figure 8:** *Percentage of population 60 years and older, Broome County municipalities, 2015*



**Figure 9:** *Percentage of population 60 years and older, Tioga County municipalities, 2015*



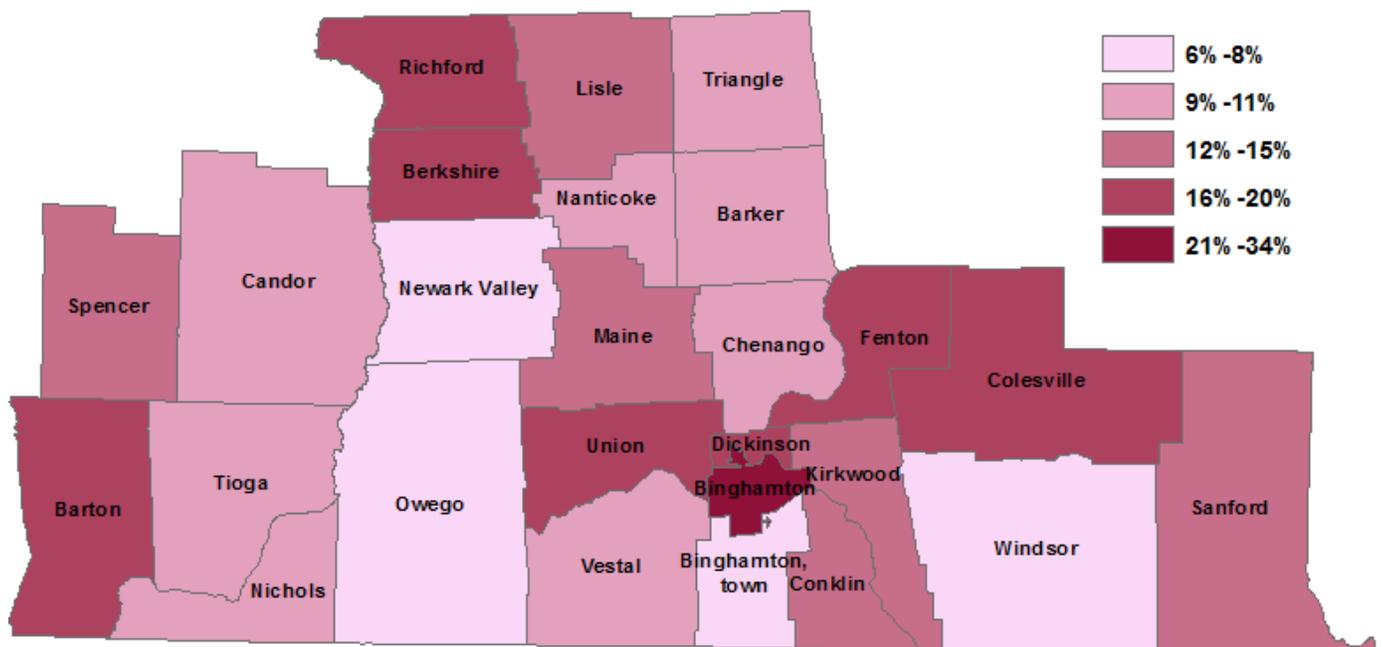
While seniors make up roughly the same percentage of each municipality’s population, there are some municipalities whose senior populations stand out. In Broome County, Dickinson, Kirkwood, Sanford and Union have senior populations that comprise over 25 percent of the total population, while other towns’ senior populations range between 20 and 25 percent. In Tioga County, Candor, Owego, and Tioga have relatively high senior populations compared to other municipalities with totals 25 percent and above.

**Low Income Individuals**

Low income individuals and households are, like seniors, a group that needs access to public transportation and human services. In 2010, 16 percent of Broome County’s population was below the poverty level while 10 percent of Tioga County’s population was below the poverty level. In 2015 the percentage of the population living in poverty increased slightly to 17 percent in Broome County and remained steady in Tioga County (**Figure 10 and Table 5**). These changes mirror the trend determined by the U.S. Census Bureau of declining poverty rates in both counties from 1990 to current years.

**Figure 10** also portrays the poverty rates for individual municipalities in both counties. The City of Binghamton remains the municipality with the highest concentration of economically disadvantaged individuals in Broome County, with 33 percent of the population living below the poverty level. The Town of Binghamton, Vestal, and Windsor have some of the lowest proportions of impoverished residents. In Tioga County, the percent of the population living in poverty in 2015 was the highest in Richford at nearly 16 percent. Newark Valley and Owego had the lowest proportions of residents in poverty with 6 percent and 7 percent, respectively.

**Figure 10:** *Percentage of Total Population Living in Poverty, Broome and Tioga County municipalities, 2015*



Data Source: US Census Bureau, 2015 American Community Survey Estimates

**Table 5:** *Percent of Total Population Living in Poverty by Age Group, 2015*

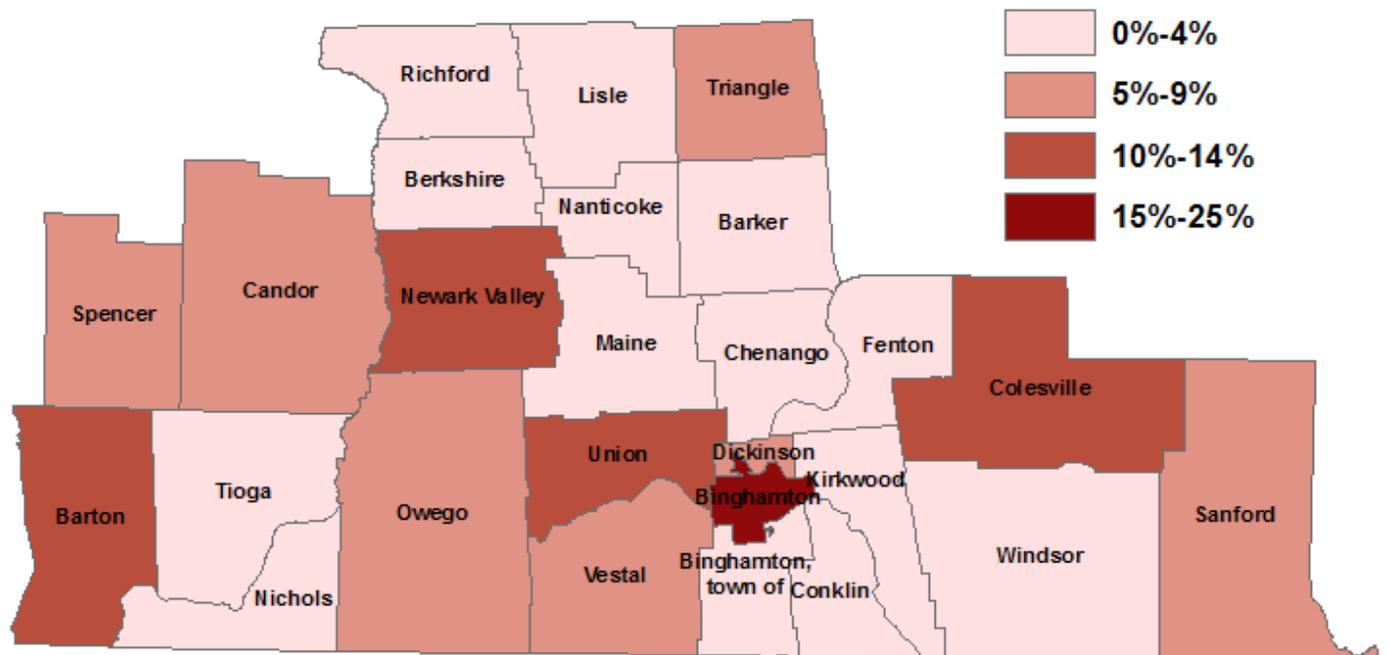
Poverty by Age	Broome County	Percentage of Total Population	Tioga County	Percentage of Total Population
under 18 years	9,229	5%	1,299	3%
18-64 years	21,966	12%	3125	6%
65 years and over	2,420	1%	377	1%

**Vehicle Ownership**

The need for public transit and human services also depends on vehicle ownership. The 2010 Census identified 9,358 households in Broome County that did not have a vehicle available. This comprises 12 percent of households in Broome County. This percentage remained steady in 2015. At 25 percent, the City of Binghamton had the highest

percentage of households without a vehicle in 2015. In 2010, Tioga County had 89 households with no vehicle available, or 5.5 percent of households within the county. 2015 also saw an increase in the amount of households with no vehicle, bringing the percentage to 7 percent. The Town of Barton has the highest percentage of households in Tioga County without a vehicle, at 12 percent.

**Figure 11:** *Percentage of Households without a vehicle, Broome and Tioga County municipalities, 2015*



Data Source, US Census Bureau, American Community Survey, 2015

**Individuals with Disabilities**

For those with disabilities, public transit and human services is often incredibly important, as many disabled people do not own a car or are not able to drive. Moreover, trips made by disabled people are often medically related, making them incredibly important to facilitate. **Table 6** provides a breakdown of the number of disabled residents in Broome and Tioga Counties. Combined, over 30,000 people have a disability of some kind. It is important to note that the actual number of disabled people in both Broome and Tioga Counties is likely higher than the numbers portrayed here, as many people do not realize they have a disability or do not report it. This is particularly common for mental disabilities or debilitating mental health illnesses.

**Table 6:** *Disabled Population, Broome and Tioga Counties 2015*

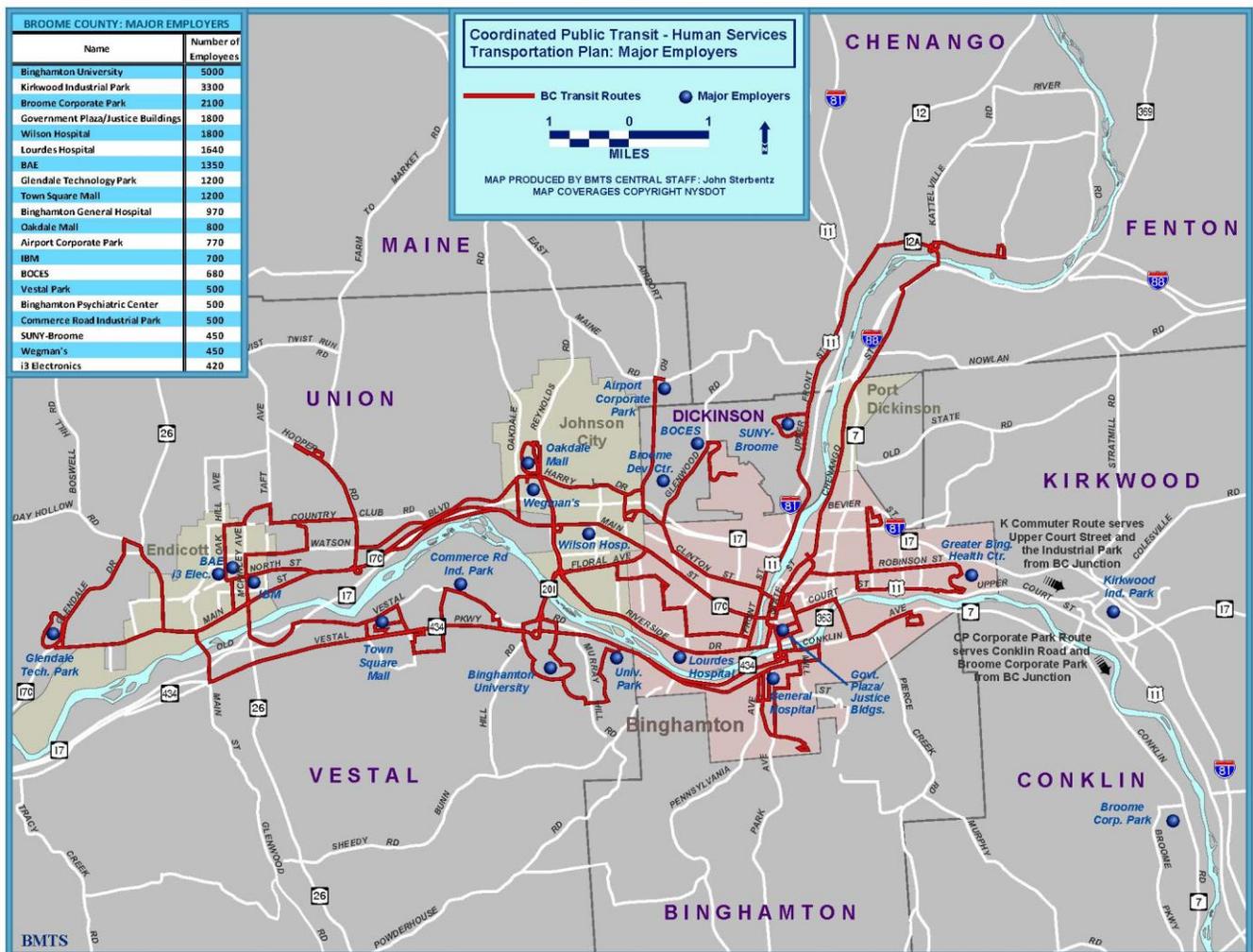
Disability by Age	Broome County	Percentage of Total Population	Tioga County	Percentage of Total Population
under 18 years	2,295	1%	621	1%
18-64 years	14,750	7%	3,115	6%
65 years and over	11,087	6%	2,922	6%
<b>Total</b>	<b>28,132</b>	<b>14%</b>	<b>6,658</b>	<b>13%</b>

Census data for disabled persons at the local municipality level indicates that throughout Broome and Tioga County, a significant proportion of people with disabilities tend to live in suburban and rural areas. Less urbanized areas are underserved by main public transportation service routes and require other means to meet transportation needs. As the number of assisted living and disabled housing facilities that are located in the suburban and rural settings increases, transportation to medical and shopping facilities becomes more of an issue for those who cannot drive or do not have a vehicle.

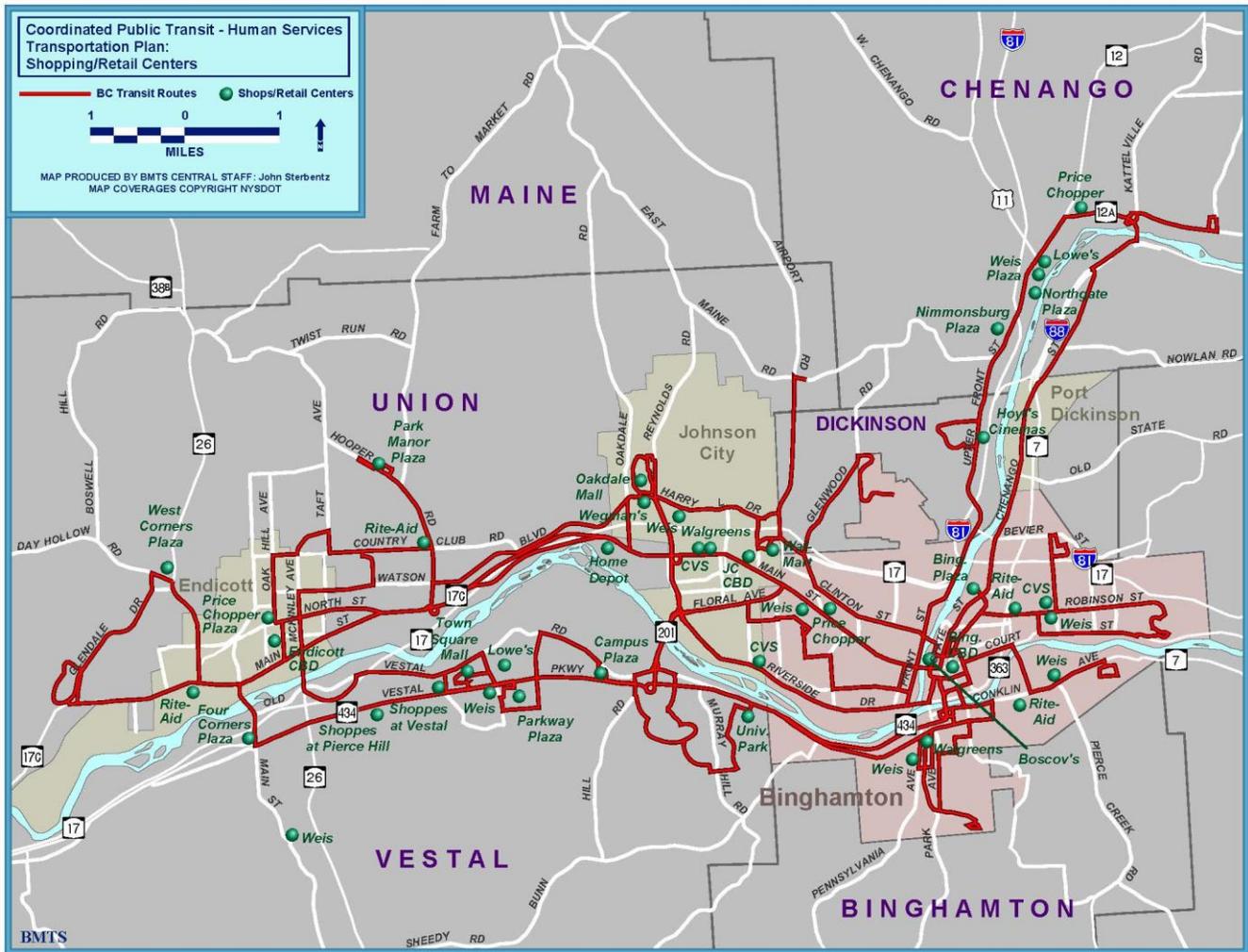
**Locations of Important Destinations**

There are many destinations that most of the population has a need to travel to on a daily, weekly, or bi-weekly basis. Examples of these types of destinations include medical facilities, shopping centers, senior centers, and human service agencies. Having reliable, affordable transportation to these destinations is necessary. Because of the sprawling trend of the area’s population, there is an increased demand for travel outside the traditional transit routes. **Map 4** shows the top employers in Broome County in relation to the Broome County Transit Fixed Route System. **Maps 5 and 6** show the locations of major shopping centers and points of interest, including major medical centers and common civic destinations, in Broome County.

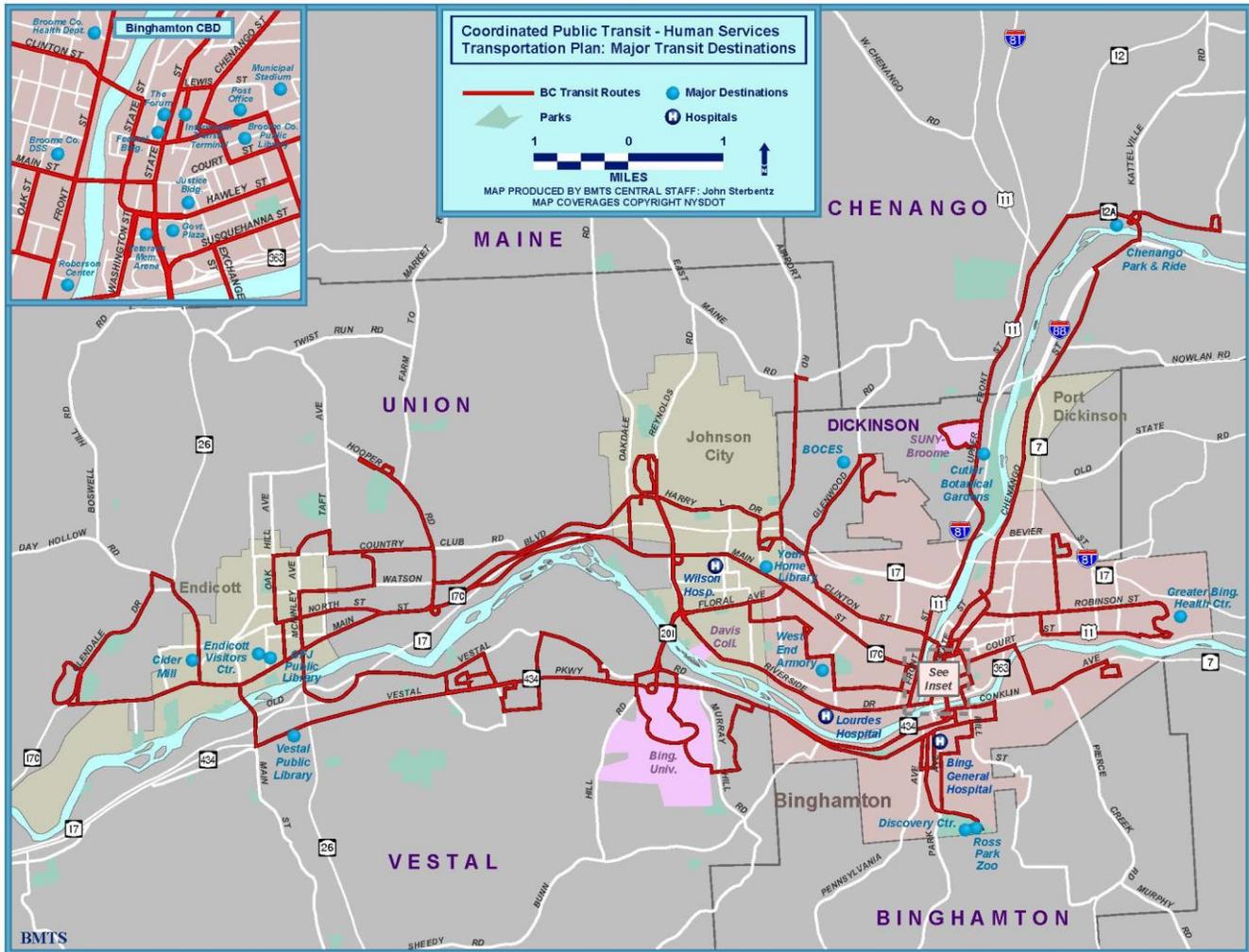
*Map 4: Major Employers, 2018 – Broome County*



Map 5: Major Shopping Center locations and fixed-route transit locations – Broome County



**Map 6:** Common Points of Interest and fixed-route transit locations – Broome County



**Overall Regional Trends**

Although Broome County’s public transit was designed to serve the densely populated urban core of the City of Binghamton, and the surrounding municipalities, current trends have made transit route planning more difficult. The population has dispersed more widely throughout the county, expanding the geographic area of transit demand. This area, like most of the United States, has experienced an economic decline in the past years that has increased the demand for services as people look for alternative means of transportation to cut expenses. As predicted, the elder population has increased in the region and is expected to continue to do so until at least 2030 and rates of disability will follow a similar trend. As the number of elderly and disabled populations increase there will more likely be an increased demand for paratransit/demand response services. Currently BC Transit’s paratransit services are at capacity.

## ***Section 4: Transportation Services, Service Gaps, and Redundancies***

### **Transportation Services**

The Binghamton Metropolitan Transportation Study (BMTS) has updated its inventory of available transportation services using the Mobility Management of South Central New York's (MMSCNY) Transportation Directory, as well as the Tioga County Transportation Directory created by the Tioga County Transportation Committee. (See **Appendix C.**) The MMSCNY has their transportation provider information available online at <https://gettherescny.org/transportation-information>, while the Tioga County Transportation Directory is available at <http://tioga.cce.cornell.edu/community/tioga-county-ny-transportation-options>.

