

# **Steuben County Coordinated Public Transit-Human Services Transportation Plan 2017 Update**

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*Steuben County Coordinated Transportation Plan*

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## Introduction

The Steuben County Coordinated Human Services Transportation Committee has prepared the following plan update to document current efforts and to provide an outline for future efforts to improve coordination of transportation services provided to all residents of Steuben County. This Steuben County Coordinated Human Services Public Transportation Plan (hereafter referred to as The Plan) is specifically prepared to comply with the regulations of the Federal Transportation Administration Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21). This bill replaces the former Safe, Accountable, Flexible, and Efficient Transportation Equity Act-A Legacy for Users (SAFETEA-LUs) mandate. MAP-21 mandates that projects for specific Federal Transit Administration (FTA) programs be derived from a “locally developed, coordinated public transit-human services transportation plan.” The FTA programs the Plan applies to are:

- Section 5310 – Enhanced Mobility of seniors and Individuals with Disabilities.
- Section 5316 – Job Access and Reverse Commute (JARC)- As part of MAP-21 5316 eligible expenses are now part of 5311-Formula grant Rural Areas.
- Section 5317 – New Freedom – As Part of MAP-21, 5317 eligible expenses have been combined with 5310 Enhanced Mobility of Seniors and Individuals with Disabilities.

See item III below, “Background Information on Federal Transit Programs and Recipients of Federal Program Funds,” for descriptions of these programs.

Steuben County also utilizes the FTA Section 5311 program. This program provides capital, planning and operating assistance to support public transportation in rural areas with populations less than 50,000.

This plan guides decisions regarding the funding of specific projects that receive funding through the Federal Transit Administration (FTA) and identifies decisions Steuben County government and key stakeholders continue to make to improve transportation systems and services to all residents while coordinating efforts among current transportation providers. The plan also needs to be flexible as solutions are found and developed in order to be effective as new needs are identified. The recommendations are intended to improve efficiency in the use of transportation resources in order to enhance access for clients, minimize duplication of service and provide more cost-effective service. Priority projects identified in the plan will be incorporated into the Mobility Manager’s and the Transportation Committee’s work plans.

Questions about the Plan or information presented here should be addressed to:  
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## Goals of the coordinated public transit-human services transportation plan are:

- To enhance the access of all people in rural areas to health care, shopping, education, employment, public services and recreation.
- To assist in the maintenance, development, improvement, and use of public transportation systems in rural areas and population centers.
- The committee will advocate for consistent, predictable funding levels that will sustain public transportation service long-term. Coordination among providers will help keep public transportation services cost effective and resilient.
- To encourage and facilitate the most efficient use of all Federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services.
- To improve the delivery of transportation services for the target populations.
- To generate efficiencies in operation that can lead to increased levels of service.
- To encourage cooperation and coordination among transportation providers.
- To increase efficiency and service by coordinating with regional entities to create a seamless transportation system.
- To provide a framework for project development and the allocation of financial resources.
- To provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

**Current Members:** Steuben County Planning Department, Department of Social Services, Employment Unit, Steuben County OFA, RSVP (Retired and Senior Volunteer Program), Project Care, NY Connects, Long Term Care Council, Steuben Senior Services Foundation, CSS Workforce NY, CSS Career Centers, Steuben Rural Health Network, Steuben Transit, Corning Erwin Area Transit, Arc of Steuben, Hornell Area Transit, First Transit, Chemung County Transit Specialist, C TRAN, Elmira Chemung Transportation Counsel, Arc of Schuyler, Veterans Administration of Bath, City of Corning, City of Hornell, Pathways, Inc., Pro Action of Steuben & Yates, Inc., Institute for Human Services, Steuben Coordinated Transportation Volunteer Driver Program, Medical Answering Service, (MAS), NYS Department of Transportation, Finger Lakes Medical Transportation, CBR Transport, Birnie Transportation, St. James Hospital, Ardent Solutions – formerly Allegany/Western Rural Health Network, self-advocates, private taxi owners, and Mobility Managers representing Allegany, Chemung, Schuyler and Steuben counties.

## History and background

### a. Community Profile

Steuben County is in the northernmost section of the Appalachian region, in rural, western New York. At 1,409 square miles, its population of 98,650<sup>1</sup> is concentrated in the eastern part in the Corning area, in the central region in the Bath area, and in the western part around the city of Hornell. (These centers are stretched out along Interstate 86/State Route 17 with 20 to 25 miles between each – see Attachment A: Steuben County Map).

There are 427.5 miles of road covered by public transit in Steuben County, which has a total of 3,147 roads all together, which means only 13.6% of our county roads are covered by public transportation.

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<sup>1</sup> Census 2010. <http://quickfacts.census.gov/qfd/states/36/36101.html>

While several transportation providers offer fixed-route services (see below), a majority of the county's residents live outside those lines, or even outside the allowable route deviations that providers may offer. Volunteer driver programs and human service agencies (below) try to meet the rest of the needs for residents who lack a car of their own or face other transportation barriers. There are pockets of poverty, elderly residents, and disabled individuals that are away from these major routes (see other county demographic maps included in the Attachments).

Although each of the population centers contain a portion of the county's poor, poverty is stretched out across the county and into its own less accessible areas: for example, 48% of the county's active public assistance caseload live outside those three areas and thus outside of existing transportation services.<sup>2</sup> Compounding matters, census data has shown that fully 9.8% of the occupied housing units in Steuben County have no private transportation available. (This figure is higher than the related figure for rural households nationally, which show that 7.1% of rural households do not own or have access to a vehicle.<sup>3</sup>) Local employers in manufacturing and health care complain that, sometimes, existing public transportation does not conform to the start and end times of common shifts. The lack of reliable access to transportation thus forms a significant barrier to employment, both from an employee's and an employer's perspective, as well as access to non-emergency medical appointments and other human service and social service programs. In reviewing the lists and limitation of providers, we note that what becomes most clear is that transportation services in Steuben are a patchwork quilt of public transit, public social service, nonprofit, faith-based, and volunteer providers working within their own area of the county, with their own clientele, or with service limitations of service hours, routes, or areas served. No one program comprehensively serves the entire county and services that there are still leave gaps or "white spaces" without reliable access to transportation services.

## **Coordination History and Accomplishments**

The "Final Report – Schuyler-Steuben Rural Transportation Needs Study," produced by the Schuyler–Steuben Transportation Committee in October 2002, outlined the need for transportation coordination in a wide area of the Southern Tier, including Steuben County. County transportation providers from public, private, nonprofit, and volunteer driver services formed the nucleus of the Steuben Coordinated Transportation Advisory Committee in 2005. The group created the *Steuben County Coordinated Public Transit-Human Services Transportation Plan*, prepared in June 2007, and updated in 2009 and 2012. This plan represents the third update since the creation of the original Plan in 2007.

The purpose of the original Plan was to identify ways to improve transportation services to persons with disabilities, older adults, and individuals with lower incomes in Steuben County. The Plan was updated in 2009 and the Steuben County Coordinated Transportation Advisory Committee (SCCTAC) was formed, and facilitated by the Institute of Human Services. The new committee supported an application for JARC and New Freedom grant funding to NYSDOT, creating a county Mobility Manager, placed through the Institute for Human Services, to assess needs and coordinate transportation planning with both public and private providers. The project was implemented in January 2010 and the Plan was again updated in 2012 and now again to cover all individuals in the county in 2015.

Since then, Steuben County Rural Mobility Management has performed or linked with community assessment activities, and developed transportation recommendations and solutions from the findings. These have included:

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<sup>2</sup> Steuben County Department of Social Services.

<sup>3</sup> Census 2000 figures, the most recent available for this statistic.

1. Joint planning with an “Aging in Place” services planning group, directed through the Steuben County Office for the Aging. Community analyses in 6 rural community areas that show transportation as the highest identified need.
2. Joint planning with other regional Mobility Managers and public and private transportation providers, to help direct non-emergency Medicaid transports along a Chemung-Steuben-Allegany-Monroe county corridor, to (block)-group appointments to specialists in Rochester and save counties hundreds of dollars in individual Medicaid transport payments for specialist services or procedures.
3. Coordinating with mobility management planners in Chemung County to pilot a state employee 511NY Ride Share program in Steuben and Chemung counties. The website was launched in July of 2014 and utilizes the 511NY system and the 2-1-1 Call Center through the Institute for Human Services, Inc. to link to each Mobility Manager as needed. Major partners include Chemung Schuyler Workforce NY and the Career Centers within. The Southern Tier Rideshare site can be found at [www.SouthernTierRideshare.com](http://www.SouthernTierRideshare.com). Also, partnering with the project are local employers with portals in development are Adecco and Gunlocke manufacturing. In 2015-2016 Steuben County has implemented the following employer portals: St. James Mercy Hospital, Sitel, Corning Painted Post School District, and Steuben Arc. There are 136 registrants utilizing the Steuben County Rideshare portal.
4. Development of a transportation survey, in spring 2010, that was included in a Job Fair sponsored by CSS Workforce NY, Corning Community College, the Chemung County Chamber of Commerce, the Corning Chamber of Commerce, Greater Southern Tier BOCES, NYS Dept. of Labor, Southern Tier Economic Growth, and WETM Channel 18. This job fair featured job openings by 113 employers and 6 training providers, and was open to the public – attended by an estimated 5,000. Findings have helped outline transportation employment planning needs. The most recent survey developed was sent out in December 2014 to Human Service agencies to gather needs and services provided to their clients. The results are due back mid-January to submit with this plan.
5. Coordination of non-emergency medical transportation scheduling, once offered by the Steuben County Department of Social Services is now being provided through the Steuben Coordinated Transportation Volunteer Driver Program through the Institute for Human Services. This is continuing to save the county money as rides are grouped and coordinated more efficiently. New HB scheduling software is also being used in the SCT Volunteer Driver Program to provide NEMT to Medicaid clients, seniors, and people with disabilities.
6. Steuben County Department of Social Services also utilized the SCT office for scheduling transportation for client medical appointments, public assistance recipients, and foster care families. This streamlined scheduling assistance has saved the county thousands of dollars in staff time, which has also been enhanced with the implementation of the new HB scheduling software.
7. Inclusion of volunteer driver programs into the “Give Help” volunteer connection and promotion service, contracted to the Institute for Human Services by the United Way of the Southern Tier. Resource development activities of the mobility management project have also focused on building funding for volunteer driver programs from local foundations.
8. In 2011; Development of a comprehensive route map and schedule, distributed widely through workforce centers, agency fairs, and community presentations, and supported by linkage with 2-1-1 Helpline information and referrals services, as well as an online ride resource site. In 2014 the Tri-county map was developed as a result of coordination of a sub-committee of the SCT Advisory Committee by Mobility Managers, transit organizations, Workforce NY and the Steuben County

Planning Department. Collaboration efforts across these regions resulted in this all inclusive map design. The map shows the connections of routes within Chemung, Steuben and Schuyler counties as well as key transfer points, workforce centers, health care and educational facilities. The map also gives transit information and information for each transit organization and refers people to the Need a Ride website for more detailed information at [www.needaride.info](http://www.needaride.info).

9. Promotion of “one-stop” transportation information through 2-1-1 Helpline and decals developed by the transportation committee were provided at no cost to all providers serving Steuben County. They are also visible in bus shelters and transportation hubs. The 2-1-1 decals are inspected and or replaced annually.
10. City of Corning Transportation center: The recent addition of the Corning Transportation Center as the county’s main hub is a welcome addition to the county’s transportation infrastructure. The Transportation Center was constructed by the City of Corning to consolidate transit services to a single site and to upgrade the City’s transportation facilities. The Center was constructed to serve City needs and has become a hub for regional transit systems. The Corning Transportation Center is located at 85 Denison Parkway East, which includes a terminal building (3,000 square feet) with seating, a ticket kiosk, rest rooms and vending, bus travel lanes and temporary parking slips (under the terminal canopy). The center is fully handicapped accessible, including walkable pathways and new curbing. Local services out of the Corning Transportation Center are provided by Corning Erwin Area Transit System (CEATS), Steuben County Transit, Chemung County Transit (C TRAN), and Schuyler County Transit. Long-distance coach services are provided by Coach USA/Shortline and Trailways. Visit this site for more; <http://www.gafferdistrict.com/tc.html>
11. Development of new route from Schuyler County to City of Corning. The expansion of Schuyler County Transit into Corning was made possible through partnerships with, NYDOT, Schuyler County, the City of Corning and The Arc of Schuyler. This route was a private exiting bus route The Arc of Schuyler operated for people who received support services through The Arc. Through the partnerships, The Arc was able to open portions of the route and expand some of their service to the public. The service terminates at the Corning Transportation Center where riders may connect with other bus services to CCC and beyond. Students of CCC who purchase semester passes receive free transfers on the CEATS and C TRAN routes that travel to CCC.
12. The Steuben County Mobility Manager developed and is promoting a Travel Training program to assist seniors and people with disabilities to learn how to access public transportation to support quality of life and mobility independence. The program is flexible and is offered as a group or individual trainings and is being offered to all individuals regardless of age. Travel training has been well received by local organizations and individuals. In 2016, 68 individuals were travel trained.
13. The Steuben County Mobility Manager also developed a Bus Buddy program to assist new transit riders to promote public transit use for the general public, job seekers and also to promote mobility options for seniors. Steuben County RSVP is partnering in the program for recruitment of Bus Buddies and also helps in marketing the program for recreational use as well as independence.
14. The Steuben County Mobility Manager has been assigned to updating all route information for public transit routes into the new 511NY WDMS system with GTSF information. Currently all updated route information is updated on the Need-a-Ride website with links to each transit system.
- 15.

## Funding – past and current

### Federal Transit Programs and Recipients in Steuben County

The following is a brief description of the three Federal funding programs that were covered by the SAFETEA-LU mandate which requires a coordination plan such as the one presented here.

- a. FTA Section 5310 made funding available to meet the needs of elderly persons and persons with disabilities for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary para-transit services. Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities. Federal share for capital projects (including acquisition of public transportation services) is 80%. The program is administered in New York State by the New York State Department of Transportation (NYSDOT). Capital assistance is provided on an 80 percent Federal, 20 percent local matching basis. Examples of capital expenses include but are not limited to buses and vans. In New York State, private nonprofit agencies are eligible to receive program funding, and must demonstrate that they are a participant in local transportation coordination efforts.
- b. FTA Section 5316 Job Access and Reverse Commute (JARC) was a formula grant that provided funding for local governmental authorities and agencies, and non-profit entities that offered job access and reverse commute services to transport low income individuals to and from job training, for child care, and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Job Access grants also financed capital projects and operating costs of equipment, facilities, and associated, capital maintenance items related to providing access to jobs; promoted use of transit by workers with nontraditional work schedules; promoted use by appropriate agencies of transit vouchers for TANF (Temporary Assistance for Needy Families) recipients and eligible low income individuals; and promoted use of employer-provided transportation. For Reverse Commute grants, the following activities were eligible -operating costs, capital costs and other costs associated with reverse commute by bus, train, carpool, vans or other transit service. Eligible activities for JARC funding include late-night and weekend service, guaranteed ride home service, shuttle service; expanded fixed-route public transit routes; demand-responsive service; ridesharing and carpooling activities; transit related aspects of bicycling; local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides; marketing promotions for JARC activities; supporting the administration and expenses related to voucher programs; using Geographic Information System (GIS) tools and/or implementing Intelligent Transportation Systems (ITS); integrating automated regional public transit and human service transportation information, scheduling and dispatch functions; deploying vehicle position-monitoring systems; and establishing regional mobility managers or transportation brokerage activities. The Federal/local share is 80/20 for capital projects which include Mobility Management operations, and 50/50 for operating projects. *(Section 5316 no longer exists under MAP-21 and funding has been combined for rural areas under Section 5311 Rural formula grants).*
- c. Section 5317 New Freedom was a Federal transit formula grant program to encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. Funds could be used

for associated capital and operating costs to provide the new services. Examples of projects and activities that might be funded under the program include, but are not limited to: purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs; providing paratransit services beyond minimum requirements (3/4 mile to either side of a fixed route), including routes that run seasonally; making accessibility improvements to transit and intermodal stations; supporting voucher programs for transportation services offered by human service providers; and supporting Mobility Management and coordination programs among public transportation providers and other human service agencies providing transportation. The Federal share for the net project capital cost of a project was up to 80 percent, and not more than 50 percent of the net operating cost of a project. In conjunction with the JARC grant noted above, in January 2010 a New Freedom grant to develop a Mobility Management program for Steuben County was awarded to The Institute for Human Services. The initial grant period covered calendar years 2010-2011.

Beginning with calendar year 2012 the application process for funding both Sections 5316 JARC and 5317 New Freedom was a combined application. An application was submitted by The Institute for Human Services to continue the Mobility Management program for calendar years 2012 -2013 and runs through June 2015. *(Section 5317 no longer exists under MAP-21 and funding was been combined for rural areas under Section 5310).*

*The next round of funding due March 2<sup>st</sup>, 2015 will fall under Federal Section 5311 program (Public Transportation in Non-urbanized Areas) Title 49 U.S.C. 5311 and combines services previously covered in Sections 5310, 5316 and 5317 into 5311 and is eligible for up to 80% federal funding. The "Consolidated Application" includes a new funding program under MAP-21 called the Appalachian Development Public Transportation Assistance Program (ADPTAP) for operating, capital and planning assistance in 14 eligible counties of which Steuben is eligible.*

It has been the finding of the SCT Advisory Committee that these funds be applied for in subsequent years to ensure the continued availability of Mobility Management services to continue collaboration across the county and beyond.

## **Transportation Services or Resources**

### *i. Public Transit Providers*

1. Arc of Steuben
2. Steuben County Transit
3. Hornell Area Transit (HAT)
4. Corning Erwin Area Transit System (CEATS)
5. C TRAN (formerly Chemung County Transit)
6. Schuyler County Transit

### *ii. Human Service Agency Transportation Providers*

1. Steuben Coordinated Transportation Volunteer Driver Program
2. Faith In Action
3. Project Care
4. Pathways, Inc.

5. Arc of Steuben
6. Steuben County DSS
7. VA Medical Center – Bath (DAV)

*iii. Private Transportation providers*

1. Terp's Enterprises
2. Birnie Transportation Services
3. Finger Lakes Medical/Lundy Services
4. CBR Transport
5. Isaman's Taxi
6. Ithaca Transportation dba Totem Taxi
7. Short Line/Coach USA
8. Luxury Limo – Medical Travel
9. County Cab
10. Hometown Taxi
11. Pioneer Taxi
12. Prattsburgh Bus Lines
13. Vets One Taxi

**Public Transit Providers:**

Steuben County Transit, Arc of Steuben, C TRAN, Hornell Area Transit, and Corning Erwin Area Transit are the prime transit system in the county. Chemung and Schuyler also have routes coming into the new Corning Transportation hub and going up to Corning Community College. In all there are currently six public transit providers operating in Steuben County. All are currently part of the Steuben County Coordinated Transportation Advisory Committee (Steuben CCTAC) Plan.

**Human Service Transportation Providers:**

**Arc of Steuben - Annual Service Overview:** 360,000 miles driven and 77,000 trips *Service*

*Description:* For over 35 years, the Arc of Steuben has been providing transportation services to the elderly and people with disabilities. The transportation department operates under the name of Steuben Area Rides and provides transportation to Arc programs and various other human services agencies as well as transportation to non-emergency medical services. Steuben Area Rides offers public transportation throughout Steuben County on four of its nine routes.

- **Pathways, Inc.** is a not-for-profit agency providing a variety of services/programs for disabled individuals in both Chemung and Steuben counties. Transportation services are provided to Pathways program participants only. These services include transport to and from program, recreation, medical, and personal related activities. They also meet the daily transportation needs of individuals living in Pathways' community residences. Pathways, Inc. currently operates 19 vehicles in Steuben County, which includes standard cars, minivans and wheelchair accessible vehicles. However, much of the fleet travels through multiple Counties to meet the transportation needs of program participants. They contract with private contractor, Bernie Bus, for all of their school program transportation.

- **Faith In Action** – 92 volunteers

*Annual Service Overview:* 60,000 miles driven, 4800 hours logged, and 4500 trips.

*Service Description:* "Transportation for elderly (over 60) with no other transportation available in most of Steuben County, with exception of central area (Bath, Hammondsport, Avoca, and so on) where another

volunteer caregiving program serves. Office hours are M-F 8:30 – 4:00, but transportation is provided whenever needed, so long as the volunteer is willing and able.”

- **Project Care – Annual Service Overview:** 20 drivers = provided 740 trips to 36 different Recipients. Service Description- Volunteer drivers transport individuals age 60+ to non-emergency medical appointments, food related transports, and other essential services such as pharmacies and banking in the Greater Bath area. We work jointly with Faith in Action to provide service throughout Steuben County. Provides door through door assistance to recipients of service. Serves the greater Bath area only, weekdays from 8:30am – 5:00pm. Other programs offered; friendly visiting, grocery shopping services, telephone reassurance, respite, etc.

- **IHS Coordinated Transportation Service – 67 volunteer drivers**  
*Annual Service Overview:* In 2016; 1,069,547 miles driven, 37,890 volunteer hours, 10,857 transports provided.  
*Service Description:* “Volunteer Drivers transport anyone in need of transportation to non-emergency medical appointments and food related transports. Time of operations for office staff is 8:00am – 5:00pm M-F, but the transporters could be arranged outside those hours.  
In addition to providing rides for Steuben County OFA clients and people with disabilities, we are also a vendor for non-emergency Medicaid transportation.

- **Bath Veterans Administration Medical Center – VTS Program = 13 drivers, 9 permanent, 4 Temporary.** Annual Overview 2013: 307,660 miles driven/1,165 unique patients transported  
Service Description: Provide 2 daily shuttles to Buffalo and one daily shuttle to Syracuse for Veterans with valid medical appointments. Provide door to door special mode transportation to qualified Veterans after an approval/consult process is completed. Provide transportation for all inpatients on an emergent and non-emergency basis if possible.

## Identified Needs

### Process/Methods of Assessment

The Steuben County Mobility Manager and the Steuben County Coordinated Transportation Advisory Committee (Steuben CCTAC) employ a series of activities to provide both periodic and ongoing assessments of community transportation needs. Methods include:

16. Ongoing: Steuben County Coordinated Transportation Advisory Committee (SCCTAC) meets quarterly to assess progress towards completing identified objectives, and assess local needs or challenges of both providers and riders or community members. Besides providing an ongoing forum for problem identification and discussion of resolutions, SCCTAC has standing agenda items (and subcommittees) to bring up Unmet Needs and strategize individual and systemic solutions.

SCCTAC Subcommittees include or have included; New routes for Demets, Tri-County Map, Marketing and Communications, DOH/MAS Fixed Route issues, Survey Development, SCT Plan Update Development, and grants.

17. Linkage: The Steuben County Mobility Manager is involved in community assessment activities, where the needs for transportation for areas of the county, or for special populations, invariably result. One such example is the “Aging in Place” community projects, of five areas within Steuben County,

analyzing needs of and barriers to seniors' desires to remain living independently in their homes. When such other needs assessments direct attention to transportation, the Mobility Manager serves as the liaison with transportation providers.

18. Steuben County Planning Assistance: The Steuben County Mobility Manager will assist the county planning department in the study of the entire public system and find efficiencies, funding sources, funding changes, etc. that would help identify underserved or un-served areas and collaborate on how to serve them. The Mobility Manager will also be assisting with the Bicycle Pedestrian projects and studies for safe and age friendly communities.
19. Direct Community Survey: To gain a better understanding of transportation needs within a community or a subpopulation, the Mobility Manager and Steuben CCTAC perform direct surveys of clients or community members. One recent example is a survey of employers to gain better understanding of employees' barriers to employment presented by transportation.
20. Direct Provider Survey: Both public transportation providers and private human service or volunteer driver programs are surveyed annually to gauge transportation barriers of their riders or clients, agency capacity-building needs, and staff/volunteer training requests.
21. Other methods as required  
Identified Needs and Ranking as new opportunities arise, such as social media, websites, etc.

## **Steuben County Transportation Needs Assessment – Public Providers**

### Special Events Planned:

### Training Interests:

- Defensive driving (required: 6 hours every 3 years, per driver)
- Smith System driver improvement (required: 6 hours initial, plus remedial, per driver)
- Wheelchair securement (required: 1 hour per year per driver)
- Drug and alcohol updates (required: 1 per year per driver)
- Fire drills (required: 1 per quarter per driver)
- Customer service training, as needed
- RTAP training modules/CTAA conferences
- Fatigue awareness
- Safety and basic training for drivers
- Dementia Awareness training

### Additional Interests:

#### *Resource and Infrastructure:*

- There is a need to explore Steuben County support (or even CSS Workforce NY) for transportation system (requested by HATS).

- There is a need for assistance with JARC application(s) for Hornell to Bath route, and from Bath to major employers both in Steuben and in neighboring counties.
- There is a need to advocate for all modes of transportation vehicles to adhere to NYS inspection standards.
- There is a need to advocate for driver's safety standards for all modes of transportation.
- There is a need for increased driver recruitment (drivers aging out) and the increase in assigned rides to Medicaid clients.
- There is a need for uniform requirements in the selection of all drivers, possibly including some medical criteria.
- There is a need for assistance with completing 5310 applications and support letters.
- There is a need for increased or improved marketing of transportation services (especially: to Tops, Wegmans, etc. to help subsidize routes to and from senior centers, for a shoppers' bus).

