

Coordinated  
Public Transit  
Human Services  
Transportation  
Plan

Broome & Tioga  
Counties

February 2024

**BMTS**





**BINGHAMTON METROPOLITAN TRANSPORTATION STUDY  
POLICY COMMITTEE  
RESOLUTION 2024-02**

Resolution approving the 2024 BMTS Coordinated Public Transit-Human Services Transportation Plan

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

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

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

**WHEREAS** BMTS has completed a Draft 2024 BMTS Coordinated Public Transit-Human Services Transportation Plan, and

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

**WHEREAS** the BMTS Planning Committee has reviewed the Draft 2024 BMTS Coordinated Public Transit-Human Services Transportation Plan and found that this plan substantially meets the guidance issued by the Federal Transit Administration regarding the content and process for developing such plans, and

**WHEREAS** on February 27, 2024, the BMTS Planning Committee recommended BMTS Policy Committee approve the Draft 2024 BMTS Coordinated Public Transit-Human Services Transportation Plan, and

**NOW THEREFORE BE IT RESOLVED** that the BMTS Policy Committee approves the 2024 Draft BMTS Coordinated Public Transit-Human Services Transportation Plan.

**CERTIFICATION OF RESOLUTION 2024-02**

I, the undersigned, duly elected Chair of the Binghamton Metropolitan Transportation Study Policy Committee, do hereby certify that the foregoing is a true and correct copy of BMTS Policy Committee Resolution 2024-02, adopted by consensus this 7<sup>th</sup> day of March, 2024.



Michael Marinaccio, Chair  
BMTS Policy Committee



Date



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

## Contents

Section 1: Introduction.....	3
Section 2: Plan Methodology & Outreach.....	4
Section 3: Profile of Planning Area .....	7
Section 4: Transportation Services, Service Gaps, and Redundancies .....	20
Section 5: Approaches to Addressing Transportation Service Gaps & Redundancies Effectively and Efficiently Coordinate Existing Resources.....	25
Section 6: Program Implementation Strategies.....	26
Section 7: Potential Coordination Activities .....	29
Section 8: Further, On-going Coordination Activities.....	30

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

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

Beginning with the federal transportation bill titled, the Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) and amended by the Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21), the Binghamton Metropolitan Transportation Study (BMTS), the designated Metropolitan Planning Organization (MPO) for the Binghamton Urban Area, developed the Coordinated Public Transit – Human Services Transportation Plan in 2007 for Broome and Tioga Counties. Subsequent federal legislation, including the current Bipartisan Infrastructure Law, continues the requirement of a Coordinated Public Transit – Human Services Transportation Plan, also referred to as the Coordinated Plan. The Coordinated Plan is updated every five years, with the last update occurring during December of 2018. The purpose of the Coordinated Plan is to facilitate improvements of transportation services for persons with disabilities, older adults, and individuals with limited incomes. The Coordinated Plan will provide a unified comprehensive strategy for public transportation service delivery that identifies the needs of the target populations, lays out strategies for meeting these needs, and prioritizes services.

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

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

(FTA Circular C 9070.1G)

This 2024 Coordinated Plan update will build on the previously adopted plan from 2018. Again, the objective of this update is to revisit the previous plan, update local and regional demographics and transportation needs and continue to strive towards development of a more efficient, integrated and coordinated network of services.

Transportation projects funded through the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities program are required to be derived from a locally developed coordinated public transit human services transportation plan. The following is a description of the Section 5310 program.

**Section 5310** – The **Enhanced Mobility of Seniors & Individuals with Disabilities** (49 U.S.C. 5310) program provides formula funding to states for assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state’s share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas, this is the state Department of Transportation, while in large urban areas, a designated recipient is chosen by the governor. Direct recipients have flexibility in how they select subrecipient projects for funding, but their decision process must be clearly noted in a state/program management plan. The selection process may be formula-based,

competitive or discretionary, and subrecipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation.

The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Eligible projects include both “traditional” capital investment and “nontraditional” investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

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

Though not required, the Coordinated Plan will also be used to guide funding decisions in Broome and Tioga Counties for the Federal Transit Administration Section 5307 and 5311 programs, as well as projects and services funded through other sources so that transportation service operations and projects consider and help meet the transportation needs, as well as the program implementation strategies identified in the Coordinated Plan. The following are descriptions of the Section 5307 and 5311 programs.