In addition to the transportation providers listed in the directories mentioned above, there are multiple **adult care facilities and senior living complexes** that provide limited transportation services for their residents. Examples include Castle Gardens Senior Living & Special Needs Community, Good Shepherd-Fairview Home & Apartments, Metro Interfaith Housing Management, Susquehanna Nursing & Rehabilitation Center, UHS Senior Living at Ideal, and United Methodist Homes.

**Taxi cab** service provider information tends to change relatively frequently in Broome & Tioga County. A list of current taxi cab providers can be found at <https://www.visitbinghamton.org/getting-around/>.

The following **transportation app and rideshare** services are also available in Broome and Tioga Counties:

- Lyft – download app at [www.lyft.com](http://www.lyft.com).
- Uber – download app at [www.uber.com](http://www.uber.com)
- Broome Tioga Rideshare – [www.btrideshare.com](http://www.btrideshare.com)

**Mobility Management** is a critical element in helping communities and individuals create and manage their mobility options. More extensively, Mobility Management is an approach to designing and delivering transportation services that starts and ends with the customer. It begins with a community vision in which the entire transportation network—public transit, private operators, cycling and walking, volunteer drivers, and others—works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community's needs. (<https://nationalcenterformobilitymanagement.org/for-mobility-managers/>)

*Mobility Management of South Central New York (MMSCNY)* is the primary provider of mobility management services in Broome and Tioga counties. It is a program of the Rural Health Network of South Central New York serving Broome, Tioga, Chenango, Otsego, and Delaware counties. Along with its partners, it seeks to improve transportation access and coordination in the region, and particularly, its rural communities. MMSCNY was originally established as the Broome-Tioga Mobility Management Project in 2011. Since 2011, MMSCNY has operated the *Getthere Call Center* that serves to fulfill the Coordinated Plan's identified need of a one-stop source for transportation information and assistance. Getthere provides trip planning and referral services, transportation education, and travel training of individuals. During 2013 through the present, Getthere has been enhancing and expanding its services as follows:

- **Getthere Call Center:** Multiple full-time staff members have been added, which allows weekday, 7:00 AM – 7:00PM service.
- **Connection to Care:** CTC Maintains and improves low-income, transportation disadvantaged individuals by providing cost-effective transportation to physical and mental health services.
- **Travel Training:** Easter Seals™ accredited travel training to help the public, but especially the elderly, youth, and individuals with disabilities, learn how to effectively and confidently use public transportation.
- **Voucher Program:** Allows the most vulnerable Medicaid recipients to access destinations and services essential to the recipient's health and well-being for which Medicaid funded transportation is not available.
- **MMSCNY Website** created with a trip planner during mid 2018. See <https://gettherescny.org>.

- **Transportation Employment Initiative:** A voucher program that will provide low-income unemployed or under-employed individuals with sustainable transportation to employment. Mid 2018
- **Rural Mobility Project:** A pilot van-pool meeting transportation-to-employment needs and community transportation needs. Mid 2018

(See MMSCNY Progress Reports at <https://gettherescny.org/publications-and-documents/progress-reports.>)

The *Broome County Department of Public Transportation (BCDOPT)* and the *Community Care Network of Nichols (CCNN)* also perform mobility management services by providing information and referring consumers to other transportation providers when their respective services are not able to meet the consumer’s needs. The BCDOPT provides fixed route public transit (BC Transit) and paratransit (BC Lift & BC Country) services. The CCNN provides door-through-door volunteer transportation. CCNN is in the process of being merged with Tioga Opportunities, Inc. in Owego. Once complete, the CCNN name will no longer exist, but the volunteer transportation service will continue to run under Tioga Opportunities, Inc..

**Losses of Transportation Service**

It is important to note that there have been two losses of transportation services since the 2013 Coordinated Plan.

*Ride Tioga*, which provided fixed route public transit and dial-a-ride paratransit services, ceased operations on November 30, 2014. Ride Tioga had operated about twenty years in Tioga County, and added a few connections into Broome County. It was funded with FTA and NYSDOT transit funds, as well as Medicaid transportation reimbursements, so the service was at almost no cost to Tioga County. During 2013, New York State contracted with Medical Answering Services (MAS) to schedule all Medicaid transportation statewide. MAS assigned most patients to taxi service instead of the bus. Ride Tioga ridership, which had been rising annually, went from about 1000 per month to zero in early 2014. Other rural transit providers in New York suffered the same results. The cease in operations of Ride Tioga services happened suddenly and left a significant gap in Tioga County transportation services, not only to Medicaid patients, but to those non-Medicaid riders who used the fixed route and paratransit services to get to work, medical appointments, food shopping, and more.

During September 2017, Catholic Charities of Broome County announced that it would be closing the *senior transportation program*, which was operated through its Retired Senior Volunteer Program (RSVP). The service primarily provided rides to volunteer opportunities and other programs run by RSVP. It was anticipated that BC Transit and BC Lift would be able to meet the needs of those who used the senior transportation program.

**Previously Identified Gaps in Transportation Services**

It is important to revisit the transportation **gaps** and **redundancies** for the study area that were identified in the original 2007 Coordinated Plan and the 2013 Update. Any information or actions addressing these gaps and redundancies is noted below and, labeled by the Coordinated Plan year.

- BC Transit fixed route services during the late evening hours entail long waits at times to transfer between buses. There is no service from 12:30 – 5:30 AM. Additionally, earlier AM Sunday service appears to be in demand.
  - **2013 UPDATE:** Currently BC Transit service hours are weekdays 5:30am – 10:00pm, Saturday from 6:00am – 7:00pm, and Sunday from 10:00am – 5:00pm.
  - **2018 UPDATE:** Currently BC Transit service hours are weekdays from 5:30am - 10:30pm, Saturday from 6:00am – 7:00pm and Sunday from 9:10am – 5:50pm.
- BC Lift paratransit transportation services are currently at capacity and unable to sufficiently meet the demand for paratransit / curb-to-curb transportation. Improvements are also needed in the system to arrange

for rides to make it more customer friendly, and to reduce the need to arrange rides one week ahead of time to have a better chance at getting one's desired trip times.

- **2013 UPDATE:** BC Lift operates the same hours as the BC Transit fixed route buses and therefore no longer has late night service. Service is still at capacity. BC Transit has scaled back some BC Country routes to make drivers and vehicles available to BC Lift riders as a way to try and decrease denials and restrictive advanced notice requirements.
- BC Country, the rural paratransit / curb-to-curb service, operates Monday through Friday. Weekend service would be beneficial. The same reservation system improvements as BC Lift also apply to BC Country. Although, the service operates Monday through Friday, there is disparity in service availability for particular rural areas during that five day period. Additionally, BC Country service currently provides rides for residents from the rural areas of Broome County into the urban area only. A more comprehensive and practical rural to urban *and* urban to rural service is desired.
  - **2013 UPDATE:** As of January 2, 2013, BC County will no longer be servicing Deposit. Those customers from Deposit that wish to continue using the service must board in Windsor now.
  - **2018 UPDATE:** The Deposit Foundation ([www.depositfoundation.com](http://www.depositfoundation.com)) may be able to fill the Deposit transportation gap for residents of Deposit. The *Broome County Job Access Study (2018)* cites the need to restructure BC Country to meet job access and other transportation needs. See **Appendix B**.
- Tioga County Public Transit does not offer weekend service.
  - **2013 UPDATE:** No changes. Ride Tioga operates Monday through Friday. Hours of services are 5:45 a.m. through 7:00 p.m.
  - **2018 UPDATE:** As previously noted, Ride Tioga ceased operations on November 30, 2014. Chemung County's C-Tran provides weekday fixed route service (Rout 10 Tioga-Downs) between Elmira and Owego. It consists of three runs with the arrival/departure from the Tioga County Health and Human Services Building at 8:25am, 12:45pm, and 2:45pm. There is also potential for limited public transit between Broome & Tioga counties likely toward the year 2020, as BC Transit was awarded Section 5310 funding during 2018 to purchase two vehicles that will enable deviated fixed route transit service targeting the senior and disabled population, but will be open to the entire public. BC Transit also plans to work closely with Chemung County Transit to connect both systems in Tioga County, including having common transfer points and inter-bus communications, to make seamless travel for customers.
- Coordination of schedule times and drop-off locations between Broome County & Tioga County Transit needs improvement to better facilitate ridership between counties.
  - **2013 UPDATE:** No changes. The current Memorandum of Understanding between Tioga Transit and Broome County Transit does not expire unless one of the parties wishes to renegotiate the terms. The transit systems should evaluate the effectiveness of the current agreement and investigate potential for more efficient coordination between the systems. There is also a lack of coordination between Broome County and other surrounding counties, including Susquehanna County in Pennsylvania. A more regional and cooperative approach to public transportation financing and services would better serve the public.
  - **2018 UPDATE:** *Same as immediately preceding 2018 Update.*

- Emergency or guaranteed return trip services are in demand to supplement existing public transportation services, especially for manufacturing jobs when mandatory overtime is required, thus changing their normal shift hours.
  - **2013 UPDATE:** The Rural Health Network in conjunction with the BTMMP (now MMSCNY) applied and was granted Section 5316 (JARC) and 5317 (New Freedom) funding to provide a 24/7 demand response service capacity to assist individuals in wheelchairs who become “stranded” and have an urgent transportation need. This project is currently in the discussion stage of how to develop and implement this service and should be completed by the end of 2013.
  - **2018 Update:** the MMSCNY has been partially funded with Section 5310 funds, as well as Section 5311 and other funding sources to enable more extensive mobility management services. This allows MMSCNY to work to find solutions with those needing emergency or guaranteed return trip service. Additionally, the *Broome County Job Access Study (2018)* provides recommendations to address this need including vanpools, rideshare services, and transportation network companies (e.g. Uber and Lyft).
  
- Affordable door-to-door and door-through-door transportation services are limited. Medi-vans offering this service are costly, and there are a small number of volunteer drivers offering this service.
  - **2013 UPDATE:** No changes.
  - **2018 UPDATE:** CCNN has been awarded Section 5310 funding during the last three funding rounds, enabling it to provide expanded volunteer driver door-through-door service for Tioga County residents, as well as perform mobility management to help consumers find alternative transportation when the volunteer driver ride does not work out. CCNN has also been able to provide wheelchair users with rides through innovative coordination with a local School District, which owns an accessible vehicle. The school is required to have the vehicle to provide rides for disabled students, but the vehicle has not been needed and goes unused. CCNN has coordinated with the School District to have the school bus driver operate the vehicle, when it is not in use for school students, to provide rides for disabled seniors.
  
- Travel for any purpose, on any day, at any time is restricted, due to capacity limitations of existing transportation services.
  - **2013 UPDATE:** BMTS has sponsored *Broome-Tioga Greenride*, an internet-based rideshare matching service at [www.BroomeTioga.Greenride.com](http://www.BroomeTioga.Greenride.com) to promote carpooling in an attempt to provide another transportation option for Broome and Tioga County residents. When the contract with the current rideshare matching service expires, BMTS should explore improvements and enhancements that can be made to Broome-Tioga Greenride through a contract extension, and also investigate future integration with the statewide ridesharing program that the 511 system for New York State is developing.
  - **2018 UPDATE:** On April 1, 2014, BMTS’s contract with Greenride was fulfilled, and a new partnership with 511NY Rideshare began allowing ridesharing services to continue for Broome and Tioga counties. The new rideshare service is called *Broome-Tioga Rideshare*, and is accessed at [www.btrideshare.com](http://www.btrideshare.com) website. It remains a FREE service to the public and is at no cost to BMTS other than \$100 annually for the website domain name. During April 2018, in a coordination effort, BMTS was asked to have Broome-Tioga Rideshare be included in a marketing campaign that Southern Tier Rideshare ([www.southerntierrideshare.org](http://www.southerntierrideshare.org)) received funding for, which will add Broome and Tioga counties to the rideshare promotion efforts in Chemung, Steuben, and Schuyler counties. Promotion efforts will be focused more on Tioga County rather than Broome since Tioga is more rural in nature.

- Accommodations in public transportation for those with disabilities and for seniors could be improved; including: automated & audible bus stop announcements; lighting all bus stops; making sure all bus stops are accessible mainly by sidewalk with proper curb ramps and waiting area; better pedestrian facilities; safer bus transfer area; and Universal Design of buses and facilities to meet the access needs of the entire public, going beyond ADA requirements.
  - **2013 UPDATE:** BMTS has inventoried and mapped BC Transit bus stop locations and documented ADA accessibility and conditions of the stops.
  - **2018 UPDATE:** During 2016, BMTS began working with municipalities to create ADA Transition Plans to bring sidewalk curb ramps into compliance. Bus stops were also added to the transition plan. Additionally, BMTS adopted a Complete Streets Policy that requires federally funded transportation projects to best meet the needs of all users. The City of Binghamton, Village of Johnson City, and the Village of Deposit also have Complete Streets Policies.
  
- Public transportation to Sayre and Syracuse for medical appointments is possible, but difficult.
  - **2013 UPDATE:** No changes.
  - **2018 UPDATE:** During 2017 the U.S. Department of Veterans Affairs opened a new, expanded outpatient clinic at 203 Court Street in Binghamton, replacing its existing clinic space in the Greater Binghamton Healthcare Center on Robinson Street. See [https://www.syracuse.va.gov/locations/Binghamton\\_Community\\_Based\\_Outpatient\\_Clinic.asp](https://www.syracuse.va.gov/locations/Binghamton_Community_Based_Outpatient_Clinic.asp). The relocation enabled significant expansion of specialty care and other services. The new clinic will provide veterans in the Southern Tier with access to primary care, diagnostic services, physical therapy, cardiology, gastrointestinal services, and behavioral health and group therapy. This will reduce the need for some veterans to travel to the Syracuse VA Medical Center.
  
- There is no one person or agency established to organize and disseminate comprehensive transportation service information, as well as answer the public’s transportation service questions for the Binghamton Urban Area.
  - **2013 UPDATE:** As noted toward the beginning of Section 4, during 2011 the Broome Tioga Mobility Management Project (BTMMP) was created to be a “one-stop-shop” for travel planning, travel training, and transportation referrals.
  - **2018 UPDATE:** The BTMMP became known as the Mobility Management of South Central New York (MMSCNY). Through FTA Section 5310 & 5311 funds and multiple other funding sources, the Getthere Call Center and overall mobility management services has continued to expand. See **Mobility Management** toward the beginning of this Section 4 for more details.

### Previously Identified Redundancies in Transportation Services

- Much of the public is unaware of the services that are available, and where to get information on how to use the services. Multiple agencies do have listings of transportation services available on their respective websites, but the information quickly becomes outdated and not many know where to find the listings.
  - **2013 UPDATE:** In 2012, the Broome-Tioga Transportation Directory was created to be used as a source for transportation information. The Directory will be updated continuously by BTMMP staff as changes in transportation provider and service are identified. This inventory is available on the BTMMP website: <http://www.rhnsny.org/programs/btmmp>.

- **2018 UPDATE:** The BTMMP Directory has been replaced by the transportation information available on the MMSCNY website at <https://gettherescny.org/transportation-information>. In a cooperative effort with MMSCNY, the Tioga County Cornell Cooperative Extension created the Tioga County Transportation Directory, which is available at <http://tioga.cce.cornell.edu/community/tioga-county-ny-transportation-options>. See **Appendix C**.
- BC Transit fixed route service and Off Campus College Transport (OCCT), the fixed route bus service for Binghamton University students, have routes that often overlap.
  - **2013 UPDATE:** BMTS completed a *BC Transit/Off Campus College Transport Consolidation Planning Study* in June 2010. This study looked at three alternatives for the transit systems to reduce the redundancies and costs. See **Appendix B** for details. In March 2012, BMTS held a meeting with BC Transit, Binghamton University, and OCCT to review the study and facilitate the continuing relationship between the two transit systems. Establishing an annual meeting of the involved parties was an outcome of the March meeting.
  - **2018 UPDATE:** OCCT has made route changes and expanded shuttle services that cater to student needs, which also reduce the amount of overlap with BC Transit. BC Transit also negotiated a new agreement with Binghamton University regarding transportation services, which is more financially sound.
- Tioga County Public Transit (a.k.a. Ride Tioga) and Tioga Transport, under contract with Tompkins Consolidated Area Transit (TCAT), both provide transportation between Ithaca, and the Towns of Newark Valley, Berkshire, and Richford.
  - **2013 UPDATE:** Currently Tioga County Public Transit (a.k.a. Ride Tioga) provides transportation between Ithaca, and the Towns of Owego, Newark Valley, Berkshire, and Richford.
  - **2018 UPDATE:** As noted above under **Losses of Transportation Service**, Ride Tioga ceased operations on November 30, 2014.

The 2013 Update summarized the **gaps and redundancies** in the area's transportation services into the following sectors: Geographic, Capacity and Affordability, Service Time, and Policy, Education, and Awareness. The list below reflects the 2013 list, as well as amendments for the 2018 Update.

### Geographic

- Not all destinations are adequately served: medical, educational, and employment facilities, especially those off bus routes and in suburban and rural areas.
- Limited public transit routes in many suburban and rural areas.
- Transportation options for first / last mile connections to transit are needed.
- The sudden cease of Ride Tioga's public transit service left a significant gap in transportation service, especially for its regular users.
- Travel between counties and other larger urban areas, depending on the service, is limited or not available
- Lack of transportation for residents that live in suburban and rural areas that need to get to the urban area or other suburban/rural areas

- Early morning, evening, and weekend service is limited or lacking, especially for workers accessing major employment centers in the area.

## **Capacity and Affordability**

- There is a need for more affordable transportation options.
- There are not enough vehicles and drivers to provide service, whether fixed-route or paratransit, for seniors and disabled.
- Lack of affordable wheelchair accessible service.
- Restrictive advanced notice requirements
- Limited affordable transportation for seniors for impromptu trips such as shopping or last minute medical appointments. Most services require advanced notice
- Lack of transportation for individuals with disabilities and elderly who are not able to use fixed-route transit services for medical purposes
- There is a lack of safe bus shelters for riders, especially in the winter, or benches for older/disabled individuals waiting for public transit.
- Increases in transportation fares impact those with low and fixed incomes.

## **Service Time**

- There are significant wait and travel times in any kind of public transportation service
- Evening workers (2nd & 3rd shift workers) may be able to use transit one-way, if available, but need a transportation option for the return trip
- Public transit or paratransit does not meet transportation need to attend church/worship services.

## **Policy, Education, and Awareness Gaps**

- The BC Transit information telephone line (route information/questions) is not available after 4:00pm
- Public transportation system is difficult to understand for new riders or older adults that have not taken public transportation in many years
- Internet-based schedule information is available only to households with Internet access
- Public transportation is not well marketed
- Legislation and regulations make it difficult for non-profit organizations to mix riders
- There is a lack of awareness concerning how much it costs to provide public transportation and van services
- There is a lack of awareness about the viability of walking and biking for shorter trips for those physically able. Specially designed and electric-assist bikes can make it possible for some with certain disabilities to ride.

## ***Section 5: Approaches to Addressing Transportation Service Gaps & Redundancies Effectively and Efficiently Coordinate Existing Resources***

Current data trends suggest that the elderly, low-income, and disabled populations in the plan's study area have increased and will continue to do so in the upcoming years. The increases are expected to have a direct correlation to the demands for transportation services. The approach to ensure existing transportation services are sustained, and that transportation deficiencies are addressed needs to consist of effective use of funding, increasing the role of mobility management, and making use of transportation plan findings and recommendations.

### **Effective Use of Funding**

To best address the identified gaps in transportation service, available Federal Transit Administration (FTA) funding from Section 5307, 5311, and 5310 programs should be used to maintain and enhance transportation services for public, private and nonprofit establishments providing transportation services. Section 5339 Bus & Bus Facilities Infrastructure Investment Program funds are also important for BC Transit to use to rehabilitate and purchase buses and related equipment, so their fleet can safely and efficiently provide service. Other government, foundation, and private sector funding should also be pursued by providers to sustain, expand, and diversify funding sources.

Attention to cost effectiveness, efficiency and geographic coverage of proposed transportation services should be considered when awarding FTA available funding, Section 5310 funds in particular. As funding gets tighter it is becoming necessary to research different coordination options to allow agencies to spend the available money in the most effective manner. Coordination between agencies that provide public transit and human service agencies that provide transportation is crucial to eliminate service redundancies.

### **Increase Role of Mobility Management to Meet Transportation Needs**

As noted toward the beginning of Section 4, mobility management is an approach to designing and delivering transportation services that starts and ends with the customer. The Mobility Management of South Central NY (MMSCNY) has been established as a "one-stop-shop" for travel planning, transportation system education, travel training, and transportation referrals, while continuing to expand its mobility management capabilities and services since its inception during 2011. MMSCNY should increasingly be a first point of contact for customers who need assistance meeting their transportation needs. Developing a personalized solution that offers travel training, promises to help make area transportation services more user friendly. MMSCNY should also be able to facilitate public education about their transportation options. Additionally, MMSCNY with its many partners, can also provide a forum for necessary coordination of transportation and human service providers.

While increasing the role of mobility management to help meet transportation needs, it is important that redundancy does not occur. BC Transit and the Community Care Network of Nichols (CCNN – soon to be merged with Tioga Opportunities, Inc.) both provide some mobility management services in addition to MMSCNY. Coordination and cooperation among these agencies and any others regarding mobility management funding and services is essential.

### **Make Use of Transportation Plan Findings**

Significant funds and time have been invested in creating multiple plans and studies in previous years that provide information on needs and specific recommendations and strategies for public transportation improvements. These plans need to be taken into consideration when agencies create project proposals, as well as during the evaluation process for awarding program funds. A list of these recent plans and their respective strategies for improved transportation services is found in **Appendix B**.

## ***Section 6: Program Implementation Strategies***

It is a priority to maintain and expand existing transit and human service transportation services, and mobility management services, as well as to expand coordination efforts to help accomplish that mission.

### **Section 5307, 5311, and 5339 Programs**

As mentioned before, FTA Sections 5307, 5311, 5339 programs, along with other New York State, private/non-profit agency programs, are important funding sources used to accomplish the Coordinated Plan priorities. NYSDOT Main Office and the Designated Recipients of Section 5307, 5311, and 5339 programs determine how the funds will be spent. The Tioga County Transportation Committee, comprised of Tioga County stakeholders, coordinates with NYSDOT regarding use of its Section 5311 funds. It is encouraged that investment of these funds consider and help meet the transportation needs, as well as the implementation strategies identified in the Coordinated Plan.

### **Section 5310 Program**

The significant funding source for these approaches to meeting transportation needs for the senior and disabled population continues to be Section 5310. Since the Section 5310 program is the only program required to reference the local Coordinated Plan, and directly involved members of the BMTS led Coordinated Transportation Committee, it will be covered with the most detail.

There have been three solicitations for Section 5310 funds since the 2013 Coordinated Plan Update, during years 2015, 2016, and 2017. See **Appendix D** for descriptions of the projects that were awarded funding.