#### Public Providers Underserved Populations and Unmet Needs:

- There is a need to increase transportation options for those undergoing dialysis treatments. There is the need for collaborations with health care facilities to coordinate trips better.
- There is also a need to help serve our veterans who are looking for transportation to get to the Bath VA medical hospital. Bath VAMC is looking at the development of a new bus to meet existing transit services of Chemung, Schuyler and Steuben counties at the Corning transportation hub. Rideshare is also being considered to bring together Veteran volunteer drivers with fellow Veterans that need rides to specific grouped appointments.
- There is a need for transportation options for those who need assistance in and out of the vehicle and also the need for drivers who can assist the clients.
- There is a need to increase transportation options for employees who work after-hours or on other shifts – Southern Tier Rideshare has addressed this.
- There is a need to study park and ride locations across region 6, official and unofficial.
- Southern Tier Rideshare project between Chemung and Steuben, there is a need to increase employer participation.
- There is a need for subsidized or assisted transportation for low income bus fare reimbursement, to support employment and living in targeted communities.
- There is a need to provide assistance to seniors to go grocery shopping and pick up pharmaceuticals, especially since Medicaid only covers trips to the Dr.'s offices for medical visits. Possibility of utilizing a DSS van to transport seniors from specific areas on certain days of the week.

#### Other:

- There is a need for continued assessment of services to check on cutting back or consolidating resources when possible, as well as expanding them when needed
- With recent developments in the Medicaid redesign, there is a need for involvement with the DOH/MAS working groups.

- There is a need for training in the new 511NY Trip Planner tool to be able to adjust transit routes throughout Steuben County.
- There is a need to develop low income employment transportation solutions within Steuben and contiguous counties.

*Additional Interests:*

- There is a need for continued Mobility Management guidance and coordination with public transit systems to progress toward one seamless transportation system, which includes exploring new fare box collections systems and technology.

## **Steuben County Transportation Needs Assessment – Volunteer Driver Programs**

Special Events Planned:

- A combined event is scheduled for spring of 2017 for volunteer driver recruitment with Steuben County OFA, RSVP and Steuben Coordinated Transportation Volunteer Driver Program.

Training Interests:

- Staff and board retreat focusing on how best to maximize energy and resources (for Faith in Action)
- Different forms of advertising (especially for Project Care and Steuben Coordinated Transportation)

Additional Interests:

*Resource and Infrastructure:*

- There is a need for increased publicity for services.
- There is a concern about program staff being stretched too thin with involvement in peripheral activities, committees, boards, etc., rather than focusing on program operations

*Underserved Populations and Unmet Needs:*

- For those needing special accommodations, service is still very limited.
- There is a need for additional transportation services in the private/volunteer provider sector for elderly people, people with disabilities and those that utilize wheelchairs.
- There is a need to explore expanding services for weekend transportation. Lack of availability for any social networking for individual's confines people to their home other than necessity medical appointments, mental health appointments and getting groceries.

*Other:*

- Information sharing continues to be a priority

## **Other or General Needs Identified Through Other Means/Other Providers**

**Resource and Infrastructure:**

- Transportation services in general, throughout the county, require additional promotion to reach those who need transportation but who are unaware of services in their area.
- Volunteer driver programs meet a crucial need, but are dependent on the availability of pools of drivers; continuing and expanding a volunteer recruitment and retention plan for all three major

volunteer driver programs to build program capacity and increase the number and types of trips that drivers provide to the elderly and disabled is needed to maintain services, let alone grow them.

- There remains a need to include more of the human service agencies, including those which provide some transportation, private citizens, and taxi operators in the needs, coordination, and implementation process.
- The need to continue the mobility management coordination of local and regional public, private, and nonprofit transportation providers, and the planning of services across sectors, remains a high priority for our community.
- There is a need to identify public and off the grid park and ride locations across the county to coordinate with the Southern Tier Rideshare efforts.

## **Underserved Populations and Unmet Needs:**

- One of the most significant unmet needs identified to date has been the residents living outside the significant population centers in the County – rural areas as well as small hamlets.
- Transportation to employment for the economically disadvantaged continues to surface as an unmet need.
- For those needing special accommodations, service is still very limited. There is a need for additional transportation services in the private/volunteer provider sector for elderly people, people with disabilities and those that utilize wheelchairs.

## **Objectives and Strategies**

**Objective: Build the effectiveness of the Steuben County Coordinated Transportation Advisory Committee through team-building, effective communication and facilitation, planning, and resource development.**

*Identified Need(s) Addressed:* Information sharing and coordination between providers; inclusion of all providers, including human service agencies, in planning; promotion of special events, trainings; application/resource development support to gain new resources or complete applications.

*Strategies:*

- Continue to facilitate regular planning meeting of Steuben County Coordinated Transportation Advisory Committee (Steuben CCTAC) members, identifying additional stakeholders and including them in transportation assessment and planning; special target to include representatives from human service agencies that provide transportation “in-house” for special client populations.
- Continue to support the Mobility Management coordination of transportation assessment and planning, across all sectors, locally and regionally.
- Further establish the Steuben CCTAC as the central body for review and approval of all transportation-related grant and planning projects in Steuben County.
- Identify and address unmet transportation needs or underserved areas within the county, and develop access plans with available providers.
- Identify additional resources that will expand access to transportation or enhance transportation options in Steuben County.
- Coordinate regional transportation efforts with other Mobility Managers in neighboring counties.
- Develop the current unmet needs assessment protocols, of Steuben CCTAC, to accommodate public input from a ridership advisory council.

**Objective: Enhance the ability of transportation providers to develop transportation solutions in Steuben County through the analysis of key assessment and unmet need data**

*Identified Need(s) Addressed:* Increase transportation options for those undergoing special or ongoing medical treatments (e.g., dialysis, chemotherapy, etc.); increase transportation options for employers/employees through Rideshare, alternate times/routes; explore transportation subsidies for those with low incomes or living in targeted communities; additional private/volunteer transportation services for people in wheelchairs or needing special accommodations; assessment of and service provision to residents living outside the significant population centers in the County – rural areas as well as small hamlets; continued or continual assessment of services/needs

*Strategies:*

- Further integrate transportation-related resources for the aging population and persons with disabilities into the 2-1-1 Helpline/Steuben Coordinated Transportation database.
- Establish direct outreach and assessment with employee assistance programs, human resource associations, HR departments, regional union representatives, and individual employees calling with transportation needs, to collect and integrate their perspective on potential transportation related service improvements.
- Further integrate transportation-related resources for job-related support into the 2-1-1 Helpline/Steuben County Coordinated Transportation database.
- Promote existing transportation providers within communities to meet unmet or anticipated need, including recommendations for new routes, route deviations, van pool/Dial-a-Ride initiatives (building on assessment currently underway) service hours, and cross-system scheduling that connects the public to transportation best able to meet individual needs.
- Tie in with medical providers, exploring possibilities of block appointment scheduling, and scheduling volunteer transportation services around regions of high need or for special need among client populations (e.g. dialysis, cancer treatment, etc.).
- Develop and support the public route between Bath and Hornell.
- Continue to support the operational infrastructure of public providers, including regular and necessary upgrades of vehicles, to ensure safe, efficient operation of services.

**Objective: Build the base of support for volunteer driver service recruitment and retention, and for public driver safety and training**

*Identified Need(s) Addressed:* Volunteer driver recruitment and retention; public provider driver recruitment and retention

*Strategies:*

- Serve as liaison with services and agencies that recruit volunteers, to promote volunteer driver programs and communicate their need to eligible recruits and utilizing one-stop access to volunteer opportunities.
- Work with volunteer driver programs to identify volunteer incentives, coordinated training, and other approaches.
- Develop and support plans for the recruitment, training, and retention of public provider employees.

**Objective: Develop marketing and outreach strategies to continue promotion of a Single Point of Contact for transportation information and referral**

*Identified Need(s) Addressed:* marketing of transportation resources/services

*Strategies:*

- Direct additional planning and resources to develop the *Steuben County Coordinated Transportation* branding and logo for local public and volunteer providers.
- Implement call transfer capability to transfer calls received by the 2-1-1 Helpline contact center directly to the transit system or human service agency that is recommended to provide the ride.
- Promote the new Need a Ride website on the RTAP platform.
- Promote training and special events that help increase the profile of transportation services, and the quality or retention of the driver workforce.
- Promote Travel Training workshops to all agencies across the county.

**Objective: Develop transportation enhancement through technology development and management**

*Identified Need(s) Addressed:* Marketing of transportation resources/services; Rideshare and route management technology development.

*Strategies:*

- Develop an integrated website describing and connecting to the transportation services provided in the County. Link database and GIS technology for enhanced online service that outlines available transportation routes and links an individual's needs with the most suitable provider; explore smartphone applications that will feature and promote local transportation options.
- There is a need to develop and print transit route brochures, pamphlets, etc. as the needs arise.
- Incorporate route management software (selected in 2011) into the service delivery and transit planning of both public and private providers; maintain program server and licenses.
- Incorporate GIS-based planning into service delivery and transportation assessments of all county transit services, including volunteer driver programs.
- Support the implementation, promotion, and marketing of the state's rideshare information service, which has selected Steuben and Chemung counties as rural pilot. areas, to increase employability through increasing transportation options.
- Support more frequent safety inspections for the fleet of all vehicles involved in various transports.

## **Authorization Process and Updating Protocol**

This plan is developed by the Steuben County Mobility Manager, reviewed and finally approved by the Steuben County Coordinated Transportation Advisory Committee, and submitted to the Steuben County Legislature for a formal vote. It is then submitted to the NYS Department of Transportation. It will be updated through this process at least every four years.

Meeting minutes of Steuben CCTAC, which include up-to-date information regarding services and needs, will become part of this plan for purposes of needs assessment, prioritization, planning, and service review, upon approval of the meeting minutes by a quorum of Steuben CCTAC voting members.

## **Appendices**

**Equipment Inventory**

**Steuben County Tri-County Maps (front and back)**

**Steuben County Map (disability and affordable housing overview)**

**Steuben County Map (senior population distribution)**

**Steuben County Map (poverty distribution)**

**Steuben County Map (workforce/distance distribution and major employer locations)**

**Steuben County Coordinated Transportation Advisory Committee Voting Members Listing**

**SCCT Advisory Committee Meeting Minutes**

## Appendices

### Equipment Inventory – Arc of Steuben / Steuben Area Rides updated 12/19/2016

Arc of Steuben / Steuben Area Rides										
Vehicle No, (e.g Vin)	Vehicle Make	Model Year	Vehicle Type	Date Acquired (mm-yyyy)	Seating Capacity	Vehicle Condition (good, fair, poor)	Current Odometer reading (miles)	Wheel Chair Positions	Radio Equipped (Y/N)	Funding for this vehicle?
262	Dodge	2012	Grand Caravan		6	Good		n/a	N	N
243	Ford	2010	E350	Jan-10	8	Fair	215,599	2	N	5310
244	Ford	2009	E450	Dec-09	17	Fair	264,048	2	N	5310
247	Freightliner	2010	Champion Bus	Jun-10	22	Fair	209,598	5	N	5310
248	Freightliner	2011	Champion Bus	Jan-11	24	Fair	163,715	3	N	5310
249	Freightliner	2011	Champion Bus	Jan-11	24	Fair	179,490	3	N	5310
277	International	2015	Champion Bus	Sep-14	24	Good	72,174	3	N	5310
278	International	2015	Champion Bus	Sep-14	28	Good	66,262	3	N	5310
281	Ford	2015	E450	Sep-15	19	Good	50,462	2	N	5310
282	Ford	2016	E450	Sep-16	19	Good	50,017	2	N	5310

### Equipment Inventory – HAT updated 12/21/2016

HAT Equipment Inventory												
Vehicle #	Vehicle Make	Model Year	Type	Date Acquired	Seating Capacity	Condition	Odometer	Wheelchair	# Wheelchair positions	Radio Equipped	Vehicle use status	Funding
32	Ford	2008	Bus	Jun-08	20 - 16/2	F	193553	Lift	2	Y	A	5311
33	Ford	2010	Bus	Mar-10	20 - 16/3	G	211877	Lift	3	Y	A	5311
34	Ford	2010	Bus	Mar-10	20 - 16/3	G	228388	Lift	3	Y	A	5311
35	Ford	2010	Bus	Mar-10	20 - 16/3	G	213364	Lift	3	Y	A	5311
36	Ford	2011	Bus	Apr-11	20-2/6	G	115404	Lift	6	Y	A	5311
37	Ford	2011	Bus	Apr-11	20-2/6	G	125827	Lift	6	Y	A	5311
38	Ford	2013	Bus	Dec-12	20-14/3	G	81564	Lift	3	Y	A	5311
39	Ford	2013	Bus	Dec-12	20-14/3	G	105062	Lift	3	Y	A	5311
43	Ford	2010	Bus	Mar-10	20 - 16/3	G	161890	Lift	3	Y	A	5311
44	Ford	2010	Bus	Mar-10	20 - 16/3	G	155919	Lift	3	Y	A	5311
46	Ford	2011	Bus	Oct-10	24-18/2	G	109088	Lift	2	Y	A	5311
47	Ford	2011	Bus	Oct-10	24-18/2	G	130553	Lift	2	Y	A	5311
48	Ford	2011	Bus	Oct-10	24-18/2	G	130420	Lift	2	Y	A	5311
50	Ford	2013	Bus	Dec-12	20-14/3	G	98951	Lift	3	Y	A	5311
51	Ford	2016	Bus	Jan-16	18-14/2	G	27972	Lift	2	Y	A	5311
52	Ford	2016	Bus	Jan-16	18-14/3	G	22781	Lift	3	Y	A	5311
53	Ford	2016	Bus	Feb-16	18-14/3	G	23115	Lift	3	Y	A	5311

**Equipment Inventory – Steuben County Transit and Corning Erwin Area Transit System Updated 12/21/2016**

Steuben County Transit															
Location Number	Agency Vehicle Number	Year	Make	Model	VIN	Current Odometer	Vehicle Type	Vehicle Length (In Feet)	Seating Capacity	Wheelchair Positions	Fuel Type	Condition	Vehicle Status	Ownership Code	Largest Source of Funding for Purchase/Lease of Vehicle
1	1507	2011	FORD	E450 ELDORADO	1FDFE4FS9ADB01507	282,417	BU	28'	18	2	Gasoline	4	1	1	
1	1508	2011	FORD	E450 ELDORADO	1FDFE4FS0ADB01508	256,076	BU	28'	18	2	Gasoline	4	1	1	
1	2244	2011	INTERNATIONAL		5WEASSKM4BH332244	212,601	BU	30'	23	2	Diesel	4	1	1	
1	95056	2008	Thomas Bus	2008	1T7YR2E2981295056	461,911	BU	40'	41	2	Diesel	4	1	1	
1	3679	2016	Eldorado	Arrivo	4UZAEDT1HCHZ3679	8,342	BU	38'	33	2	Diesel	1	1	1	

Corning Erwin Area Transit																
Location Number	Agency Vehicle Number	Year of Manufacture	Make	Model	VIN	Current Odometer	Vehicle Type	Vehicle Length (In Feet)	Seating Capacity	Wheelchair Positions	Fuel Type	Condition	Vehicle Status	Ownership Code	Largest Source of Funding for Purchase/Lease of Vehicle	Out of Service for More Than 14 Days (Yes or NO)
1	16870	2011	FORD	E450 SUPER DUTY	1FDFE4FS6BDA16870	280,268	BU	28'	17	2	Gasoline	4	1	1		No
1	19472	2011	FORD	E450 SUPER DUTY	1FDFE4FS9BDA19472	209,517	BU	28'	17	2	Gasoline	4	1	1		No
1	19473	2011	FORD	E450 SUPER DUTY	1FDFE4FS0BDA19473	204,733	BU	28'	17	2	Gasoline	4	1	1		No
1	32248	2011	International	3200 ELDORADO	5WEASSKM1BH332248	158,531	BU	30'	21	2	Diesel	3	1	1		No
1	32258	2011	International	3200 ELDORADO	5WEASSKM4BH332258	140,027	BU	30'	21	2	Diesel	3	1	1		No
1	4001	2014	CHEVY	EXPRESS VAN G4500	1GB6G5BG4E1191649	55,267	BU	28'	21	2	Gasoline	2	1	1		No
1	4002	2014	CHEVY	EXPRESS VAN G4500	1GB6G5BG7E1201011	44,199	BU	28'	21	2	Gasoline	2	1	1		No
1	4003	2014	CHEVY	EXPRESS VAN G4500	1GB6G5BG1E1189633	27,276	BU	28'	21	2	Gasoline	2	1	1		No

**Equipment Inventory-Pathways, Inc.**

Pathways, Inc. Master Vehicle List 12/2016							
LOCATION	VEH ID	YEAR	MAKE	MODEL	MODEL2	SEATS	CONDITION
Admin	A-5	11	Suzuki	SX4	AWD	5	GOOD
County Contract	AT-3	17	Ford	Fusion S	CAR	5	GOOD
County Contract	ET-3	15	Dodge	Grand Caravan	MV	5	GOOD
County Contract	ET-4	17	Ford	Fusion S	CAR	5	GOOD
B2H	B2H-1	16	Dodge	Grand Caravan	MV	6	GOOD
Coming	CDH-1	14	Goshen GCII		W/C FLEXIBLE	8/2	GOOD
Coming	CDH-2	13	Ford	350 CUTAWAY	W/C FLEXIBLE	8/2	GOOD
Coming	CDH-3	13	Ford	351 CUTAWAY	W/C FLEXIBLE	8/2	GOOD
Coming	CDH-4	15	Chevrolet	EXPRESS	12 PASS	12	GOOD
Coming	CDH-5	15	Chevrolet	EXPRESS	12 PASS	12	GOOD
Coming	CDH-7	06	Ford	E350	12 PASS	12	FAIR
Coming	CDH-8	15	Ford	Transit 350 XL Low Roof Wagon 148 in. WB	12 PASS	12	GOOD
Coming	CDH-20	06	Ford/Ph	E350 Cutaway	W/C3	7	FAIR
Coming	CDH-22	06	Ford/Ph	E350	W/C3	6	FAIR
Coming	CDH-27	08	Ford/Ph	Cutaway E350	W/C3	6	FAIR
Coming	CDH-37	07	Chevrolet	Express Van G3500	12 PASS	12	FAIR
Coming	CDH-38	13	Dodge	Caravan SE	MV	7	GOOD
Coming	CDH-40	13	Ford	E350 Cutaway	W/C FLEXIBLE	8/1	GOOD
Coming	CDH-41	16	Toyota	Sienna	ALL WHL DR	7	GOOD
Coming	CDH-42	16	Dodge	Grand Caravan	MV	7	GOOD
Coming	CDH-43	16	Dodge	Grand Caravan	MV	7	GOOD
Comm Hab	CHP-1	10	Dodge	Grand Caravan	MV	7	FAIR
CONABLE	CH-1	15	Chevrolet	Express3500	12 PASS	12	GOOD
CONABLE	CH-4	12	Ford	Fusion	CAR	4	GOOD
Clara St	CS-3	14	Dodge	Grand Caravan	MV	7	GOOD
Davis Rd.	DR-5	15	Elkhart	Coach ECII	W/C FLEXIBLE	8/2,6/3,4/4	GOOD
Davis Rd.	DR-6	05	Chrysler	Town & Country	MV	7	POOR
Davis Rd.	DR-7	16	Dodge	Grand Caravan	MV	7	GOOD
Broad Street	EH-1	13	Ford	E350 Cutaway	W/C FLEXIBLE	8/1	GOOD
Broad Street	EH-12	06	Ford/Ph	E350	W/C2 or 5	8	POOR
Broad Street	EH-14	06	Ford/Ph	E350	W/C3	6	POOR
Broad Street	EH-16	07	Chevy	E350- Passenger Van	12 PASS	12	POOR
Broad Street	EH-23	06	Ford/Ph	E350	W/C4	6	POOR
Broad Street	EH-26	06	Ford/Ph	E350	W/C4	6	POOR
Broad Street	EH-27	01	Eldor/cy	3500 Cutaway	W/C3	4	POOR
Broad Street	EH-28	16	Dodge	Grand Caravan	MV	7	GOOD
Broad Street	LS-1	14	Ford	D350	12 PASS	12	GOOD
Broad Street	LS-10	12	Chevrolet	Express	12 PASS	12	GOOD
Broad Street	LS-12	15	Ford	Transit	12 PASS	12	GOOD
Broad Street	M-17	16	Chevy	Silverado	Pick Up	2	GOOD
Forest Drive	FD-7	08	Ford/Ph	E350	W/C4	6	FAIR
Forest Drive	FD-8	13	Goshen GCII		W/C 4/2	8/4	GOOD

Pathways, Inc. Master Vehicle List 12/2016							
LOCATION	VEH ID	YEAR	MAKE	MODEL	MODEL2	SEATS	CONDITION
Field St	FLD-4	09	Ford	E350	W/C3	4	FAIR
Field St	FLD-5	14	Dodge	Grand Caravan	MV	7	GOOD
Family Sprr	FMS-4	10	Dodge	Grand Caravan SE	MV	7	FAIR
Family Sprr	FMS-7	08	Dodge	Grand Caravan SE	MV	5	FAIR
Family Sprr	FMS-8	12	Dodge	Grand Caravan	MV	7	GOOD
Fass Rd	FR-7	08	Dodge	Grand Caravan SE	MV	5	FAIR
Fass Rd	FR-8	16	Dodge	Grand Caravan	MV	7	GOOD
First St.	FS-5	14	Dodge	Grand Caravan	MV	7	GOOD
First St.	FS-6	15	Dodge	Grand Caravan	MV	7	GOOD
lake Breeze	LB-3	12	Ford	Fusion	CAR	4	GOOD
lake Breeze	LB-4	16	Dodge	Grand caravanAVP/SE	MV	5	GOOD
Maint Brian	M-10	04	Ford	E250	CARGO	2	POOR
Maint Nate	M-12	04	Ford	E250	CARGO	2	POOR
Maint Don Shedden	M-13	04	Ford	E250	CARGO	2	POOR
Maint Kirt	M-14	10	Ford	E250	CARGO	2	FAIR
Mobile Crisis Unit	MCU-1	15	Ford	Fusion	Car	5	GOOD
Mobile Crisis Unit	MCU-2	15	Ford	Fusion	Car	5	GOOD
Meads	MC-5	08	Ford/Ph	E350	W/C4	6	FAIR
Meads	MC-6	10	Ford/	E350	W/C5	2	FAIR
TFC	TFC-5	13	Dodge	Caravan SE	MV	7	GOOD
TFC	TFC-6	13	Dodge	Caravan SE	MV	7	GOOD
TFC	TFC-7	16	Dodge	Grand Caravan	MV	7	GOOD
TFC	TFC-8	16	Dodge	Gransd Caravan	MV	7	GOOD
TBI	TBI-2	05	Chrysler	Town & Country	MV	7	FAIR
TBI	TBI-9	04	GMC	G3500 Cargo	W/C2	4	FAIR
TBI	TBI-11	04	Eldor/fd	E350 Cutaway	W/C3	8	POOR
TBI	TBI-12	13	Dodge	Grand Caravan	MV	5	GOOD
TBI	TBI-13	05	Chrysler	Tow n & Country	MV	7	FAIR
HCBS WAIVER	W-1	14	Ford	Focus	CAR	5	GOOD
HCBS WAIVER	W-3	14	Dodge	Grand Caravan	MV	7	GOOD
HCBS WAIVER	W-4	14	Dodge	Grand Caravan	MV	7	GOOD
HCBS WAIVER	W-6	14	Dodge	Grand Caravan	MV	7	GOOD
HCBS WAIVER	W-13	13	Dodge	Grand Caravan	MV	7	GOOD
HCBS WAIVER	W-14	16	Dodge	Grand Caravan	MV	7	GOOD
HCBS WAIVER	W-15	16	FORD	FOCUS	CAR	5	GOOD
HCBS WAIVER	W-16	17	Dodge	Grand Caravan	MV	7	GOOD
WRAP	WRP-1	10	Ford	Focus	CAR	5	FAIR
WRAP	WRP-6	10	Ford	Focus	CAR	5	FAIR
Wilson	WS-2	04	Ford	E350	W/C2	4	FAIR

DD Residential/ Day Hab = A residential site that transports people to their respective programs as well as all transportation for appointments, shopping, recreation, home visits etc. DD Day Hab =Developmental Disabilities Day Habilitation program vehicles that provide a.m. and p.m. fixed route transportation as well as transportation to outings throughout the day as scheduled by the program supervisor.

TBI Day Hab = Program vehicle that serve people with Traumatic Brain Injury. The program provides door to door a.m. and p.m. transportation to program participants as well as outings throughout the program day as scheduled by the program supervisor.

DD Residential = Developmental disabilities residential site that provides all transportation for appointments, shopping, recreation, home visits etc.

MH Residential = A residential program that is designed for youths with a mental health diagnosis. The residence provides transportation for all aspects except for to and from school.