- **Section 5307** - The **Urbanized Area Formula Grants** program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. See <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>
- **Section 5311** - The **Formula Grants for Rural Areas** program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. See <https://www.transit.dot.gov/rural-formula-grants-5311>.

## Section 2: Plan Methodology & Outreach

To inform this plan update, two surveys were conducted. Transportation and human services providers in Broome and Tioga Counties were asked via email to take a survey. Nine providers took the survey. An online survey for the public was conducted, with paper copies available upon request. The survey was posted on several social media sites, including BMTS and Broome County Planning Department Facebook pages. Emailing stakeholder organizations was used to request dissemination of the survey. Broome and Tioga County Departments of Social Services were given postcards with survey links to give to consumers. Survey postcards were also given to the Broome County, Apalachin, and Owego libraries. The Broome County Office for Aging provided paper copies of the survey to those interested in each of its senior centers. Finally, WBNG-12 News did a story about the Coordinated Plan



Screen capture of WBNG-12 Coordinated Plan story.

that generated responses to the survey. The public survey was taken by 340 individuals.

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

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

BMTS was also able to meet with a couple of stakeholders upon their request and participate in a transportation community discussion:

- Theresa Krause, Food Council Coordinator for the Food Bank of the Southern Tier and Broome County Food Council regarding access to food and to discuss how their developing Food Access Plan can inform and be informed by the Coordinated Plan update.
- Ryan Tichenor and Andy Hunt, owners of HTM MedTrans and Nick Serafini, owner of Serafini Transportation regarding the challenges they are facing in operating their respective non-emergency medical transportation businesses.
- Clean Transportation in the Southern Tier Listening Session & Workshop in Waverly, NY.

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

Subsequently, strategies/potential projects were developed to address unmet needs. As recommended in the 2018 Coordinated Plan, the Coordinated Transportation Committee was combined with the Getthere Advisory Committee since it consisted of the same stakeholders, as well as other agencies in surrounding Counties. The Getthere Advisory Committee currently meets bimonthly and has provided valuable input for this Plan update. A list of participating agencies on the Getthere Advisory Committee is shown below.

- ACHIEVE
- American Cancer Society
- Binghamton Metropolitan Transportation Study (BMTS)
- Broome County Office for Aging (OFA)
- Broome County Department of Public Transportation
- Broome County Department of Social Services
- Catholic Charities of Broome County, Retired Senior Volunteer Program
- Chemung County Transit (C-Tran)
- Chenango County Planning Department
- Chenango United Way
- Community Foundation for South Central New York
- Conrad and Virginia Klee Foundation
- Cornell Cooperative Extension of Tompkins County, Way2Go
- Delaware County Office for Aging
- Delaware County Chamber of Commerce



- The Deposit Foundation
- Faith in Action (Broome County Council of Churches)
- INSPIRE of Spencer-Van Etten
- New York State Department of Transportation (NYSDOT) Region 9
- Northern Tioga Neighbors Network
- Our Lady of Lourdes Memorial Hospital, Inc.
- Otsego County Office for Aging
- Otsego County Planning Department
- Retired and Senior Volunteer Program – Catholic Charities of Broome County
- Rural Health Service Corps
- Seven Valleys Health Coalition
- Southern Tier 8 Regional Board
- Southern Tier Independence Center (STIC)
- Southern Tier Veterans Support Group
- Tioga County Department of Social Services
- Tioga County Rural Ministry
- Tioga Opportunities, Inc.
- Tioga County Department of Public Health
- Tioga Employment Center
- Tompkins County Department of Social Services
- United Health Services Hospitals, Inc
- United Way of Broome County
- United Way of Delaware and Otsego Counties
- VINES