### **The following is the Competitive Selection Process BMTS uses for the Section 5310 Program:**

1. The NYSDOT Main Office sends out a statewide solicitation calling for applications via press release and direct correspondence with Section 5310 eligible organizations.
2. NYSDOT screens each application to determine eligibility and to ensure all contents have been submitted in accordance with the Minimum Application Responsiveness Requirements.
3. NYSDOT Main Office provides the applications submitted from organizations within the Binghamton Urban Area to BMTS and to members of the BMTS Selection Committee.
4. Forms are provided by NYSDOT Main Office (See **Appendix D**) for each Selection Committee member to evaluate and score each application using established criteria that includes performance measures, project relationship to identified gaps in service, and degree of integration and coordination with local transportation planning efforts.
5. The BMTS Selection Committee meets together to review their respective scoring forms, and then fills out the final scoring form that will be sent back to NYSDOT Main Office. Project funding scenarios recommendations are also given to NYSDOT when application fund requests exceed available funds.
6. The NYSDOT Main Office, based on the scoring forms and in consultation with the Selection Committee, makes the final decision on which applications will receive Section 5310 funding. Projects may receive partial funding if fund requests exceed available funds.

The BMTS led Selection Committee is a subcommittee of the Coordinated Transportation Committee. It is comprised of representatives (typically 4 or 5) from entities that are not applicants for the funding. Agencies participating on the Selection Committee have been BMTS, NYSDOT Region 9, Broome County Office for Aging, Broome County Dep. of Social Services, Tioga County Dep. of Social Services and the Rural Health Network of South Central NY (RHN).

NYSDOT has decided to solicit for Section 5310 funding applications every two years for the Federal Fiscal Year (FFY) prior to and for the same as the year of the solicitation. For example, the next Section 5310 solicitation is scheduled for the first quarter of the calendar year 2019, which will be awarding FFY 2018 and FFY 2019 funds.

During the non-solicitation year, the Coordinated Transportation Committee will work together to form a list of potential Section 5310 projects. Applications will be prioritized based on what best meets the transportation needs identified in the Coordinated Plan, and funds that are available. Projects that may not be funded during the initial year of proposal due to lack of funds, can be considered to be on the project list for the next round of funding. The list would not necessarily preclude consideration of unexpected applications that are received, but such applications may be delayed in being recommended for funding. This process will also emphasize that it is essential for Section 5310 applicants be involved in the Coordinated Transportation Committee planning process, not only for Section 5310 funding, but to be a part of the coordination needed to accomplish the elements of the Coordinated Plan.

It is important to note that there have been significant delays in awarding Section 5310 funds and then completing contracts to receive the funding during the past few rounds of funding. These delays are a strain on agency (especially a small agency) finances, their ability to fully implement the items in their application, and to be able plan ahead for the next solicitation. It appears that some agencies in the BMTS region are deciding not to apply for funding due to the delays, as well as the reporting requirements. It is hoped that instituting the biennial solicitation cycle will alleviate the delays. If the noted delays persist over the next couple of solicitations, it is recommended that the NYSDOT and the New York State Metropolitan Planning Organizations (MPOs) work together on a solution.

#### **Other Strategies:**

Ensure that opportunities to better accommodate each mode of transportation is included with transportation projects. This will be facilitated by adhering to existing Complete Streets Policies, and working with municipalities to create, adopt, and implement their own Policies. Providing multiple safe, comfortable and convenient options of transportation mode choice increases public mobility. A contiguous and safe pedestrian system, which includes wheelchair users, provides access to destinations and public transit. Bicycling should also be viewed as a viable mode of transportation when safe facilities exist, since a healthy lifestyle can be realized by through active transportation.

Land use decisions are critical in maximizing residents' access to necessary destinations such as jobs, medical facilities, healthy food, and recreation. Municipalities, transportation agencies, and developers need to coordinate in determining the location of multiple types of development to maximize access.

### ***Section 7: Potential Coordination Activities***

- **Develop Transportation Alternatives for Suburban and Rural Areas.**

Due to the low population densities and correlated low ridership in the suburban and rural locations, traditional mass transit may not be the best option for the transportation services in these areas. Alternative transportation options and services using more appropriate vehicles or modes should be developed. These options should be explored collaboratively between the BC Transit, Chemung County Transit, Tioga County, and other transportation operators and mobility managers in the region. For example, employer-based vanpools could be developed to provide shuttle service or vanpools to better serve shift workers and reverse commuters. The program could focus on regional employment centers or large scale employers. Alternative transportation options to investigate include, but are not limited to: carshare, rideshare, bikeshare, and transportation app services (i.e. UBER, Lyft). These alternative options can also provide the first/last mile connection to public transit service.

- **Develop Transportation Alternatives for Areas Underserved by Paratransit**

There are possible opportunities for local jurisdictions to collaborate. Human service agencies and transit providers could consider coordinating regularly scheduled paratransit trips and developing local alternatives in addition to the coordination that is occurring at the local level.

- **Coordinate Existing Mobility Services to Maximize Resource Use**

An example is the Community Care Network of Nichol's partnership with a local school district to make use of its wheelchair accessible bus when it is not used for students.

- **Volunteer Transportation Programs**

A variety of transportation services are needed to meet the increasing mobility needs of older adults, people with disabilities, and people with lower incomes in the region. As the number of elderly increases in the region, especially in the suburban and rural areas, there will be an increased need for more specialized services beyond those typically provided through general public transit or shared ride human service agency-provided transportation. A volunteer based transportation service can provide a needed alternative as they typically provide door-to-door or door-through-door transportation with some offering a mileage reimbursement for volunteer drivers while others allow older adults to trade their own cars to pay for rides, and enable volunteer drivers to store transportation credits for their own future transportation needs.

Current volunteer transportation programs in the BMTS area include: Faith in Action (Broome Council of Churches, The Deposit Foundation, and the Community Care Network of Nichols – soon to be merged with Tioga Opportunities, Inc..

- **Joint Purchasing**

Coordinating functions between multiple organizations could replace actions commonly undertaken by individual services. Consolidating vehicle purchases and operators allows for greater cost efficiency and elimination of redundant activities including vehicle maintenance, purchase of insurance, driver training, and substance abuse testing services.

- **Education**

Increase awareness of the available services to the communities and make the presence of the transit systems more apparent in the area. Instruct both service providers and riders on how to use technology to better organize their transportation services so that they suit their needs.

- **Travel Training**

Provide targeted marketing and travel training for people with disabilities and older adults. Support projects that: 1) expand existing travel training programs or create new ones in the region, and 2) develop new and innovative marketing and information partnerships or strategies to expand exposure of regional fixed-route transit, ride-share programs, and transportation app services.

- **Utilization of Technology**

Use of technology including Intelligent Transportation Systems (ITS), Geographic Information Systems (GIS), Global Positioning Systems (GPS), transportation app services, and other technology systems can be useful in coordinating transportation operations, scheduling rides, providing route and bus stop information, managing information, and improving quality of service for consumers.

Developing technologies such as automated, self-driving vehicles should also be continually studied for potential opportunities to fill gaps in transportation service.

### ***Section 8: Further, On-going Coordination Activities***

- Beginning during December 2018, the Coordinated Transportation Committee will merge with the Mobility Management of South Central New York (MMSCNY) Advisory Committee, which meets every two months. This consolidation will alleviate redundancy of committee meetings involving many of the same people/agencies that are addressing common transportation coordination issues. Expanded opportunities for coordination with a larger regional approach will also be created since the MMSCNY Advisory Committee covers five counties. The MMSCNY Advisory Committee will serve in an advisory role to facilitate implementation of Coordinated Plan strategies, as well as identify new gaps or redundancies in transportation services, and new opportunities for coordination.
- BMTS will work with the Broome County Department of Public Transportation, Chemung County Transit, and Tioga County to perform continuing analysis of public transportation, fixed route and curb-to-curb paratransit service, to identify opportunities to increase efficiency and enhance service.
- Facilitate a culture shift to make the dependency on private and personal vehicles no longer the social norm and increase the social acceptance of mass transit. Partner with agencies to inform and educate all age groups about public transportation, especially fixed route transit services. This also entails educational efforts for transportation service providers to be sensitive to the needs of their customers and how to meet individual's specific needs, especially those who are elderly or disabled. This would result in a more positive impression of their services as being friendly, safe, and one the public would feel comfortable using.
- Ensure that opportunities are not missed to better accommodate each mode of travel in transportation projects. Carrying-out the BMTS Complete Streets Policy will facilitate this by working with municipalities to adhere to their existing Complete Streets Policies, or to create, adopt, and implement their own Policies.
- Higher density development and redevelopment of urban core areas with mixed use is favorable for efficient public transit, as well as decreasing the dependency on personal private transportation, while also facilitating opportunities to walk or bike to destinations. Stressing the monetary, environmental and social benefits of mass transit are crucial for the success of this movement and increasing ridership in the future.

***ADDENDUM – Section 5310 Project List***

**Section 5310: Priority Projects for Section 5310 Funding Consideration**

*NOTE: The lists below are comprised of projects that were developed through a collaborative effort through the Coordinated Transportation Committee. The list is not necessarily comprehensive, and an unforeseen project that is in agreement with the Coordinated Plan will be considered for funding.*

2019 Solicitation (to be updated during 2018/early 2019)

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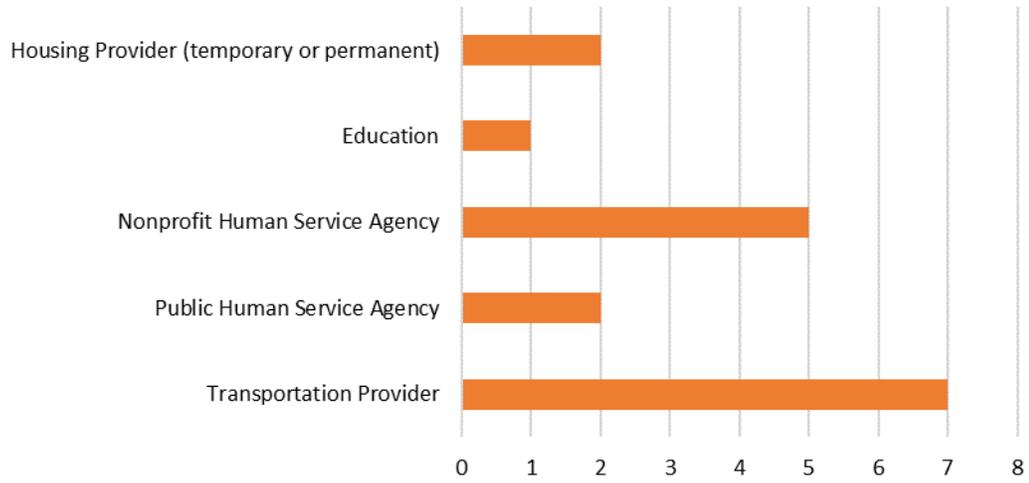
# Appendix A

## Transportation Services Inventory Survey

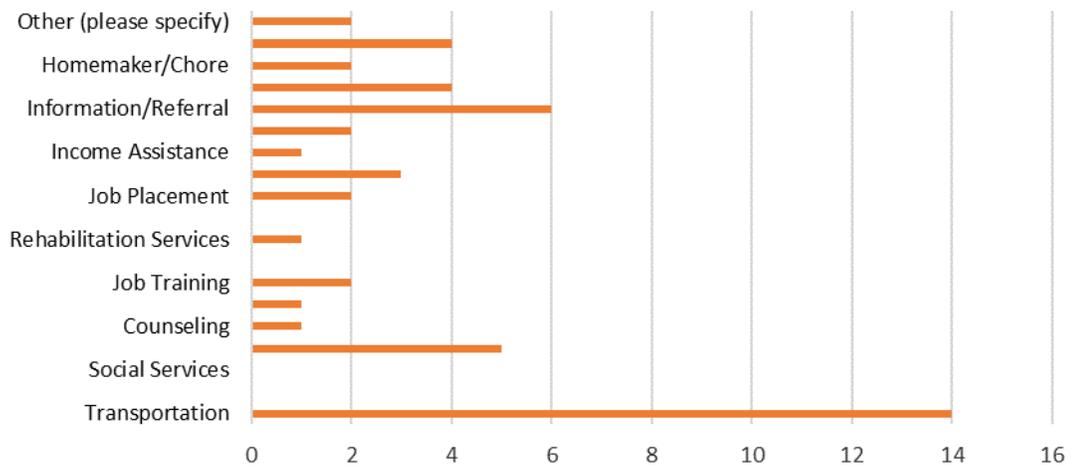
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# Provider Survey Results, 2018

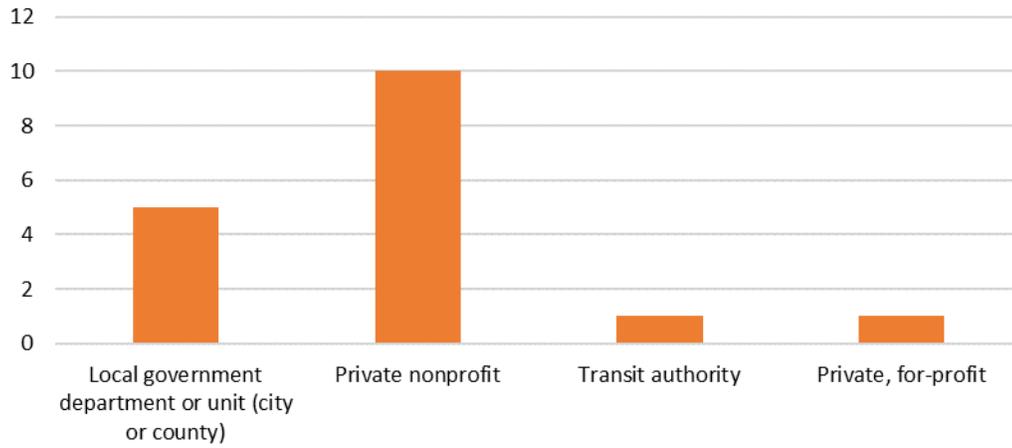
## Survey Participants by Organizational Type



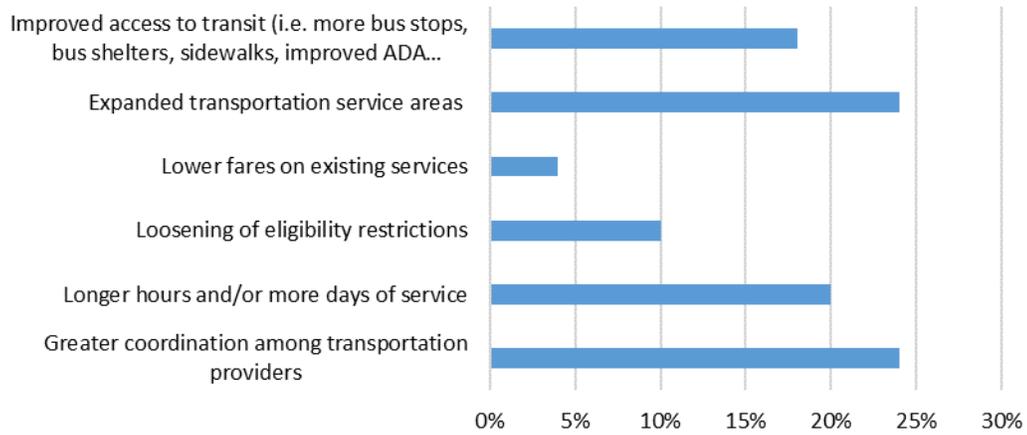
## What are the major functions/services of your organization?



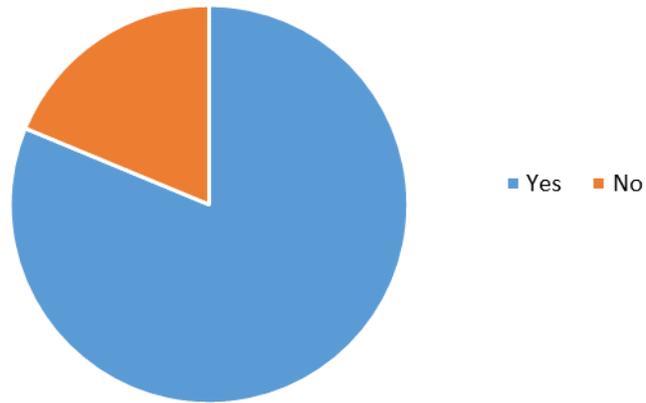
### Under what legal authority does your organization operate?



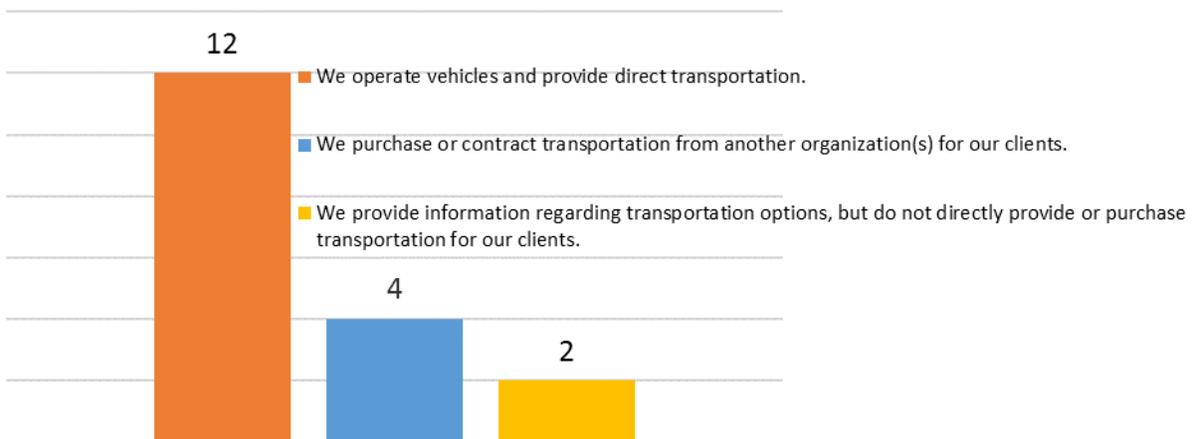
### In addition to funding, what is most needed to improve personal mobility in your service area?



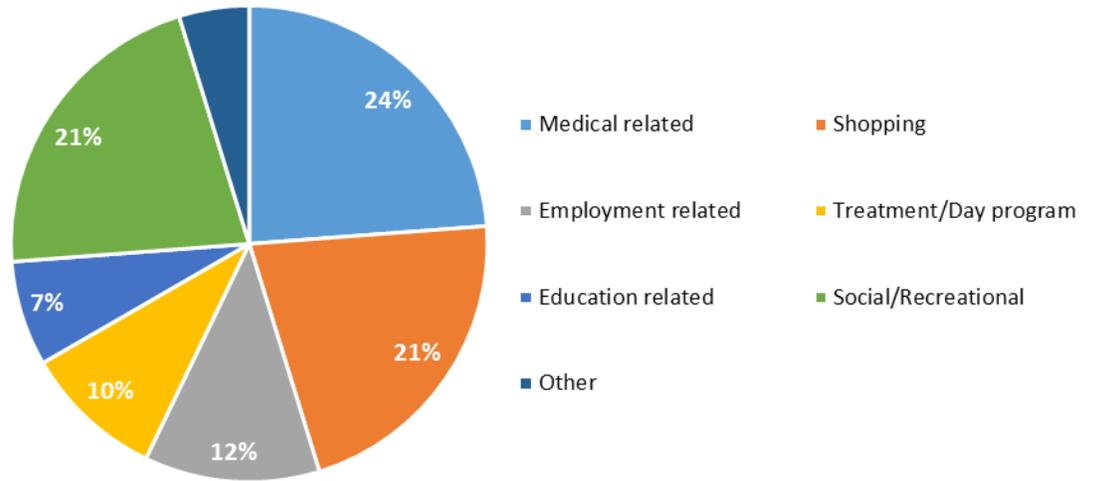
Would your organization like to participate in the planning, development and implementation of BMTS' update to the Coordinated Public Transit/Human Services Transportation Plan?



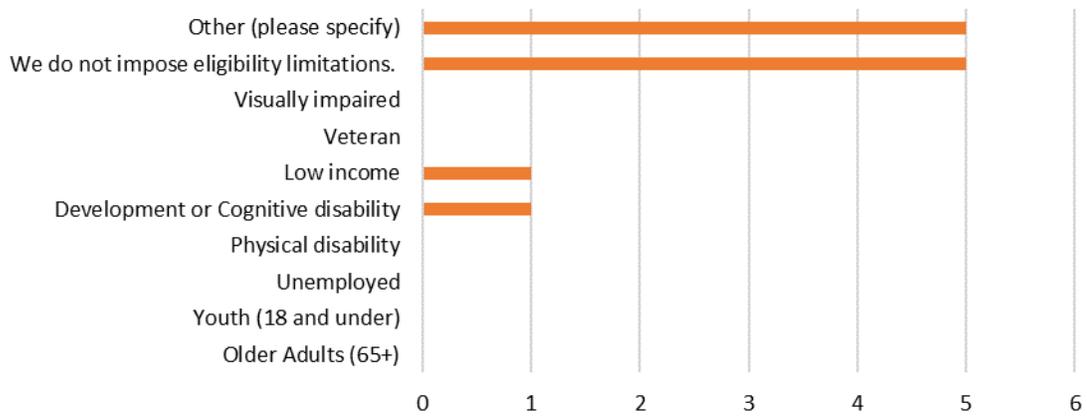
How is your organization involved in transportation?



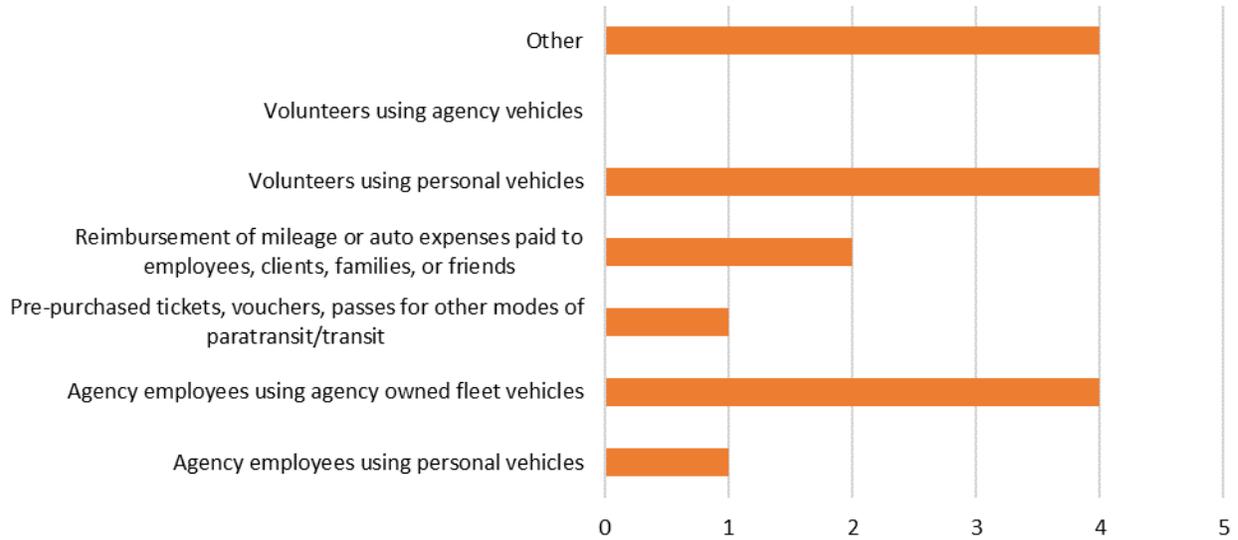
What is the primary purpose of the transportation service provided?