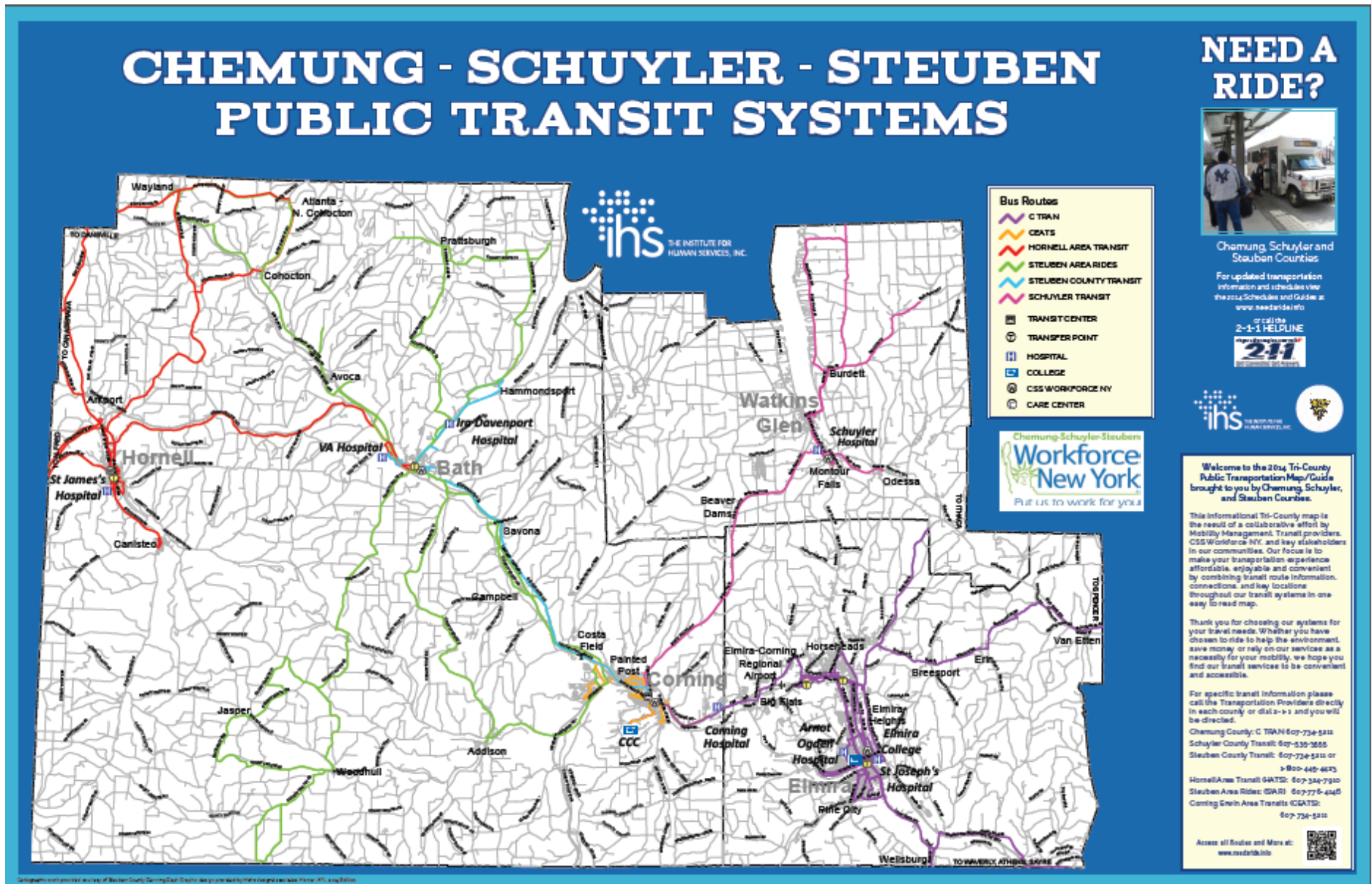
Recreation = Family Support program designed to take people with developmental disabilities to community outings and recreational events.

\*Bus, Van, Car, Truck/SUV or Other

@None, Lift, Ramp, or Other

#Active, Spare or N/A (for vehicles NOT used to transport passengers, such as administrative and service vehicles)

## Attachment A - Tri-County Map



# CHEMUNG - SCHUYLER - STEUBEN PUBLIC TRANSIT SYSTEMS



**Hornell Area Transit**  
(607) 324-7910  
www.hatrides.com

HAT is a Public Transportation service operating 5 Public routes daily, including some weekend service. The inner city of Hornell and also runs to the towns of Alford, Almond, Bath, Canastota, Canaser, Cohasset, Danville and Wayland. Day care is accessible on all vehicles. Dial-A-Ride is available. Wheelchair accessible service is available on all vehicles.

**Corning Erwin Area Transit System**  
(607) 734-5233  
www.corningtransit.com

CEATS is the public transportation service dedicated to providing safe, convenient and affordable transportation. Frequent service is provided to Corning Community College, work centers, health clinics, Gubins Hospital, retirement homes, shopping centers, restaurants, and entertainment areas in Corning, Painted Post, Gang Mills, and Coopers Plains.

**Public Routes:**  
Corning Community College  
East Corning-Gibson  
Northside  
Southside  
Coopers Plains-Gang Mills-Painted Post

**Terminology:**  
Route Deviation: A fixed-route transit service that will deviate 3/4 of a mile from its normal route for permitted pick-up. Additional costs apply. Not available on express commuter routes. Please call ahead to arrange.

**Flag Stop System:** Passenger may board a bus at any safe place along fixed route simply by waving bus down.

**Steuben Area Rides**  
(607) 776-4146  
www.arcofsteuben.org

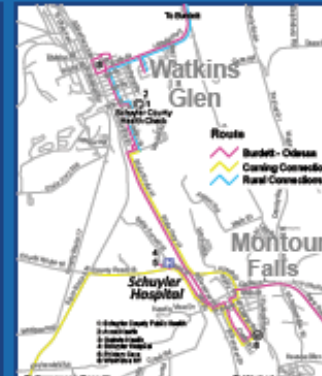
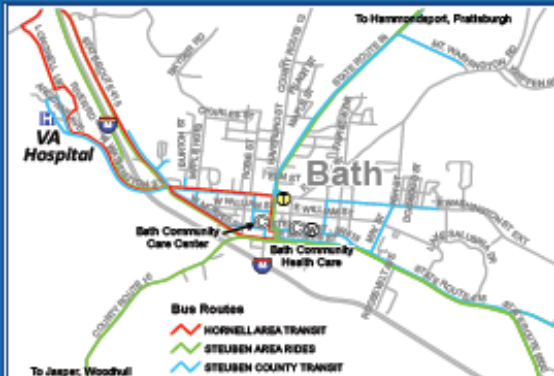
Provides transportation to Arc programs and various other human services agencies, as well as transportation to non-emergency medical services. Steuben Area Rides offers public transportation throughout Steuben County on four public routes.

**Public Routes:**  
Addison-Bath  
Jasper-Troupsburg-Bath  
Prattsburg-Bath  
Wayland-Bath

Fares vary based on route and service. Dial-A-Ride service is available.

**Terminology:**  
Fare: Amount of money required each time upon boarding; passenger must provide exact change when using cash.

**Fixed Route:** Service provided on a repetitive, fixed-schedule basis along a specific route.

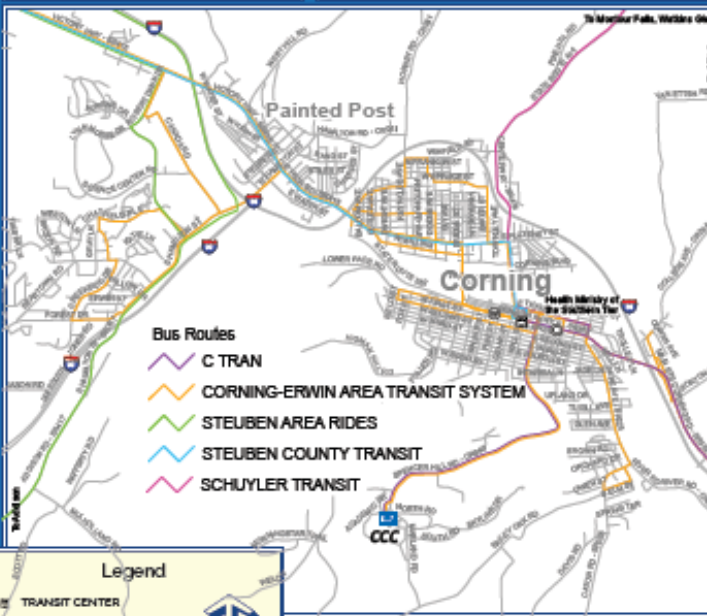


**Schuyler County Transit**  
(607) 535-3555  
www.schuylercountytransit.org

Serving the villages of Burdett, Montour Falls, Odesa, and Watkins Glen and areas of Schuyler County. Schuyler County Transit is committed to providing safe, convenient and affordable transportation. Stops are made at Schuyler Hospital and Primary Care, Wal-Mart in Watkins Glen, Tops/DVS, and the Human Services Complex in addition to many other convenient boarding and departure points.

**Public Routes:**  
Burdett-Odesa-Burdett  
Watkins-Coming

**Travel Training:** Individualized training that gives riders the skills to travel safely and independently on public transportation. For a trainer serving your county Dial-A-Ride 1-800-345-2211.



**Legend**

- TRANSIT CENTER
- TRANSFER POINT
- HOSPITAL
- COLLEGE
- CARE CENTER
- WORKFORCE CENTER

**Steuben County Public Transportation**  
1-800-445-4423  
www.stauben-transit.com

Steuben County Public Transit System is dedicated to providing safe, convenient and affordable transit within Steuben County.

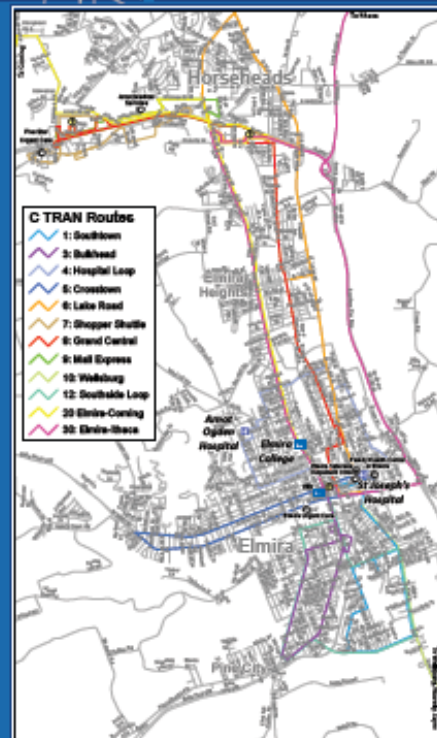
**Services For:**  
Village of Bath  
Bath-Hammondport-Bath  
Bath-Coming-Bath

**Chemung County - CTRAN**  
(607) 734-5233  
www.ridectran.com

**Convenient**  
Free Shopper Shuttle  
g local routes service Elmira and the towns of Chemung County  
Commuter routes to Ithaca, Corning, and Sayre, PA

**Accessible**  
All buses are equipped with ramps or lifts  
Dial-A-Ride Service is available for those who qualify

**Public Routes:**  
Southtown  
St. Joseph's Hospital Loop Bulkhead  
Arnot Ogden Medical Loop Golden glow  
Lake Road  
Free Shopper Schedule  
Grand Central  
Mall Express  
Willsburg-Waverly-Sayre  
Southside Loop  
Elmira-CCC  
Elmira-Ithaca-Cornell University

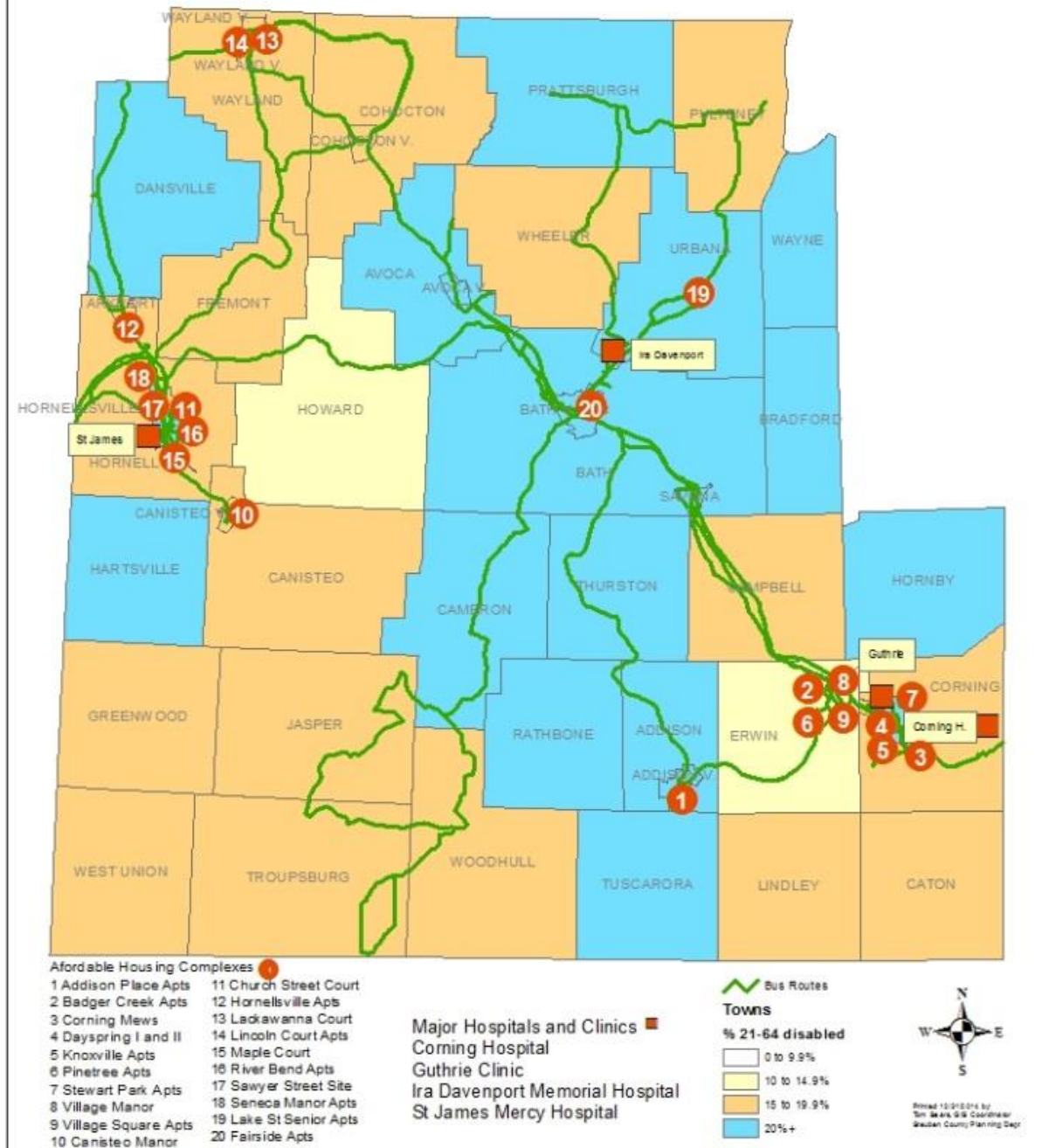


**TIPS for Transit Riders:**

- Signal to the driver that you wish to board the bus in a safe place for bus to stop. Use clear hand signals.
- Always have correct change and give driver exact fare or show appropriate bus pass
- Reserve seats for elderly and people with physical disabilities. Take your seat quickly and quietly and be courteous to other passengers.
- Place baggage or other items you are carrying on your lap. If you place on seat, please remove for passengers who wish to sit.
- Do not bring pets or animals on the bus; only service animals are permitted.

# STEUBEN COUNTY

## Percent age 21 to 64 who are disabled



# STEUBEN COUNTY

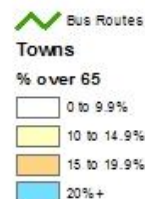
## Percent over age 65



- Affordable Housing Complexes**
- |                       |                        |
|-----------------------|------------------------|
| 1 Addison Place Apts  | 11 Church Street Court |
| 2 Badger Creek Apts   | 12 Hornellsville Apts  |
| 3 Corning Mews        | 13 Lackawanna Court    |
| 4 Dayspring I and II  | 14 Lincoln Court Apts  |
| 5 Knoxville Apts      | 15 Maple Court         |
| 6 Pinetree Apts       | 16 River Bend Apts     |
| 7 Stewart Park Apts   | 17 Sawyer Street Site  |
| 8 Village Manor       | 18 Seneca Manor Apts   |
| 9 Village Square Apts | 19 Lake St Senior Apts |
| 10 Canisteo Manor     | 20 Fairside Apts       |

**Major Hospitals and Clinics**

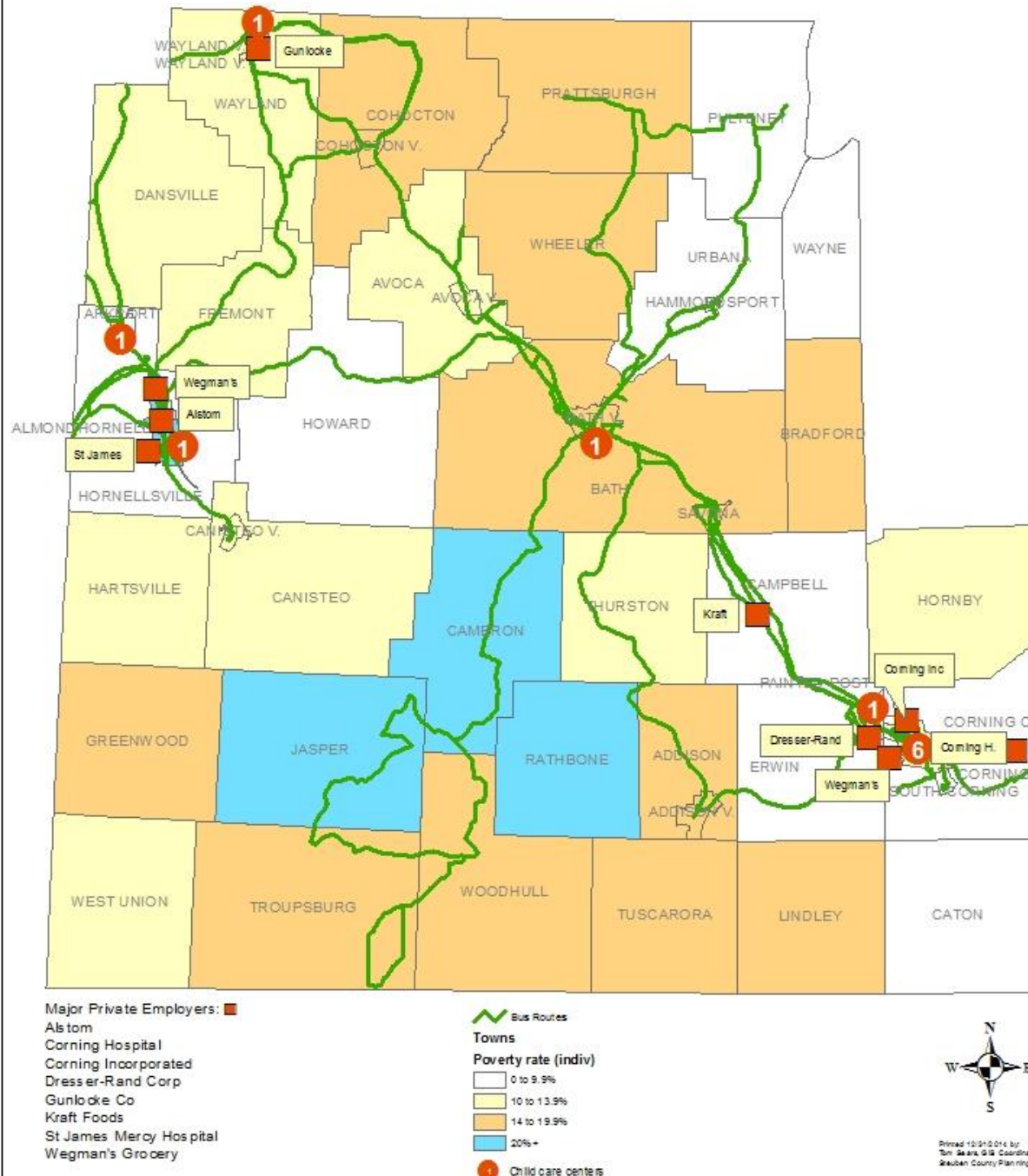
- Corning Hospital
- Guthrie Clinic
- Ira Davenport Memorial Hospital
- St James Mercy Hospital



Printed 10/24/2014 by  
Tom Sears, GIS Coordinator  
Steuben County Planning Dept.

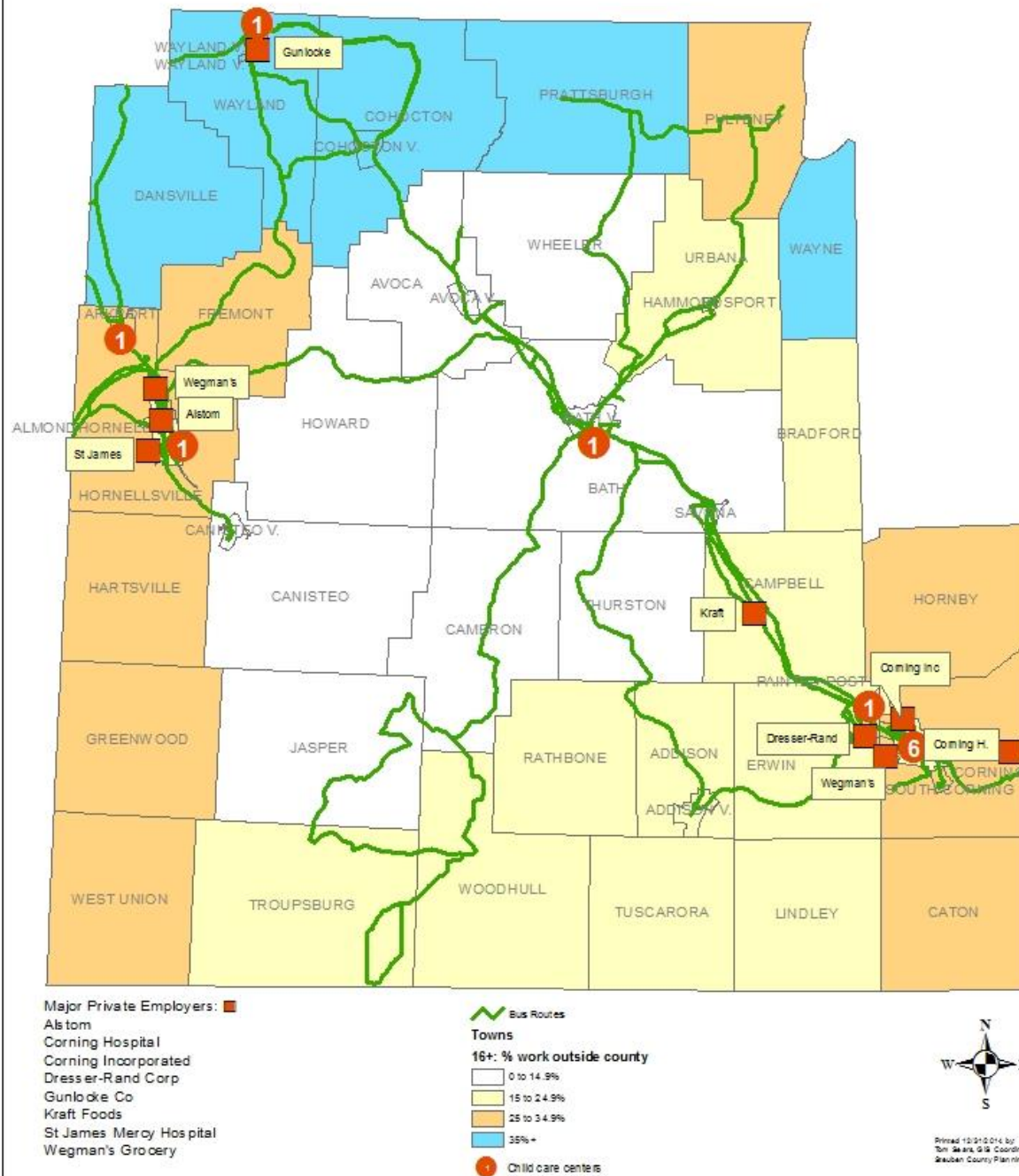
# STEUBEN COUNTY

## Poverty rate, individuals in poverty



# STEUBEN COUNTY

## Age 16+ who work outside the county



## Steuben County Public Transit- Human Services Coordinated Transportation Advisory Committee

<b>Member</b>	<b>Member Affiliation</b>	<b>Category</b>
Allison Pierce	IHS Coordinated Transportation	Non-Profit
Amber Simmons	Schuyler Cty. Mobility Manager	Non-Profit
Amy Dlugos	Director, Steuben County Planning Dept.	Human Services
Anne & Seth Corwin,	Hornell Area Transit	Public
Art Jones	Birnie Transportation	Public/Contracted
Dan Nichols	Pathways, Inc.	Human Services
Bill Piatt,	NYS DOT	State
Bob Raj	Seniors Helping Seniors	Public
Carma Frey	Totem Taxi	Public
Carol Wood	2-1-1 Helpline, IHS	Human Services
Olga VanOsdol	CSSWFNY Director	Human Services
Christine Towner	RSVP	Human Services
Mathew Mehlenbacher	Steuben Area Rides	Human Services/Public
Tracey Yorio	Steuben Area Rides	Human Services/Public
Jill Kline	Steuben Area Rides	Human Services/Public
Jim Arey	Elmira-Chemung Transportation Council	Public
Jim Gorman	District Manager, First Transit –C-TRAN	Public
John Reel	NYSDOT	State
Kathleen Brodbeck	St. James, Hornell	Public
Kathy Burnes,	Project Care Coordinator, Steuben OFA	Human Services
Jacki Woolett,	Rural Health Network, IHS	Human Services
Kelly Vangelder	Bath VA Mobility Manager	Veterans Administraion Human Svs
Joy Williams,	Steuben Rural Health Network/IHS	Human Services
Kim Courtney	Hornell Transit - HATS	Public
Larry Kaminski,	Allegany MM	Human Services
Laura Rossman	ProAction of Steuben and Yates - Director	Human Services
Lisa Baker	Steuben County Department of Social Services	Human Services
Lise Reynolds	Steuben Cty. DSS	Human Services
Lori Gilbert	CSSWFNY	Human Services
Karen McKinley	First Transit	Public
Nicole Walker	NY Connects Coordinator	Human Services
Pat Rogers	Institute for Human Services	Human Services
Steve Dennis	City of Corning	Public
Tess McKinley	Catholic Charities Steuben - Bath	Human Services
Tina Hager	Chemung Cty. Transit Specialist	Public
Amanda Boyer	Chemung County Mobility Manager	Human Services
MJ Savino	Keuka Water Taxi	Public Water Taxi
Daniel Porter	CSSWFNY	Human Services
John Prospero	Steuben Area Rides	Human Service/Public Transit
Amy Rusak	ProAction of Steuben and Yates - Director	Human Services
Belinda Hoad Chair	IHS Mobility Management	IHS
<b>Voting Members</b>		
Revised 12/2016 BH	41	

SCCT – Meeting Minutes for 2012 to 2014

Steuben Coordinated Transportation Advisory Committee

July 26th, 2012 1:30pm – 3:00pm

Institute for Human Services

**Present:** Belinda Vogt (Pathways); Patty Baroody (NY Connects/SCOFA); Allison Payne (IHS-SCT-VP); Amber Simmons (Schuyler Co. MM); Amy Dlugos (Steuben Co. Planning); Tina Hager (Chemung Co. MM); Linda Tetor (SSSF); Carol Wood (IHS-2-1-1); Anne Corwin (HATS); Kevin Williams (IHS); Debra Gleason (Arc of Steuben); Paul Abray (Chautauqua Area Regional Transit); Cynthia Nea (Chau. Co. Resource Center); Cindy Phillips (Chau. Co. Resource Center); Mark Geise (Chau. Co. WIB); Kelly Duby, MM and Patrick Rogers (IHS)

1. Welcome & Member Updates

Around the tables

**MM:** Welcome and introductions.

**Pathways:** nothing to report

**NY Connects:** Keeps growing. Last month was the highest volume month ever (I&R on long-term care)

**IHS-SCT:** noting to update

**Schuyler MM:** Nothing to update

**Steuben Planning:** Buses are getting their wraps done – look great. Also, there have been complaints about downtown Bath's bus stop in front of the convenience store. Discussion is around moving the Shortline stop, encouraged by adding a bus shelter, to the municipal parking lot.