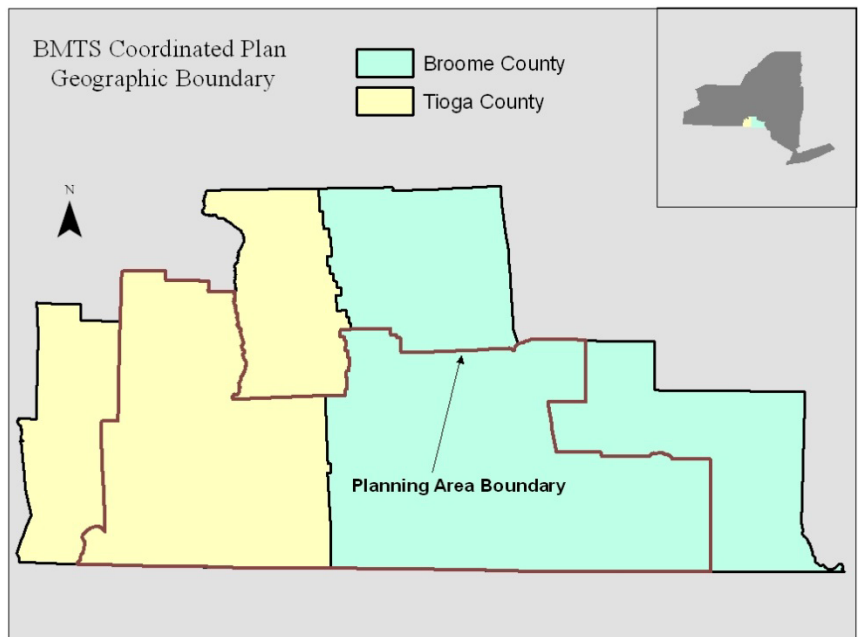
A 30-day review period for the draft document was established with adoption by the BMTS Policy Committee in February 2024.

### Section 3: Profile of Planning Area

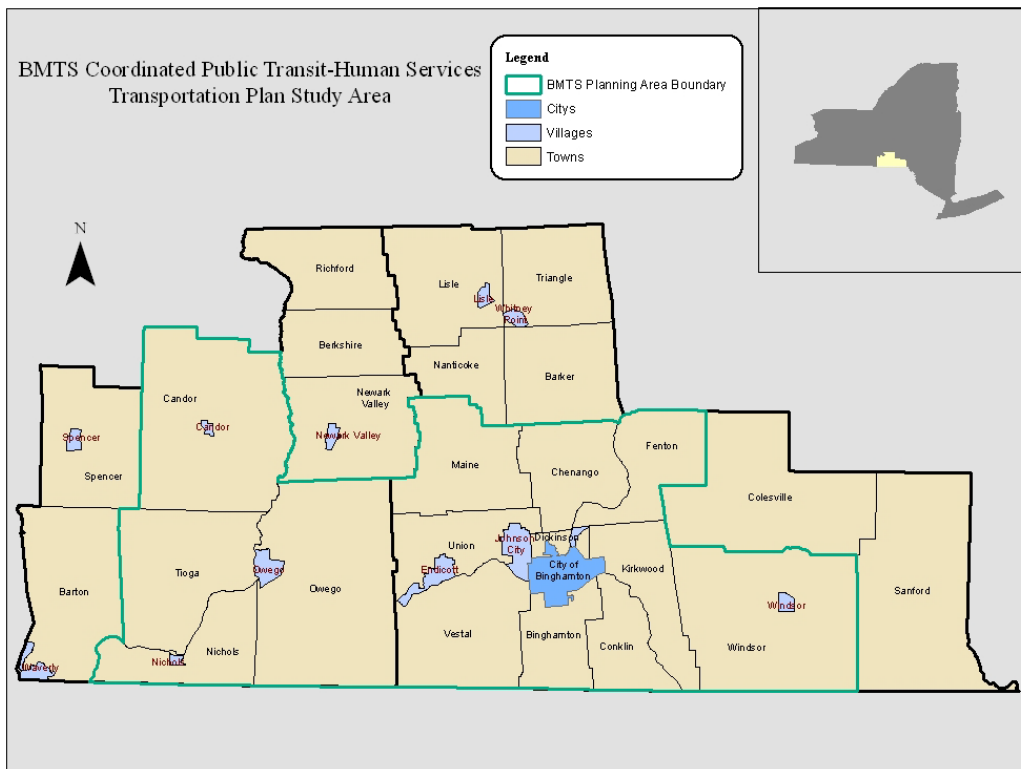
#### Planning Area Description

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

**Figure 1: Coordinated Plan Geographic Boundary**



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



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

#### Demographic Overview of Population

Demographic data was collected from the U.S. Census Bureau for the years 2010, 2015 and 2021 to gain helpful insight for the plan. 2021 demographic data comes directly from the U.S. Census Bureau’s Decennial Census,