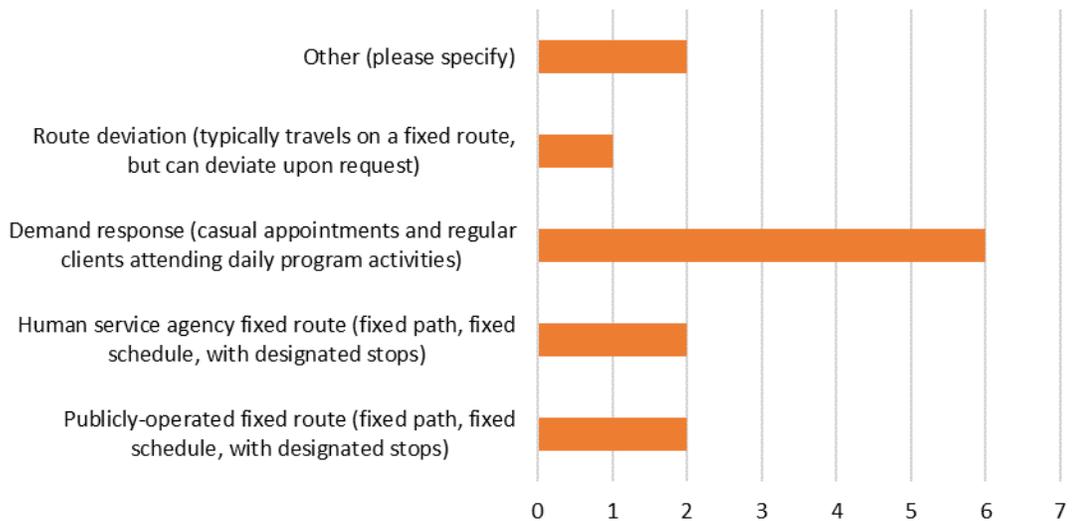
Does your organization impose any of the following eligibility requirements in order to receive transportation services?



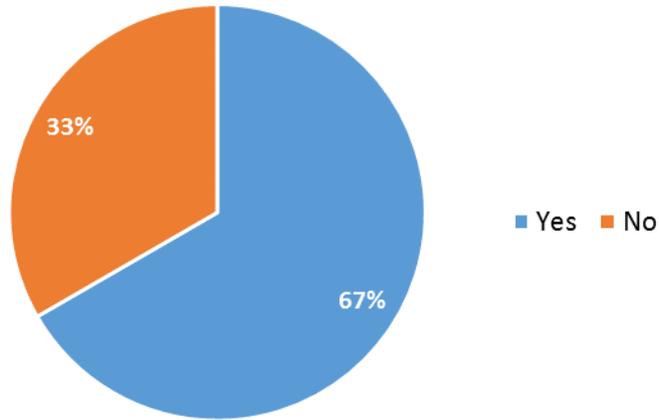
In what manner does your organization directly provide, purchase, operate, or arrange transportation?



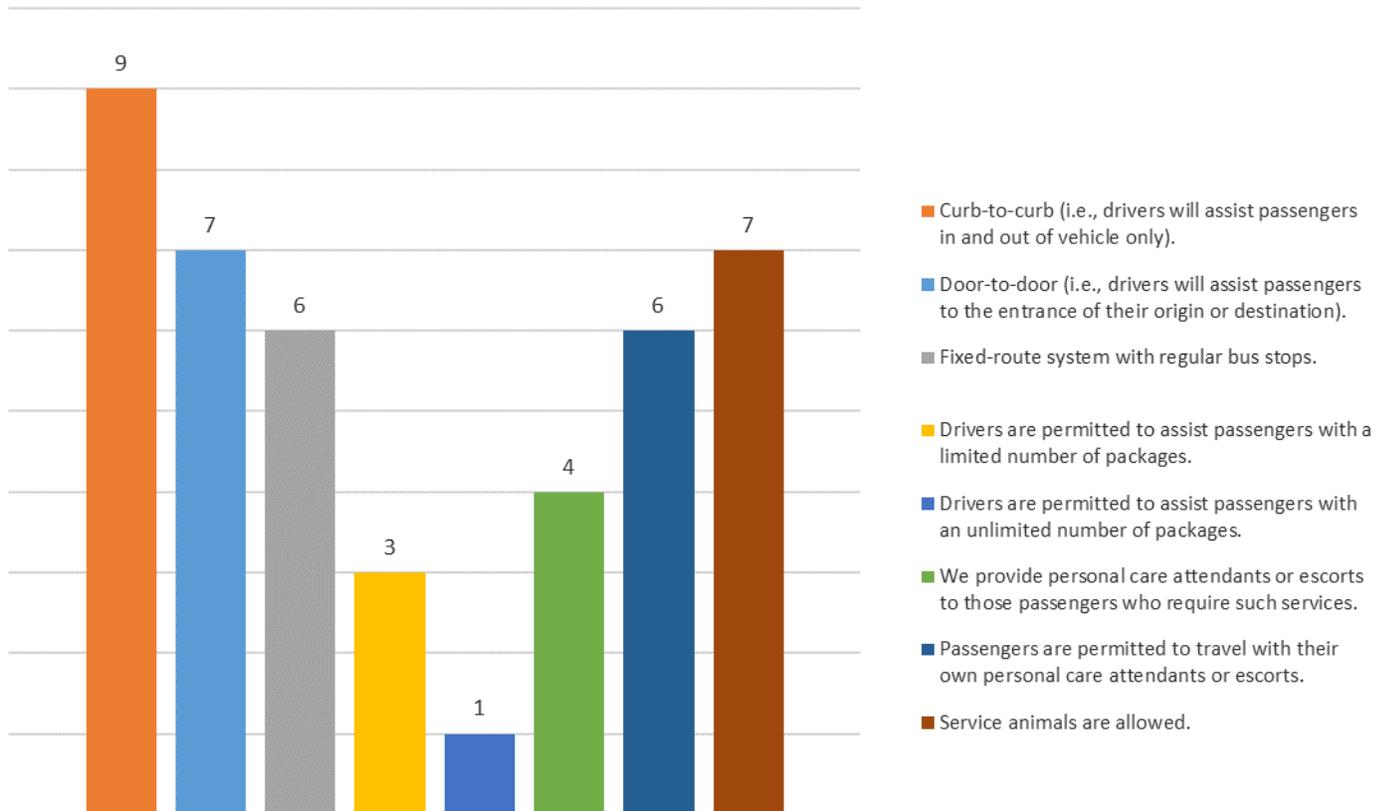
If your organization directly provides transportation by operating vehicles, which service delivery method(s) best describes how transportation is provided?



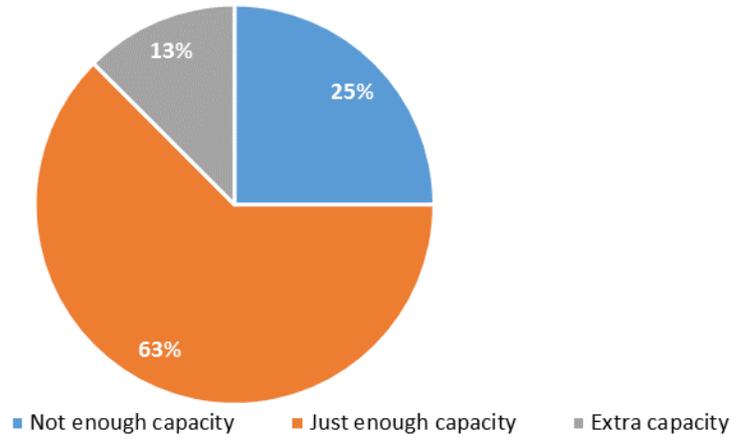
If your organization operates a fleet of vehicles, do you have enough vehicles to meet your clients needs?



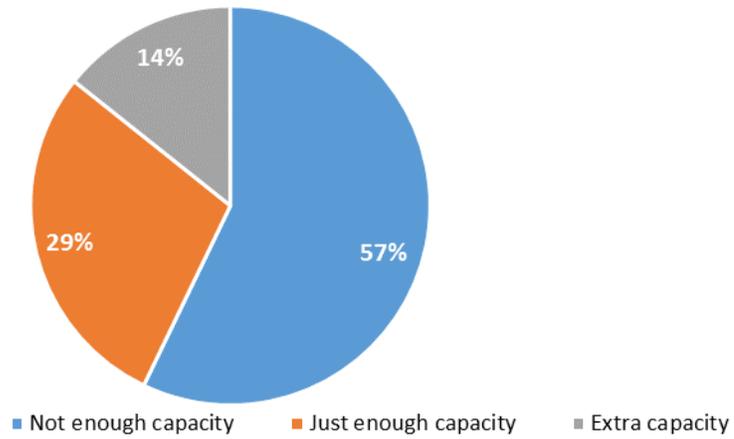
Define the level of passenger assistance provided for users of your transportation service. Select all that apply)



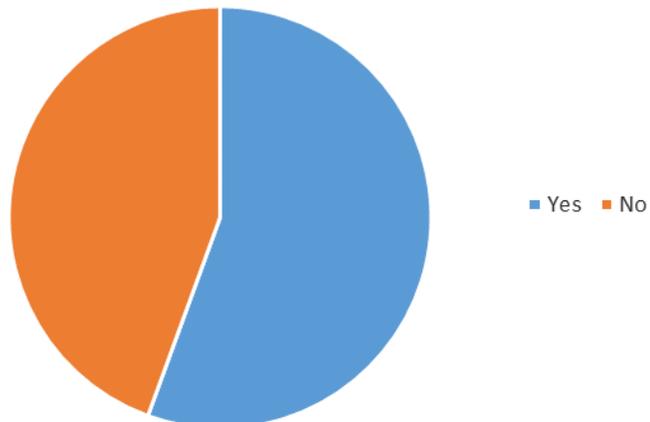
### Ambulatory Client Capacity



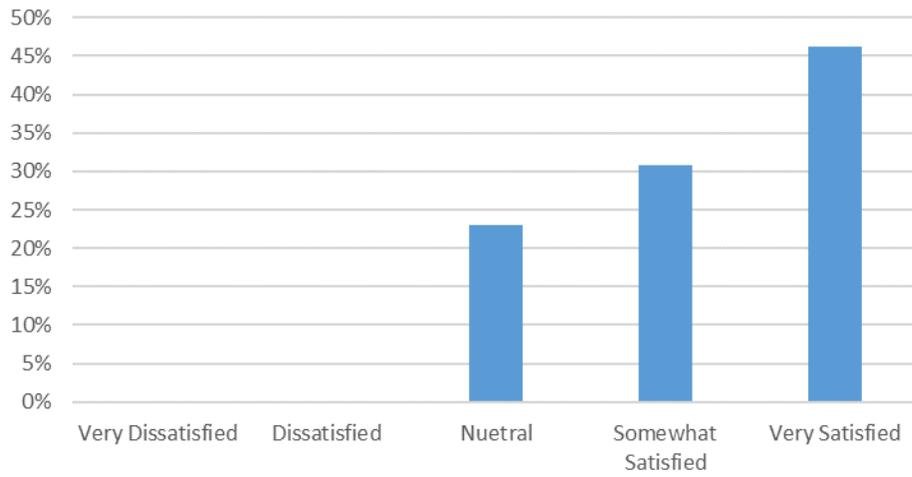
### Non-ambulatory Client Capacity



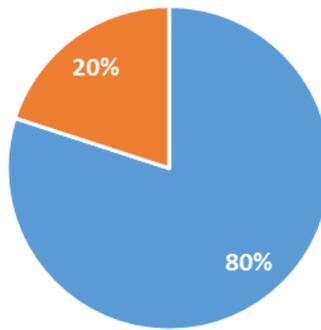
If you have extra capacity, would your organization be willing to offers rides to clients of other organizations?



### How satisfied do you think your clients are?

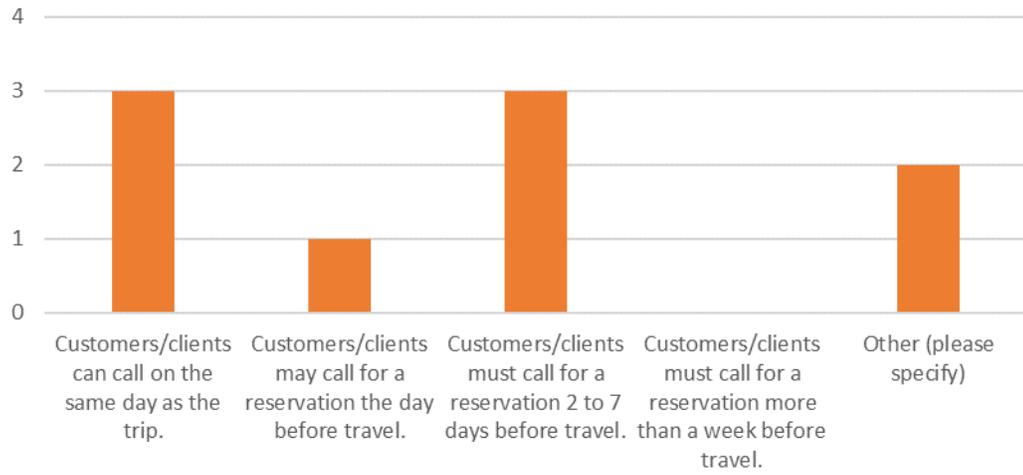


### How do clients/customers access your transportation services?



- Clients/customers must make an advance reservation (e.g., by telephone, internet, arrangement through a third party, etc)
- There are no advance reservation requirements (Ex. fixed route buses)

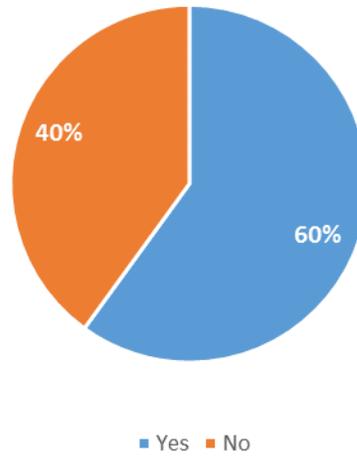
### If advance reservations are required, what notice must be provided?



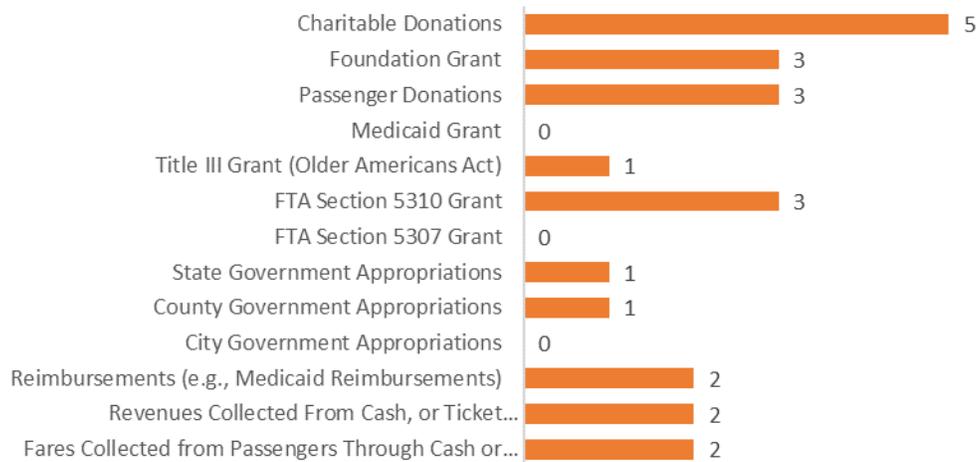
### Will you accommodate late reservations if space is available?



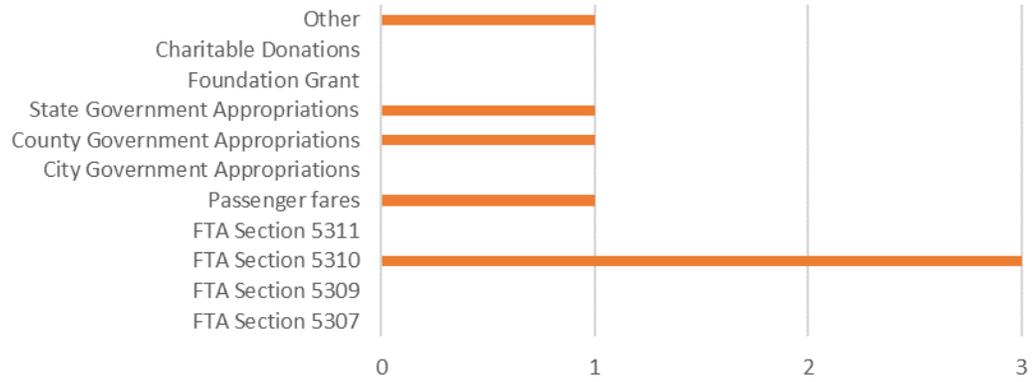
Does your organization provide any discounts for seniors or persons with special needs?



What are your transportation related operating revenues?

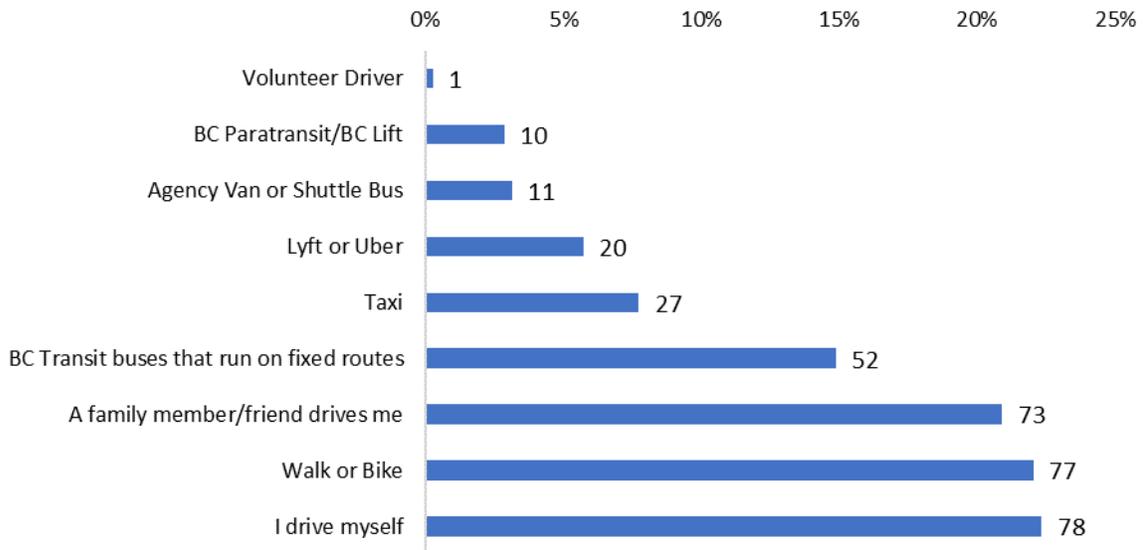


Have you ever used any of the following capital revenues to fund transportation related capital projects (e.g., transit facilities, vehicles, technology, etc.)?

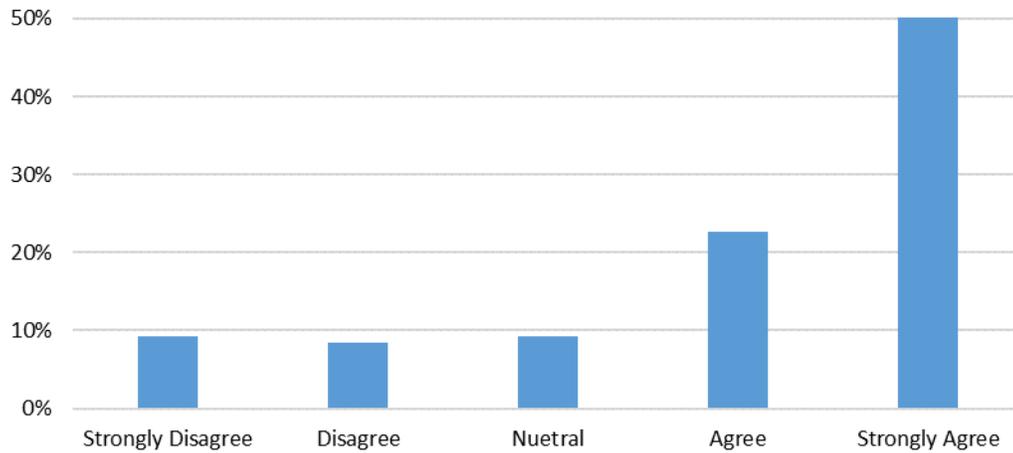


# Public Survey Results, 2018

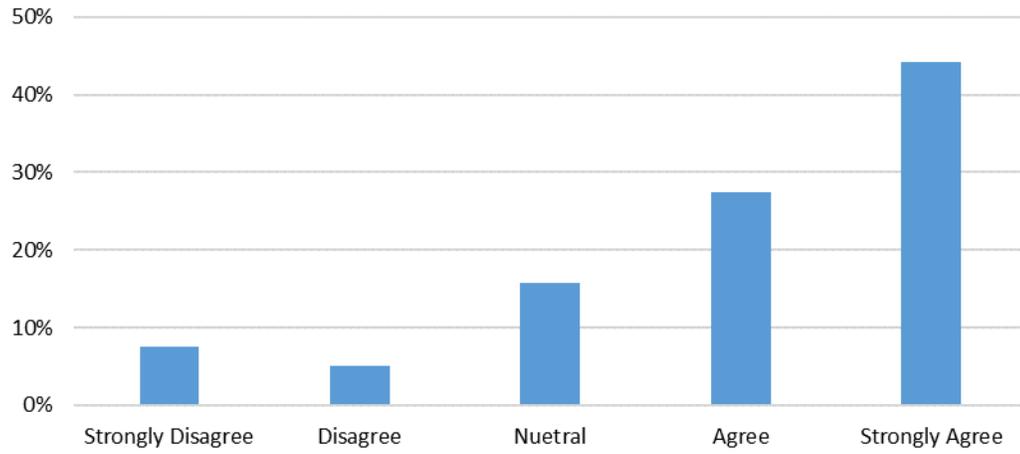
Select all the ways that you get to where you need to go.



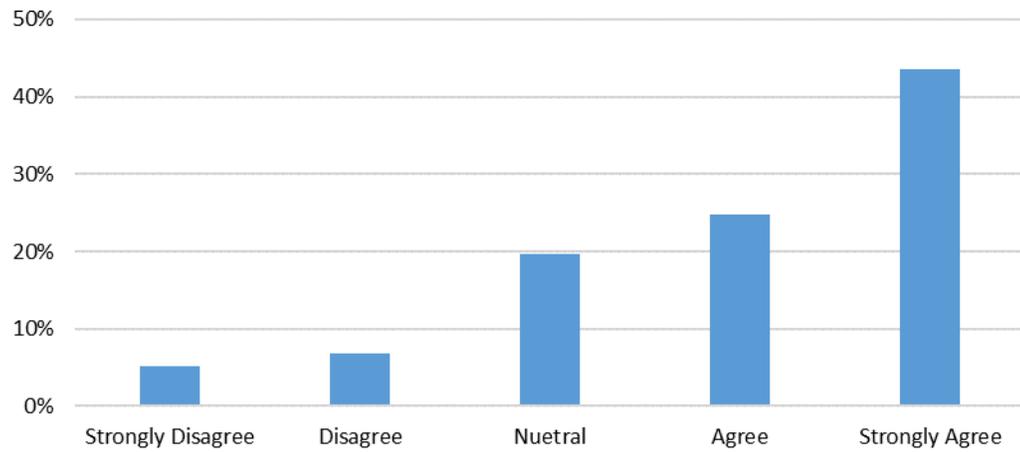
The service I use most can be adjusted to meet my schedule.