**Chemung MM:** Jim and Mike were unable to attend because of a co-occurring transit workshop. Also, all 3 transit systems operating in Chemung are having their websites updated. Will integrate trip planning, other services, integrated with Google Maps; also will be able to do surveys from the public. Also will have editing capability to make quicker, cheaper website changes. Finally, bus that goes to the candy factory has changed its schedule to accommodate 3 shifts – a needed change that will expand service and access. Finally, summer service – participating in Strong Kids, Safe Kids in the Chemung Co. fairgrounds on Aug. 18<sup>th</sup>.

**Chautauqua MM:** Looking to integrate/build MM services and relationships with other regional MMs.

**SSSF:** Looking to build services with seniors – Urbana surveys had a 50% return rate, a very high participation. Transportation continues to be the highest need expressed by those

surveyed to see what is needed to age in place in the community. Another need identified consistently was care transitioning, ex. when people return from the hospital, services to keep them from needing to be readmitted to the hospital: getting prescriptions, groceries, etc. during recovery.

Chautauqua Transit: intro.

IHS-211: nothing special to update.

HATS: Gearing up for the 30<sup>th</sup> year service celebration. On Aug. 14<sup>th</sup>, there's a co-sponsor, with Allegany Co. to sponsor a travel training – showing program coordinators how to help show others how to access and ride public transit – reading schedules, entering and exiting, using wheelchair access, etc. It's an 8-hour program; attendees will be certified as travel trainers afterwards. It's being geared for Allegany and western Steuben. Also in planning is co-sponsorship of a Car Fit program – making sure that a car fits the person's needs of driving it (seat positioning, use of car features, etc.) The car fit will be held Sept. 15<sup>th</sup> in James St. Park. The week of Sept. 17<sup>th</sup>, there will be 5 days of bus riding, and giveaways – randomly selected, to promote service and honor riders, and in celebration of the HATS anniversary.

Arc of Steuben: Medicaid rides and rate problem, after 8 months, has been reinstated, so transportation has started again – helps with revenue, as well as for providing needed transport: “Back in business.”

2. Voting Members List

Kelly

**Kelly:** Dick Russell has requested to be removed from the list of voting members, for now; also, Lura Huckabone will be retiring soon, and also will be removed from the list, too.

**Discussion:** Mike will be the voting member from First Transit. (Others will still come to the meeting.)

3. Updated Policy & Procedures Manual & Website

Kelly

**Kelly:** We're looking to start to fill the subcommittees outlined in the policy manual.

**ACTION:** We will send out the notice of the subcommittees by e-mail to members, and look to have people select the committees that they wish to join. (Linda: Marketing. Carol: Marketing. Kevin: Grant. HATS: Grant. Pathways: Grant. Planning: Grant. First Transit: Marketing. Jim A.: Grants.)

4. Bus tokens for Human Service Agencies

Allison

**IHS-SCT** purchases bus tokens from providers; these are given out for distribution through Catholic Charities Turning Point sites. We're looking to clarify the eligibility process and distribution practice to serve the most critical needs.

5. Software Update – RFP Process

Kevin

**Kevin: The route scheduling software project's bid notice went out last week, with proposals due back by Aug. 15<sup>th</sup>. The plan is to review the proposals and select an appropriate provider by the end of August, with installation, testing, training, and so forth completed by the end of the year, at the latest. Arc of Steuben and IHS will be part of the proposal review team; others will be invited as needed or interested.**

6. Rideshare - Update

Kelly

**Kelly: Project is still in development – downstate is designing the special needs to accommodate upstate interface. Tina added that, in Chemung Co., they have decided to go ahead with an RFP for a marketing/media consultant to take the marketing services of the Rideshare forward. They are looking to define the process, with Steuben, and then confer with state DOT staff. (RideShare is similar to "Zimride" used by Cornell – it facilitates carpooling.)**

7. Mobility Management Workshop – Aug. 8<sup>th</sup> 9am – 12pm

Kelly, Tina, Amber

**Aug. 8<sup>th</sup> – workshop, with 40+ people already signed up, to be held at Pathways. Guest speaker is Ray Weaver, from Way to Go; will present on options for transportation. The target audience is human service professionals, front-line staff, anyone who will be recommending transportation resources or service coordination.**

8. Extra "Need A Ride" Brochures

Kelly

***Action: It was noted that, in the brochure, the HATS description actually features the Arc Of Steuben route information. We will fix this for future printings.***

9. Proposed meeting dates:

Kelly

- September 27<sup>th</sup> 2012
- November 22<sup>nd</sup> 2012 – **this will be changed to accommodate Thanksgiving**
- January 24<sup>th</sup> 2013
- March 28<sup>th</sup> 2013
- May 23<sup>rd</sup> 2013 – **this will be checked with a transit meeting, around this time, in mind**
- July 25<sup>th</sup> 2013

10. Unmet Needs Review

All

**Other discussion: Chautauqua is looking for more info on 2-1-1, and also on the volunteer driver programs. (Discussion/info exchange after the meeting.)**

**\*Next Meeting: September 27<sup>th</sup> 2012 \*\***

**STEBEN COORDINATED TRANSPORTATION ADVISORY COMMITTEE MEETING**

*Thursday, September 27, 2012*

*1:30 p.m.*

*Conference Room*

*Institute for Human Services*

*Bath, New York*

**\*\*MINUTES\*\***

**PRESENT:** Kelly Duby, Steuben County Mobility Manager  
Kevin Williams, Steuben Rural Health Network/Institute for Human Services  
Patty Baroody, OFA/NY Connects  
Jennifer Oyer, St. James Hospital Dialysis Unit  
Allison Payne, Institute for Human Services  
Amy Dlugos, Director, Steuben County Planning  
Denise Bentley, Livingston County Transportation Broker  
Carol Wood, 2-1-1 Helpline/Institute for Human Services

**I. WELCOME**

Ms. Duby welcomed everyone and called the meeting to order at 1:30 p.m.

**II. AGENCY UPDATES**

**A. Steuben County Mobility Manager**

- ❖ Ms. Duby stated that she has been in the role of Mobility Manager for a couple of months. She reviewed her role as Mobility Manager.
- ❖ One of her goals is to increase volunteer recruitment. The numbers of volunteer drivers are decreasing as they are aging out. Ms. Wood commented that many of the agencies are struggling to get and retain volunteers. Part of it is due to the economic struggles. Mr. Williams commented that individuals who are on unemployment cannot volunteer as they would lose their unemployment benefits.

Ms. Bentley stated that in Livingston County they used to hold a volunteer fair. Thirty agencies created a "Day of Opportunity" for anyone in the County who were looking to volunteer. We just held our second event. In 2011 we had 60 potential volunteers walk through the doors. Everyone had funding issues this year and the number of participating agencies went from 42 to 28. We did charge the agencies a \$10.00 table fee. This year we had 24 potential volunteers. We did put together a survey for the agencies to fill out and we are hoping to get some feedback.

Ms. Duby stated the best volunteers will be word of mouth. Mr. Williams commented if that is the best source, then perhaps we could give incentives to our current drivers when they refer someone to be a volunteer. Ms. Duby asked do we have funds for incentives. Mr. Williams replied no, not now, but we could write a small grant. Ms. Wood commented that perhaps you could get donations. Ms. Oyer suggested working with the local churches and asking if they could put local volunteer opportunities in their bulletins.

- ❖ Ms. Duby stated that another of her issues is to look at unmet needs such as dialysis transportation and volunteer recruitment. Ms. Oyer stated that there may be a need in the future for a stretcher transporter. Ms. Payne stated another issue is wheelchair transport. Arc of Steuben/Steuben Area Rides and Birnie Transportation each have one wheelchair transport.

Ms. Wood asked what is the status of medical transports from the Southern Tier to Rochester. Ms. Bentley stated that was held up with Steuben County DSS. We were looking to fluctuate the hours/days that our shuttle goes. The cost is \$32.50 per month for Medicaid. Private pay is \$13.00/trip. We wanted to explore that again. We had RGRTA and that never came to fruition. She stated that the New York State Department of Health has a mandate that all county Medicaid transportation be brokered out in the near future. That may have also had something to do with this. We do have an RFP for a broker going out in November and we could be rolling that out in May. Ms. Duby stated every county is going to get the call from the Department of Health to discuss what will happen.

- ❖ Ms. Duby stated that over the past couple of months she has been working on finalizing the software RFP. We are down to one vendor, but want to do another follow-up. We are looking at scheduling software for the bus routes as well as for the volunteer driver program.
- ❖ Ms. Duby stated that they are working with Chemung County on the 5-1-1 call system and they did view a presentation together. Currently, 5-1-1 is mostly downstate. It was first designed to be used for an evacuation program. Now they want us to promote it more upstate. We are still looking at that and want to look at how it will integrate with 2-1-1.
- ❖ Ms. Wood stated that 5-1-1 is primarily an automated phone system. Part of the function is to help during a disaster with regard to notifying people of road closures and other pertinent information. The main difference between 2-1-1 and 5-1-1 is that 5-1-1 sets itself as a truly automated information system. With 2-1-1 we have people on the other end of the phone. Additionally the information on 5-1-1 is always up-to-date. You can go to 511ny.org and get a lot of information. From a rideshare perspective, you can contact 5-1-1 to see if there are other people going the same direction as you at the same time. Ms. Duby stated that she doesn't know how much buy in we would get for using the rideshare system. Ms. Wood replied it depends on the population and their willingness to share a car. Ms. Duby stated that we want to partner with our workforce and target area employers and start there. We have to look at where the employment will be. We will be looking at that whole process.

- ❖ Ms. Duby stated that she will be working on the Need-A-Ride brochure. She stated that Dan Porter from CSS Workforce NY may be interested in helping us (depending on availability of funding) to help fund a big fold-out map which will include Chemung, Steuben and Schuyler counties, and will show how the bus routes are inter-connected.
- ❖ Ms. Duby stated in October she will attend a training where she will become a certified travel trainer and will then be able to provide travel training.
- ❖ Ms. Duby stated that she is working with the other Mobility Managers to develop a regional map of doctors' offices and hospitals for medical travel, including the bus routes and times.

B. St. James Hospital

- ❖ Ms. Oyer stated that one of their concerns is that their clients need more door-to-door services. Ms. Duby stated our volunteer drivers are not allowed to help physically with getting people in and out of wheelchairs and into the car. Ms. Payne replied we don't want the client or the driver to get injured. Ms. Bentley stated with regard to door-thru-door transportation, we started those services in 2008 when the dialysis center opened in Livingston County. Medicaid pays for loaded miles. In the old days, Rochester Medical Transport came down and was happy to pick clients and take them to Victor for treatment. We had 12 clients going out of County. We applied for a New Freedoms Grant and did the door-thru-door service. Our looking nursing home has a physical therapist who donates time and we use that as a match for our New Freedoms Grant to train the bus drivers to move clients out from the house, to the bus and back to the house. We can do, but we don't have to do it for that many people. We also ask our clients for a voluntary contribution.

Mr. Williams asked if we were able to get a grant to do this, do we have a provider that could do this service? Ms. Payne replied we have two hospitals that provide dialysis; Corning and St. James. The providers would be ARC and HATS. Mr. Williams asked does the committee want to charge us with look at this? Ms. Payne replied that she thinks we should.

C. Planning Department

- ❖ Mrs. Dlugos informed the committee that she is working with the Village of Hammondsport and they are looking at putting the bus stop near the new apartment development. Their village department will install and maintain the bus stop.
- ❖ The Village of Savona is also interested in a bus shelter. They don't have a street department. She will be meeting with the Mayor to discuss this further.
- ❖ The capital money that we had applied for in March 2011 is just being approved. First Transit had wanted to purchase new fare boxes which would be easier to use with the token system.
- ❖ There have been issues with the rides for the Shortline bus. Currently the stop is in front of the convenience store on Liberty Street, but they were going to try to move it to the parking lot behind the stores.

### **III. SOFTWARE UPDATE**

Mr. Williams stated that the original grant included the route scheduling software. The grant was \$64,000 with a local share of \$16,000, for a total amount of \$80,000. We had originally submitted the grant at the behest of HATS, but they have decided they don't want this type of system. There were presentations from various vendors and we put out the bid and have received two responses. At the meeting to open the bids, one bid was way over budget and that was rejected. The second bidder was within budget and we are now asking them for more specific information. If they can show that they can meet our needs, they will get the award. If they cannot meet our needs, or if there are too many unknowns, we will reject the bid. There are many factors to be considered, and we expect to have a decision shortly. Ms. Duby stated that she plans to actually take the bus and experience the ride. She is hoping that the software will have the trip capability.

Ms. Duby adjourned the meeting at 2:45 p.m.

Respectfully Submitted by

Amanda L. Chapman  
Deputy Clerk  
Steuben County Legislature

#### **\*\*NEXT MEETING\*\***

*Thursday, November 15, 2012 @ 1:30 p.m.*

*Conference Room*

*Institute for Human Services*

#### **STEUBEN COORDINATED TRANSPORTATION ADVISORY COMMITTEE MEETING**

*Thursday, November 15, 2012*

*1:30 p.m.*

**\*\*MINUTES\*\***

**PRESENT:** Kelly Duby, Steuben County Mobility Manager  
Kevin Williams, Steuben Rural Health Network/Institute for Human Services  
Patty Baroody, OFA/NY Connects  
Allison Payne, Institute for Human Services  
Amy Dlugos, Director, Steuben County Planning  
Tom Sears, Steuben County GIS Coordinator  
Belinda Vogt (Pathways)  
Patrick Rogers, Institute for Human Services

**I. WELCOME**

Ms. Duby welcomed everyone and called the meeting to order at 1:30 p.m.

**II. MOBILITY MANAGEMENT UPDATES**

**A. Steuben County Mobility Manager**

- ❖ Ms. Duby stated that she has been reviewing distributed information about Steuben County routes for an update to the brochure and/or website. She has met with Mr. Sears, who has offered to provide or revise the Steuben County maps as needed.
- ❖ She has met with Steve Dennis regarding Corning's transportation center. This center should be fully operational by July 1<sup>st</sup>. Corning officials are looking at route scheduled, but also at comfort and convenience at the site itself, they are also looking at vendors.
- ❖ She has also met with Chemung county mobility management staff and CCC officials regarding needs of CCC student bus riders to and from campus.
- ❖ Meetings with other regional mobility managers have included a regional meeting, attended by representatives from 9 counties. At a more local recent meeting, John Reel, from NYS DOT, attended.
- ❖ Ms. Duby attended travel training in October and will incorporate the travel training information into future public presentations. This has already been started in a travel training presentation held at Lakeview Apartments. The strategy is to work with other human service agencies and program personnel, especially direct-service staff and case managers so that they can show clients how to look up public transit information and access services.
- ❖ She and other mobility managers are meeting with VQ staff from the Bath VAMC, Chemung County and Schuyler County to discuss improvements to transportation services provided by the VA, to better meet the needs of area veterans especially with Dialysis needs.

**B. Rideshare Program**

- ❖ Chemung and Steuben county mobility managers are continuing to develop the Rideshare program and pilot. There is a meeting scheduled for next week to outline the data objectives and marketing. Ms. Duby reported that IHS has been given a beta portal link to the 511NY system for the project and will ask IHS personnel to start entering information into it in order to test it. Mr. Rogers added that IHS is looking at how to offer its technology support to help, and also to add IHS's rideshare grant

funds to combine with Chemung's to help fund the project. This coordination is ongoing.

C. Medicaid scheduling and rate changes

- ❖ Ms. Vogt reported that Pathways staff are attending state meetings and staying on top of the Medicaid scheduling and rate changes proposed. Although nothing is made final, proposed changes could potentially change the whole way that the agency does transportation. Ms. Duby reported that the state Dept. of Health will soon issue an RFP for regional coordination of Medicaid transport scheduling. While early reports suggest that the department will look for proposals that regionalize scheduling for wide regions (~25 counties), IHS is exploring plans and talking with local stakeholders for the change to propose a three-county system, incorporating 2-1-1 and scheduling, and is being encouraged by Steuben's DSS commissioner to do this. Mr. Rogers said that more local control of scheduling has the potential to be more cost-effective and adapt to the needs of local citizens, who are known to county authorizing staff but not necessarily to those who would perform the service from a larger region.

D. Route scheduling software

- ❖ The process of final selection of an awardee for the bid for software procurement is still under way. Changing conditions and needs have affected the award timeline. IHS is in contact with the state DOT to outline needs and decide on a course to pursue.

E. Please Note: SCT Meeting dates have been changed to Wednesdays

- ❖ The meetings dates for our SCT Coordinated Meetings in 2013 to the following: January 23<sup>rd</sup>, March 27<sup>th</sup>, May 22<sup>nd</sup>, and July 24<sup>th</sup> – Location and time remain the same.

III. **AROUND THE TABLE DISCUSSIONS**

A. Steuben County Planning (Amy Dlugos)

- ❖ The department received notice that the 5311 federal transportation funding application is out, and due by the end of the year – earlier than normal. Funds are for capital costs related to routes and services (ex. buses, bus shelters, etc.) Arc of Steuben also gets some of this funding, and First Transit. She asked for providers to contact the department if there are any capital needs to add to the grant request.

B. IHS/Steuben Coordinated Transportation – Volunteer Program (Allison Payne)

- ❖ Ms. Payne has been working with Steuben County staff to increase transportation options for seniors. A possibility offered by DSS was to use one of the vans, now used for Adult Protective and mobile work crew transportation, to allow OFA clients additional trips for non-medical transports (groceries, etc.) during the hours that the vans are not used for their primary purpose. Ms. Payne examined the van that was offered, and noted that its design is not quite currently senior-friendly – large steps to enter and leave the bus, as examples. She is looking at different solutions. Ms. Dlugos notes that there are other departments with vans, including Cooperative Extension, and to check with Tom Thompson about this.

**Next meeting: January 23, 2013**

**STEUBEN COUNTY COORDINATED TRANSPORTATION ADVISORY COMMITTEE**

**Wednesday, January 23, 2013, 1:30 – 3:30pm**

**Institute for Human Services, Bath, NY**

**\*\*MINUTES\*\***

**Present:** Kelly Duby, Steuben County Mobility Manager  
Amber Simmons, Schuyler County Mobility Manager  
Belinda Vogt, Pathways  
Tina Hager, Chemung County Mobility Manager  
Amy Dlugos, Steuben County Planning Dept.  
Allison Payne, SCT Volunteer Driver Program  
Patty Baroody, NY Connects  
Carol Wood, 211 - IHS  
Patrick Rogers, IHS Executive Director  
James Gorman, First Transit  
Mike Steele, First Transit  
Kevin Williams, IHS  
Kyle Chedzey – guest, Lundy Services  
Anne Corwin, HATS (via phone)

**1. Welcome:**

Kelly Duby called the meeting to order 1:38pm and mentioned that Anne Corwin (HATS) requested to phone in to discuss her request for a letter of support. Anne was connected by conference phone to join the meeting.

**2. Introductions:**

Kelly introduced Amber Simmons, Schuyler County Mobility Manager, who provided an overview of the Medicaid medical travel takeover by DOH and reviewed the agenda with one change; Patrick Rogers wanted to address the SCT policy guidelines as to procedure that needs to be followed to obtain committee support. (Attached)

Overview of letter of support request: Patrick Rogers reviewed that one of the roles of SCT is to provide letters of support, but not as a rubber-stamp committee – and to be sure that partners participate actively so that we can speak to roles and needs in the community.

Suggested protocol for letters of support:

- those requesting letters be active participants in the committee (per SCT policy and procedure guidelines)
- request the letter ahead of the meeting
- provide a brief presentation at the meeting outlining the project request and need
- other SCT members will be sure that the project addresses a need outlined in the county plan

Anne Corwin (HATS) shared that her project is a continuation of the Bath Grant – transportation from Hornell to Arc's headquarters in Bath, for county workers at the County Office Building, for the public to come to the County Building, and to and from the Bath VAMC. The Bath-Hornell route is a vital route for public transit in the Steuben Community, and needs the funding from the grant to be able to continue. Service levels average around 80 riders a day, 27,000 annually. She requests a letter of support encouraging the continuation of the funding and the route for the next two years. The letter can come from the committee, and also individual agencies can write their letters of support as well, if they wish. Anne said she can provide samples if needed.

**Motion to approve** the request for the letter of support from SCT Advisory Committee: Amy Dlugos; Seconded; Allison Payne, All Approved. No Opposed.

**ACTION:** Anne will send the copy of the letter by fax to Kelly to adapt.

**ACTION:** Kelly will forward the sample letter to the whole SCT committee to adapt individual agency letters of support as desired.

**Medical Travel Presentation (Amber Simmons):**

The NYS Dept. of Health is currently proposing to funnel all medical travel requests to one regional center and dispatch accordingly. While a simple concept, the reality is not as simple: local systems, processes, and agencies, vary so much that it will take significant coordination. Also, downstate lack of coordination has not been matched by upstate conditions, where communities have forged coordinated processes by necessity.

DOH put out a bid for services to 18-24 counties. In the RFP, it was outlined that the winning bidder should take advantage of local services and processes. The winning bidder will serve roughly 31,000 Medicaid-enrolled clients who use transportation services – but that is about all the information that bidders were provided, to craft their bid service plans. These numbers were probably not inclusive of services provided through other rider coordination, and certainly did not include other riders along fee-supported routes, which can also be affected by rate changes, route changes, or service cancellations or deviations.

Amber noted that many people – including local legislators – do not know that this system is changing, and that the design could affect not just Medicaid riders, but those who use the routes supported by the funds to get to and from work. A call to action is to inform all stakeholders that we can about the proposed and possible changes, and to “bring it home” – detail how possible changes could affect riders, clientele, the workplace, and access to services.