arguably the most reliable census source available. The most recent data readily available from the U.S. Census Bureau is for the year 2021 and comes from the American Community Survey (ACS) Estimates. Although ACS data have a slightly larger margin of error than data from the Decennial Censuses, it does not hinder its ability to provide helpful up-to-date data for planning.

**Tables 1 and 2** below provide information on population totals for all municipalities in Broome and Tioga Counties. The total population count for Broome County as of 2021 was 198,591, a 498 increase from 2015. The 2015 population for Tioga County was 48,567, a 1,632 decrease. Compared to 2015 and 2021 population totals, these numbers may reflect a leveling off of population decline in Broome County, while population in Tioga County continues to experience a decline as seen in the latest decades. Viewing the County level data at the Town geography shows that the city of Binghamton, and the towns of Union and Vestal experienced the most increase in population, whereas most other Towns experienced a decline. Overall, it appears that population within the urban areas of Broome County may be stabilizing whereas Tioga County and rural areas of Broome may still be experiencing population decline.

**Table 1:** *Population of Broome County Municipalities 2010-2021*

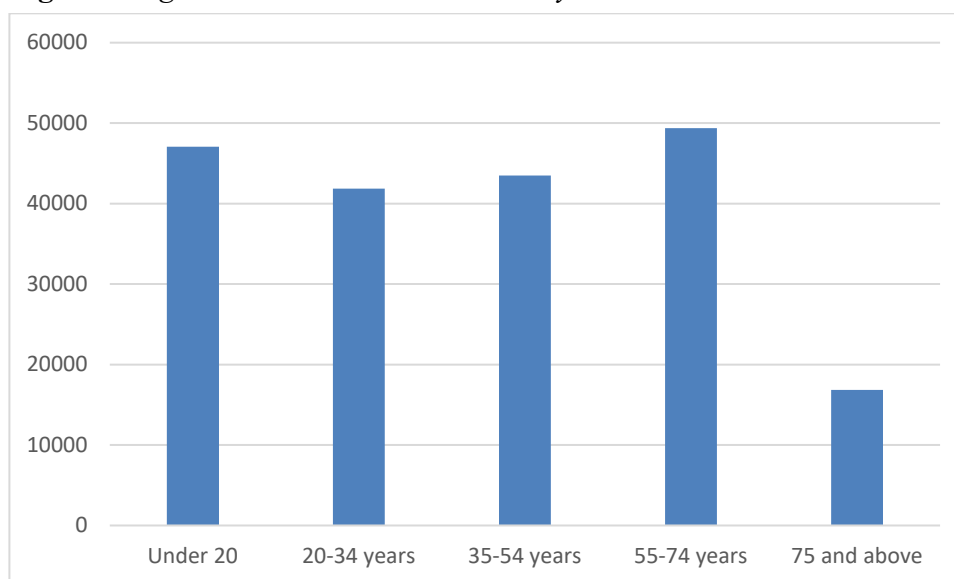
Broome County Municipality	Population			Population Change	
	2010	2015	2021	2010 - 2015	2015 - 2021
Barker	2,732	2,700	2,742	-32	42
Binghamton, city of	47,376	46,495	47,828	-881	1,333
Binghamton, town of	4,942	4,880	4,662	-62	-218
Chenango	11,252	11,103	10,997	-149	-106
Colesville	5,232	5,168	4,918	-64	-250
Conklin	5,441	5,340	5,056	-101	-284
Dickinson	5,278	5,234	5,086	-44	-148
Fenton	6,674	6,554	6,443	-120	-111
Kirkwood	5,857	5,776	5,515	-81	-261
Lisle	2,751	2,709	2,701	-42	-8
Maine	5,377	5,307	5,189	-70	-118
Nanticoke	1,672	1,454	1,490	-218	36
Sanford	2,407	2,555	2,143	148	-412
Triangle	2,946	2,905	2,826	-41	-79
Union	56,346	55,474	56,047	-872	573
Vestal	28,043	28,243	29,103	200	860
Windsor	6,274	6,196	5,845	-78	-351
<b>Broome County Total</b>	<b>200,600</b>	<b>198,093</b>	<b>198,591</b>	<b>-2,507</b>	<b>498</b>