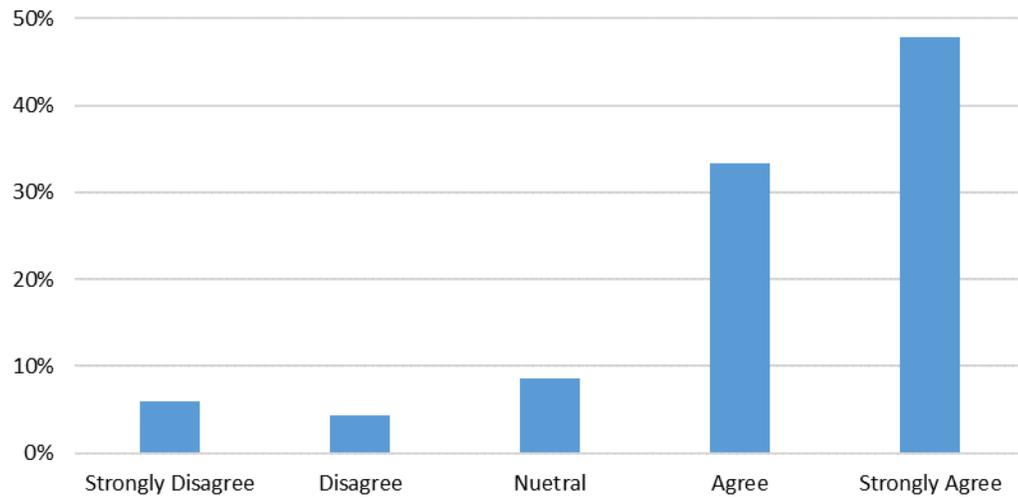
The service I use most is available on days and time I need it.



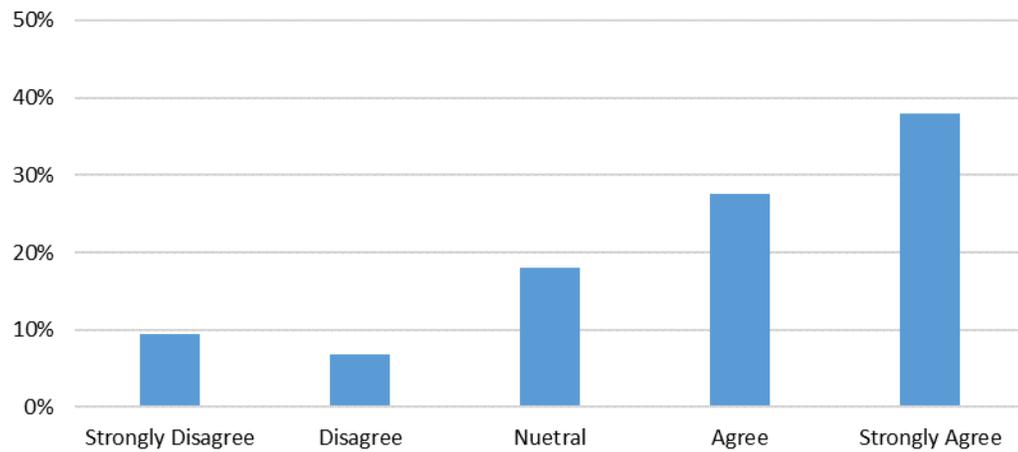
The service I use most picks me up and drops me off on time.



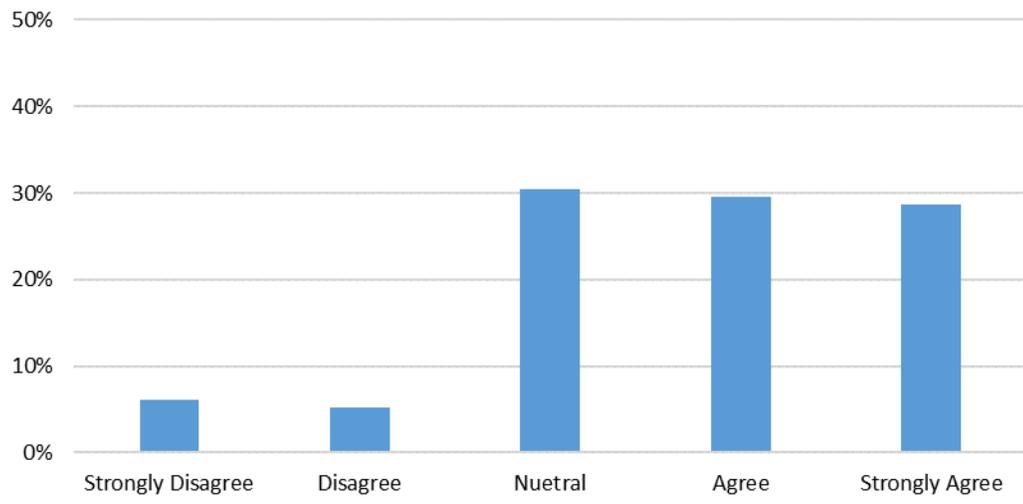
I feel safe when I use the service.



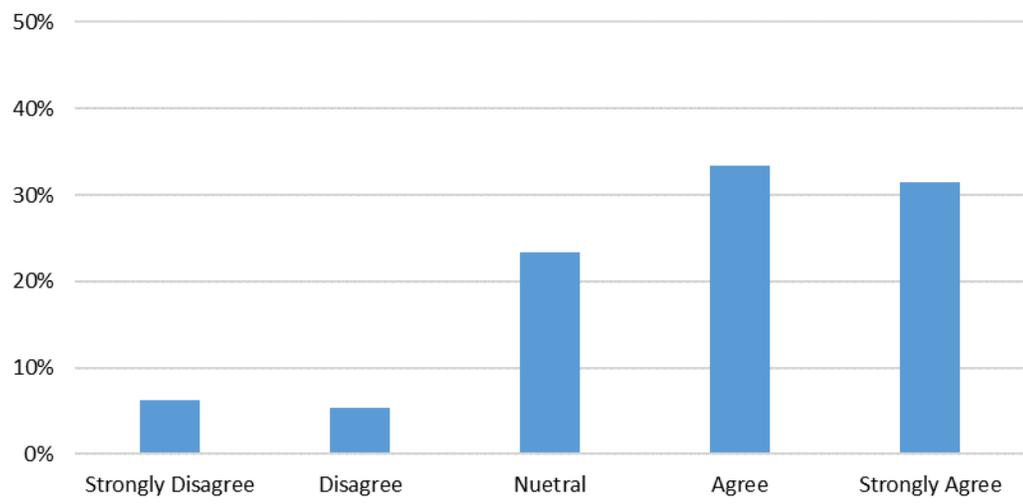
If I have a problem with the service I use the most I know who to report it to.



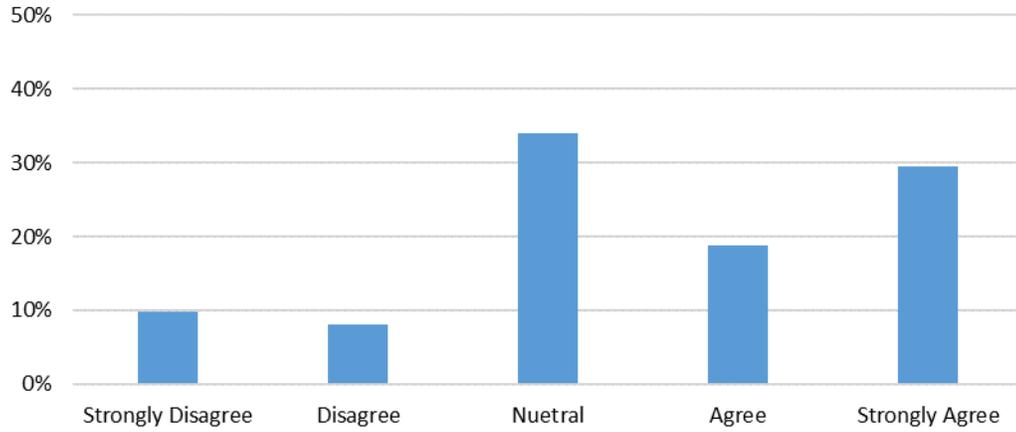
The people who work for the service are helpful.



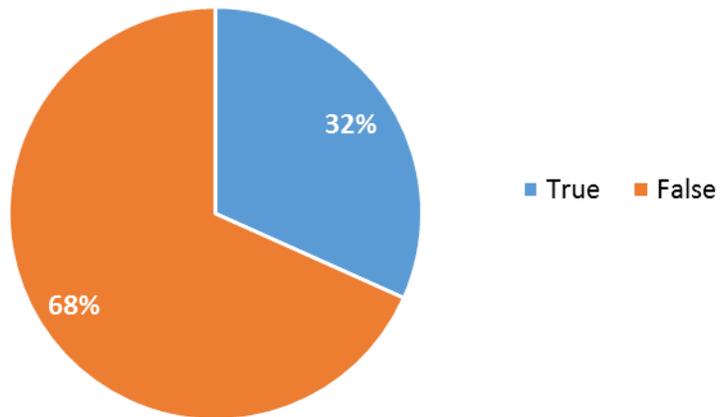
The cost of the service I use the most is reasonable.



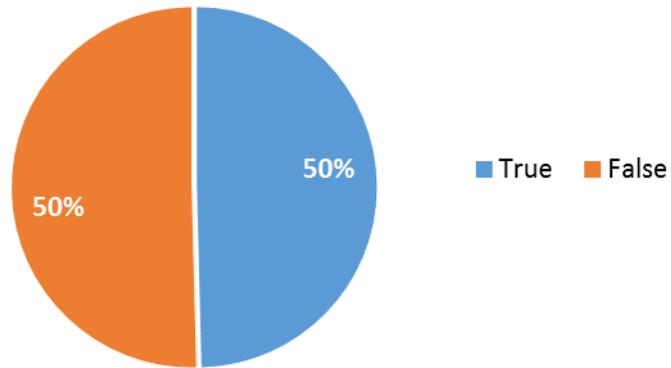
It is easy to transfer from the service I use the most to others (for example to other buses or other types of transportation).



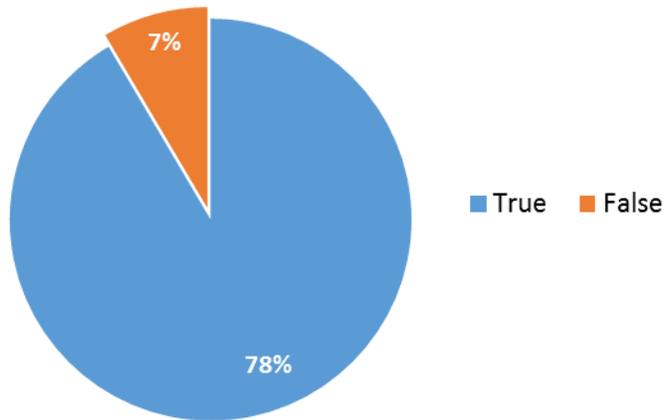
I find it difficult to travel where I need to go.



Sometimes I worry about getting to where I need to go.

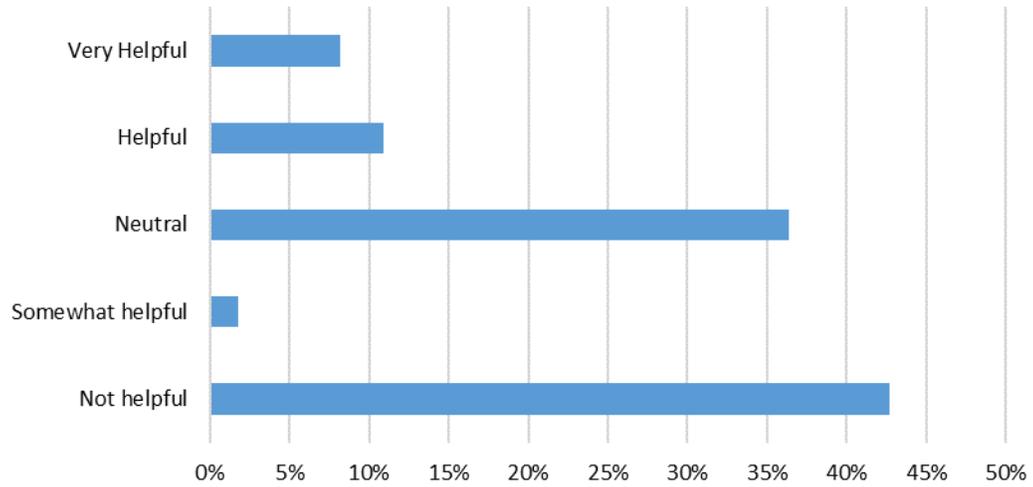


If I could get around using a public bus I would.

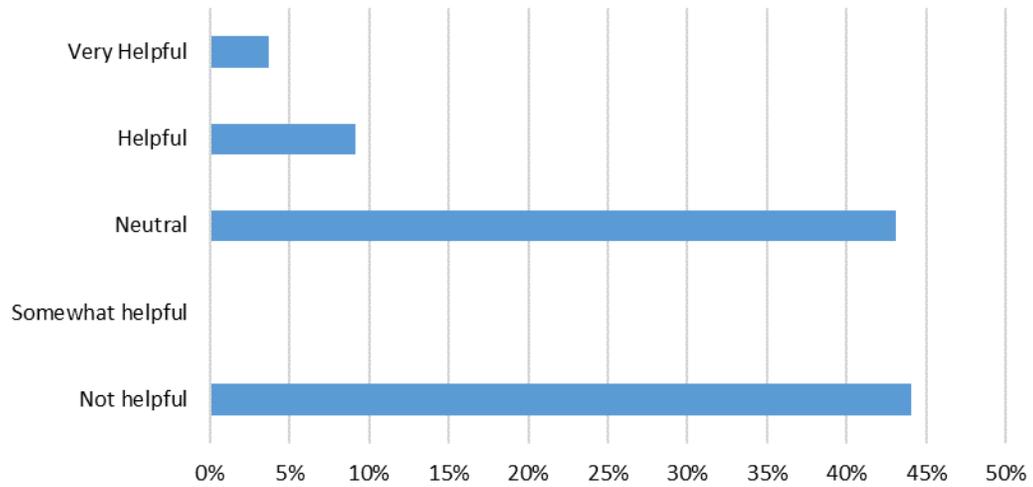


Which of the following services would be helpful for you:

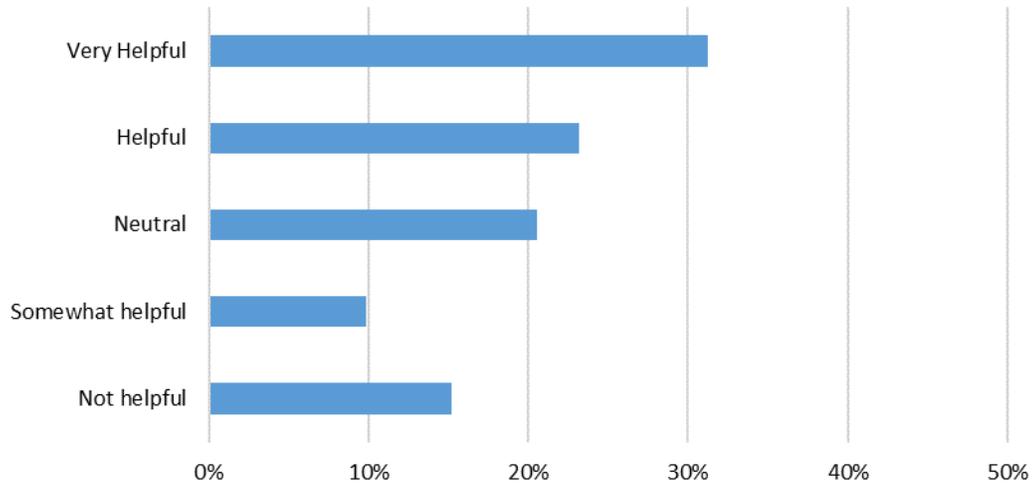
### Wheelchair lift or ramp



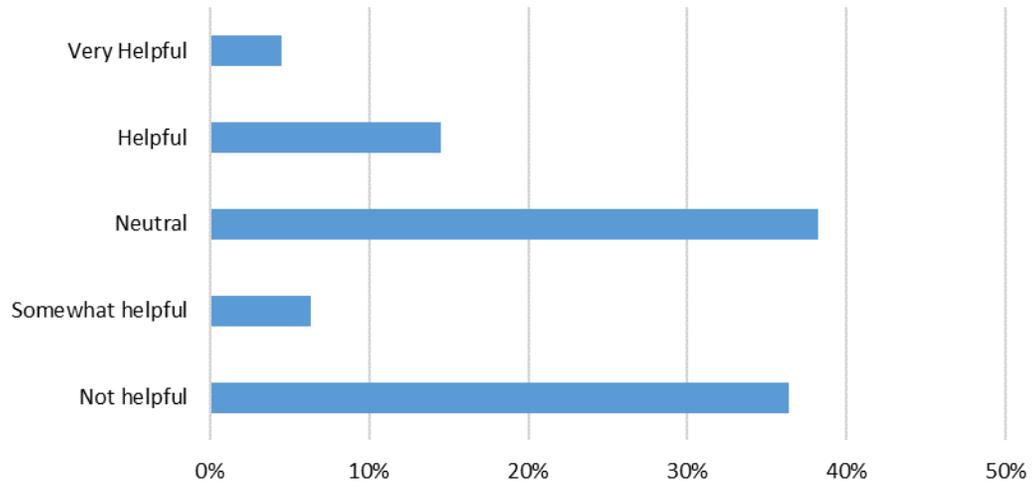
### Space for fold-up wheelchair



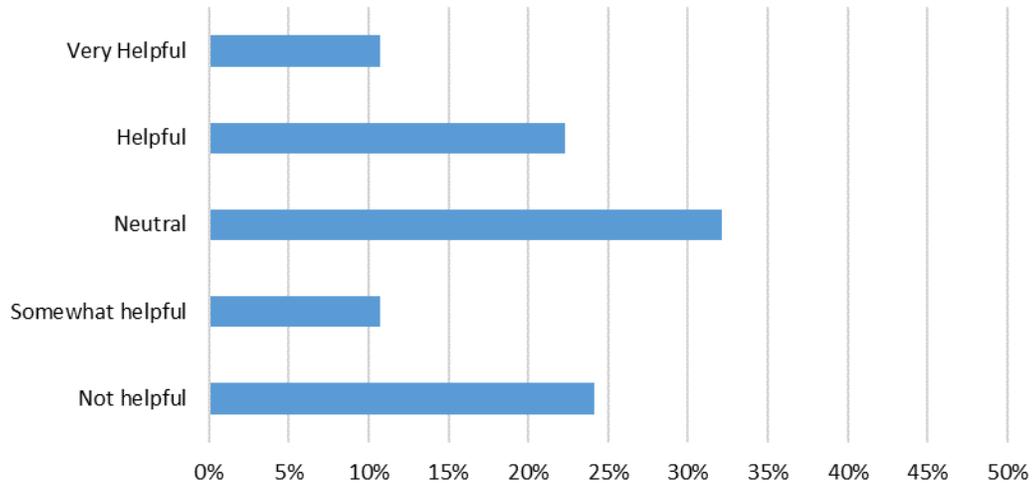
### Place to sit while waiting for a ride



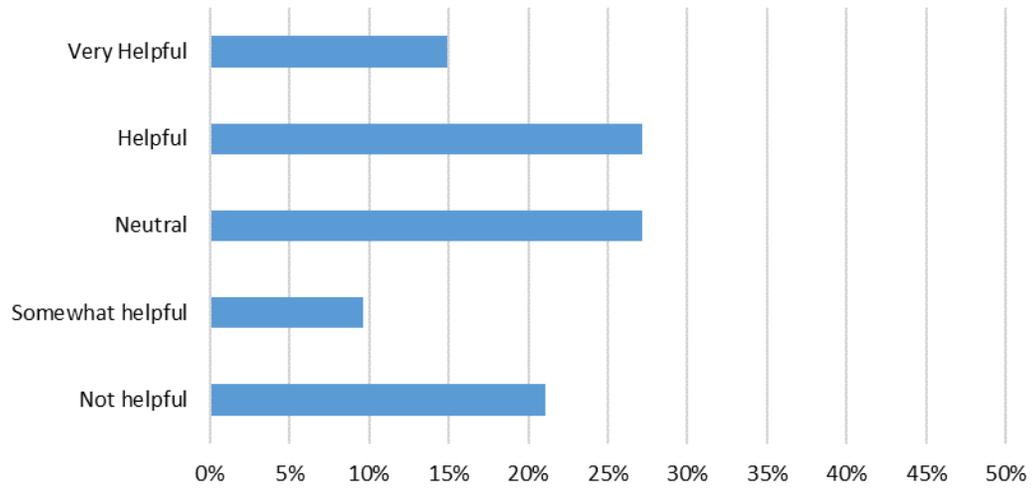
### Assistance getting into and out of vehicle