One suggested strategy is to help provide an accurate impression of services is to help, through mobility management, by outlining the real numbers of Medicaid transports that are performed in a community. First Transit said that they have hired a consultant to help outline this, and SCT members giving information to this consultant could help craft an informed response.

Kelly said that John Reel, from NYSDOT, will be in the area next week, and can be consulted about this issue as well. Efforts are underway to collect information to bring to DOH.

As far as legislators, Kelly and Amber both sent informational letters to Senator O’Mara and Congressman Reed’s office.

**ACTION:** Kelly will send a copy of the letter to the committee so that each member organization can adapt and send if desired.

Jim Gorman suggested that an even more long-term action needed will be to meet with the winning bidder, who will be meeting county-by-county when they meet; if a county can have an outline showing needs and resources, local transportation perspectives, and outlining a best-practice suggestion, it will be the best that we can manage.

Specific information we should seek: describe agency and individual impacts of the possible system change, in talking points.

**ACTION:** Jim will send to Kelly some common data points that we can be sure to collect, analyze, and have on hand to guide both future discussion and best-possible implementation of the regional scheduling service when it comes.

**Steuben MM Updates:**

**Scheduling Software:** Kelly shared that IHS is ready to sign the final bid award and contract with HBSS for route scheduling software. Allison also noted that the program will coordinate the volunteer program, and the scheduling of county trips that her program oversees by county contract as well. Kelly also made special thanks to Steuben County for assistance with the required cash match for this project.

**511NY Southern Tier Rideshare Program:** Tina provided an update on 5-1-1 Rideshare: the state has provided an open-source template to Chemung and Steuben, as a pilot region, to adapt for local rideshare online adaption and use. Chemung and Steuben are pooling available funds to help target employers with this pilot project, obtaining a marketing firm to get out the message and develop use of the Rideshare system by employers and the public. Steuben is also looking to contribute in-kind services through both basic technology adaption, as well as linkage to and through the 2-1-1 call system for additional services.

**211 Helpline Chemung Transportation;** Update on the 2-1-1 and Chemung Transportation: Tina and Carol shared that there's also a project to incorporate the 2-1-1 system with additional or improved information for Chemung Co. residents who need transportation information. The project includes additional information, "warm transfers" to other providers, and tracking of unmet needs.

**Map 21 Update:** Kelly shared that "Moving Ahead for Progress in the 21<sup>st</sup> Century," (Map-21) is a new funding program that consolidates transportation programs. Among other things, Map-21 will end the old JARC program while noting these services eligible under Section 5307 and Section 5311 programs. Also, ends the New Freedom programs, but continues to fund these projects under the revised Section 5310 Program. The consolidation maintains requirements for locally developed coordinated public transit-human services transportation plans for Section 5310 program and Mobility Management continues to be a focus. More details are available on request.

**Need-a-Ride Update:** The Steuben site was down for a while after it was hacked by someone outside the country; it has been fixed and is being reposted and re-populated with updated information. Steuben route information is being updated on the site before being adapted for another hard-copy brochure printing. We are looking at re-printing the Tri-County brochure after the Corning Transportation hub is in place and all routes have been adjusted, but in the meantime the corrected brochure will be available on the Need-A-Ride site electronically.

**Additional Updates** from Committee Members and guests around the table discussions:

**Finger Lakes Medical Transportation/Lundy Services:** will be purchasing some new vans in the spring to serve primarily Medicaid clients. They are currently operating out of Watkins Glen and are serving Taylor Health Center in Bath with Dialysis transports.

**Pathways:** Belinda Vogt; still waiting on the 5310 application approval or denial.

**NY Connects:** Patty Baroody; new project this year, called Systems Integration – trying to make better connections with agencies that feed the long-term care system, in preparation especially for getting agencies trained and ready to handle clients suffering from dementia.

**Chemung Co. Mobility Management:** Tina Hager, C TRAN has its new website ready. Map 21 may be changing the future of mobility management services in and funding in Chemung County. Jim Arey has

moved into the Director of ETCT. Tina shared data report of year end activities. The Art show at the Elmira Transportation Center will run until end of June.

**First Transit District Manager** – Jim Gorman has a person familiar with the DOH situation and will help us get the word out to our legislators.

**First Transit Steuben County** General Manager Mike Steele: Five new vans for Dial – A – Ride and fixed route use that have the new logos on them. A grant has been submitted to replace the older white big bus. Have a new RFI for a new ITS system and will get us the information to jump in on the grant if interested.

**ACTION:** Mike will send a copy of the RFI out to share what kind of info/services may be available for other agencies who may want to opt in.

**Steuben Co. Planning:** Amy Dlugos finished an application for federal funds – new shelters, and publicity information. Amy shared the signage that will be provided at the shelters, which features promotion of 2-1-1 and Need-a-Ride as well.

**2-1-1:** Carol Wood – Reviewed some un-met need data collected and a brief discussion followed. New promotional stickers are available that feature QR codes for people to be able to scan with their phones and access 2-1-1.

**Review of Policy and Procedure Manual:** (Attached) Discussion around attendance and sub-committees.

**Three Subcommittees formed and assigned over all tasks:**

**Marketing and Communications:** oversee website content, brochures, social media and use of other communication tools to promote transportation. = Linda Tetor, Carol Wood, Tina Hager, Kevin Williams, Amy Dlugos, Belinda Vogt, Tess McKinley

**Grants and Proposals:** will bring grant opportunities to the Committee and members for review. The subcommittee may assist in gathering information for applications. = Kevin Williams, Amy Dlugos, Kelly Duby

**Route connections and scheduling:** will work on route connections including the addition of the new Corning Transportation Hub = Mike Steele, Amy Dlugos, Amber Simmons, Tina Hager, Kelly Duby, Tess McKinley

Meeting adjourned 3:15pm

Next meeting March 27, 2013

**STEBEN COUNTY COORDINATED TRANSPORTATION ADVISORY COMMITTEE**

**Wednesday, March 27, 2013**

**1:30 – 3:30pm**

**Institute for Human Services, Bath, NY**

**\*\*MINUTES\*\***

**Present:** Kelly Duby, Steuben County Mobility Manager  
Allison Payne, SCT Volunteer Driver Program  
Mackenzie Muller-Stratton, Mobility Management Specialist  
Belinda Vogt, Pathways  
Tina Hager, Chemung County Mobility Manager  
Amy Dlugos, Steuben County Planning Dept.  
Carol Wood, 211 - IHS  
Mike Steele, First Transit  
Kevin Williams, IHS  
Debra Burnham, Arc of Steuben Transportation  
Linda Tetor, Steuben County OFA  
Tess McKinley, IHS Communication Manager

### **1. Welcome & Introductions**

K. Duby called the meeting to order 1:36pm and introduced Mackenzie Muller-Stratton who joined the SCT Coordinated Transportation team on March 18<sup>th</sup>. Mackenzie will be assisting with scheduling for the volunteer drivers and also with DSS clients. In addition, she will be assisting Kelly with Mobility Management outreach efforts and information referrals funneling through the 2-1-1 HELPLINE.

2. Kelly also introduced the guest speaker Tess McKinley, IHS Communications Manager, who presented to the group and demonstrated the IHS website including the newly updated "Need a Ride" website; [www.needaride.org](http://www.needaride.org), which includes the updated Tri-County Brochure. The brochure has been updated with all current schedules and name changes for C TRAN. Also, K. Duby stated that all updated Steuben County route information has been sent to the WDMS person at DOT and has been uploaded into the 511NY Rideshare GIS program for future use in the Trip Planner and Carpooling piece of the software.

ACTION: The committee was asked to please review the brochure and inform Tess or Kelly if there was anything else that needed to be changed. It was stated that a re-printing of the entire brochure is still under discussion and the Marketing and Communications Sub-Committee will be looking into this and other options further.

Tess also showed the updated SCT Advisory Committee documents on the IHS website; <http://www.ihsnet.org/pages.asp?CatID=6&PageID=222> and a brief 2-1-1 demonstration was also given.

### **3. Department of Health NEMT Updates**

K. Duby handed out the suggested talking points and stated that based on conversations with other Mobility Managers around the region there really has not been a lot of detailed information coming from the DOH office. What is known;

- The Regional Coordinator will be announced in the near future.
- Once selected the RC will be setting up meetings to come visit each county to discuss what is already in place and working for our county and go from there.
- Information is being gathered regarding provider rates and DSS costs.
- A sub-committee was suggested to focus on these issues as they arise.

ACTION; K. Duby will send out more information soon and continue collaborations and meetings with the county in order to have accurate and compelling information ready for the DOH visit.

#### **4. Mobility Management Updates**

- K. Duby reported that training has begun on the HBSS scheduling software for use with our Volunteer Driver Program and DSS transports.
- The Tri-County Mobility Managers have been working on several projects together.  
Working Worlds – GST BOCES Event at C TRAN on March 26<sup>th</sup>  
The Leadership Event at CCC on 4/3  
The Regional Job Fair at the Domes in Horseheads on 4/23  
Corning Area Aging in Place – Panel discussion on 5/9

#### **5. Around the table Discussions**

Linda Tetor, Steuben Senior Services Fund, OFA, reported on Urbana and Pulteney Aging in Place project. She stated that transportation remains to be a top issue and barrier for many seniors in our community. The Pulteney project and OFA has partnered with the local grocery store and pharmacy in Hammondsport to provide delivery of groceries and prescriptions. This has been a huge help for homebound seniors.

Amy Dlugos, Steuben County Planning Department reported that the new bus shelter has gone up in Hammondsport and is very nice. She also brought has new cling signs for all of the bus shelters and the new QR code stickers for the Need-a-Ride website were applied. Amy has also been working with Mike Steele to find funding for fare boxes. She has also been working with Debra Burnham by helping them put in a lift for an Arc of Steuben bus and she has also completed the County 5311 application.

Carol Wood, IHS stated she recently presented a webinar to a national audience sponsored by CTAA (Community Transportation Association of America) on AIRS (Alliance of Information & Referral Systems), our professional association, regarding the value of AIRS to one-call centers specifically using the taxonomy for classifying resources. It is supposed to be archived and available on-line soon. She is also moving ahead with the Chemung County transportation project and the Rideshare call center service in connection with the IHS 2-1-1 HELPLINE center.

Belinda Volts, Pathways, stated that she is still waiting to hear on their 5310 funding.

Mike Steele, First Transit is working with Steve Dennis on the bus routes for the new Corning Transportation Center, due to be fully operational by July 2013. Mike also commented that First Transit has already seen the implications of the DOH takeover of Medicaid/Medical Travel and they have put a hold on purchasing new buses and are looking at repairing existing busses instead.

Debra Burnham, Arc of Steuben, stated that they have had to replace two bus lifts and are dealing with turnover at their facility, which has resulted in the DOT failing five of their buses, leaving her staff scrambling to find transportation services with fewer buses.

Tina Hager, Mobility Manger for Chemung County stated that the 511NY Rideshare project is moving ahead. Tina has a draft RFP for the marketing piece ready to go out in April. There has been great interest in the Rideshare project as it is already being proposed to Veterans groups. There has also been interest as a result of the 7 County Regional Study. The counties involved also see this as an opportunity to connect in one location in the 511NY system.

Allison Payne, SCT Volunteer Driver Program, stated that recruitment efforts continue. The team is designing a plan and implementing it.

**Subcommittees & Next Steps:**

**Marketing and Communications: oversee website content, brochures, social media and use of other communication tools to promote transportation.** = Linda Tetor, Carol Wood, Tina Hager, Kevin Williams, Amy Dlugos, Belinda Vogt, Tess McKinley

**ACTION:** K. Duby will pull group together at later date to discuss next steps on reprinting or totally new design.

**Grants and Proposals: will bring grant opportunities to the Committee and members for review. The subcommittee may assist in gathering information for applications.** = Kevin Williams, Amy Dlugos, Kelly Duby

**Route connections and scheduling: will work on route connections including the addition of the new Corning Transportation Hub** = Mike Steele, Amy Dlugos, Amber Simmons, Tina Hager, Kelly Duby, Tess McKinley, Steve Dennis.

**ACTION:** K. Duby will pull group together to continue to discuss unmet needs and propose them to Mike Steele and Steve Dennis.

Meeting adjourned 3:05pm

Next meeting October 24<sup>th</sup>, 2013

**Steuben County Coordinated Transportation Advisory Committee  
October 24<sup>th</sup>, 2013  
1:30pm – 3:00pm  
Institute for Human Services, Inc.**

1. Welcome & Introductions; new members recognized and hope to attend Jan. meeting; Laura Rossman, Associate Director ProAction of Steuben & Yates and Charles Peacock, Director of CSSWFNY.

2. **511Rideshare** – Tina Hager

Tina H. shared that the Rideshare project is moving ahead with the release of the Marketing RFP on 10/15/13, the Q & A period will open 10/25 and answers are due back 10/30. The RFP is due back by Nov. 15<sup>th</sup>. Six vendors have been identified and multiple employment partners.

**511NY Veterans helping Veterans Rideshare**

Kelly D. shared that the Tri-County MM meetings are continuing with Bath VA and other Veterans offices to promote the 511Rideshare Veterans portal.

- Development of a flyer and step by step instructions will be available soon to distribute to users.
- The MM will work together to coordinate awareness and training at various VA locations
- Also, the Bath VA is going to be operating a Mobile Van Clinic to bring services such as primary care and phlebotomy to different counties in the VA catchment area. The vans will be set up in convenient and most popular area of the county.

3. **SCT – Sub-committee Tri-County Map project**

Discussed quote – (only received one from Metrodesign) and possible funding sources. Suggestions were use Advertisement space – partners, hospitals, Workforce NY, MM United we Ride and the public transit providers. The committee has decided to hold off for now until we can secure funding after sequestration eases. May just use on the Need a Ride website?

4. **SCT Volunteer Driver Recruitment and Incentive Initiatives – Allison Payne**

**Recruitment efforts;** Working collaboratively with the other volunteer driver programs we have created a flyer that will be distributed by AARP Safe Driver trainers and also at other events. – Kelly D. is collecting quotes for professional printing and possible advertising with a bigger add in the local newspapers. Through SSSF she will submit a proposal for help with funding to go towards recruitment efforts, such as a combined recruitment picnic, still being discussed with group. There was also a collaborative letter to the editor that went out this week.

**Recruitment Incentives for SCT-VP;** For the first 2,500 miles driven on authorized transports we will reward you with a \$25 gas card. For every 5,000 miles driven you will receive a free oil change. Then it starts over again. The other Volunteer Driver programs are looking at their budgets to see if this is something they would be able to sustain.

**Another Unmet need is transportation for Grocery shopping;** Allison is working with DSS to possibly use the step van to coordinate and group grocery shopping trips based on area and locations.

5. **Steuben County Bike/Ped – Amy Dlugos**

6. **MAS - Around the table discussions ;**

Basically what I have gathered in the first few weeks of rollout, the common issues have been coding and billing and learning to use the web based system. Other concerns have been the unrealistic areas that the rides are being assigned to, but that

is slowly working itself out.

**Allison to speak on the SCT-VP**

7. **Other – Un-met needs** - Additional bus route to accommodate workers from Wayland, Hornell, Bath area to Demet's for a 6am to 6pm shift. Demet's has stated they estimate to have about 30 riders similar to Chemung. Most of them are currently ridesharing.  
**Need to explore grants and if any of the providers are willing to start an early route.**

Next Meeting January 23<sup>rd</sup> 2014

**Steuben County Coordinated Transportation Advisory Committee  
January 23rd, 2014 1:30pm – 3:00pm  
Institute for Human Services, Inc.**

Present; Kelly Duby - Steuben County Mobility Manager

Kelly Van Gelder – Bath VA Mobility Manager

Linda Tetor – Steuben Senior Services Fund Inc.

Debra Burnham – Arc of Steuben

Jennifer Oyer – St. James Hospital Dialysis Unit

Tina Hager – Chemung County – C TRAN

Belinda Vogt – Pathways, Inc.

Amber Simmons – Arc of Schuyler – Mobility Manager

Amy R. Dlugos – Steuben County Planning Dept.

Patrick Rogers – IHS Executive Director

Tess McKinley – IHS Communications

Kevin Williams – IHS Recourse Development

Kathy Burns – Project Care Coordinator

Bob Roj – Seniors Helping Seniors

7. Welcome & Introductions – new people to group Kathy Burns and Bob Roj
8. Speaker; Kelly Van Gelder, Bath VA – Mobility Manager gave an overview of the Veterans Transportation Services. The VA provides all of their own emergency transports and currently operates a fleet of 118 vehicles including wheelchair accessible vans. The VA operates two main shuttles going to the Syracuse and Buffalo VA centers. The VTS shuttle service is used to supplement existing transportation services for Veterans to get to their medical appointments at VA facilities. There are many pick up locations that veterans can catch the VTS shuttle that will bring them into the Bath VA to catch the main shuttles up to Syracuse and Buffalo if needed. More information may be found at  
[http://www.bath.va.gov/BATH/features/NEW\\_Veterans\\_Transportation\\_Service\\_VTS.asp](http://www.bath.va.gov/BATH/features/NEW_Veterans_Transportation_Service_VTS.asp)  
The VTS has funding through 2015 and is adding additional drivers and has more transportation options in Potter and Tioga counties now. The Bath VA has also recently transitioned their existing emergency department into an urgent care clinic.

Kelly also announced that as a result of the collaborative Tri-County Mobility Management meetings with the VA she had entered us in a National VA contest. Our group has made it into the top 20 so far and she will keep up updated on this exciting decision.

9. New “Corning Connections” – Amber Simmons, Schuyler County Mobility Manager spoke about the new routes from Watkins Glen to the new Corning Transportation hub. There will be two routes in the a.m. and two in the p.m. This will help students come into corning and make the connection up to CCC. Also new; As of February 1<sup>st</sup>; Amber Simmons will be the shared Mobility Manager for both Chemung and Schuyler Counties as Tina Hager has transitioned into her County Transportation role.
10. Travel Training Program – Kelly Duby announced the launch of a Travel Training program to be offered as a service of the Institute for Human Services. The training can be tweaked to all audiences and is modeled after the Easter Seals Project Action Travel Training program, which she attended.

**11. Medical Travel / DOH – Upstate NY Medicaid/Public Transit Issue**

Discussion with group; Although the DOH/Medical Travel decision has not negatively affected the public transit system in Steuben County, many other counties are seeing devastating effects on their public systems. Steuben County did not base its public system around Medicaid funding so we have not seen the drastic decline in riders. Many of the struggling counties have had to make difficult decisions in cutting routes and staffs in an effort to sustain their public route systems and some have been forced to cut their Dial-a-Ride services all together.

Mobility managers across the region are banding together to appeal to the state for some kind of funding to help keep their public transit services solvent and operational after the Medicaid NEMT brokerage service expanded operations across Upstate NY. NYPTA is one organization that is leading this effort and is currently writing a paper to submit to our legislators. The paper is planning to include;

- Creation of a commission to study the impacts of the Medicaid brokerage on public transit systems and make recommendations.
- Appropriation of state funds to support affected transit systems by providing the net amount of funds needed to sustain fixed-route service. (If a county operated demand response solely for Medicaid trips in order to support fixed route service, the county would receive the net amount to sustain the fixed-route service).
- Governor to re-activate the NYS Interagency Transportation Coordinating Council, which was disbanded by Gov. Patterson in 2010.

Several counties have been severely impacted by the takeover. They include; Chemung, Chenango, Cortland, Lewis, Madison, Ontario, Otsego, Schuyler, and Tioga. A new Website called Basecamp has been established to keep Mobility Managers across the state update on issues and concerns and to share news and information as conference calls continue.

Reports around the table state that our public transit systems are doing fine an our SCT Volunteer Driver program is doing fine as well and handling an increase in ridership as we are contracted with MAS as a provider. The SCT office continues to view our SCOFA and United Way as first come recipients of rides.

**ACTION;** The SCT Advisory Committee will continue to look at gaps in our Steuben County services to find alternative options for all individuals in our community.

12. Steuben County Mobility Management Projects, updates, next steps
- a. **511NY Southern Tier Rideshare Program** - Tina Hager announced to the group that Metropool has been selected as the vendor to market and provide guidance with the Project.
- b. Sub-committees
- **Marketing and Communications** – Tri County Map Project and Need a Ride website update Map Project – *we are working with Tom Sears, Steuben County Planning Dept. to update the Tri-County Map and adjust for the new Corning hub and connections. As soon as we get those we will send that back to the designer for a new quote for the design only. Since we are having difficulty finding funding we were thinking that perhaps it would be less expensive to at least have the map developed and print on demand. At the least, we can upload the map to our Need a Ride Website and have a few printed to hang in key public areas or Human service offices. and Need a Ride website.*
    - Grants and Funding for 2014 – Kevin Williams
    - New; SCT Planning Update Committee – short term
    - New; DeMet's route, possibly new – short term - *kd was approached by Demetts asking about possible funding for a new route to provide transportation for workers from Wayland – Hornell area to Big Flats factory. There may be new funding available to do this under..... I have run it by John Reel and he has made some suggestions and will help where he can to secure funding for the project.*

Next meeting April 24<sup>th</sup> 2014

Steuben County Coordinated Transportation Advisory Committee  
April 24<sup>th</sup> 2014 1:30pm – 3:00pm  
Institute for Human Services, Inc.

**Present: Patty Baroody – OFA Director**

**Kathleen Burns – Project Care Coordinator**

**Belinda Vogt – Pathways Transportation**

**Amber Simmons – Chemung/Schuyler Mobility Manager**

**Kelly Duby – SCT Mobility Manager**

**Allison Payne – SCT VP Director**

**Lori Gilbert – ProAction -CSSWFNY Career Center Coordinator – Corning**

**Patrick Rogers – IHS Executive Director**

**Kevin Williams – IHS Grant Development**

**Debra Burnham – Arc of Steuben Transportation**

**Mike Steele – General Manager – First Transit**

**Carol Wood – 211 HELPLINE Director**

**13. Welcome & Introductions**

14. **Special Guest;** Rebecca Kilsdonk, new owner/operator of CBR Transport presented to the group describing her operation as currently having two vehicles, one wheelchair accessible that also holds up to four passengers and a minivan that can seat five individuals. Operating hours will be 7am to 7pm. She will cover the tri-county region and is licensed through DOH to provide medical transportation and will accept Medicaid, workers comp, insurance, corporate bill, cash on delivery, and credit cards. For more information call 585-728-9019. She is looking to expand her fleet in the coming months.

**15. Medical Travel / DOH – Upstate NY Medicaid/Public Transit Issue**

- **State news;** The New York Public Transportation Association (NYPTA) had requested \$6-7M for rural counties impacted by the Medicaid brokerage. The state budget includes a \$2M appropriation to the NYS DOH to aid rural public transit systems. It is up to DOH to figure out how to expend these funds. Many across the region claim \$2M is not nearly enough. There is talk of the reinstatement of the interagency rural transportation coordinating council (state coordination planning group), which was disbanded under Gov. Paterson.
- **Updates around the region-** shared discussions relevant to Steuben County
  - Mike Steele - First Transit continues to see dramatic decline in rides; down 70%. They are concerned.
  - Debra Burnham – Arc of Steuben reported they have fared well with an overall increase in ridership with most of the same people they have transported before.
  - Belinda Vogt – Pathways stated that they have reassessed their routes to coordinate with the ridership numbers and have been successful in reducing runs without reducing service.
  - Allison Payne stated SCT-VP is doing well and has been working with MAS to streamline the process.
  - Amber Simmons shared that efforts continue through the Regional Mobility Managers to monitor the effects of the Medicaid brokerage on public transit systems that were largely dependent on Medicaid funding. Many counties are facing such a decrease in ridership they are asking the state for emergency funding to be able to continue their service until a solution is found.

16. **Transportation Summit** – Patrick Rogers stated he has been invited by the Finger Lakes Health Center to participate on a panel May 22nd in Penn Yan that is geared towards health care providers and regional efforts behind collaboration of services. Denise Bentley will present on the dialysis transport

project in Livingston County, Patrick will present an overview of the integrated transportation system in Steuben County, including the utilization of the volunteer driver program, and John Reel, NYSDOT will present the statewide perspective.

#### **5. 2014 Steuben Coordinated Transportation Plan Update**

- Ad-hoc Committee; Kevin W, Kelly D, Belinda V will be meeting soon to start the plan update process which will consist of gathering information from key stakeholders for un-met needs and top priority concerns in order to apply for the next round of funding - MAP 21.

#### **6. MAP-21 – Key Components** - Consolidates or eliminates certain programs:

- Ends the JARC Program while noting these services eligible under Section 5307 and Section 5311 programs
- Ends the New Freedom Programs but continues to fund these projects under the revised Section 5310 Program
- Maintains requirements for locally developed coordinated public transit-human services transportation plans for Section 5310 Program
- Mobility management continues to be a focus
- Federal Transit Administration Programs ; Previously New Freedom/Job Access and Reverse Commute (JARC) – now Section 5310 and other eligible FTA programs
- Mobility management is considered a capital expense, therefore requiring a 20% match (as opposed to a 50% match for an operating grant).
- For more information you can go to: <http://www.dot.gov/map21>

#### **7. Steuben County Mobility Management Projects, updates, next steps**

- Travel Training development and promotion. Kelly D has offered her workshop to be presented in a group setting or individually. The training is designed so that it can be geared toward different audiences, i.e. seniors, DSS case workers, students, etc. A brochure is in the works for promoting this service through the Institute for Human Services Mobility Management.
- Volunteer Recruitment/Combined Efforts – Allison Payne stated that collaborative efforts continue with Project Care, Faith In Action, and RSVP. The SCT-VP luncheon was held during National Volunteer Week and was well received and attended by 30+ individuals. Also, SCT staff are open to speak to any group or function. They have also been continuously placing newspaper articles and help wanted ads, which have proved helpful.
  - Kathleen Burns, Project Care Coordinator also shared that during National Volunteer week they also held events for their drivers and gave out their Volunteer's Drive Steuben window cling.
  - Patty Baroody, OFA also shared that they are continuing the discussions and possibility of using the DSS van to transport groups of individuals, grouped by location to go grocery shopping.