**Table 2: Population of Tioga County Municipalities 2010-2021**

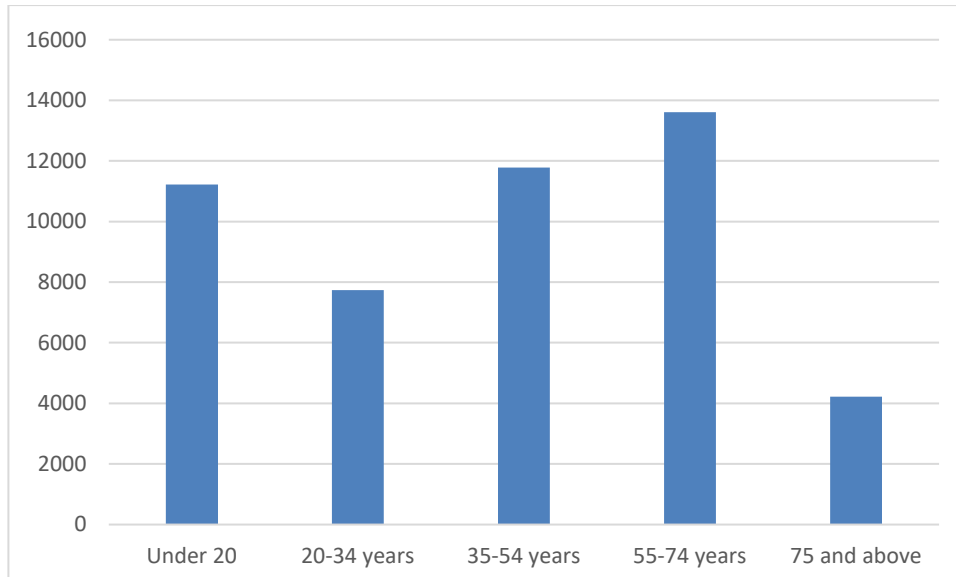
<b>Tioga County</b>	<b>Population</b>			<b>Population Change</b>	
<b>Municipality</b>	<b>2010</b>	<b>2015</b>	<b>2021</b>	<b>2010-2015</b>	<b>2015-2021</b>
Barton	8,858	8,701	8,563	-157	-138
Berkshire	1,412	1,321	1,205	-91	-116
Candor	5,305	5,196	5,161	-109	-35
Newark Valley	3,946	3,872	3,681	-74	-191
Nichols	2,525	2,721	2,622	196	-99
Owego	19,883	19,489	18,796	-394	-693
Richford	1,172	1,013	1,066	-159	53
Spencer	3,153	3,075	2,987	-78	-88
Tioga	4,871	4,811	4,486	-60	-325
<b>Tioga County Total</b>	<b>51,125</b>	<b>50,199</b>	<b>48,567</b>	<b>-926</b>	<b>-1,632</b>

Figures 3 and 4 provide an age breakdown of population totals by county from the Census Bureau’s 2021 American Community Survey. While the age distribution in both counties is relatively even, there is a significant portion of the population that is 35 years old or older and many residents 55 to 74 years old. This is an important factor to consider in this plan, because as the people in this age group continue to age, they will likely become more reliant on many different public transportation and human services. Similarly, there are a high proportion of children and young adults under 20 years old in both Broome and Tioga Counties. This is another population group that tends to rely on public transportation and human services if they don’t have access to a personal vehicle or a parent/guardian who can provide transportation.