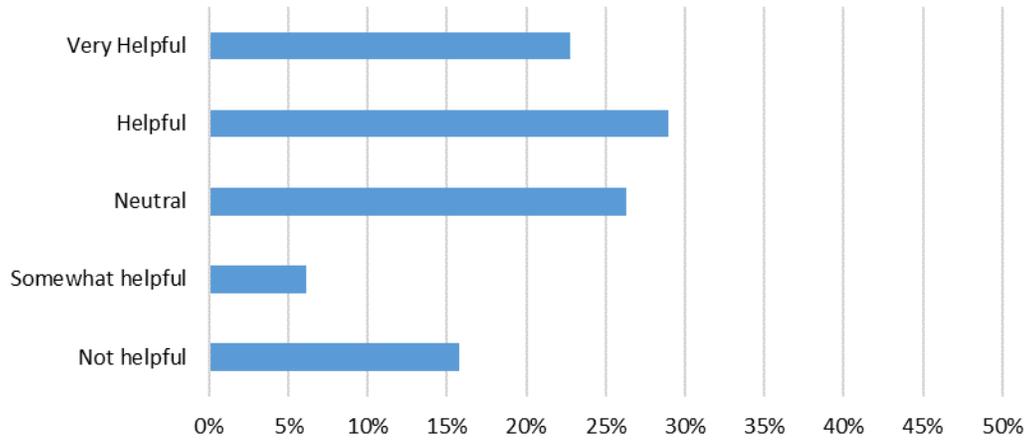
### Help loading and unloading packages



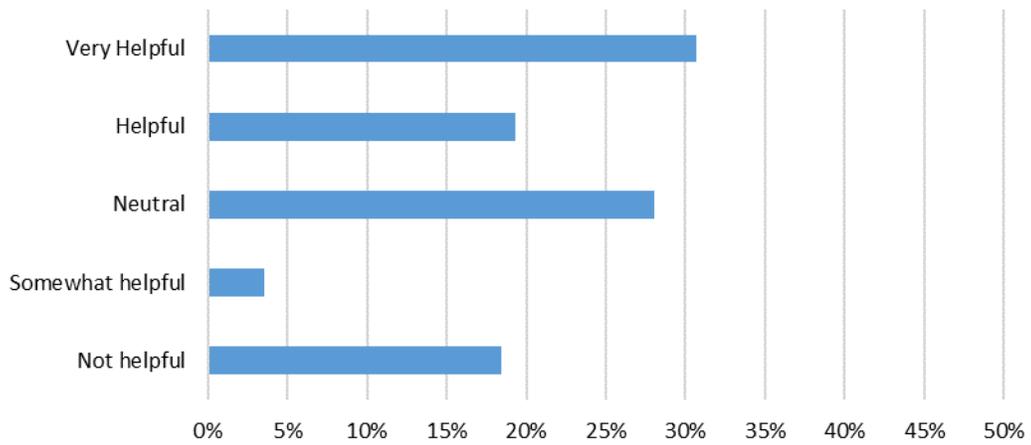
### Assistance identifying bus stops



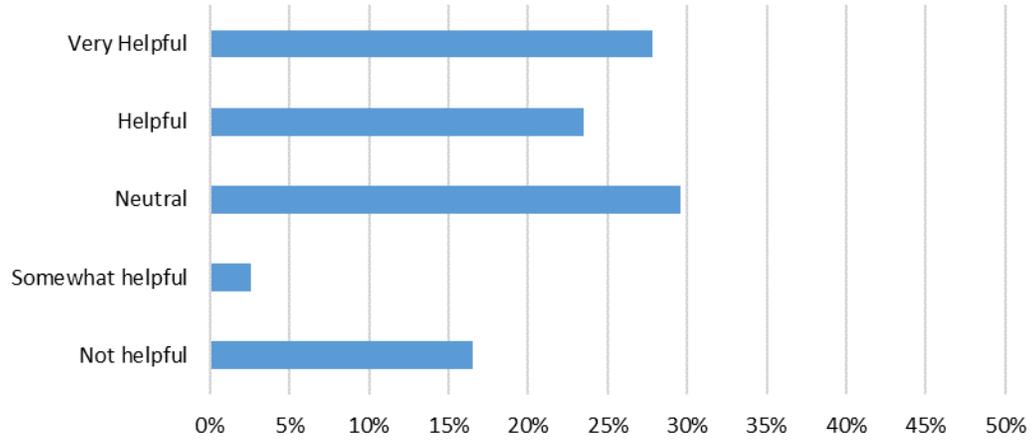
### Assistance identify public transit options available to me



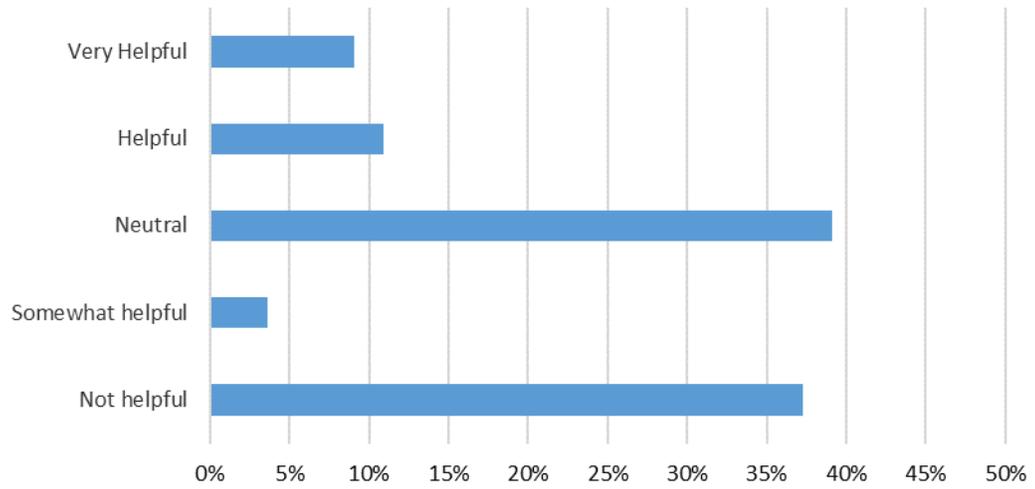
### Door to door service - from door of pickup location to door of drop off location



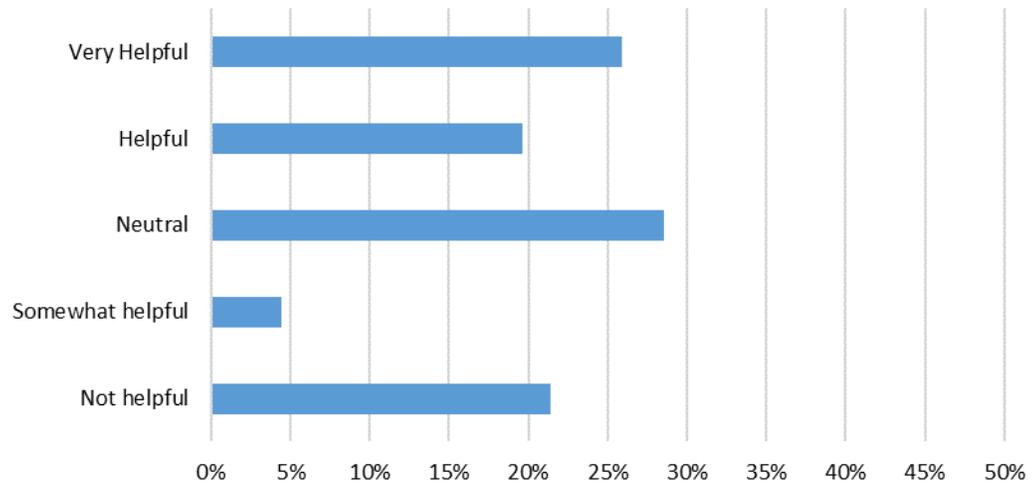
### Curb to curb service - from curb of pickup location to curb of drop off location



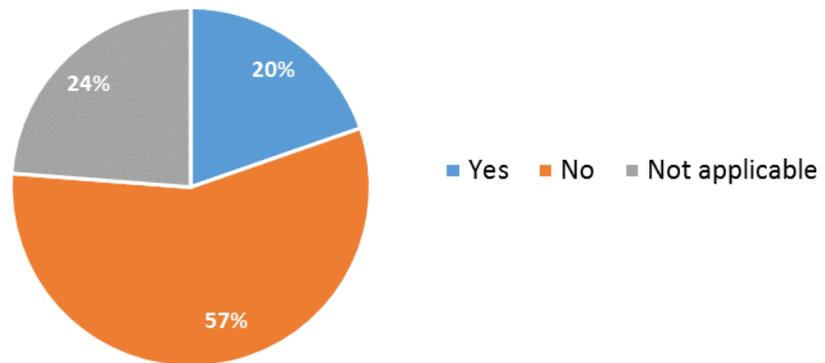
### Accommodations for service animals



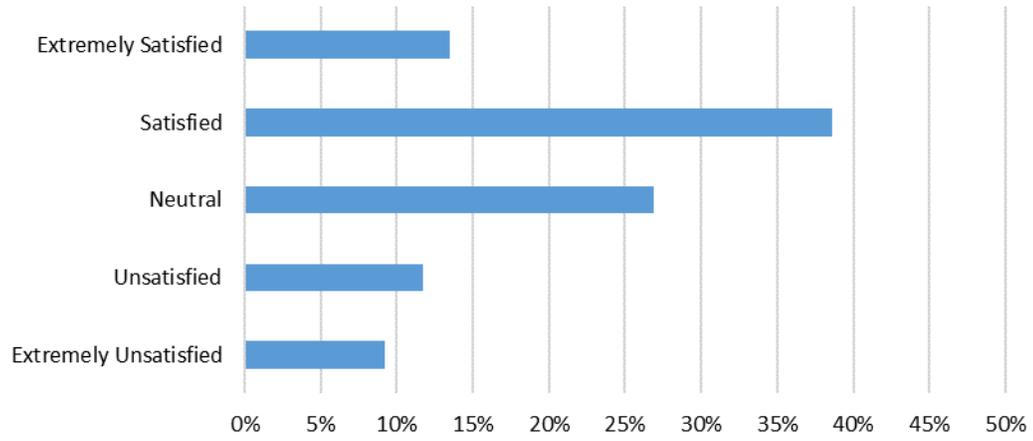
### Transit vouchers



Have you ever not gotten, or lost, a job because you did not have transportation?



Overall, how satisfied are you with the transportation options available to you?



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# Appendix B

Strategies/Information  
Regarding Transportation  
Needs from Past Plans and  
Studies

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# STRATEGIES FROM PAST PLANS

## Looking Forward: 2040 – The Greater Binghamton Transportation Plan

### *Applicable Goals & Objectives for the Coordinated Plan*

- ❖ **Sustainability:** Invest in strategies to reduce per capita vehicle miles traveled (VMT).
  - Improve the availability and level of service of public transit.
  - Construct sidewalks to ensure connectivity in the urban communities and contiguous residential areas.
  - Complete the Two Rivers Greenway.
  - Overcome barriers to bicycle use as identified in the Bicycle Plan (BMTS 2015).
  - Promote travel demand management strategies, including ridesharing, car sharing, telecommuting.
  
- ❖ **Accessibility:** Ensure that the regional transportation system provides convenient mode-neutral access to destinations including employment, education, and services.
  - Improve the availability and level of service of public transit:
    - Reduce fixed route bus headways.
    - Increase ADA paratransit bus fleet to accommodate all requests for service.
    - Periodically evaluate and adjust route structure to reflect changing demand.
  - Improve pedestrian accessibility
    - Construct sidewalks where gaps are identified.
    - Continue to bring existing sidewalks and curb ramps into ADA compliance.
    - Install pedestrian signal technology at existing and new installations.
  - Overcome barriers to bicycle use as identified in the Bicycle Plan (BMTS 2015).
  
- ❖ **Mobility:** To create a regional transportation system that provides travel choices so personal travel and goods movement can maximize efficiency.
  - Invest in strategies to provide travel choices and alternatives to single-occupant vehicle personal travel.
    - Improve the availability and level of service of public transit.
    - Continue to support and promote regional rideshare service.
    - Promote the creation of a car share service.
    - Complete Greater Binghamton Greenway.
    - Overcome barriers to bicycle use as identified in the Bicycle Plan (BMTS 2015).

- ✧ **Safety:** Create a regional transportation system of Complete Streets that provides safe and secure travel for all users and all modes.
  - Improve roadway safety by reducing the number and severity of crashes.
    - Continuously analyze traffic crash data to identify high crash locations.
    - Study and propose countermeasures for high crash locations.
    - Proactively identify and deploy techniques to improve safety for special.
  - Improve safety and security for transit users.
    - Install shelters at key locations.
    - Provide support as necessary, including cameras, for on-board safety and security.
  - Improve pedestrian safety.
    - Construct sidewalks where gaps are identified in the Pedestrian Plan (BMTS 2013).
    - Continue to bring existing sidewalks and curb ramps into ADA compliance.
    - Install pedestrian signal technology at existing and new installations.
  - Improve safety for cyclists.
    - Address safety needs as identified in the Bicycle Plan (BMTS 2015).
  
- ✧ **System Preservation:** Create a regional transportation system of Complete Streets that provides safe and secure travel for all users and all modes.
  - Manage the Broome County transit fleet based on Federal Transit Administration bus replacement guidelines.
  - Adopt a regional Complete Streets policy for all infrastructure projects.

### **Broome County and The Agency – Broome County Job Access Study (2018)**

This Study consisted of three tasks: 1) **Demographics Research** to identify the location of low-income, unemployed, under employed, and zero-car households requiring connectivity to employment centers. 2) **Transit Analysis** to identify coverage gaps, and recommended adaptations and creative alternatives for enhanced mobility and job access. 3) **Financial Feasibility** study to identify funding sources to pay for recommendations.

**The main finding** was that the greatest job access challenges relate to **timing and cost** of the available transportation services.

Suggested strategies to improve job access included:

1. **Establish Employer-Run Vanpool Program:** Each employer (or consortium) establishes their own van pools, whereby the employer either operates and administers their own program, or contracts with a third-party provider (e.g. Enterprise Rideshare, The Rideshare Company, etc.).
2. **BC Transit or BMTS Sponsors a Vanpool Program:** BC Transit establishes their own van pools, whereby they either operate and administer their own program, or contract with a third-party provider (e.g. Enterprise Rideshare, The Rideshare

Company, etc.). As an alternative, the Binghamton Metropolitan Transportation study (BMTS) could spearhead the vanpool program as an expansion of its current rideshare/carpool-matching service.

***NOTE:** BMTS is not able to spearhead a vanpool, but would work cooperatively with agencies such as BC Transit, MMSNY, 511NY Rideshare to determine feasibility, operations, and funding for a vanpool.*

3. **Partner with TNC (e.g. Uber, Lyft) for First/Last Mile:** Several transit agencies have recently piloted and expanded partnerships with transportation network companies (TNCs) like Uber and Lyft to provide transit access to areas where the demand is too low or inconsistent to justify the cost of fixed route transit service. Typically, the transit agency or municipality contracts with the TNC to provide on-demand service for those areas. The sponsoring agency typically subsidizes a portion of the ride and the customer pays a portion of the ride.
4. **Leverage Real-Time, On-Demand Platform for BC Country:** The transportation network company (TNC) called Via will license its software platform and provide training and support to transit agencies to implement real-time, on-demand services operated by the transit agency itself. This typically supplements paratransit or demand response services offered by the agency.

***NOTE:** Any new or additional software will need to fully integrate with existing software currently in use by the Broome County Department of Public Transportation.*
5. **Restructure & Rebrand BC Country:** An opportunity exists to re-purpose BC Country so that it can be used by the Broome County workforce as a means of transportation to and from work. Currently, BC Country is promoted as a rural transportation service in which customers must register to ride. As part of a restructuring and re-branding, this service could be used to help close the job access gap.

***NOTE:** See BMTS **Broome County Rural Paratransit Analysis (2002)** below for BC Country restructuring recommendations.*
6. **Communitywide Transportation Awareness Campaign:** The goal of a communitywide transportation awareness campaign is to engage all stakeholders impacted by the challenge of transportation access to jobs. Such a campaign represents a comprehensive call to action for the interest and efforts of business, government, and citizens alike. This campaign could be comprised of public transit leadership, business leaders, BC Transit customers, elected officials, and employers.

**Funding Source Overview:** A variety of funding sources are available to pay for the identified job access strategies. The funding sources identified fall into two broad categories: Existing funding sources and new funding sources. Existing sources represent funding streams that are currently available to Broome County. New sources represent funding streams that are not currently available or utilized in Broome County. The funding streams in each category are identified below.

Existing Funding Sources: • Federal grants • Local funding • BC Transit operating funds

New Funding Sources: • Transportation foundation • Business partnerships  
• Municipal coalitions

### **Broome County Office for Aging – Plan for Services 2016-2020**

Calls to BC OFA about various transportation issues were the fifth most called about topic and represent 8% of all Information & Assistance calls received in 2014. Callers most frequently inquired about specific topics are listed below:

#### **Top 5 Transportation Call Topics**

1. Senior Ride Programs
2. Driver Safety
3. Medical Transportation
4. Disability Related Transportation
5. Handicapped Parking

#### **Surveys' Findings – Transportation issues**

**NYS Office for Aging Survey:** Survey respondents regardless of age reported that transportation to medical appointments, to out of county medical appointments, to the grocery store and other errands as well as driving their own car are important factors to staying independent in the community.

- Respondents 85 years & older were more concerned about getting to medical appointments, to the grocery store and other errands than respondents in younger age categories.
- Respondents 59 years & younger were more concerned about being able to drive their own car than respondents in older age categories.

The following quotes were provided by survey respondents:

“Sometimes it is hard to get rides to appointments. I use the OFA bus quite often and I can't always get it when I need it. I don't drive. I never learned to drive.”

“Better services – especially transportation for rural residents.”

**Meals on Wheels Survey:** 51% of survey respondents reported problems with taking care of their transportation needs.

#### **Key Informants – Transportation Issues**

- **Travel outside of service area & within rural areas**– the current Broome County (BC) Transit bus system provides limited travel options from urban to rural areas and therefore limits some seniors' transportation needs. BC Transit does not provide transportation from “rural to rural” areas.
- **Cost of “door-through-door” transportation** - door-through-door service meets the needs of those whose health issues require them to have hands-on assistance when traveling. Costs of these services are often prohibitive for low and moderate-income seniors. Volunteers are often the only affordable source of escorted door-through-door transportation but can be limited in their availability.

- **Lack of affordable “same day” transportation** – seniors in need of same day transportation and without family members willing to provide rides are often unable to find affordable options to meet their needs. Volunteer transportation programs are often unable to meet “same day” transportation requests.
- **Meeting transportation service demands** – it can be challenging to fulfill all ride requests and plan rides to provide adequate transportation for seniors who have no other options for getting to the grocery store or medical appointments. Seniors are often unable to keep these appointments if they cannot find appropriate transportation.
- **Complexity of the transportation system** – many seniors who fear navigating the current transportation system reluctantly transition from driving a car to utilizing public transportation options.

<b>Need #5: Transportation; Goal # 1 &amp; 2; Target Date: 2016-2020</b>	
<b>Objective</b>	<b>Strategy/Action</b>
<b>Improve access to community transportation options</b>	<ol style="list-style-type: none"> <li>1. Oversee contract with Broome County Transit to operate the OFA Mini Bus which provides subsidized transportation to older adults.</li> <li>2. Update and distribute handouts about Broome County transportation options including posting them on OFA website.</li> <li>3. Maintain and distribute educational materials about various transportation topics in the OFA Resource Center.</li> <li>4. Provide callers to the OFA Information &amp; Assistance unit with guidance and referrals to assist them with their transportation needs.</li> <li>5. Promote the “Get There” program to assist Broome County residents with transportation planning, training and other needs.</li> </ol>

**Community Health Assessment – Broome County Report Update (2016-2018)**

See <http://www.gobroomecounty.com/hd/cha>

**Community Health Assessment – Tioga County (2013-2017)**

See <https://www.tiogacountyny.com/media/2236/ph-tioga-co-cha-201317.pdf>

**BC Transit Route Study (2015)**

In 2015, Broome County Transit consulted with **TransPro to analyze and revise transit routes** to better serve the current needs of the community. The recommendations from the route study were implemented in February 2016. Major changes included increased service on route 35 which travels the Main St corridor. Weekdays, this route offers service every 20 minutes, doubling the frequency. This alleviated buses on this route

having to go out of service due to being over capacity. Mid-day service on routes 3 and 40 were adjusted to maximize efficiency and dedicate labor hours to route 35. BC Transit also created routes 9 and 16 to better provide for needs of SUNY Broome and Binghamton University.

**BC Transit/Off Campus College Transport Consolidation Planning Study (2010)**

This study provides three alternatives to the service situations of BC Transit (BCT) and Off Campus College Transportation (OCCT) as of 2010.

The first alternative, where both BCT and OCCT remain separate entities, provides few cost saving opportunities or service improvements for either system. Current fiscal conditions necessitate route and service reductions for each system. These reductions provide cost savings to the transit systems during this time of financial uncertainty; there is the opportunity for service restoration if the fiscal situation improves.

The costs and benefits of alternative #2, where BCT would take over services for OCCT, are analyzed as well. Since BCT is a public transit agency that charges a fare, they receive State Transit Operating Assistance (STOA). They would be able to collect additional STOA money per passenger per one-way trip gained by the increase in Binghamton University students using the system. Depending on the cost to BCT of running the campus shuttles, late-night routes, and complementary paratransit service BCT may or may not see an improvement in the bottom line financials. The cost of running the campus shuttles and late-night routes may outweigh the increase in STOA revenue. If the increased ridership were to exceed available capacity, Broome County may need to purchase additional buses. Under this scenario Binghamton University still intends to maintain a contractual relationship with Broome County for access of students, faculty, and staff to BC Transit; the value of the contract will dictate whether the University saves money.

Alternative #3 is where Broome County would assume only the off-campus fixed route services that are currently provided by OCCT. A separate organization (OCCT, a new organization, or Binghamton University itself) would provide service for on-campus shuttles, late-night runs, and charter service. Under this scenario Broome County would see an increase in STOA revenue because of the increase in passengers. If the increased ridership were to exceed available capacity, BCT may need to purchase additional buses under this scenario as well. Binghamton University would have the cost of running the campus shuttles, late-night runs, and charter services (or other organization) and would also have a contract with Broome County for access to fixed route services. Cost savings would depend on the contract amounts for these services.

By rationalizing transit service delivery in the BC Transit service area, there is the potential for improving overall service to transit users. Additional revenue to Broome County through both NYSTOA and firebox may offset the need for service reductions in

the short term; and offer an opportunity for increased service over time. A recent trend by private developers to build student housing in downtown Binghamton further integrates the university population into the community. This integration, seen as a positive trend, would be supported by having a single transit system.

### **Binghamton Regional Job Access Transportation Plan (2000) & Service Evaluation (2004)**

PROPOSAL #1: Extend B.C. Transit/B.C. Lift Hours of Service on Weekdays

PROPOSAL #2: Enhance B.C. Transit/B.C. Lift Weekend Service

PROPOSAL #3: Create a Transportation Service Center / Transportation Broker

PROPOSAL #4: Improve public transportation service across the Broome-Tioga County border.

PROPOSAL #5: Enhanced Rural Paratransit Service.

### **Broome County Rural Paratransit Analysis (2002)**

The following service improvement options were identified:

#### **Operations**

- Increase the number of peak demand response vehicles operating in BC Country service
- Establish demand response zones throughout the County
- Create rural fixed routes during times of peak demand, with feeder service to those routes provided by demand response zones
- Begin all BC Country service at 6 am
- Schedule trips and utilize vehicles during the midday to a greater extent
- Create two driver shifts per day for each vehicle
- Increase the number of rural to rural trips provided to Senior Community Centers
- Establish a discounted taxi program to serve trip requests that cannot be accommodated by BC Country vehicles
- Raise base fare to \$4.00 and elderly/disabled fare to \$2.00
- Institute discounted pricing for rural-to-rural trips
- Coordinate with Deposit Foundation in service provision between the Triple Cities and the far eastern part of the County
- Establish an institutional fare arrangement between BC Country and ARC, as well as any other providers that utilize BC Country for regularly scheduled subscription trips
- Coordinate with DSS to provide more efficient Medicaid Non-emergency medical transportation (NEMT)

#### **Organizational and Management Improvements**

- Establish clear guidelines and assumptions for calculating BC Country expenses

- Create a Paratransit Service Manager position to manage all BCDOPT paratransit services
- Institute a real-time scheduling system
- Install a telephone registering system to determine telecommunications infrastructure needs
- Create a policies and procedures manual for intake, scheduling and dispatching
- Hire additional dispatching/reservation staff and add a pre-recorded BC Country Information Line in order to decrease response time for all reservations
- Designate one full-time position for the task of dispatching drivers and call intake assistance, as needed
- Charge Public Transportation Analyst with providing planning assistance to Paratransit Service Manager and managing computer and information systems
- Increase marketing and outreach to selected human service agencies and major employers

Three alternatives for implementing BC Country service improvements were recommended:

**Alternative A** focuses on options that provide improved efficiency and effectiveness without dramatically changing the way that BC Country operates or requiring a great deal of additional resources.