#### **8. DeMet's – Route Development** –Ad-hoc committee met on Feb. 26th

- Ad-hoc Committee; Kelly D, Belinda V, Deb B, Anne C, & Mike S -per phone. After careful consideration the committee has determined that due to the recent changes in transportation systems and the fact that there is simply no new money available at this time they are unable to assist with DeMet's request for the development of a new route or addition to an existing route at

this time. The committee definitely recognizes the need and will continue to watch for available funding and other opportunities in the future.

Action; Recommendations at this time to DeMet's ; 1. Guide their employees to access the 511 NY Southern Tier Rideshare program, (which they are currently assigned as a key partner in the pilot project through Chemung/Steuben Counties. 2. Contact the Wheels for Work program through ProAction of Steuben & Yates.

#### **9. Steuben County Mobility Management (MM Shared Projects)**

- 511NY Southern Tier Rideshare Program - Project is on schedule, the logo has been designed and test portals are in development with a soft launch planned for beginning of May. Amber S and Kelly D also distributed flyers to numerous employers during the Regional Job Fair in Horseheads on April 22. Key employers have been contacted to participate in both Chemung and Steuben Counties.



Next Steps; Complete modifications to portals, start initial customer training and develop procedure steps and materials. Also, the marketing plan is due May 20.

- Veterans Portal for the 511NY Southern Tier Rideshare is also in development to be offered to our veterans groups. Training will be provided.
- 2014 Job Fair at the Domes - Kelly D, Amber S, and Tina Hager attended the event and displayed a Tri-County board with information on each public transit service, the Need-a-Ride website, SCT-VP recruitment information, 2-1-1 HELPLINE info, and the 511NY Southern Tier Rideshare project.
- Tri-County Map project – under development at this stage through the SCT Mobility Management office for the design piece. Input is being collected for logos and other information. Kelly D hopes to send all information to the designer by first week in May.

#### **10. Other Upcoming Transportation MM Meetings;**

- Regional Mobility Management Meeting – Elmira on May 15<sup>th</sup>
- Transportation Summit – May 22<sup>nd</sup>
- Mobility Management Conference – St. Paul MN, June 9-10
- Innovation in Mobility Public Policy Summit, Washington DC, June 10-11

**Next SCT Advisory - Meeting July 23<sup>rd</sup>  
Institute for Human Services - Bath**

**Steuben County Coordinated Transportation Advisory Committee**

**July 23<sup>rd</sup> 2014**  
**1:30pm – 3:00pm**  
**Institute for Human Services, Inc.**

**Present:**

Kelly Duby – SCT Mobility Manager  
Pauline Burnes – NYSDOT Region 6  
Belinda Vogt – Pathways, Inc.  
Amy Dlugos – Steuben County Panning Dept.  
Patricia Baroody – Steuben County OFA Director  
Lori Gilbert – ProAction of Steuben & Yates, Inc.  
Rebecca Foster – Steuben County DSS  
Carol Wood – IHS – 211 Director  
Tess McKinley – IHS – Communications and Marketing  
Allison Payne – IHS – SCT Volunteer Driver Program  
Jennifer Oyer – St. James Hospital – Dialysis Unit  
Anne Corwin – Hornell Area Transit  
Michael Steele – First Transit  
Alan Kio – Field Liaison – Medical Answering Services  
Larry Kaminski – AWSRHN – Mobility Manager

**17. Welcome & Introductions**

**18. Accessing medical transportation needs across the state**

- **“Base Camp”** – website developed by Regional Mobility Managers to provide and share up to date information on important issues and outcomes as a result of the current NEMT redesign. Discussion topics include DOH/MAS, and Upstate NY Medicaid/Public Transit Issues and more.
- **State Working Group** – following on “Base Camp”. As a result of preliminary meetings in Albany with key legislators, DOH, mobility managers, county officials, and transportation representatives a workgroup was formed to discuss the “unintended consequences” of the Medicaid rollout. The workgroup was formed to consider DOH and DOT coordination alternatives. The workgroup will be looking at what services are already in place in each county, funding needs for current programs and ways to supplement those programs with state money. They will also be looking for this group to provide suggestions for use of state money for other types of public transit. Kelly Duby and Debra Burnham are on committee for Steuben. The first meeting is to be held late August.
- **Regional Transportation Needs Survey out of WNY** – Is sponsored by the Developmental Disabilities Alliance of WNY (DDAWNY) Transportation Sub Committee and the Self Advocacy Association of New York State, WNY Chapter. Cynthia Neu is the Mobility Special Project Coordinator from the Resource Center and she has reached out to ask for support in the promotion of the survey which is on

Survey Monkey. [www.surveymonkey.com/s/LVZ5LL](http://www.surveymonkey.com/s/LVZ5LL) or she will provide paper surveys if needed. Call 1-800-942-4070. She is asking us to promote internally and also share with our partner organization such as OFA and Human Service agencies. The deadline was just extended to Sept. 1<sup>st</sup>. She has offered our county's information in return. *Discussion ensued on the content of the survey and members of the committee felt it was way too long to ask people to fill out by hand. Lori Gilbert said they would be willing to have people take the survey on line in the Career Center. The SCT Plan update committee will further discuss the development or re-sending of our own to capture un-met needs and expand current survey appropriately. K. Duby said she would include link to survey (above).*

- **NYSDOH letter to all transportation providers** – Each transportation provider across NYS received a letter from DOH stating that they were required to be registered with DOH in order to provide Medicaid transportation. The deadline is November 1, 2014.
- **MAS Discussions with Alan Kio, MAS rep –**
  - **Jennifer Oyer**, St. James dialysis asked how they can get transportation for early appointments at 5:00am when there are limited transportation services available and it is possible to find reasonable rates that make sense for service in our areas. Is there anything MAS can do to help? Currently the vendors are limited to Lundy, ARC, HATS and MAS is also using Livingston County ARC to come to Hornell. K. Duby added CBR will be another vendor soon, as soon as she gets approved to use her wheelchair van by Medicaid.  
**Action:** *Alan Kio said that MAS will reach out to vendors and ask if they would consider expanding their hours of operations to accommodate. Alan also stated MAS is looking at more cost saving initiatives as more vendors are approved.*

**Public Transit use** – In an effort to utilize the public transit systems MAS has sent out a small mailing (119) to Steuben County Medicaid clients that have been previously assigned to taxi's and who have been identified as living within ¾ miles of a public transit route. The letter states that they have been identified as such and unless they can provide documentation to show that they are unable to ride the bus they will be assigned to the public bus system the next time they are scheduled for an appointment.

*K. Duby asked if we could possibly get a report from MAS identifying highly requested pick-up and drop-off locations throughout the county. Also stating we do not want names just basic information to possibly do some GIS mapping with help through the county. Amy Dlugos said that Tom could help.*

**Action:** *Alan said he would ask Russ Maxwell if there is a way they could provide this to us.*

- **Larry Kaminski** complemented MAS adding that since they have gone live with MAS on July 1<sup>st</sup>, MAS has been very supportive and accommodating in working with them.
- **Mike Steele**, First Transit asked if there was anything public transit could do different to help MAS with scheduling or anything else? *Alan replied; Any same*

*day/next business day trip, MAS will call the vendor to confirm availability for the trip; all other trips are automatically added to the vendor's roster. MAS will contact enrollees if transportation is cancelled due to weather. Cancellation is determined by the local providers as to if they will be operating.*

- **Anne Corwin**, HATS asked if there was a way to report inappropriate behavior of an individual and ask that they not be assigned to them.

*Alan replied, yes, you can call the toll free number to enter a trip concern which then goes to the compliance department. MAS will flag the system for that individual, also adding that MAS does not upgrade people who have been identified as no longer acceptable to ride the bus.*

- **Carol Wood** asked if MAS has a disaster plan in place.

*Alan replied yes, the regional rep will call all our vendors to see if they are still operating and make adjustment accordingly.*

#### **19. Steuben County Mobility Management Projects, updates, next steps**

- **Travel Training Program New** – K Duby announced the plan to promote to agencies and individuals for basic training of how to use the public bus system. Developed from the Easter Seals Travel Training, only not as extensive. The training can be tweaked for various audiences to include seniors, job seekers, students, case managers, etc. The training will also be used as a requirement with the new Bus Buddy program.
- **Bus Buddy Program New** – K Duby announced that Steuben RSVP has agreed to partner with the IHS under mobility management in the promotion and recruitment of volunteers to help seniors utilize the public transit systems and promote mobility. RSVP will focus on groups of individuals looking to experience the bus for leisure and entertainment opportunities like spending the day in Corning or Hornell, etc. The goal is promoting independence by making more people comfortable with riding the bus then perhaps they would use it for other trips such as doctors or light shopping. K Duby will promote it to all members of the community and will hold Travel Training class which leads to a certificate, process background checks through the IHS, assign excursions/day trips, etc. and track and report progress. RSVP has offered to supply bus tokens for the Bus Buddies themselves assisting on the First Transit routes and HATS has offered to provide free bus passes. *More promotion of both programs coming soon.*
- **Volunteer Recruitment** – on-going – new rack cards. K. Duby will speak to Corning Inc. Retiree Group in August and at other events.
  - Allison Payne reported there are 31 drivers currently driving. They drove 25,000 miles in July alone!
  - **Smart Driving Class for volunteers** – Sept 6<sup>th</sup>, 9:30 to 4:00 at the IHS. AARP member \$20. , \$25 non-member. Call the SCT office to sign up.

- **2014 Steuben Coordinated Transportation Plan Update** – Inventory update is complete, K. Duby met with OFA staff to collect their survey information for inclusion into the plan. – *Will meet with sub-committee to continue the update 7/23/14.*

#### *Sub-committees*

- **Marketing and Communications – Tri County Map Project - demo**  
The committee was shown the draft for the map. There were several comments made for enhancements and adjustments. *Transit providers were asked for their logos to be sent to K Duby in highly enriched format to be used in the map.*  
**Action: K Duby will continue to relay comments and work with designer to completion. The next draft will be sent out electronically for final approval.**

## **20. Steuben County Mobility Management (MM Shared Projects)**

- **511NY Southern Tier Rideshare Program - Media Launch, demo and marketing materials – Media Event**



[www.SouthernTierRideshare.com](http://www.SouthernTierRideshare.com)

511 Southern Tier Rideshare launch was held 7/16/14 at the Business development center on Denison Parkway in Corning, NY. We had great support from our local representatives Tom Santulli, Jack Wheeler, Charles Peacock, and our project partners Metropool.

- To see WENY video click here: <http://www.weny.com/news/All/southern-tier-residents-get-a-ride-to-work-071614>
- A press release was issued as well and published in many of the local newspapers.
- Link has been put on the Need-a-Ride website [www.needarideinfo.com](http://www.needarideinfo.com) as well as both Steuben and Chemung County web-sites.
- Article to go in the IHS Provider On Line

**Next steps;** continue to reach out to potential employers who may want to develop their own rideshare portals and also increase awareness by public speaking events and marketing.

- **Veterans Portal** – Is still under development
- **New Location of Guthrie Corning Hospital** and Cancer Center is right off of Rt. 86, exit 48. This new location will hopefully replace some of the long distance travel that was previously taking clients up to Rochester.  
**(First Transit has extended the Gibson route to accommodate riders and employees).**

## 21. Stakeholder's Share

**Carol Wood** - shared 211 transportation call report, calls have increased from last year.

**Mike Steele** – shared a route adjustment with an addition was made to the CEATS schedule with the extension of the East Corning-Gibson route going out to the new Corning Hospital six times a day. The bus will pick up and drop off at the new Corning Hospital location in the mornings at 8:12, 10:12 and 11:12am. The afternoon times will be 12:57, 1:57 and 3:51pm.

**Belinda Vogt** – Pathways have received their 4 new grant buses and are putting them to good use. After re-evaluating current operations they were able to consolidate routes and decrease the number of vehicles on the road while not decreasing services.

**Larry Kaminski** – Alleghany Rural Health Network has started with MAS July 1<sup>st</sup> and has seen positive results so far. They are still doing some public transportation for medical approved trips. They also do Travel Training and have had a Bus Buddy program going for a while. They are looking at new software technology that will allow them to track their vehicles, fares, passengers, etc. through CADYVL. A demo is planned for August. Also, work will begin next spring on a brand new park and ride lot off of Belmont exit.

**Amy Dlugos** – planning department is awaiting funding for bus shelter from 5311 funding and waiting for new funding to come out this fall for next grant. They have also been helping with GIS maps for the Tri-County map project.

**Lori Gilbert** – wanted to share how pleased Charles Peacock is with the rollout of the 511 Southern Tier Rideshare project. Lori advised that all of the Career Center computers now have the shortcut link directly on the desktops and people are being directed there already. She stated that with the new unemployment insurance guidelines being rolled out they see it as a definite piece of the eligibility process as well as connecting people with jobs.

*Action; K Duby will have Metropool make up some more signs for all the centers.*

**Anne Corwin** shared that there has been difficulty getting into the back of the Bath VA on Saturday when First Transit is not running there. She suggested working together with the VA to develop better signage to identify pick up stops and times.

*Action; Amy, Mike, and Anne will work on this with the VA and ask if the Public Works Department can put up the signs.*

**Pauline Burnes** shared that she has been working on the Bike/Ped project and is looking to collect information from transit on how and if people are using the bike racks provided on the buses. Anne Corwin said that HATS has all that information and will be delighted to share it with her.

## 22. Other meetings/trainings coming up

- NYPTA – Sept. 16<sup>th</sup> – 17<sup>th</sup> Saratoga, NY - Mobility Management track
- Regional Mobility Managers meeting at/during NYPTA

**Next SCT Advisory Meeting October 22<sup>nd</sup>**

## **Steuben Coordinated Human Services Transportation Advisory Meeting**

October 22, 2014 - 1:30pm to 3:30pm

Institute for Human Services, Inc., 6666 County Road 11, Bath, NY

### **Meeting notes**

**Present:** Kelly Duby, Steuben County Mobility Manager

Anne Corwin – Hornell Area Transit

Debra Burnham – Arc of Steuben

Nicole Walker – Steuben County OFA – NY Connects

Belinda Vogt – Pathways, Inc.

Amy Dlugos – Steuben County Planning Dept.

Mike Steele – First Transit

Patrick Rogers – IHS Executive Director

Tina Hager – Chemung County Transit Specialist

Amber Simmons – Chemung/Schuyler Mobility Manager

Allison Payne – SCT VP

Tess McKinley – IHS/2-1-1 HELPLINE Marketing

Carol Wood – IHS/2-1-1 HELPLINE Director

Gina Reagan – St. James Mercy Hospital

Kevin Williams – IHS Resource Development

### **I. Welcome and Introductions**

**II. Mobility Management updates** – K. Duby presented ppt. on SCT Advisory Committee Goals, collaboration efforts, current and future planned projects.

- a. **Tri-County Map Project** – Chemung has finalized their routes and we are planning to move forward with final adjustments for the design and printing. Google information has been sent to Tom Sears at Steuben County. The design of the map was possible with funding from Steuben County and also SCT Mobility Management. The printing cost will be supported in part by Chemung County and a proposal request has been sent to CSSWFNY.

*Action:* K. Duby will send out adjusted routes/map to transit providers for final approval.

- b. **Southern Tier Rideshare** – [www.SouthernTierRideshare.com](http://www.SouthernTierRideshare.com) - marketing continues with two major employer portals being developed and radio ads on two stations. Two major employers are on board; Adecco and Gunlocke. Their portals are in development. A. Simmons spoke to the efforts of the tri-county mobility managers to include the Veterans Administration in the development of a veteran's portal.

Suggestions from the committee are to look into Facebook and other social media. Also, to advertise it in the Southern Tier Shopper. T. Hager reported that there are roughly 50 people registered so far and three \$25 grocery cards have been awarded from the monthly drawing, all Steuben County residents so far.

*Action:* T. Hager will discuss advertising with marketing firm.

- c. **Travel Training** – is being marketed and outreach efforts have begun. The program will also be used as a requirement to become a Bus Buddy. The Travel Training program can be tweaked based on individual or group.

*Action:* K. Duby to approach key agencies, senior centers and county departments for opportunities to provide the training. Outreach materials are being developed through the IHS marketing department.

- d. **SCT Bus Buddy Program** – currently the program is partnering with RSVP to recruit volunteers. K. Duby and

RSVP will start marketing the program with entertainment focus for seniors, such as day trips to Corning or Hornell, etc. We have recruited one volunteer at this time and she has agreed to accompany K. Duby to the next scheduled Travel Training at Clyde Simons adult living facility. Volunteers are background checked through the SCT/IHS screening process.

The committee suggested presenting to local Kiwanis and other groups.

*Action:* K. Duby is working off an outreach list and welcomes any suggestions or leads for speaking opportunities.

- e. **Revamping the Need a Ride website through National RTAP** – The National RTAP organization is offering a free website building tool that is stored with cloud technology. The site will include links to other transit systems and also offer other transportation related information and alerts.

*Action:* K. Duby and T. McKinley will be populating the template design with transportation information to become the new Need a Ride site.

### III. **NEMT Transportation – Local and Regional Impacts**

**Old business local:** follow up to last meeting; A. Dlugos asked if MAS ever followed up with Medicaid clients regarding riding public transit. Per Alan Kio, MAS field liaison, MAS has sent a letter to every Medicaid client informing them if they lived  $\frac{3}{4}$  miles from a public transit route they will be required to ride that system unless they could validate they could not. K. Duby also spoke with J. Oyer, St. James dialysis unit who had asked MAS to reach out to private providers to see if they would be interested in expanding hours to early mornings, MAS did come back with two from Alleghany County that said they would be willing to discuss.

**New business regional:** Otsego County eliminated their Dial-A-Ride services, Tioga County's public transit system will be stopped as of Nov. 30<sup>th</sup>. Tioga is implanting a Rideshare program. Chemung County is raising fares and consolidating routes, and Schuyler is doing the same. The regional Mobility Managers are keeping a close eye on situations across the state and also are meeting as a working group to discuss issues with DOH and MAS.

**Local** – Steuben Coordinated Transportation Volunteer Driver Program has submitted the application for EMEDNY certification and is already considered a NEMT provider transporting Medicaid clients to doctors' appointments as well as continuing to serve OFA clients. The SCT program is not in direct competition with our local transit organizations because Steuben's initial transit systems were not dependent on Medicaid ridership from the beginning.

**Concerns:** Although Steuben County does not appear to be as negatively impacted by MAS at this time, it's not to say that some of our transits systems won't be in the future. A. Corwin of HATS commented that their system could be greatly impacted if newly formed private transporters were to pop up and compete with them.

- a. **Saratoga NYPTA Conference** recap 09/17/14 – The MM attended along with many of the regional MM’s and Transportation representatives.  
The NYPTA Conference and the afternoon meeting with DOH were big events for the Medicaid/transit issue.  
9/17 - Dale Marsico, Exec Director, CTAA discussed NEMT history, research and trends.  
9/18 - Medical Transportation Roundtable with Greg Allen (NYS DOH), Michael DeRaddo (RTS), Nancy Dougal (Essex County Public Transportation), Shawn Yetter (Tioga County DSS/RideTioga) and Dale Marsico (CTAA). Karen Rae, (Deputy Secretary for Transportation, Executive Chamber) made opening remarks.

- b. **DOH Transportation Working Group** -9/18 - Medicaid/Transit Work Group Meeting #1 - Moderated by Greg Allen (NYS DOH), assisted by Tim Perry Coon (NYS DOH) and Russ Maxwell (Medical Answering Services). Karen Rae, (Deputy Secretary for Transportation, Executive Chamber) made opening remarks. Many mobility managers, representatives of county transit systems, and state legislative staff spoke. Discussions ensued regarding the challenges implementing state brokerages pose to small rural transit systems and strategies to consider were offered by the group.

The clear issue identified was that many counties are seeing a shift of public transit trips to taxi’s which has resulted in the loss of income and in some circumstances the loss of the entire transit systems. Also, of concern is the perceived lack of knowledge by MAS staff on specifics for transit system routes and services. The question was asked; why MAS doesn’t assign specific liaisons to each county in order to learn the service routes better. Russ Maxwell answered “It is a staffing issue and we train all of our staff the same way so that they are knowledgeable of all areas”.

Greg Allen, DOH seemed very receptive to the group’s concerns and promised to take the information back with him to DOH. Russ Maxwell of MAS said that he was willing to address any and all issues that had to do with billing, scheduling and customer service. DOH charged MAS with focusing more on collaborations with each county to see where the gaps in service are by the continuation of individual meetings and the working groups. Linda Smith, Chief of Staff for Assemblywoman Barbara Lifton said she was very impressed with the detail and level of professionalism that the transportation group brought before the panel, especially under such dire circumstances for some and she plans to relay all information back to Assembly woman Lifton.

**Progress since the meeting;** Using formula developed by the DOT, the DOH released \$3M in transitional assistance payments to 18 public transit systems on September 26, 2014. These funds are designed to support public transit systems through the end of the calendar year as they work through the implementation of the MAS system.

**Next Steps;** DOH is in the process of scheduling the next Medicaid/Public Transit Workgroup meeting for November 13<sup>th</sup> in Albany to continue collaborations between MAS and public transit providers. DOH plans to form four sub-workgroups that would hone in on some of the issues that were identified in the DOH/MAS meeting. Those sub-workgroups will focus on: Use of Dial-A-Ride buses, Integrating Medicaid Data with Transit Software, Medicaid Policies Needing Clarification and Fixed Route Transit Issues. K. Duby and D. Burnham will be phoning in to this meeting.

#### IV. New Business:

- a. **DISRIP Transportation Sub-committee** – P. Rogers announced he will be co-chairing the transportation committee for the FLPPS DISRIP program, looking to address key transportation issues. DSRIP is a waiver program to address critical issues throughout the state and allow for comprehensive reform through a Delivery System Reform Incentive Payment. New York State will be reinvesting \$8 billion in federal savings generated by Medicaid Redesign Team reforms. The program will promote community-level collaborations and focus on system reform. DISRIP projects will be developed regionally by Performing Provider Systems (PPS), coalitions made up of hospitals, health homes, skilled nursing facilities, clinic, behavioral health providers, community based organizations, and potentially, Medicaid transportation providers. The regional PPS that the IHS will be working with is the Finger Lakes PPS, which consists of Orleans, Genesee, Wyoming, Monroe, Wayne, Livingston, Yates, Ontario, Seneca, Cayuga, Steuben, Chemung and Schuyler counties. For more information on the FLPPS visit: <http://flpps.org/>  
For more information on DSRIP visit:  
[https://www.health.ny.gov/health\\_care/medicaid/redesign/delivery\\_system\\_reform\\_incentive\\_payment\\_program.htm](https://www.health.ny.gov/health_care/medicaid/redesign/delivery_system_reform_incentive_payment_program.htm)  
P. Rogers added he wants to make sure rural areas are not forgotten for DSRIP funds. The SCT Advisory Committee can help bring in the needs for our area and better integrate human services and health care regarding the issues surrounding the re-admissions of patients within 30 days of release.
- b. **Updating the SCT Coordinated Transportation Plan** – In preparing for the new “Consolidated Application” for the next round of funding the SCT Coordinated Plan is being updated and enhanced. *Action:* K. Duby will send the draft to each of the transit providers first to update the inventory lists then to the rest of the stakeholders before final adjustments are approved. The SCT Plan Update sub-committee will meet early Nov. or via e-mail to complete adjustments.
- c. **Steuben Coordinated Transportation Plan Survey** – The Plan update requires feedback from seniors and disabled. There are two transportation surveys that could be sent out, one goes out to various agencies to collect what services they offer and the other is community based. Suggestion from group is to contact Matt Mehlenbacher to obtain self-advocacy group information. *Action:* The SCT Plan sub-committee will be looking at the surveys to update and means of distribution. K. Duby advised that they could be sent out through the IHS survey monkey tool.

#### V. Stakeholder's share

- a. T. Hager announced as a result of the \$1M loss to C TRAN after the Medicaid redesign C TRAN will be increasing fares and reducing routes. Route adjustments were made after an extensive ridership study was done by two interns to help them to identify ways to increase efficiency. A public vote was held Oct. 14<sup>th</sup> on the proposed routes changes after public information sessions and two public hearings. The routes with major changes: Arnot Ogden Loop will become Hospital Loop, St. Joseph's will disappear, Golden Glow will have a name and route change & Southside loop for map purposes is the same, but only operates evenings, Sundays and holidays. Fare

increases have been posted on the C TRAN Alerts message board. Also, Tioga Transit will be gone as of November 30<sup>th</sup> but C TRAN will continue two runs (one am, one pm) on the Wellsburg-Waverly route as Chemung explores a partnership with Tioga to provide some limited transit service there. Chemung County is expects to apply for a new Dial a Ride service to help transport seniors and people with disabilities for medical and employment needs when the new 5310 Enhanced Mobility application is released.