**Figure 3: Age Distribution, Broome County 2021**

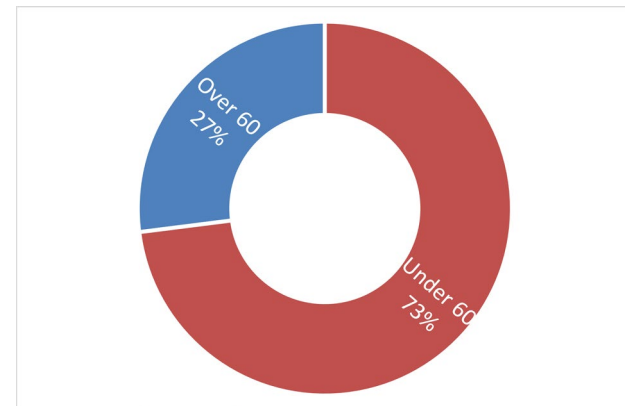


**Figure 4:** Age Distribution, Tioga County 2021



**Older Adults**

Broome and Tioga Counties are home to many older adults. In fact, the 2010 Census and 2015 ACS show that Broome County is aging faster than the nation and New York State. In 2021, 27 percent of residents in Broome and Tioga County were 60 years old or older, while both the state and national rate was approximately 17 percent. While planning for an aging population is imperative across the entire country, it remains a specifically important task for the Binghamton metropolitan area because of the larger proportion of the population who are seniors (**Figure 5**). **Tables 3 and 4** below display the senior population broken down into four age cohorts. **Figures 6 and 7** illustrate the increase in the senior population between 2010 and 2015.

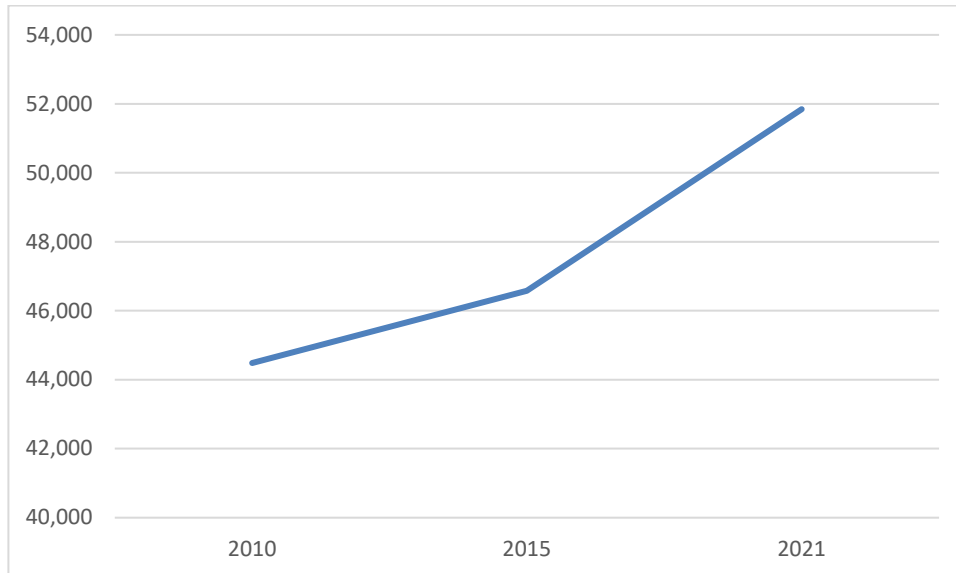


**Figure 5:** Age Distribution Broome and Tioga Counties, 2021

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

Age	2015 Population	2021 Population	Population Change 2015-2021	Percentage Change 2015-2021
60 - 64 years	12,378	14,093	1,715	14%
65 - 74 years	17,299	20,924	3,625	21%
75 - 84 years	11,330	10,863	-467	-4%
85 + years	5,570	5,965	395	7%
<b>Total</b>	<b>46,577</b>	<b>51,845</b>	<b>5,268</b>	<b>11%</b>