The following elements of this alternative have potential to improve job access. Beginning the BC Country service at 6 AM, would enable people to use the service for commuting to jobs that have shifts starting before the original 9 AM service starting time. Establishing a discounted taxi program would also serve job commuters when BC Country buses are full, or if a person's job shift begins or ends when BC Country is not operating. Other operational and management proposals in this alternative have the purpose of making the BC Country service more efficient, cost effective, and user friendly, however, they would likely have minimal direct impact on improving job access.

**Alternative B** goes beyond Alternative A by providing significantly more service utilizing additional vehicles in order to address some of the unmet transit need in rural Broome County. This alternative would bring in extra resources to ensure that more program participants and general public users could be provided with trips under an expanded paratransit zone system. Alternative B also maintains many of the smaller scale options from Alternative A including the 6 AM starting time for BC Country service, and the establishment of a discounted taxi program. Additionally, this alternative proposes adding two vehicles to the peak BC Country service, and establishing demand response zones throughout the County. These additional changes would enable more people to reserve rides during peak ridership times, of which would likely include time periods commuters would use the service to access their jobs. This alternative also proposes to increase marketing and outreach to selected human service agencies and employers,

which would inform them and their employees of this transportation option for commuting to their job.

**Alternative C** charts a somewhat different course for BC Country than Alternative B in the area of operations. It approaches the inability of BC Country to currently meet demand throughout the County by providing fixed route service in the more remote areas of the County and relying on demand response feeder service to provide connections. In other respects it is similar to Alternative B, proposing an increased number of service zones, a range of smaller scale improvements and a similar management structure.

This alternative also proposes the 6 AM starting time for BC Country service, and the establishment of a discounted taxi program, as well as adding two vehicles to the peak BC Country service, and increasing marketing and outreach to selected human service agencies and employers. The creation of rural fixed routes during times of peak demand, with feeder service to those routes provided by demand response zones would alleviate ridership capacity constraints during peak times. The rural fixed routes and their respective time schedules could also be designed to meet job access needs.

### **Aging Futures Project – Strategic Plan (2004)**

#### **Transportation**

Remaining mobile is an important component of retaining the maximum level of independence. Transportation options support seniors in getting to medical appointments, accomplishing daily tasks such as shopping, socializing and retaining their independence. Most seniors rely on private vehicles for their transportation. In Broome County, 18.7% of the age 65+ households, or 3,967 households, do not have a vehicle available. As seniors experience physical or cognitive changes, their driving skills may deteriorate. Driving cessation typically climbs in the 70+ population and peaks at age 85. Men are expected to live six years past the point where they stop driving and women an average of 10 years. Providing transportation can be stressful and burdensome for caregivers who often assume this role.

As the senior population grows, and more seniors choose not to drive, we will need more transportation capacity. Seniors are interested in additional on-demand transportation.

Coordination between the various service providers also supports an efficient community-based system.

Consumer involvement is vital to the transportation planning process. Community education efforts on transportation options are an on-going need.

#### **Goals**

A) Transportation planning initiatives incorporate the needs and preferences of

#### **Objectives**

Intermediate-term Objectives

- Offer consumers of transportation

Broome County seniors.

services a means to participate in the planning process so that they can offer their perspective on transportation needs.

- Integrate the consumer perspective into transportation planning.

B) Seniors know what transportation services are available and understand how to access transportation services.

Short-term Objectives

- Support public education efforts about available transportation services and how to access transportation services.

C) The need for additional capacity is defined and plans to implement changes are completed.

Intermediate-term Objectives

- Assess the feasibility of seniors supporting a private senior transportation company to facilitate additional transportation capacity.

D) An efficient community-based transportation system with improved coordination between the various service providers is in place.

Intermediate-term Objectives

- Hold quarterly meetings to provide an exchange between public/private providers of transportation services. Key players meet together to assess need, capacity and new opportunities.

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# Appendix C

Inventory of  
Transportation and  
Human Service  
Transportation Providers

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# Getting Around

<https://www.visitbinghamton.org/getting-around/>

Greater Binghamton is less than a day's drive from many major Northeast, Canadian and East Coast metro areas. There are even several convenient [bus services](#) to get you here. However, the fastest way to get here is by air.

The Greater Binghamton Airport offers many modern amenities, including a roomy departure lounge, a business conference center, an Internet-accessible resource room, an efficient ticketing and baggage claim area, and a comfortable restaurant. Many recent upgrades make the Greater Binghamton Airport the region's most convenient transportation hub.

Airlines currently serving the airport include Delta Airlines. Visit the Greater Binghamton Airport [website](#) for further commercial and charter flight information.

Once you're in the area, get around using convenient [B.C. Transit](#) bus routes or our safe and efficient [cab/taxi network](#). The Greater Binghamton area also includes Lyft and Uber ride-sharing service.

## 24/7 Availability

### [A & D Transportations Service \(medical only\)](#)

(607) 433-1726

### [A-1 Courtesy Cab](#)

( 607) 723-2000

### [Advance Taxi Service](#)

(607) 722-2000

[Mike's Taxi](#)

*(607) 343-1398*

[Robert J. Pornbeck Inc.](#)

*(607) 723-2000*

[Yellow Cab of Binghamton](#)

*(607) 722-2322*

Limited Availability

[A & B Taxi](#)

*( 607) 240-7629*

[A-1 Chuck's Taxi](#)

*(607) 349-1874*

[AAA Taxi](#)

*(607) 221-5894*

[ACE Transportation](#)

*(607) 221-9490*

[All Star Taxi](#)

*(607) 348-6115*

[American Star Taxi](#)

*(607) 725-9956*

[Anytime Taxi](#)

*(607) 232-9795*

[B.T.S Taxi](#)

*(607) 677-4144*

[BU Taxi](#)

(607) 242-7260

[Five Star Taxi](#)

(607) 821-8466

[Golden Taxi](#)

(607) 221-9190

[Greater Binghamton Cab Company Inc. \(Medical Only\)](#)

13902

(607) 724-8294

[JC Taxi](#)

(607) 727-8365

[La Familia Taxi](#)

(607) 768-2030

[Little Dragon Taxi](#)

*c/o Broome County  
Binghamton, NY 13901  
(607) 794-8292*

[M&M Taxi](#)

(607) 624-6111

[Quality Transportation \(medical only\)](#)

(845) 747-4386

[Safe Taxi](#)

(607) 760-6012

Star Taxi

*c/o Broome County  
Binghamton, NY 13901  
(607) 542-8838*

Sunny Transportation

*(607) 760-7937*

University Taxi

*(607) 759-6273*

Transportation Apps

**Uber**

<https://www.uber.com/>



<https://www.lyft.com/>

INVENTORY of Transportation Services  
Mobility Management of South Central New York – Getthere

<https://gettherescny.org/transportation-information/transportation-providers>

The screenshot shows the 'Transportation Providers' page on the Getthere website. The page features a dark navigation bar with the Getthere logo and menu items: HOME, TRANSPORTATION INFORMATION (highlighted), TRANSPORTATION PLANNING DOCUMENTS, GETTHERE PROGRAMS, PUBLICATIONS AND DOCUMENTS, ABOUT US, and TRIP PLANNER. Below the navigation bar is a breadcrumb trail: Home > Transportation Information > Transportation Providers. A descriptive paragraph states: 'A transportation provider offers a service for traveling from the user's point of origin to his or her destination.' Two filter buttons are present: 'Please select service areas' (set to ALL SERVICE AREAS) and 'Select service type(s)' (set to ALL TYPES OF SERVICES). A pagination control shows '1 - 10 of 84' items, with page 1 selected. The first provider listed is '123 Taxi', which includes a logo placeholder, a 'Private Transportation' tag, 'Hours of Operation' (1 AM - 9 PM), a list of service areas (Broome (NY), Chenango (NY), Delaware (NY), Otsego (NY)), and a 'Days of Operation' grid (M, T, W, T, F, S, S). A 'VIEW DETAILS' button is located in the top right of the provider card.

Also see spreadsheet on the following pages.

## Mobility Management of South Central New York Transportation Directory - BROOME COUNTY

Service	Name	Email	Phone	Website	Hours of Operation	Service Area	Fees	Notes
<b>Mobility Management of SCNY &amp; the GetThere Call Center</b>		<a href="mailto:wagner@rhnsctny.org">wagner@rhnsctny.org</a>	1-855-373-4040	<a href="https://gettherescny.org/home">https://gettherescny.org/home</a>	Weekdays 7 a.m.-6 p.m.	Broome, Chenango, Delaware, Otsego, and Tioga counties	No charge for trip planning/mobility management services	GetThere provides free trip planning and referral services. Some trips may be eligible for financial assistance through the Connection to Care program.
<b>Public Transit</b>								
<b>B.C. Transit Fixed-Route</b>		<a href="mailto:rhirst@co.broome.ny.us">rhirst@co.broome.ny.us</a>	607-763-4464	<a href="http://www.gobroomecounty.com/transit">www.gobroomecounty.com/transit</a>	Check specific route schedule for hours	Broome County's Urban Core: Binghamton, Johnson City, Endicott, Endwell, Vestal, Chenango, Dickinson, Conklin, Kirkwood	\$2.00, reduced fare \$1.00,	BC Transit's fixed route bus system consists of buses traveling a designed route, serving bus stops along the way at scheduled times
<b>Private Transportation</b>								
<b>Coach USA</b>			800-631-8405	<a href="http://www.coachusa.com">www.coachusa.com</a>	Check specific schedule for hours.	Greater Binghamton Transit Center, Nationwide	Varies	Wheelchair accessible
<b>Greyhound</b>			800-345-3109	<a href="http://www.greyhound.com">www.greyhound.com</a>	Check specific schedules for times.	Greater Binghamton Transit Center, Nationwide	Varies	Wheelchair accessible
<b>Mikes Taxi</b>			607-343-1398			Broome County	Varies	
<b>Courtesy Cab</b>			607-723-2000			Broome County		Fax to 607-722-1419
<b>La Familia Taxi</b>		<a href="mailto:lafamiliataxi2030@gmail.com">lafamiliataxi2030@gmail.com</a>	607 768 2030	<a href="mailto:lafamiliataxi2030@gmail.com">lafamiliataxi2030@gmail.com</a>	24/7	Broome County		email lafamiliataxi2030@gmail.com
<b>Quality Transportation</b>		<a href="mailto:amandadarrin@gmail.com">amandadarrin@gmail.com</a>	845-747-4386	<a href="mailto:amandadarrin@gmail.com">amandadarrin@gmail.com</a>	24/7	Sullivan, Ulster, Orange, Rockland, Broome & Delaware		
<b>Paratransit</b>								
<b>B.C. Lift</b>			To apply: 607- 763-4464 To schedule a pickup: 607- 763-8747	<a href="http://www.gobroomecounty.com/transit/bc-lift-ada-home">www.gobroomecounty.com/transit/bc-lift-ada-home</a>	Mon. - Fri.: 5:30 am – 10:00 pm Sat.:5:30 am – 6:30 pm Sunday:9:00 am - 4:30 pm	Within 3/4 mile of a B.C. Transit fixed route	\$2.50 one way (\$5.00 round trip)	BC Lift provides paratransit service for persons with disabilities living in Broome County's urban areas.
<b>B.C. Country</b>			To register: 607- 763-4464 To schedule a pickup: 607-763-8747	<a href="http://www.gobroomecounty.com/transit/bccountry">www.gobroomecounty.com/transit/bccountry</a>	Monday through Friday; hours vary depending on location.	All Broome County beyond urban area. Individuals may be asked to meet bus at common pickup location.	\$3.00 one way, \$2.00 for people with disabilities	BC Country is our public transportation service for rural Broome County residents. BC Country will pick you up in the morning, bring you to your destination in urban core of Broome County, and provide a return trip in the afternoon or early evening.
<b>Donson Transportation</b>			607-786-4444			All of Broome County.	Varies	provide non-emergency transportation for people with wheelchairs or those who need hands-on assistance.
<b>Southern Tier Medivan</b>		<a href="mailto:ldowney@serafintransportation.com">ldowney@serafintransportation.com</a>	607-772-8500	<a href="http://www.serafintransportation.com/services/southern-tier-medi-van">www.serafintransportation.com/services/southern-tier-medi-van</a>		Broome, Tioga, Chenango	Varies	provide non-emergency transportation for people with wheelchairs or those who need hands-on assistance.
<b>HTM MedTrans</b>		<a href="mailto:htmmedtrans@gmail.com">htmmedtrans@gmail.com</a>	607-321-8520 607-348-1671 fax	<a href="http://www.htmmedtrans.com">www.htmmedtrans.com</a>		All of Broome County	Varies	provide non-emergency transportation for people with wheelchairs or those who need hands-on assistance.

**Volunteer**

<b>Redivan</b>	<a href="mailto:redi235@yahoo.com">redi235@yahoo.com</a>	607-235-9112	<a href="http://www.redivaninc.com">www.redivaninc.com</a>		All of Broome County	Varies	provide non-emergency transportation for people with wheelchairs or those who need hands-on assistance.
<b>Faith in Action, a program of the Broome County Council of Churches</b>	<a href="mailto:sspencer@broomecouncil.net">sspencer@broomecouncil.net</a>	To register: 607-724-9130 x304 To Schedule: 607-724-9130 x339	<a href="http://broomecouncil.net/faith-in-action/">http://broomecouncil.net/faith-in-action/</a>	By appointment, based on volunteers' schedules - Monday through Friday 8:00-1:00 to the Syracuse VA Medical Center	Broome County	Donations accepted	Volunteer transportation for people 60+ in Broome County, where volunteers are available. Volunteers may help with packages and offer physical assistance in and out of the vehicle. Maximum of six round trips (2 grocery) total a month.
<b>Disabled American Veteran Services</b>		607-778-3037	<a href="http://www.dav.org/veterans/i-need-a-ride">www.dav.org/veterans/i-need-a-ride</a>	By appointment, based on volunteers' schedules	Broome, Tioga and Chenango Counties	Not applicable	72 hour (3 days) notice is required. Call and leave a message with the last four digits of your social security number, address, specify Syracuse or Binghamton as destination, and time of appointment. Notify the DAV as soon as you know you need to cancel.
<b>American Cancer Society</b>		800-227-2345, option 1	<a href="https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html">https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html</a>				
<b>The Deposit Foundation</b>		607-467-4000	<a href="https://www.depositfoundation.com/transporation">https://www.depositfoundation.com/transporation</a>	Monday, Wednesday, and Friday by appointment only. Elderly for medical appointments; low-income and senior citizens with no vehicle and must be a Deposit/Sanford resident.			
<b>Encore Plus</b>	<a href="mailto:csackett@ywcaofbinghamton.org">csackett@ywcaofbinghamton.org</a>	607-772-0340 ext. 222 or 242	<a href="http://ywcabinghamton.org/encore-plus/">http://ywcabinghamton.org/encore-plus/</a>	By appointment. Depends on volunteers' schedules.	Broome and Tioga Counties	Not applicable	Schedule 2 weeks to a month in advance; call before making your cancer screening appointment.
<b>Senior Helpers</b>		607-785-6105	<a href="http://www.gobroomecounty.com/senior-grow">www.gobroomecounty.com/senior-grow</a>	8:30 and 12:00 Monday – Friday.	All of Broome County	Wages are negotiated between you and your employer.	The Senior Helpers Program is a job matching service. Anyone can request to hire a Senior Helper - there is no age or income requirement.
<b>RSVP (administered by Catholic Charities)</b>		607-729-4909	<a href="http://www.catholiccharitiesbc.org/">http://www.catholiccharitiesbc.org/</a>	Pickup in the morning, drop-off in the afternoon	Broome County's urban core		RSVP provides transportation to certain senior centers for seniors in the urban area of Broome County.
<b>OCCT</b>	<a href="mailto:director@occtransport.org">director@occtransport.org</a>	607-777-6989	<a href="http://www.occtransport.org">www.occtransport.org</a>	Check specific schedule for hours.	Serving Binghamton University and popular destinations, including Vestal Parkway, the City of Binghamton, Oakdale Mall, and Johnson City.	Free	Off Campus College Transport is a student operated and managed bus service, exclusively serving Binghamton University students, faculty and staff.
<b>OFA Minibus</b>	<a href="mailto:lesposito@co.broome.ny.us">lesposito@co.broome.ny.us</a>	607-778-2411	<a href="http://www.ridebctransit.com/transit/ofa-mini">www.ridebctransit.com/transit/ofa-mini</a>	Monday-Friday: 9 am – 4:30 pm	The Binghamton urban area	\$1.50 each way (suggested donation)	Must be age 60 or over. Must show an OFA ID card when boarding the bus. An application is necessary. The application process may take weeks, Wheelchair accessible

**Other**

UHS Care-A-Van	607-201-8187	<a href="https://www.uhs.net/wellness/care-a-van/">https://www.uhs.net/wellness/care-a-van/</a>	Monday-Saturday 9 am- 5 pm	Anyone who can get themselves to the Oakdale Mall in Johnson City, shuttle services any UHS provider within Broome County.	Free	Call 24 hrs. ahead to be assured the service will be available. On the day of the appointment, park at the Oakdale Mall in Johnson City. Go inside to the Stay Healthy Center and request the Care-A-Van service.	
Medical Answering Services	<a href="mailto:lregan@medanswering.com">lregan@medanswering.com</a>	800-850-5340	<a href="http://www.medanswering.com">www.medanswering.com</a>	Everyday 7 a.m. – 6 p.m.	Broome, Delaware and Tioga Counties	Depends on service hired and what Medicaid covers	Medicaid recipients only.
Bridges to Wellness	607-798-1706			This program, through Southern Tier Aids Center, provides transportation for people who are HIV positive and need to get to medical appointments			
Broome County Sheriff's Office Assistant Recovery Program	778-1911 ext. 1.		24/7	Assists addicts who are seeking transportation to the Addiction Crisis Center			

## Mobility Management of South Central New York Transportation Directory - TIOGA COUNTY

Service	Name	Email	Phone	Website	Hours of Operation	Service Area	Fees	Notes
Mobility Management of SCNY & the GetThere Call Center			1-855-373-4040	<a href="http://www.rhnsctny.org/programs/mm-sctny">www.rhnsctny.org/programs/mm-sctny</a>	Weekdays 7 a.m.-6 p.m.	Broome, Chenango, Delaware, Otsego, and Tioga counties	No charge for trip planning/mobility management services	GetThere provides free trip planning and referral services. Some trips may be eligible for financial assistance through the Connection to Care program.
		<a href="mailto:wwagner@rhnsctny.org">wwagner@rhnsctny.org</a>						
<b>Public Transit</b>								
	C-Tran	<a href="mailto:thager@co.chemung.ny.us">thager@co.chemung.ny.us</a>	607-734-5211	<a href="http://www.ridectran.com/en/">www.ridectran.com/en/</a>	Monday - Friday, 8:00 AM - 5:00 PM	Service is provided within Chemung County and to Robert Packer Hospital or Corning Hospital.	\$3.50, reduced fare \$1.75,	
	BeST Transit	<a href="mailto:jean@emtatransit.com">jean@emtatransit.com</a>	570-888-7330	<a href="http://gobesttransit.com/">http://gobesttransit.com/</a>	Monday through Friday. 8 am to 4:30 pm	Bradford, Sullivan and Tioga Pennsylvania	Vary	Need to meet criteria
<b>Private Transportation</b>								
	Owego Taxi		607-687-1171			Tioga County (Owego, Apalachin, Spencer, Waverly, Newark Valley, Richford, Berkshire, Barton, Tioga, Nichols, Candor)	\$2 per mile	
	R&L Taxi		607-565-7374			Waverly	\$3.25 first mile; \$1.25 per mile for additional	
	Valley Taxi	<a href="mailto:valleytaxi2209@gmail.com">valleytaxi2209@gmail.com</a>	570-882-9130fax: 570-888-2	<a href="http://valleytaxi.com/">http://valleytaxi.com/</a>		Waverly, Owego, Elmira, Horseheads, (medical Binghamton)	Call a day ahead if possible	
	A1 Chucks Taxi		607-349-1874			Endicott, Tioga County	Varies; Call and get quote	
	A&D Transport		607-433-1726	<a href="http://www.Adtransportservices.com">www.Adtransportservices.com</a>	24/7	Oneonta and surrounding counties	By mile	
	Totem Taxi		607-734-6161	607-733-9593		West Tioga (out of Elmira)		

## Paratransit

Achieve	<a href="mailto:dmarkie@achieveny.org">dmarkie@achieveny.org</a>	607-797-8160 X 321	<a href="mailto:dmarkie@achieveny.org">dmarkie@achieveny.org</a>	8 am - 4:30 pm	Broome, Chenango, & Tioga Counties	Limited transportation funding through Medicaid (HCBS Waiver)
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## Volunteer

Community Care Network of Nichols (CCNN)	<a href="mailto:communitycare@stny.rr.com">communitycare@stny.rr.com</a>	office: 607-414-1018; Clients: 607-731-3100	<a href="http://www.ccnichols.org/services/transportation.html">http://www.ccnichols.org/services/transportation.html</a>	office: M-F 8 am to 4:30 pm F 10 am - 3 pm	Towns of Nichols, Tioga, and Barton (zip code 13734) and Southside Owego area	No fee
Senior Information & Referral Service (SIRS)	<a href="mailto:vloomis@htva.net">vloomis@htva.net</a>	1-888-589-7833	<a href="http://www.ycfsve.org">http://www.ycfsve.org</a>	Monday through Saturday; 8 am to 4:30 pm	Towns and villages of Spencer and Van Etten	No fee; Donations accepted
Northern Tioga Neighbors Network Seniors Helping Seniors RSVP (Retired and Tioga Opportunities,	Hubbard Resource Center; PO Box 93; Richford, NY 13835 <a href="mailto:Bob@super-senior.com">Bob@super-senior.com</a> <a href="mailto:aging@tiogaopp.org">aging@tiogaopp.org</a>	607-657-2823 607-398-0188 607-687-4120 ext 313 607-687-4222	<a href="http://www.ntnnonline.org/">http://www.ntnnonline.org/</a> <a href="http://seniorcaresouthernTierny.org">http://seniorcaresouthernTierny.org</a> <a href="mailto:aging@tiogaopp.org">aging@tiogaopp.org</a> <a href="http://tiogaopp.org/">http://tiogaopp.org/</a>	Based on volunteers' schedules Based on schedule Monday - Friday 8:30AM - 4:30PM Monday - Friday 8:30AM - 4:30PM	Upper Tioga County Owego and west of	

## Other

A New Hope Center (ANHC)	<a href="mailto:SueN@anewhopecenter.org">SueN@anewhopecenter.org</a>	607-687-6866	<a href="http://www.anewhopecenter.org/">http://www.anewhopecenter.org/</a>	office: M-F 8 am to 7 pm 24 hour crisis hotline	Tioga County, and surrounding counties as applicable	No fee No fee, but there is limited funding available; first come first serve.	The Department of Aging doesn't provide transportation, but makes referrals to local providers.
Tioga Opportunities, Inc (TIOGAOPP)	<a href="mailto:Mallen@tiogaopp.org">Mallen@tiogaopp.org</a>	607-687-4120, ext. 315	<a href="http://www.tiogaopp.org">www.tiogaopp.org</a>	office: M-F 8:30 am to 4:30 pm	Tioga County and surrounding areas		
Tioga County Rural Ministry (TCRM)	<a href="mailto:tcrm-alyciaw@stny.rr.com">tcrm-alyciaw@stny.rr.com</a>	607-687-3021	<a href="http://tcrm.org/">http://tcrm.org/</a>	office: Mon-Thurs 10 am-4pm; Fri 10 am to 1 pm Monday through Friday 8:30 to 4:30 pm Monday through Friday 7 am to 7 pm	Tioga County and surrounding areas Tompkins, Seneca, Cayuga, Cortland, Tioga, Chemung, Schyler counties	No fee, but there are limited resources. For emergency only.	
Move Together NY	<a href="mailto:MoveTogetherNY@gmail.com">MoveTogetherNY@gmail.com</a>	607-272-2292	<a href="http://www.movetogetherny.org">www.movetogetherny.org</a>			No fee	Located at CCE Tompkins County
Encoreplus Breast & Cervical Health Program	<a href="mailto:csackett@ywcaofbinghamton.org">csackett@ywcaofbinghamton.org</a>	607-772-0340 or 607-772-0222	<a href="http://ywcabinghamton.org/encore-plus/">http://ywcabinghamton.org/encore-plus/</a>		Broome and Tioga Counties	Free for enrollee	Must enroll in the Encoreplus program

## Pharmacy Delivery Service

Rite Aid		607-687-0891		Mon-Fri 8am-9pm	Owego		No delivery or mail service
CVS Pharmacy		607-687-5623		Mon-Fri 8am-9pm	Owego		No delivery or mail service

<b>Waverly Pharmacy</b>	607-565-2390	Mon-Thurs 9am-7pm, Fri 9am-6pm, Sun- Closed	Waverly, Athens, Sayre	Have very limited delivery service to Waverly, parts of Athens and part of Sayre.
<b>Apalachin Pharmacy</b>	607-625-2129	Mon- Fri 8am-6pm, Sat 9am-1pm, Sun- Closed	Apalachin	Mail Service Very limited. Will consider making arrangements when needed on an individual basis, but not a service offered regularly. No charge for either service
<b>Owego Pharmacy</b>	607-687-8779	Mon-Fri 8am-9pm, Sat 8am-1pm, Sun-closed	Owego	Delivery – Will deliver to Owego Area on Mondays, Wednesdays and Fridays. Deliver to Candor on Thursdays. Will deliver to Senior Housing in both areas. Individuals should call to see if they are in the delivery area.
<b>Rite Aid</b>	607-642-3355	Mon-Fri 9am-6pm, Sat 9am-6pm, Sun 9am-5pm	Newark Valley	No delivery or mail service
<b>UHS Pharmacy</b>				Mail service available with the exception of narcotics and medications requiring refrigeration. Insurance and Medicaid is billed, but co-pays and balances must be paid before shipping. Medicaid co-pay may be waived if patient is unable to pay. They have a secure system to store insurance information and credit card information.
<b>Tioga County Transportation Committee</b>				
<b>Cornell Cooperative Extension Tioga County</b>	<a href="mailto:agf1@cornell.edu">agf1@cornell.edu</a>	607-687-4020		

## Transportation Information



The GetThere Call Center is your one-stop resource for transportation information and trip planning.