- b. D. Burnham stated the 5310 Applications and replacement schedules are two years behind and they need buses desperately. Also, Arc of Steuben is looking for qualified bus drivers and a mechanic.
- c. A. Corwin, HATS stated 5310 has affected them as well. They are also in need of new vehicles and drivers. They have been helping with a lot of community events and is very pleased with the collaboration.
- d. M. Steele, First Transit announced CMOG buses have new wraps for a couple of the new buses that offer free shuttle to the museum to market street and back. They are very happy with the new buses received that have the newest technology.
- e. A. Simmons stated the new Corning Connections route has proved to be a popular addition to Schuyler County Transit services. Typically used by CCC students, the route is also available for tourists to spend the day in either Corning or Watkins Glen. Also, Schuyler County Transportation has a new Call Center to assist more residents with their transportation needs. They are providing transportation coordination assistance for Veterans and OFA clients. Anyone can obtain Schuyler County related transportation assistance by calling 607-535-3555. The new call center is being staffed part time by their Mobility Management Coordinator. They also have a new website utilizing the RTAP tool at [www.schuylercountytransit.org](http://www.schuylercountytransit.org)
- f. G. Reagan of St. James Mercy Hospital shared St. James is undergoing ownership changes and their nursing home is up for sale. Town hall meetings are currently being held.

**Next Meeting**  
**January 28<sup>th</sup>, 2015 – IHS, Bath, NY**

**Steuben County Coordinated Public Transit – Human Services Transportation  
Advisory Committee Meeting  
January 28<sup>th</sup>, 2015 – 1:30pm to 3:30pm  
Institute for Human Services, Inc. – 6666 County Road 11, Bath, NY**

**Present:** Steven Dennis - City of Corning  
Kathy Burns - Project Care  
Michael Steel - First Transit  
Amy Dlugos - Steuben County Planning Department  
Kelly Duby - Steuben County Mobility Manager  
Nicole Walker - NY Connects  
Christine Towner - Steuben County RSVP  
Amber Simmons - Chemung/Schuler Mobility Manager  
Tina Hager - Chemung County Transit Specialist  
Debra Burnham - Arc of Steuben  
Lori Gilbert - Career Development Center/ProAction  
Patrick Rogers - Institute for Human Services  
Allison Payne - SCT VP  
Alan Kio - Medical Answering Systems, Field Liaison  
Anne & Seth Corwin - HATS – by phone  
Belinda Vogt - Pathways, Inc. – by phone  
Bob Raj - Seniors Helping Seniors – by phone

**1. Welcome and Introductions**

**2. The New “Consolidated Application” – Amy Dlugos**

Amy Dlugos explained that the new Consolidated Application is out and is due to NYSDOT March 2. The application process for HATS and CEATS will remain much the same, Operating Funds and Capital Project Funds. However two new funding streams have been added to the County’s application: Mobility Management and Appalachian Development Transportation Funds. The County will contract with the Institute to fulfill the Mobility Management tasks required by the grant. The Appalachian funding is for two years to be spent in three years. Initial discussion with the county planning department has this funding earmarked to do a county wide transportation study to look at all modes of transportation, including current routes, employers, hospitals, and the needs of the community for education, medical, and general public transportation. The planning department will task the Steuben County Mobility Manager to oversee the project and coordinate with other groups as needed to complete the study.

**3. Human Services Transportation Survey results – K. Duby** stated the survey that was recently sent to Human Services Agencies resulted in only a handful of responses. The

replies that we did receive continue to ask for further development of transit service for off hours job seekers and weekend service for those working on weekends, increased public awareness of transit services and additional services for those not covered under the current Medicaid approved travel option. There remains a need for increased service for people who just need to pick up a prescription or for grocery shopping. Additional information on several programs was requested, such as overall general transportation information and the Travel Training, Rideshare, Car Fit and Bus Buddy programs.

**Action Item:** K. Duby will personally contact agencies and individuals to provide information and assistance in areas of items requested. The Advisory Committee will also plan on a more in-depth survey in the near future and alternative ways to distribute it.

4. **2015 Plan Update** –The committee reviewed the draft of the updated plan with changes that were previously submitted. Further suggestions were made and adjustments to the plan is in progress. New suggestions included; listing the accomplishment of the addition of the new Corning Hub and the Schuyler to Corning route, additional needs regarding advocating for safety regulations for all modes of public transportation and NYS inspections and a few other enhancements.

**Action Item:** K. Duby will adjust the draft and re-send out to the SCT Advisory Committee as soon as possible for comments to be back by February 4<sup>th</sup>, for a final vote by February 6<sup>th</sup>.

5. **Tri-County Map** – Final review of map went fine, the committee liked the map and asked the Mobility Manager to obtain a quote for a higher number, up to 5000. History of the project; Original Project Development Cost for map design was \$1,293. + an additional cost for last minute route adjustments of \$853.75 = Total of \$2,146.75. These costs were paid by Chemung County \$600, Steuben County Planning Department \$600, and Mobility Management of 946.75.

The committee discussed the proposed previous quotes for printing (below), but have asked for a higher number of 5000.

1000 @ (1.29) = \$1,296.

2000 @ (\$.74) = \$1,475.

3000 @ (\$.55) = \$1,660.

**Action Item:** The Mobility Manger will request a quote for 5000 and also follow up on a potential funder for the printing.

6. **Southern Tier Rideshare update** – Tina Hager stated that the project is at the end of its first year. 2<sup>nd</sup> year plans are to pursue working with the Chamber of Commerce for

promotion. Tina has expressed to MetroPool the desire to have Tami, the project director from MetroPool on site a few times this year so we can connect better with employers. Tami will set up 2-3 times in 2015 when she will travel to the area. The Regional Job Fair is set for April 28<sup>th</sup> and there is the possibility of setting up a “Car Lite” event in Sept. Another idea is to use Constant Contact to keep employers in the loop. Tina also stated that the project now has 75 registrants between both counties since the campaign began.

**Action Item:** Amy Dlugos will get Tina the information and contact for the Steuben County Chamber of Commerce.

K. Duby also added we now have new rack cards and flyers and the phone tree system with 511 is working to transfer any calls for registration assistance to the IHS 2-1-1 HELPLINE and then on to the appropriate Mobility Manager. The Mobility Managers continue to market to employers, Corning Community College, and assist as needed with phone registration request. <https://511nyrideshare.org/>

## **7. Mobility Management Updates – Kelly Duby**

a. DOH/MAS Working Group – There are four sub groups working together on issues resulting from the Medicaid redesign. These groups are organized and facilitated by DOH staff and often legislative representatives. Debra Burnham and Kelly Duby are on the Fixed Route Issues group and are monitoring the progress and flow of issues that could affect Steuben County transportation systems in the future. Many of the same issues remain with the premise that DOH is working closely with MAS to resolve many issues. There is a larger group meeting planned for mid-February.

b. **Travel Training:** - Marketing for the Travel Training program continues and the need to enhance the marketing materials will be discussed through the MM funds. The MM is approaching different agencies regarding presenting to groups or individuals.

**Action Item:** Lori Gilbert will provide contact information for GST BOCES and JSEC committee to K. Duby for further opportunities.

**Bus Buddies**, is off to a great start with a very positive Bus Buddy on board and eager to go again. The IHS has partnered with RSVP for the promotion and recruitment of volunteers for the program. Christine Towner arraigned for WENY TV to do a recorded interview at the RSVP office, which aired mid-January, (see link below). The exposure has already produced inquiries about the program. The Institute and RSVP will continue to collaborate on public awareness workshops, first targeting RSVP current volunteers, community events, and the public libraries. View the WENT News interview here; <http://www.ihsnet.org/news/2015-1-27/bus-buddy-program-featured-on-weny-news>

- Action Item:** K. Duby and C. Towner will compare their library contacts and reach out personally to the libraries by also utilizing the information in the 211 database regarding the STLS library system.
- c. **New Need a Ride website on RTAP Platform** – the new platform will be launched soon and include all the same route information and system links as the current one plus more. Still in development at <http://webbuilder.nationalrtap.org/needaride>
  - d. **GTSF Route implementation for 511NY system** – The Mobility Manager has been assigned the role of making sure all of the GTSF information is added into the 511NY system for Steuben Transit, Arc of Steuben, Hornell Area Transit, and CEATS. NYSDOT is currently looking for a vendor for the 511NY process and training will be provided when available. The correct route information for Steuben County is currently being collected due to the recent changes in the bus routes with the addition of the Corning Transportation hub and adjusting services as a result of the Medicaid takeover. K. Duby is waiting for the go-ahead from NYSDOT to start the input of information when appropriate. The input of information is a requirement of the Consolidated Application.
8. **DSRIP Update** – Patrick Rogers, IHS – stated he is participating on the DSRIP Transportation Committee along with Amber Simmons, which is doing a special needs assessment study in all 11 projects that include looking at NEMT Medicaid transports and also for individuals needing transportation that are not covered by Medicaid or are simply under-insured. The results of the study will be used for regional FLIPS recommendations.
9. **New Business** – No new business reported
10. **Stakeholder's Share:**
- Kathleen Burns, Project Care reported that she has an abundant amount of volunteer drivers at the moment that are just waiting for rides to be assigned.
- Tina Hager added that a draft of the Elmira-Chemung Transportation Council – Draft Bicycle/Pedestrian/Trail Plan 2035 is available to be viewed and commented on at [http://www.chemungcounty.com/usr/ECTC/Publications/Bike\\_Ped\\_Trail\\_Plan\\_FinalDraftComplete\\_Web.pdf](http://www.chemungcounty.com/usr/ECTC/Publications/Bike_Ped_Trail_Plan_FinalDraftComplete_Web.pdf) The plan has long range goals out 20 years and has been presented at recent BACPAC meetings.

Next meeting April - TBD

## **Steuben County Coordinated Public Transit – Human Services Transportation**

### **Advisory Committee Meeting**

**May 20<sup>th</sup>, 2015 – 1:30pm – 3:30pm**

**Institute for Human Services, Inc. – 6666 County Road 11, Bath, NY**

**Present:** Kelly Duby – Steuben County Mobility Manager  
Amy Dlugos – Steuben County Planning Department  
Kathy Burns – Steuben County OFA  
Carol Wood – IHS 2-1-1 Helpline Director  
Alan Kio – Medical Answering Services  
Allison Pierce – Steuben County Transportation  
Patrick Rogers – IHS Executive Director  
Amber Simmons – Chemung/Schuyler Mobility Manager  
Belinda Vogt – Pathways Inc., Transportation  
Debra Gleason – ARC of Steuben Transportation Director  
Michael Steele – First Transit Manager  
Christine Towner – Steuben County RSVP  
Nichole Walker – NY Connects - OFA

### **11. Welcome and Introductions**

### **12. Mobility Management Updates**

- e. Consolidated Application** – as of 5/26/2015 we have not received the new contract, but have been told DOT is close to completion.
- f. NEW 5310 Transportation Formula Grant for Rural Areas** – This new funding opportunity for rural areas includes money to buy buses only. The committee was asked to provide letters of support to two of our partners that will be applying for buses; Pathways, Inc. and Arc of Steuben. - The committee approved and K Duby will provide the letters of support.
- g. Travel Training / Bus Buddies** – K Duby is continuing to market the program. There are now two official Bus Buddies, one in the Corning area who is very familiar with the CEATS systems and one to cover Bath. A June group excursion is being planned for Clyde Simons residents to visit the Rockwell Museum in Corning.
- h. GTFS Route implementation for 511NY system**- NYS DOT is still selecting a vendor for this project. K Duby has downloaded the platform in the RTAP cloud and is preparing to populate the system when active.
- i. OFA Van Project** – Kathy Burns reported that they have hired a driver part-time who will be involved with the scheduling, reporting and of course driving individuals who need transportation for grocery shopping and pharmacy visits. The program will

cover targeted areas based on the needs assessments found in the OFA projects in Pulteney, Cameron - Jasper-Woodhull, Addison, and Bath areas to start. The van has been named "Easy Rider". They will partner with SCT to fill the van based on coverage areas.

### ***New Projects***

- a. **Individual map updates** for brochures & Steuben County website – K Duby has updated the three Steuben Transit brochures. They are to be uploaded on the Need a Ride website and also to the new Steuben Transit website soon. CEATS brochures are next.
- b. **Signs/Bus Shelters** – K Duby is working with county planning office to contact property owners for approvals to place bus stop signage along the public bus routes where appropriate. The county already has the signs and the public works department will install.
- c. **New Bath Bus Stop location plans** – Amy Dlugos reported that the village is moving ahead with a proposed project for moving the current bus shelter across the street from the county building to behind Liberty Street downtown Bath. Mike Steele, general manager of First Transit will work to review the plans and make the adjustments to the bus routes where appropriate.

**13. SCT Volunteer Driver Program Expansion** – Allison Pierce stated that the volunteer driver program is expanding into Cattaraugus and is growing. The program has updated their policy and procedure guidelines. The program is also doing trips in Alleghany.

**14. FLPPS update** – Patrick Rogers stated he continues to serve on the FLPPS Transportation Committee and will update group as developments arise. He also stated that he was in a meeting with MAS's president Russ Maxwell who brought up the fact that MAS is looking to update services for solutions. It was apparent that transportation is being looked at as a key component to the DSRIP initiative.

**15. DSRIP Transportation Activity & Presentation** – Amber Simmons gave DSRIP overview presentation and discussions ensued around transportation solutions and ideas. K Duby documented comments inside the ppt. (sent along with the meeting notes).

**16. DSRIP – STRIPPS Exercise** – group – please see ppt. – it's really good!

**17. Southern Tier Rideshare update** – Amber reported that as of May there were 110 registered in the system and advertising is through google and on local radio stations. Several employer contacts were made at the Regional Job Fair and follow up is on-going. Tina Hager is also working on a group MM Regional project for a Car Free day.

**18. Stakeholder's Share – Please Share!**

- Alan Kio – MAS liaison, stated they are very pleased that the IHS has agreed to help out with NEMT in Cattaraugus County. Alan also stated he is available for Medicaid training.
- Nichole Walker – NY Connects is working with Jess Wheeler of AARP on a “We Need to Talk” regarding Dementia training on June 9<sup>th</sup> at Guthrie Hospital.

**Next meeting**

**September 23, 2015  
Institute for Human Services, Inc.  
Bath, NY**



**Steuben County Coordinated Public Transit – Human Services Transportation**

**Advisory Committee Meeting  
September 23<sup>rd</sup>, 2015 – 1:30pm – 3:30pm  
Dorman Library – 101 West Morris Street, Bath, NY**

**19. Welcome and Introductions**

**Present:** Kelly Duby – SCT MM  
Kathleen Richardson – Bus Buddy  
Amber Simmons – MM Chemung/Schuyler MM  
Tina Hager – Chemung Transportation Specialist  
Belinda Vogt – Pathways

Bryan Cohen – MAS  
Allison Pierce – IHS SCT Volunteer Driver Program  
Anne Corwin – Hornell Area Transit  
Amy R Dlugos – Steuben County Planning Department  
Patrick Rogers – IHS Executive Director

## **20. Mobility Management Updates –**

- j. **Resignation:** K Duby stated that she is leaving the IHS Mobility Management position and has accepted a position with ProAction of Steuben & Yates as a TANF Case Manager/Supervisor and Functioning Supervisor for the CSS Career Center in Corning. Her last day is Oct. 2<sup>nd</sup>. K Duby stated the IHS is in the process of recruiting a replacement and that there are plans in place to keep programs moving forward in the interim based on services below.

k. **Past Quarter Outreach & Marketing efforts**

- Corning Aging in Place Event with Bus Buddy 5/21
- VA Community Forum meetings 5/27
- Health Fair at Bath VA 6/1
- WETM Interview on Bus Buddy program 7/17
- Mercury Aircraft – Met with HR person to promote Rideshare 8/05
- Transportation overview to Probation Dept. – 8/19
- Travel Training – Catholic Charities Bath, 8/25
- VA Mental Health Summit 9/10
- Cohocton/Atlanta Community Awareness Event 9/16
- VA Presentation to group in Domiciliary 9/30

l. **Bus Buddies – Kelly Duby & Kathleen Richardson**

- Group to Rockwell Museum 7/21 (7) – Kathleen reported trip went smoothly, they loved the Rockwell, bus was no problem and they are ready for next trip to CMOG. Kathleen also stated she has enjoyed working with people and teaching them to ride the transit systems and will continue on in her Bus Buddy role. She said that people have relayed to her that they saw the WETM spot on TV and it was well worth doing it.

**Moving forward:** Kathleen will contact Allison Pierce before she ventures out with a group or individual. Allison will then contact First Transit so that the bus driver can be made aware of the trip. Kathleen will also report her volunteer hours to Allison for tracking and reporting to the NYS DOT and RSVP.

m. **Travel Training –** Travel Training is offered to every new Bus Buddy as an orientation and requirement of the program.

Moving Forward; Travel Training will be put on hold until the position is filled and can be resumed by new person.

- n. **VA Summit & new sign** – K Duby displayed the new six foot tall display sign that the Mobility Managers developed with the help of Kelly Vangelder – Mobility Manager and sponsored by the Bath VA. Three signs were developed and each MM received one. The signs have phone numbers of transportation services available for veterans and an additional layer on top of the Tri-County map that shows the VA shuttle routes to Buffalo and Syracuse. The sign is portable and can be used at conferences and community events. Thank you Kelly Vangelder and the Bath VA!

## 21. Regional MM initiatives

- a. **Senator O'Mara's open forum in Cooperstown** – K Duby and other regional Mobility Managers, Transit Providers, and key stakeholders attended the open forum meeting in Cooperstown on July 22<sup>nd</sup>. Senator O'Mara and Seward received comments regarding the effects that the Medicaid take over has had on many of the rural public transit systems and how it has effected individuals and quality of transportation issues. The Senator will continue to advocate for better coordination between MAS/DOH and providers across the region. The meeting was recorded and may be viewed at <http://www.nysenate.gov/senator/thomas-f-omara> (you have to scroll down) K Duby stated that even though Steuben County has not been as negatively impacted by the MAS takeover it doesn't mean we can take lightly what is happening in other areas, especially with safety regulations of taxis and other private transportation providers.

**Moving Forward;** Ann Corwin stated she will stay in touch with A Simmons and T Hager to keep informed on current developments until the SCT Advisory Council resumes.

- b. **Southern Tier Rideshare – Update – Tina Hager**

Tina reported there are now 113 registered users between Chemung & Steuben Counties. Marketing included Constant Contact direct email, Google ads, radio on WKBQ and WPIG. There were about 3000 website visits and interest continues to grow. Also, J Arey has been working with NYS DOT who has agreed to place signage to promote the use of Rideshare by displaying the 5-1-1 call in number.

**Moving Forward:** The IHS will speak with the 2-1-1 director on policy of transfer of calls that come in for Steuben County to direct appropriately.

- c. **Car Free Challenge – Sept. 22 – Oct. 5<sup>th</sup>**

Challenge was launched on Sept. 22<sup>nd</sup> People can sign up at [www.carfreechallenge.wordpress.com](http://www.carfreechallenge.wordpress.com) on the Steuben County page. Walk, bike, ride the transit systems, carpool, register on the site, log your trips for a chance to win daily prizes and with at least three participating entries and a chance to win a

grand prize GO-PRO camera! Marketing efforts include sending it out in constant contact through the IHS Provider on Line and other not for profit organizations in our area. Steuben County also posted it on their employee information page as well as posters displayed, etc.

Daily prizes are being sent out from area vendors in Bath and Corning. The partners for the Steuben project are IHS Rural Health Network, Steuben County Public Health, Southern Tier Rideshare, 2-1-1 HELPLINE, and Steuben County Transportation.

***Moving Forward***; Olivia Dates will handle wrap up of project and grand prize delivery.

**d. NYPTA Mobility Management Conference – October 27<sup>th</sup> – 28<sup>th</sup>**

T Hager stated that she will be doing a Rideshare workshop at the conference.

P Rogers and A Pierce plan to attend.

**22. On-Going Projects & Partners**

- a. **GTFS Route implementation for 511NY system** – K Duby had started working on the new software with DOT. The system is still working out some bugs, but it should be ready to work with again soon.

***Moving Forward***: Work in the system will most likely resume when a new MM is in place.

- b. **Signs/Bus Shelters** – A Dlugos reported that there is a new bus shelter Savona, right across the street from the new Dollar General at the four corners.

- c. **New Bath Bus Stop location plans** – Amy Dlugos reported the Bath bus shelter is to be moved as soon as the mobile work crew can get do it, hopefully by November. The parking lot behind Liberty Street is being worked on and re-paved and should be done by this week, 9/27. The Bath shelter will be moved from the county building location to the behind Liberty Street location.

***Moving Forward***; A Dlugos will be working with the public transit systems to align routes into the new location when a start date is available.

- d. **OFA Van Project** – K Duby stated that the Easy Rider Van is in operation through the OFA. They are currently targeting certain areas based on need. The program serves seniors age 60+ by transporting them to and from stores to shop. They must be able to shop independently and get in and out of the van with minimal assistance. The van will make stops at Tops, Family Dollar, and Save-A-Lot in Bath and similar stores

in other areas. The SCT volunteer driver program staff are referring individuals to OFA if appropriate.

**Moving Forward;** The SCT staff are meeting with OFA to see how we can coordinate in the future.

**23. SCT Volunteer Driver Program Expansion** – A Pierce stated that the program is going well. P Rogers stated that MAS and DOH are looking at them as a model program for volunteer driver programs. MAS has invited the program to expand into Livingston County as well.

**24. NYS DOH Recap** – P Rogers and A Pierce attended the Steuben, Allegany, & Cattaraugus Medicaid meeting on 9/22/2015 along with A Corwin. K Duby attended by phone along with others. Russ Maxwell and the new liaison Bryan Cohen were there as well as Heidi Seney – DOH by phone. Both P Rogers and A Corwin stated they thought the meeting went well and were satisfied with the willingness to investigate issues surrounding trip mishaps, assignment of trips and software issues. B Cohen stated that he had several conversations with people there and now has a better understanding of what has been happening and has promised to investigate each issue and report back. Some of the issues could be on their end, possibly how a trip was coded, availability of a vendor, customer service issue, etc., but they will be addressed and he will strive to make the process smoother.

A Corwin stated there are still concerns over safety regulations of private vehicles such as taxis and is looking forward to Bryan's findings.

**25. Stakeholder's Share – Please Share!**

**26. The IHS is moving!** Starting 9/28 to 10/1 the IHS will be moving to a new location: 50 Liberty Street, Bath NY 14810. The building is next to the Five Star Bank and has been remodeled. There are two floors, transportation will be on the first floor and the 2-1-1 HELPLINE, Steuben Rural Health Network, Research and Development, and executive offices will be on the second floor. There will also be spacious conference rooms available.

**Next meeting**

**TBD, 2015**

**Institute for Human Services, Inc.**

**Bath, NY**

## **Steuben County Coordinated Public Transit – Human Services Transportation**

### **Advisory Committee Meeting Minutes**

**March 30, 2016 – 1:30pm – 3:30pm**

**IHS 50 Liberty Street, Bath, NY 14810**

**Present: Belinda Hoad, Amy Dlugos, Dan Nichols, Jackie Woollett, Amanda Boyer, Karen McKinley, Tina Hagar, Allison Pierce, Tracey Yorrio, Jill Kline, Tess McKinley, Carol Wood, Christine Towner, Patrick Rogers, Mary Jo Savino**

Belinda called the meeting to order at 1:35 p.m. Belinda explained the results of a survey of Transportation Committee members to help determine committee structures and the frequency of meetings. This led to a discussion, with the decision to move to a committee/subcommittee structure: The Public Transportation providers in one subcommittee and Human Services/Volunteer Providers in another to gain a better understanding of each industries needs and project goals. Belinda will chair and schedule the subcommittee meetings more frequently between those dates.

The Steuben County Public Transit-Human Services Transportation Advisory Committee will meet less-frequent but still have regular scheduled meetings with cross-committee information exchange and guidance. The dates for the next meetings (of the full committee are 6/15/2016, 9/21/2016, and 12/14/2016.

On the subject of meeting sites, the group agreed that changing up the meeting sites occasionally might encourage participation – the parking at the new IHS offices is now not as available and can cost. Arc of Steuben offered to check to see about using a meeting room at its site for the June meeting.

**Action: Tracey pledged to check on the meeting space availability for the 6/15 meeting and to get back to Belinda to confirm.**

#### **Mobility Management Updates:**

- Belinda has been looking at the websites of the public providers with a client's eye, and is identifying areas for adjustment or improvement to better the public's ability to understand and use the information – for example, citing stops in front of stores that have changed names or are out of business, etc. The Public Transportation subcommittee will also take on this task.
- Belinda is looking to recruit additional Bus Buddies – volunteers who can help give hands-on instruction to others on how to access and use the bus systems.
- Amber (Schuyler Co.) provided an update about the Rideshare event hosted at Corning Community College, providing info to new and returning students on transportation options, from 3 counties, that would help them get to and from the campus.