Staffed Monday through Friday from 7:00 am to 7:00 pm. If calling evenings or weekends, please leave a message and your call will be returned promptly.

Call toll free: 1-855-373-4040

Service Area: Tioga, Broome, Chenango, Delaware, and Otsego counties.

[RHNSCNY.org/programs/MMSCNY](http://RHNSCNY.org/programs/MMSCNY)

Connection to Care and Voucher programs provide assistance to those who qualify.

### Transportation for Medicaid Recipients MAS - Medical Answering Services, LLC

Financial assistance for those who qualify. Reimbursement is also available for people who drive themselves or who have others to drive them, versus taking the Medicaid taxi.

<https://www.medanswering.com>

Medical Answering Services, LLC., P.O. Box 12000, Syracuse, NY 13218 1-315-701-7551

1-800-850-5340 (Toll Free)

Tioga County: Medicaid Transportation Contact Information

To schedule, cancel or inquire about MAS.

Telephone – 855-733-9398

Fax – 315-299-2786

## Public Transit in Tioga County:



### C TRAN - 607-734-5211

[ridectran.com](http://ridectran.com)

Service from Elmira to Owego

Operates M-F 6:35 am to 5:40 pm

Serves Chemung & Tioga Counties; includes routes from Elmira to Waverly & Sayre, Robert Packer Hospital, Tioga Downs, Owego, HHS, Achieve, and DSS.

### Coach USA/Shortline

[web.coachusa.com/shortline](http://web.coachusa.com/shortline)

Bus stops in Owego and Waverly and many points outside Tioga County.

## Connections

### in neighboring counties:

#### BC Transit - 607-763-4464

[ridebctransit.com](http://ridebctransit.com)

Service for Broome

Operates Mon - Fri

Serves Broome County - BC Lift in town.

#### Cortland Transit - 607-758-3383

Service for Cortland, Tompkins

Operates M-F 6:00 am to 6:00 pm

Serves Cortland and Tompkins counties, and Broome Medicaid.

#### TCAT - 604-277-7433

Service for Tompkins

Operates Mon - Sat

Serves Tompkins as far as the Caroline turnaround. (No medical)

#### BeST Transit - 570-888-7330

Service for PA

Operates M-F 8:00 am to 4:30 pm

Serves Bradford, Sullivan and Tioga Pennsylvania. (Need to meet criteria)

## Cornell Cooperative Extension

Tioga County

## Got Ideas or Suggestions?



## Contact:

### Tioga County Transportation Committee

Andrew Fagan, Executive Director

Cornell Cooperative Extension Tioga County

56 Main Street, Owego, NY 13827

607-687-4020

[agf1@cornell.edu](mailto:agf1@cornell.edu)

### Mobility Management of SCNY

William Wagner, Director

101 S. Jensen Rd.

Vestal, NY 13850

607-584-0551

[wwagner@rhnsncy.org](mailto:wwagner@rhnsncy.org)

Before you call for transportation assistance, try your pharmacy to see if they deliver or your service provider to see if they will come to you.

Information print date: 6 April 2018



### Helping You Put Knowledge To Work

Cornell Cooperative Extension is an employer and educator recognized for valuing AA/EEO, Protected Veterans, and Individuals with Disabilities and that provides equal program and employment opportunities.

# Tioga County New York Transportation Directory



## Tioga County Transportation Committee & Mobility Management of South Central New York

## Taxi Cabs



### **Owego Taxi** - 607-687-1171

Serves Tioga County. (Owego, Apalachin, Spencer, Waverly, Newark Valley, Richford, Berkshire, Barton, Tioga, Nichols, Candor)

### **R&L Taxi** - 607-565-7374

Serves Waverly.

### **Valley Taxi** - 570-888-2365

Serves Waverly, Owego, Elmira, Horseheads, (medical Binghamton).

### **A1 Chucks Taxi** - 607-349-1874

Serves Endicott, Tioga County.

### **A&D Transport** - 607-433-1726

adtransportservices.com  
Serves Oneonta and surrounding counties.

### **BC Cab, Binghamton** - 607-217-4773

Serves Binghamton and surrounding counties.

### **Mike's Taxi** - 607-343-1398

Serves Binghamton, Whitney Point, and surrounding counties. (No nights or weekends)

### **Yellow Cab of Broome** - 607-722-2322

Serves Binghamton and surrounding counties.

### **All Star Cab** - 607-348-6115

Serves Binghamton and surrounding counties. (Depends on how many people and where)

### **Totem Taxi** - 607-734-6161

Open 24 hours.  
Serves Elmira and surrounding counties.

## Specialized Transportation

### **Community Care Network of Nichols**

**(CCNN)** - Provides Transportation services for the elderly and adults with disabilities. To enroll as a client or for a complete list of service areas within Tioga County NY contact Dot Richter.

Office: 607-414-1018 M-F, 8:00 am to 4:30 pm  
Clients: 607-731-3100 M-F, 10:00 am to 3:00 pm  
**ccnnichols.org**

### **Senior Information & Referral Service**

**(SIRS)** - Provides transportation to senior citizens and disabled persons. Call Mon-Fri 8:00 am to 4:30 pm 1-888-589-7833 Contact: Virpi Loomis  
Serves towns and villages of Spencer and Van Etten  
**inspiresve.com**

### **Northern Tioga Neighbors Network**

**(NTNN)** - Provides transportation to senior citizens and disabled persons. To enroll as a client or for a complete list of service areas within Tioga County NY contact: John Schwartz  
607-657-2823 or 1-877-657-2823  
M-F, 8:00 am to 4:30 pm; calls returned within 24 hours. Serves Richford, NV, and Berkshire.  
**ntnnonline.org**

### **A New Hope Center** -

Provides limited transportation for crime victims related to their advocacy needs.  
607-687-6866 Contact: Sue Nichols  
M-F, 8:00 am to 7:00 pm 24 hour crisis hotline  
Serves Tioga county and surrounding counties as applicable. **anewhopecenter.org**

### **Tioga Opportunities, Inc. & RSVP** -

Department of Aging at Tioga Opp. provides transportation assistance to older adults (60 yrs+) helping them to get to doctor appointments.  
607-687-4120 x 315  
M-F, 8:30 am to 4:30 pm .Serves Tioga County.  
**tiogaopp.org**

### **Tioga County Rural Ministry (TCRM)** -

Provides limited financial aid (ie: gas cards) in an emergency or crisis situation.  
607-687-3021 Contact: Alycia Anthony  
Mon-Thurs 10:00 am to 2:00 pm, by appointment only. Serves Tioga County.

**tcrm.org**

### **Encoreplus Breast & Cervical Health Program** -

Provides transportation via private car to and from screenings for woman who enroll in the program. Contact: Crystal Sackett  
607-772-0340 M-F, 7:00 am to 7:00 pm  
Serves Broome and Tioga counties. (Must enroll in the Encoreplus program)  
**ywcabinghamton.org**

### **ParaTransit/Medivan:**

**Empire Transport 315-430-4520**  
Ambulatory & Wheelchair

**Endicott-Union Inc. 347-810-5282**  
Ambulatory & Wheelchair

**Greater Valley EMS/W/C 570-888-6099**  
Ambulatory, Wheelchair, & Stretcher

**HTM MedTrans 607-222-7411**  
Ambulatory, Wheelchair, & Stretcher

**Donson 607-786-4444**  
Ambulatory & Wheelchair

**A & D Transport 607-432-8294**  
Wheelchair

**Empire - 607-873-7477**  
Service is Medical Transportation  
Operates M-F 4:00 am to 5:00 pm  
Serves Chemung, Steuben, and Schuyler counties.  
**empiredm.com**

**Road to Recovery (American Cancer Society)**- This program provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves. **Call 1-800-227-2345 for more information.**

**Disabled American Veteran Services** - Transportation Network to assist veterans can be reached at **1-315-425-4352**

## More Options:



### **Ride Share - NY511**

Find a carpool partner, plan a trip using public transportation, improve your commute and more! **511nyrideshare.org**

### **Southern Tier Ride Share**

Share a ride. Save money, time and stress!  
Carpool, take transit, walk, or bike.  
**southerntierrideshare.org**

### **Finger Lakes Ride Share**

Share rides to and from the Finger Lakes region with friends, classmates, coworkers, and neighbors. **fingerlakesrideshare.org**

### **Uber**

We're finding better ways for cities to move, work, and thrive. Download the  app and get a ride in minutes. Or become a driver and earn money on your schedule. **uber.com**

### **Lyft**

Rideshare with Lyft. Lyft is your friend with a car, whenever you need one.   
Download the app and get a ride from a friendly driver within minutes. **lyft.com**

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# Appendix D

## Section 5310

### Descriptions of Awarded Projects

and

### Scoring Form/Score Explanation

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**Section 5310 Applications – 2015 Solicitation**  
***Descriptions of Awarded Projects with Federal Funding Amount***

Community Care Network of Nichols – OPERATING ASSISTANCE (\$48,650)

Community Care Network of Nichols is a volunteer based organization that offers direct services in order to allow individuals to stay in their homes, including transportation (so clients can have access to medical appointments, pharmacy trips for medication, for groceries, and social events). These services are provided through the hard work and dedication of one staff member and 119 volunteers. Of the 119 volunteers, 20 of them are currently trained transporters.

Community Options New York, Inc. – VEHICLE (\$33,918)

Convenient access to transportation is essential to full community integration including employment. People with disabilities face increased barriers as they seek to lead normal lives in the community because they are often unable to drive or travel independently. These persistent challenges have led us to develop transportation options for our clients so they can participate in day programs, employment, and other community activities. The new vehicle will be used to help meet this need.

NYSARC, Inc. Broome-Tioga County Chapter dba ACHIEVE – VEHICLE (\$116,070)

ACHIEVE is submitting a grant at this time for 3 replacement vehicles (out of the five) due to age, wear and tear & significant mechanical problems.

Rural Health Network – Mobility Management of South Central NY (MMSCNY) – MOBILITY MANAGEMENT (\$85,001)

MMSCNY's portfolio of programs includes the GetThere Call Center (GetThere), a regional one call center located in Vestal, NY and Connection to Care, which fully or partially subsidizes health-related transportation for rural residents with a financial need. GetThere offers trip planning, transportation information and education services, referrals, and travel training to individuals in need.

Visiting Nurse Association – VEHICLE (\$34,020)

VNA Homecare Options provides many services and programs. Reliable, handicap-accessible transportation is one key intervention to facilitate access to primary and preventative care as exemplified in the other counties that we serve. VNA is proposing that the vehicle provided through the 5310 Program will be used to support the already in place transitional care. Access to physicians and other healthcare providers is extremely important; never more so than in a post-acute care situation. As part of a multifaceted approach, transportation will allow individuals to be connected to providers and services that will support them in their recovery and prevent re-hospitalization or return to institution.

**Section 5310 Applications – 2016 Solicitation**  
***Descriptions of Awarded Projects with Federal Funding Amount***

Community Care Network of Nichols (CCNN) – OPERATIONS (\$44,257)

The main objective of this project is to increase accessibility to medical, pharmacy, grocery, human service agencies, and social needs for the elderly and disabled individuals in CCNN's service area. With the loss of Tioga Transit in 2014 and Chemung Transit only covering one of the previous routes, transportation options for the elderly and disabled are reaching critical levels. Furthermore, the elderly and disabled individuals typically need door through door services provided by CCNN, which traditional public transportation can't provide. Under the direction of

the CCNN Client Services Coordination, clients request transportation services and are then matched up with a volunteer who will pick them up at their home take them to their destinations, stay with them and assist the client as needed and return them to their home. Given that many of these individuals are on fixed incomes, there is no cost for CCNN services. All volunteers are reimbursed for the miles they acquire.

Rural Health Network – Mobility Management of South Central NY (MMSCNY) – MOBILITY MANAGEMENT (\$54,091)

Mobility Management SCNY identified significant transportation needs for the 5310 target population in rural areas through their call center metrics. This proposal increases GetThere Call Center coverage to 45 hours per week and increases knowledge of available transportation and the ability to utilize it through presentations to agencies and travel training. GetThere's .8 FTE Seniors & Disabilities Specialist position currently provides call center coverage 32 hours per week. 70% of our current call volume is from people 56 years of age or older or having a disability. Increased outreach is expected to increase senior travel counseling services. This proposal expands staffing to 2.125 FTE, increases call center coverage to better meet regional need, and devotes 1 FTE for travel training.

**Section 5310 Applications – 2017 Solicitation**  
***Descriptions of Awarded Projects with Federal Funding Amount***

Broome County Dept. of Public Transportation (BC Transit) – VEHICLES (\$198,793)

BC Transit seeks to offer new public transportation service in Tioga County, NY. The 2016 US Census data estimates show 4388 people under age 65 report having a disability, and 9264 people are age 65 and over. BC Transit has begun discussions with Tioga Opportunities, Tioga County Department of Social Services, and Achieve about developing a deviated fixed route system to respond to the needs of this target population. A National Institute of Health sponsored study shows that approximately 25% to 30% of persons with disabilities and the elderly nationwide use public transit as their primary mode of transportation.

Community Care Network of Nichols (CCNN) – MOBILITY MANAGEMENT (\$194,156) & OPERATIONS (\$13,950)

Funding will be used to support two (2) initiatives: (1) Mobility Management – assisting elderly and disabled residents of Tioga County, NY with identifying and overcoming transportation barriers (arrange volunteer transportation, refer to agencies that provide services that would be more appropriate, or work with agency/business/health care provider to have services delivered to the individual's home). (2) CCNN's Volunteer Transportation Program – providing individuals with door-through-door transportation services in a county with extremely limited transportation options.

Rural Health Network – Mobility Management of South Central NY (MMSCNY) – MOBILITY MANAGEMENT (\$179,824)

This project increases services to seniors and individuals with disabilities with the addition of 1 F.T.E. (Mobility and Transportation Advocate, Seniors and Disabilities Lead) position which will provide additional call center coverage. MMSCNY seeks to partner with small volunteer transportation organizations by providing modest funding to these VTO's to increase the level of services through better coordination of small VTO's services to seniors and individuals with disabilities. The development of a rural/small urban Travel Training curriculum and network will improve the utilization of these services. We propose a 50% split between urban and rural funding.







NEW YORK STATE DEPARTMENT OF TRANSPORTATION
EVALUATION SCORE SHEET
SECTION 5310 - ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES
APPENDIX C

APPLICANT NAME:

\_\_\_\_\_

EVALUATOR NAME/NUMBER:

\_\_\_\_\_

SECTION I.

RATING SCALE (Assign whole number rating, based on established scoring standard for each factor.)

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Application Part B.

Primary Purpose/Current System Description (GENERAL)

Points Available: up to 15

Score Designation (score using whole number only):

Table with 5 columns: UNSATISFACTORY (0-2), POOR (3-6), AVERAGE (7-10), GOOD (11-13), EXCELLENT (14-15)

Findings:
Score:

**Application Part C.**

**Customer Demographics (GENERAL)**

**Points Available:** up to 10

**Score Designation** (score using whole number only):

<b>UNSATISFACTORY</b>	<b>POOR</b>	<b>AVERAGE</b>	<b>GOOD</b>	<b>EXCELLENT</b>
<b>0-2</b>	<b>3-4</b>	<b>5-6</b>	<b>7-8</b>	<b>9-10</b>

<b>Findings:</b>
<b>Score:</b>

**Application Part F.**

**Performance Measures (GENERAL)**

**Points Available:** up to 10

**Score Designation** (score using whole number only):

<b>UNSATISFACTORY</b>	<b>POOR</b>	<b>AVERAGE</b>	<b>GOOD</b>	<b>EXCELLENT</b>
<b>0-2</b>	<b>3-4</b>	<b>5-6</b>	<b>7-8</b>	<b>9-10</b>

<b>Findings:</b>
<b>Score:</b>

**Application Part H.**  
**(GENERAL)**

**Public Participation and Coordination Requirements**

**Points Available:** up to 10

**Score Designation** (score using whole number only):

<b>UNSATISFACTORY</b>	<b>POOR</b>	<b>AVERAGE</b>	<b>GOOD</b>	<b>EXCELLENT</b>
<b>0-2</b>	<b>3-4</b>	<b>5-6</b>	<b>7-8</b>	<b>9-10</b>

<b>Findings:</b>
<b>Score:</b>

**Experience in Program.**  
**(GENERAL)**

**Past Performance in the Section 5310 Program**

NYSDOT for positive past

(Points determined by

performance/no known negative performance.)

**Points Available:** up to 5

**Score Designation** (score using whole number only):

<b>UNSATISFACTORY</b>	<b>POOR</b>	<b>AVERAGE</b>	<b>GOOD</b>	<b>EXCELLENT</b>
<b>0</b>	<b>1</b>	<b>2-3</b>	<b>4</b>	<b>5</b>

<b>Findings: THIS SECTION WILL BE COMPLETED BY NYSDOT</b>
3 points for submission of acceptable Semi-Annual Report from <b>May 2015</b> to present (1 point per SAR submission); 1 point for submission of acceptable Maintenance Plan in <b>December 2015</b> ; 1 point for participation in the Coordinated Plan process; 1 point for submission of TAM Plan <b>by June 30, 2016</b> deadline
<b>Score:</b>

**Application Part E1. Project –Capital-Vehicle and Other Capital** (Including Part E1a if applicable)

**Points Available:** up to 50

**Score Designation** (score using whole number only):

<b>UNSATISFACTORY</b>	<b>POOR</b>	<b>AVERAGE</b>	<b>GOOD</b>	<b>EXCELLENT</b>
<b>0-9</b>	<b>10-19</b>	<b>20-29</b>	<b>30-39</b>	<b>40-50</b>

<b>Findings:</b>
<b>Score:</b>

**Application Part E2. Project –Operating Assistance**

**Points Available:** up to 50

**Score Designation** (score using whole number only):

<b>UNSATISFACTORY</b>	<b>POOR</b>	<b>AVERAGE</b>	<b>GOOD</b>	<b>EXCELLENT</b>
<b>0-9</b>	<b>10-19</b>	<b>20-29</b>	<b>30-39</b>	<b>40-50</b>

<b>Findings:</b>
<b>Score:</b>



## DEFINITION OF SCORES

EVALUATION DESIGNATION	DEFINITION
<b>UNSATISFACTORY</b>	<p><b>PERTINENT INFORMATION IS:</b></p> <ul style="list-style-type: none"> <li>• NOT PROVIDED/DOES NOT ADDRESS THE QUESTIONS AND/OR REQUESTED SUPPORTING DOCUMENTATION AT ALL</li> <li>• AMBIGUOUS/UNCLEAR</li> </ul>
<b>POOR</b>	<p><b>PERTINENT INFORMATION IS:</b></p> <ul style="list-style-type: none"> <li>• INCOMPLETE</li> <li>• POOR IN DETAIL</li> <li>• POOR IN CLARITY</li> <li>• SOMEWHAT AMBIGUOUS AND/OR POORLY PRESENTED</li> <li>• SHORTFALLS EXIST</li> </ul>
<b>AVERAGE</b>	<p><b>PERTINENT INFORMATION IS:</b></p> <ul style="list-style-type: none"> <li>• BASICALLY COMPLETE</li> <li>• UNAMBIGUOUS, BUT ADDITIONAL DETAIL AND/OR CLARITY NEEDED</li> <li>• MARGINALLY SATISFACTORY</li> </ul>
<b>GOOD</b>	<p><b>PERTINENT INFORMATION IS:</b></p> <ul style="list-style-type: none"> <li>• COMPLETE</li> <li>• SUFFICIENTLY DETAILED</li> <li>• CLEAR</li> <li>• UNAMBIGUOUS</li> <li>• COMPLETELY SATISFACTORY</li> <li>• (ALL OF ABOVE)</li> </ul>
<b>EXCELLENT</b>	<p><b>SAME AS “GOOD” ABOVE WITH PERTINENT INFORMATION:</b></p> <ul style="list-style-type: none"> <li>• PROVIDING COMPELLING REASONING/JUSTIFICATION AND SUBSTANTIATION IN REGARD TO THE PROPOSED PROJECT AND CURRENT NEED(s)</li> <li>• OUSTANDING DATA AND DESCRIPTIONS PROVIDED</li> <li>• EXCEEDING APPLICATION NEEDS/REQUEST</li> </ul>