- The providers and Mobility Managers answered a question – does anyone have available an option to purchase tokens online? One provider had tried this, but lack of demand and some complex upkeep didn't make it worthwhile to continue.
- Tina (Chemung Co.) updated regarding the Rideshare project, for which the Chemung-Steuben-Schuyler area was a rural area state pilot site. The first employer-customized portal, for Chemung ARC, was created and is starting to be used, to help coordinated shared rides to and from work by employees. Dennis Sweeney, a local prominent, has been engaged to help develop more employer participation, and is approaching CCC, the Corning School District, Dresser Rand, and other Arc agencies, among others.

**Action: Tina will email Tracey (Arc of Steuben) with Dennis's phone number to coordinate activities with Arc of Steuben.**

**Action: Carol Wood (IHS) will send Tina info on contacts in Yates County to build upon for further Rideshare spread.**

- Tina reported that the Care-Free Challenge is coming up again. Started last year, it's a push to ask people to explore alternatives to using their cars, developing both public transportation and ridesharing through a social challenge event.
- Mary Jo Savino, from Keuka Water Taxi, gave an overview of the transportation coordination she is helping to provide and to arrange in and around the Keuka Lake area. The Water Taxi itself is a boat that can take people around the south half of the lake. It is proving popular, and is especially welcomed by people in wheelchairs, as the boat can accommodate them without having to leave their chairs. Mary Jo sees the possibility of developing a range of transportation options – additional services, altered or expanded routes and stop times, and others – that would accommodate the vision of a car-free vacation spot in the Finger Lakes and Southern Tier – an approach to employment, tourism, and to yearlong residents. She will bring additional details and conversations to the Public Transportation subcommittee. Her contact info is [keukawatertaxi@gmail.com](mailto:keukawatertaxi@gmail.com) (.)
- Belinda shared that another topic for the Public Transportation subcommittee will be to explore cross-service transfer arrangements: feedback from some riders has been that they sometimes have missed a connection by only a few minutes and have to wait an hour before the next bus arrives. This and other factors can make a Steuben-to-Elmira round trip last all day.
- Allison (IHS) shared that the volunteer transportation program, where volunteer drivers get eligible clients to nonemergency medical and social service appointments, has expanded from Steuben into Allegany, Livingston, and Cattaraugus counties, with other counties requesting service developments as well. With this more regional service, the program has changed its name to IHS Coordinated Transportation Services. Pat Rogers (IHS) shared that the state Dept. of Health has added new requirements for volunteer drivers, including a requirement that the cars they drive (in IHS-CTS's case, their own) be

no more than 10 years old. Without a change or variance, this can affect the programs severely.

- Tess McKinley (Catholic Charities-Turning Point) shared results of a recent survey of Food Pantry visitors, which showed that transportation is a crucial factor in their clients' abilities to get food: without transportation to larger grocery stores, where food is cheaper, many clients resort to buying their groceries at convenience stores, which have a high markup. She is working on plans to have tokens available at the larger stores to help clients, modeled on a practice already in place at Hornell's Wegmans. Tess added that if any providers want access to the info table that Turning Point makes available, from 9-11:15, to distribute information to their clients, to contact her. Her email is [tmckinley@dor.org](mailto:tmckinley@dor.org) (.)
- Tina (Chemung Co.) distributed a new copy of the Chemung County Transportation Guide.
- Carol Wood (IHS) said that the 2-1-1 info and referral program is updating its records of information about agencies and services, which is given out to callers and online inquirers.

**Next meeting  
6/15/2016  
Arc of Steuben  
1 Arc Way, Bath, NY 14810**

#### **Steuben Coordinated Transportation (SCT) Meeting Minutes**

**June 15 2016 1:30p.m. – 3:00p.m.**

**Arc of Steuben  
1 Arc Way Bath, N.Y. 14810**

Present: Belinda Hoad, Tracey Yorio, Jill Kline, Allison Pierce, Dan Nichols, Amanda Boyer, Amber Simmons, Carol Wood, Patrick Rogers, Tina Hagar, Amy Dlugos, Joy Williams

Overview of Arc of Steuben's Transportation Service: Tracey Yorio and Jill Kline provided an overview of services offered through the business units at the Arc of Steuben. The business units consist of transportation, workshop, screen printing, and janitorial services.

Jill led a discussion around transportation services through Arc of Steuben, and their different reimbursement rates. Arc receives a different reimbursement rate than other public providers – related

to their clientele. Arc does get MAS referrals, but the volume of rides has gone WAY down. Arc gets the majority of wheelchair, special assistance calls, while the majority of medical rides are getting sent to the IHS-CTS program for volunteer provision – a cheaper cost.

### #3 – Mobility Management Updates – Belinda Hoad

a. Working on a training for nurses, care managers, department heads, and other staff through Arnot, to improve medical appointments and follow-up visits after hospital discharge – cancelled appointments or no-shows. This directly helps solve both medical outcomes and transportation access outcomes across the health and human service sectors. Also, related – going to do a travel training for AIM staff, to show them how to show their clients about how to access and use transportation options. (AIM serves those with disabilities.) This train-the-provider approach is a new focus for the travel training, and stands to reach more individuals/clients than other approaches have.

**(Action: Allison (IHS-CTS) and Tracey Yorio (Arc) shared contact information, at Tracey’s request, to talk further about helping to organize volunteers in the Corning area.)**

b. Public Transportation Subcommittee: tried to hold a meeting, and only one person showed up. Discussion around the need for the subcommittee affirmed the importance of a venue for public providers to interact with human service providers, and vice versa. Resolved to keep trying to connect and to keep the subcommittee. Belinda (IHS MM) has collect information about the schedules of public providers that serve Steuben, highlighting potential needs, gaps, for discussion.

c. Human Services Subcommittee: this subgroup is meeting and working well – the hospital discharge discussion (above) arose out of these meetings. Discussion helped explain the importance of working better with hospital discharge planners to ensure that rides for appointments are actually booked upon discharge, not just given service referral information. The group also received clarification about the development of the new clinic in Hornell through St. James, and the integration of that hospital into the Strong Hospital medical system in the corridor through Rochester.

Discussion around the needs and issues of people needing dialysis, including: the frequency of needed appointments (3 times per week), the length of time for each dialyzing appointment (4-6 hours), and the

way that dialysis appointments are made wherever there is an opening for a machine, meaning that, one day, the appointment may be in Bath, another in Sayre, another in Hornell, etc. The rise of home dialysis treatments is not yet making a dent in this. There's also a transition from hospital-provided dialysis to that service being offered by private agencies; hospitals are sometimes selling off the units to private providers and renting out the space, a capital fund strategy.

**(Action – Belinda made a note to check in to the home dialysis – what's involved in getting it, etc., to help reduce the demand for these kind of trip requests.)**

Belinda announced that the 5310 grant – funds for disabilities grant – is out and due 7/1. Two providers said they would be going for the grant – Arc for up to 4- and requested the mandatory letter of support from this committee. Motions to support the applications (vehicle purchase) were issued (Amy Dlugos), seconded (Allison Payne) and carried. The motion approved the group's consensus that the applications identified a need outlined in the most recent Plan, and would help meet that need. Belinda was directed to craft the letters on behalf of the group.

**(Action: Belinda will complete and send letters of support from SCT for the DOT grant application projects from members.)**

#### #4 – Regional MM Initiatives – Belinda (IHS-MM), Tina (Chemung MM)

Tina reported that employer-customized Rideshare web portals are being rolled out, to good acclaim and success. These customized portals have the look, feel, logos, and branding of specific employers, and yet allow access to Rideshare dedicated to the agency's employees. Arc of Chemung is one of the early adopters of this, and Arc of Steuben committee members are interested (contact info exchanged). Tina has a draft press release ready to announce this, to help get private for-profit businesses interested in signing on, too. Tina has also completed a draft for regional expansion of the Rideshare program, but is holding it back for a little bit as NYSDOT completes its 5310 and other grant projects.

Tina has also confirmed that Cortland Co. is going to coordinate the Car-Free week across this part of the state again this year. this is a week-long initiative to try to encourage people to explore other

transportation options in getting to and from work – for environmental benefits, as well as for a way to highlight community transportation options.

Amber (Schuyler MM) reported that there is a “better practices” transportation “camp” going on soon in Ithaca. Any of the Mobility Managers can help sign for it, if interested. Tina confirmed that anyone who works for a municipality or through a municipal committee can get 50% of the cost of the camp/summit.

Amy Dlugos (Steuben Co. Planning) reported on 5311 projects in Steuben: new vehicles confirmed; a transportation study is ready to proceed, once the provider is confirmed (S. Tier Central Regional Planning and Development is the expected provider), and the Mobility Management contract with IHS was approved by the county and contracts are ready to be signed.

**(Action: Pat (IHS) will meet with Amy to sign and execute the Steuben MM contract.)**

Other news:

- Amber from Schuyler reported having the first non-Arc Bus Buddy trained
- Amber (Schuyler MM) reported that regional MM projects are going forward; the two main ones are the connectivity of the two major medical centers (shift hours and transportation sharing options) and other
- Carol (IHS-2-1-1) reported on an agency survey result, of Steuben-based nonprofits – with some more details on transportation needs, as prioritized by the agencies themselves. The sample size is small, but the details might be interesting. She offered to share the info with SCT.

**(Action: Carol and/or Belinda will send the group the results of transportation questions from the children’s Steuben services performed last year by IHS.)**

**Next meeting: September 21, 2016**

**Pathways, Inc.**

**33 Denison Parkway W. Corning, N.Y. 14830**

## **Steuben County Coordinated Public Transit – Human Services Transportation**

### **Advisory Committee Meeting Minutes**

**September 21, 2016 – 1:30pm – 3:30pm**

**Pathways, Inc. 33 Denison Parkway West Corning, N.Y. 14830**

**Present: Belinda Hoad IHS, Dan Nichols Pathways, Inc., Tina Hagar Chemung County, Leslie Regan MAS, Olga Clark CSSWFNY, Dan Porter CSSWFNY, Amy Dlugos Steuben County Planning, Gabriel Holbrow STC, Carol Wood 211 Helpline, Amanda Boyer Chemung County Mobility Manager, Joy Williams IHS, Hannah Smith Arnot**

#### **Welcome and Introductions**

Belinda welcomed the committee and called the meeting to order at 1:30 pm.

**Pathways, Inc. Overview- Dan Nichols** shared agency and transportation information about Pathways, and referred to [Pathwaysforyou.org](http://Pathwaysforyou.org) for more details.

**Steuben County Transportation Study** - Gabriel, from Southern Tier Central Regional Planning and Development (STCRPD) reported out about the Steuben Co. transportation study. {Summary handout provided.} The study is looking specifically at the gap between Medicaid and other transportation, including public and formal transportation, and informal sources (friends, neighbors, volunteers, etc.) Gabriel and his coworkers may be reaching out to get data or perspectives on transportation services, access, gaps, and the like. Amy clarified that the study is funded by money received from the last 5311 round, designed to look comprehensively across the county in a way not done before, to verify that routes, times, and coordination between providers is meeting the needs best, or if alterations or redesign would serve people better. Findings will be shared in a large public meeting about a year from now. If you have studies, findings, needs assessments, or others, that you could share that would add to the study, please do so.

#### **Mobility Management - Belinda**

##### **Public Transportation sub committee**

The committee is working on trying to get standardized acceptance, from all public transit, for a card to use across all buses. One thing that the providers accept, across the board, is the Medicare card, so working to get or promote that through the end of the year for half price fare.

Tina pointed out that many people, per her findings, are reluctant to carry their Medicare card for fear of losing it. That's why she advocates purchase of the half-fare cards. But there's room for options.

Belinda reported on info from or for OPWDD regarding the new changes for providers to those with disabilities. Proposed changes would add regulatory burden to the provision of transportation, which these agencies previously would not have to follow because they provided transportation for their clients only, and not the public (for whom the regulations were designed, including bus service checks every thousand miles – approx. every 3 days, for a provider such as Pathways – and ID checks). There are waivers possible, but service providers have to apply for them in the next couple of months. The criteria for the waivers is not known for sure.

**Human Service Sub Committee** The committee is trying to get more info. on transportation for those on dialysis. Some options include promoting access to in-home treatment, to factor out transportation requirements altogether.

SCNY Conference Oct. 26<sup>th</sup> – an all-day conference in Binghamton: “Getting There: A conference on Bridging the Transportation and Health Care Gap.” Registration deadline is Oct. 19<sup>th</sup>, and the fee is \$40. Belinda distributed registration info and can provide more after the meeting if needed.

### **Arnot Health**

Arnot Health, 2-1-1, and MM collaborated for an info session at Arnot to provide transportation info to health care front line staff for services in Steuben and Chemung Counties.

Approximately two dozen received the information, and Arnot staff reported that it was extremely appreciated and well-received.

### **Steuben County Car Free Challenge**

Steuben Co. is participating in the Car-Free Challenge, starting next week. This is just a call to try to minimize either car trips or the way we use our cars, including carpooling or consolidating trips, or eliminating them altogether. The challenge runs to Oct. 5<sup>th</sup>, and involves participation for 3 days during the challenge, to be eligible for a Grand Prize Drawing, as well as Daily Drawings. Anyone requesting information for how to participate should contact Belinda. Tina clarified that it’s a regional thing, spearheaded by Cortland County a few years ago. There is a Car-Free Challenge website. The goal is to get people to think differently about how they get themselves to and from other places, and maybe to learn something new that would help form new habits towards better sustainability and greater quality of life. The program is free for anyone to participate.

### **On-Going Projects & Partners**

#### **Travel Training**

Belinda reported that travel training has reached 19 people this summer, including those from disability housing, reaching people who had previously been reluctant to use public transportation. Any organizations who provide direct services to clients can receive train-the-trainer instruction to encourage clients to learn how and when to access transportation.

#### **Regional MM initiatives**

*Rideshare Update Tina Hagar* The grant is in the third year of funding, and winding down from the original funding period. Tina and Jim Arey have talked with DOT about funding a continuation of the pilot project: one year of additional funding, from state project planning funds, might be possible. The work addition will be consolidating findings on how other rural counties can participate and share in similar success for Rideshare participation in their own jurisdictions.

#### **Employer Portals**

Tina shared good news: Dennis Sweeney is on board, helping (previously reported to this group) to identify and enroll employers to participate in the program and in getting employers to participate and possibly have special Rideshare portals customized for their employees. Recent additions of employers include Elcor, CVS, C-PP School District, St. James Hospital, and others. DOT is very excited at the amount of progress made in this endeavor.

#### **Stakeholders’ Share**

Tina shared info about identifying other dialysis sites in the Corning area. Chemung has started a \$15-per-trip service for transportation to one dialysis site in Corning, and, although they can't fiscally accommodate traveling much further, they might be able to piggyback other medical visits with the dialysis trips. The group discussed other dialysis locations, and other Corning-local health care providers.

Belinda provided info from Amber S. on Schuyler's transportation survey, on connecting health centers across 13 counties including ours and Monroe. A survey that went out to providers sought feedback on access and services to get to and from regional medical centers. To date, 159 responses came from across the region. Amber will continue to analyze the results, but the survey is still open for answering. Called the "Move Together Project," Belinda has sent the link to participate. Belinda will include the link in the meeting minutes for anyone that did not receive the link and would like to participate.

Medical Answering Service (Leslie Ann Regan): implementing new bus pass procedure and policy. MAS also has "bus pass agencies" – roster-based agencies, such as mental health organizations or other health care facilities, that order passes for their Medicaid-insured clients about a month ahead of time; passes get mailed to the provider, and they give them out to clients, verified through MAS. The other is the "replenishment" service, typically one-time or one-trip passes given out to mental health or health care providers, with details shared with MAS for tracking. The service is for Medicaid-insured individuals only.

CSS Workforce NY (Dan Porter): Go v. Cuomo announced that the Elmira airport will be given a \$50 million upgrade funding. This will have regional repercussions.

Also reported that a local employer has tried to solve its own transportation issues by buying its own 15-person van for employees, the route tied to the end of shifts, to and from certain places only. The employer is not paying for the van, but assists employees who want to use it, including allowing a payroll deduction process for employees to purchase the van passes. CSS is only recently finding out about this. The question for the group: is this something to encourage, or not?

The Mobility Managers confirmed that there might be some legal repercussions or liabilities for this, on the employer – not trying to shut down anyone trying to solve their transportation, but just as a protection to bigger problems later on. Tina provided contact information for further work or advice on this.

**Next Meeting:** Belinda will also try out a call-in option for participating in this meeting. More details on that will follow.

#### **Next meeting**



12/14/2016

Institute for Human Services, Inc.

50 Liberty Street Bath, NY 14810

**Steuben County Coordinated Public Transit – Human Services Transportation**

**Advisory Committee Meeting**

**December 14, 2016 – 1:30pm – 3:30pm**

**The Institute for Human Services, Inc. 50 Liberty Street Bath, N.Y. 14810**

Present: Amy Rusak, Belinda Hoad, Carol Wood, Jill Kline, John Prospero, Dan Nichols, Amanda Boyer, Allison Pierce, Larry Kaminski, Karen McKinley, Amy Dlugos, Trisha Rude, Pat Rogers, Amber Simmons, Tina Hagar

**1. Welcome and Introductions**

The meeting was called to order at 1:35 p.m.

**2. 2017 Meeting Schedule**

Belinda asked the committee if the 3<sup>rd</sup> Wednesday of each quarter is feasible for 2017. There was one objection for the month of March 2017. The 2017 meeting schedule is as follows:

March 8, 2017

June 21, 2017

September 20, 2017

December 20, 2017

- 3. Pocket sized transit schedules-** Amy Dlugos asked the committee if anyone had received requests for copies of the 2011 tri county route schedule brochure. The Steuben County staff utilize the brochures on a routine basis to assist clients with travel planning and have requested more. The career centers also utilize the brochures a lot when assisting its clients as well. The group thought that CSSWFNY may have some cases of the brochures left. The committee felt that we may want to design a different format so that the brochure was not so elaborate and expensive to print. The problem that we encounter with printing schedules is that the schedules change frequently and we are left with schedules that are not correct. However, printing fewer copies at a time may be a solution while still meeting the needs of transit riders. The needaride website contains links to each provider's website where schedules may be downloaded and printed. The providers update their own schedules so the links serve as the most up to date information.

Belinda has been working on formatting schedules so that they are all in the same format. She will discuss this further with the Public Transit Sub Committee.

*The committee agreed that we will need to examine funding sources for this project.*

Perhaps a partnership with all providers would be the best option.

Suggestions: Folder with inserts that the Work Center and Steuben County can utilize to provide applicable information to the clients that need it.

Check bike route and state parks sites/publications for examples.

A 4x6 booklet of schedules could be produced inexpensive.

#### **4. Mobility Management - Belinda**

##### **a. Car Free Challenge**

The 2016 Car Free Challenge resulted in a decrease of 429 drive alone miles between September 22, 2016 – October 5, 2016. IHS was the sole sponsor for the challenge and awarded 14 daily prizes as well as a grand prize of a mountain bike. Belinda received a lot of good and helpful feedback from first time riders which was passed on to First Transit. First transit then implemented strategies to better accommodate bus schedule availability for its riders. Steuben County will participate in the event in 2017. If other Counties would like to participate please let Belinda or Tina know as planning will begin in May 2017.

##### **b. Healthcare Conference**

Belinda attended the Healthcare conference in October 2016 where there were 248 participants from a 13-county region. The objective of the conference was to bring transportation and healthcare professionals together to problem solve transportation barriers. The morning sessions featured presentations on creative solutions to transportation barriers, Medicaid transportation, and volunteer driver programs. Allison presented on IHS volunteer transportation at the conference. The afternoon sessions were assigned by county and engaged participants in the transportation problem solving process which involved healthcare and transportation professionals. Steuben County joined Chemung County and the group worked on a scenario that involved a Steuben County resident that needed to go to Chemung county for multiple appointments. The group worked through the scenario utilizing available resources. The second half of the afternoon session included lessons learned to develop a transportation resource toolkit for each county. SCNY will establish workgroups to complete the toolkit for each county. The toolkits should be available for publication in mid to late 2017.

##### **c. Steuben and Chemung Mobility Management**

Belinda, Amanda, and Amber delivered a healthcare mobility presentation at Guthrie on December 8, 2016. The objective is to educate medical professionals on the available transportation resources with each county. The Mobility Managers were well received and met with 5 discharge planners/social workers that attended the in-service. Amanda, Belinda, and Amber plan to continue outreach efforts with the tri county region.

#### **5. Regional MM initiatives**

##### **a. Rideshare Update**

*The current Rideshare funding will end in February 2017. The project will be extended by 1 year with a different funding source to expand the program into 1-2 additional counties. Additional funding opportunities will be explored to continue Rideshare in the future.*

#### **6. Stakeholder's Share**

Belinda reminded the group that Travel training is available through the Mobility Management program. Please call Belinda if anyone is interested in attending a travel

training. Proaction is in the process of scheduling a travel training for the Career Center employees in mid-January 2017.

***Catholic Charities is interested in scheduling travel training as the employees assist the clients with trip planning and bus schedules on a routine basis.***

*Catholic Charities encounters issues where people need to get somewhere for employment/educational and the bus schedules do not align to allow timely arrival and departure. Tess assisted a gentleman that lives in Prattsburgh who needed to go to Elmira to take an exam. The trip was possible if he could get to Bath, ride the bus to Corning and then to Philo Rd. in Elmira, NY. The trip ended up taking 9.5 hours to take a 1 hour exam. When the gentleman returned to Bath he went to Catholic Charities because he could not find a ride home.*

*Belinda stated that she also assisted the same person and consulted the Rideshare program. However, there were no matches found. Belinda stated that this is exactly the type of situations that the ADTAP study is examining. The group discussed if BOCES could offer testing at the local work center sites to make it easier for people to take exams as Proaction could administer testing.*

***Amy is in the BOCES board so she will check with BOCES on this and follow up with Belinda.***

The IHS Coordinated Volunteer Driver program is busy meeting the needs of its clients and is currently serving 4 Counties for non-emergency medical transportation.

Larry Kaminski reported that Allegany county received FTA funding for a park and ride lot in Belmont, NY off from I-86. The lot will serve commuters, local riders. The facility will have 125 available spots. They are working on an ITS electronic solution for trip planning. Challenges include involving others and soliciting consultants. The RFP should be released in the Spring 2017 to implement ITS services and we anticipate having the ability to offer this as a regional service. The consultant, Christopher Titze, will help frame the project and reduce guesswork.

Chemung County is also looking at ITS projects.

NYPTA is working on forming a formal Mobility Management organization under its umbrella. This is an exciting idea and hopefully it moves forward.

Proaction stated that the work center sites need better access to bus passes as they are spending a lot of resources having staff pick them up.

Pathways is still awaiting its 2015 5310 grant vehicles. The DOT waiver was approved so the OPWDD and DOH regulations will be easier to comply with. Pathways 2016 5310 application was not approved in Chemung or Steuben Counties. The next 5310 solicitation will be available in 2017. Belinda and Tina will send the grant information to the group as soon as it becomes available.

Catholic Charities will be a CASH site in 2017.

Arc of Chemung has a new Mobility Manager and the organization is examining the feasibility of developing a volunteer driver program to serve people with disabilities and people over the age of 60. The Mobility Manager will provide travel training, assist with MAS, Access Chemung applications, and the volunteer driver program. The group discussed the need for Chemung County residents to go to Rochester for specialty appointments.

The Arc of Steuben is still awaiting busses. Welcome John Prospero-Director of Transportation. John is responsible for Livingston, Wyoming, and Steuben under a shared services agreement.

Amanda is helping Tricia become acclimated to Chemung County and Mobility Management. The group discussed the differences in Mobility Management responsibilities in each county. Chemung County continues its outreach and education efforts.

First Transit's Steuben County Transit website is live. Discussions took place regarding placing 2-1-1 information on the website under travel training ribbon as it currently lists Amanda Boyer's contact information.

Karen will check into this and change the information.

Steuben County Transit received a new bus

The 5311 application is scheduled to be released in early 2017. The group discussed updating the Steuben County Public Transit-Human Services Coordinated Transportation plan prior to the grant cycle. This update will be a small update as the large update will occur after the ADPTAP study. The committee needs to adopt the revised plan, then the Steuben County Legislature needs to adopt before the plan can be sent to DOT for use in the next grant cycle. The schedule is as follows:

Belinda send the plan to committee for update of inventory and program descriptions by 12/16/2016. Plan sent to committee members on 12/15/2016.

Committee updates their sections and reviews entire plan and submits to Belinda by December 30, 2016.

Belinda formats and ensures accurate update for committee vote by January 13, 2017.

Finalized plan to Amy for Legislature approval by January 30, 2017.

The Move Together NY project meeting occurred on 12/13/2016 in which Amanda, Belinda, and Pat participated in. The project is focused on Medical facilities, employment, and transit routes. There will be an interactive map with these items included. The plan for the upcoming year is to develop text alert application for Riders in the study region. However, it will be open to anyone that would like to participate.

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**Next meeting**

**March 8, 2017**

**Institute for Human Services, Inc.**

**50 Liberty Street Bath, NY 14810**