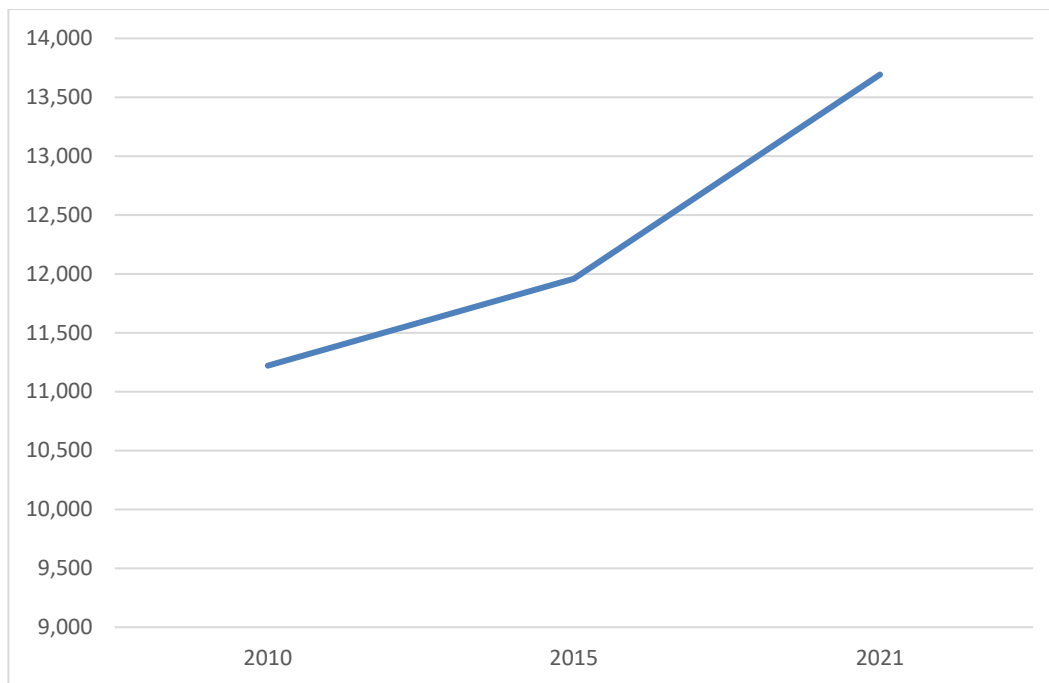
**Figure 6:** *Change in Senior Population, Broome County 2015-2021*



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

Age Group	2010	2015	2021	Population Change 2015-2021	Percent Change 2015-2021
60-64 years	3,189	3,532	3,904	372	12%
65-74 years	4,390	4,643	5,573	930	21%
75-84 years	2,666	2,624	3,026	402	15%
85 + years	976	1,161	1,190	29	3%
<b>Total</b>	<b>11,221</b>	<b>11,960</b>	<b>13,693</b>	<b>1,733</b>	<b>15%</b>

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



The above tables and charts reiterate the overall growth in the senior population that Broome and Tioga Counties have experienced in recent years. From 2015 to 2021, Broome County added more than 5,200 people to its senior population while Tioga County added approximately 1,733. While the total senior population is rising, there has been a small decline in seniors over 75 years in Broome County. This is important to note but does not overshadow the growth in overall senior population that the area has experienced and will continue to experience for the life of this plan.

**Table 5** lists the percentage of the population who are seniors for Broome and Tioga County municipalities in 2021. Portraying the overall senior population by town and city is helpful for understanding where seniors live in relation to the location of public transportation and human services. An analysis by municipality gives service providers information about where to direct their efforts.

**Table 5:** *Percentage of population 60 years and older, 2021*

Broome County	Over 60
Barker	25%
Binghamton, city of	23%
Binghamton, town of	29%
Chenango	27%
Colesville	36%
Conklin	29%
Dickinson	28%
Fenton	26%
Kirkwood	28%
Lisle	23%
Maine	27%
Nanticoke	32%
Sanford	37%
Triangle	23%
Union	27%
Vestal	24%
Windsor	31%

Tioga County	Over 60
Barton	26%
Berkshire	24%
Candor	31%
Newark Valley	29%
Nichols	28%
Owego	29%
Richford	29%
Spencer	20%
Tioga	33%

In Broome County, Colesville, Nanticoke, Sanford and Windsor have senior populations that comprise over 30 percent of the total population, while other towns’ senior populations range between 23 and 29 percent. In Tioga County, senior populations across municipalities are closer in range with Tioga having the highest percentage of seniors.

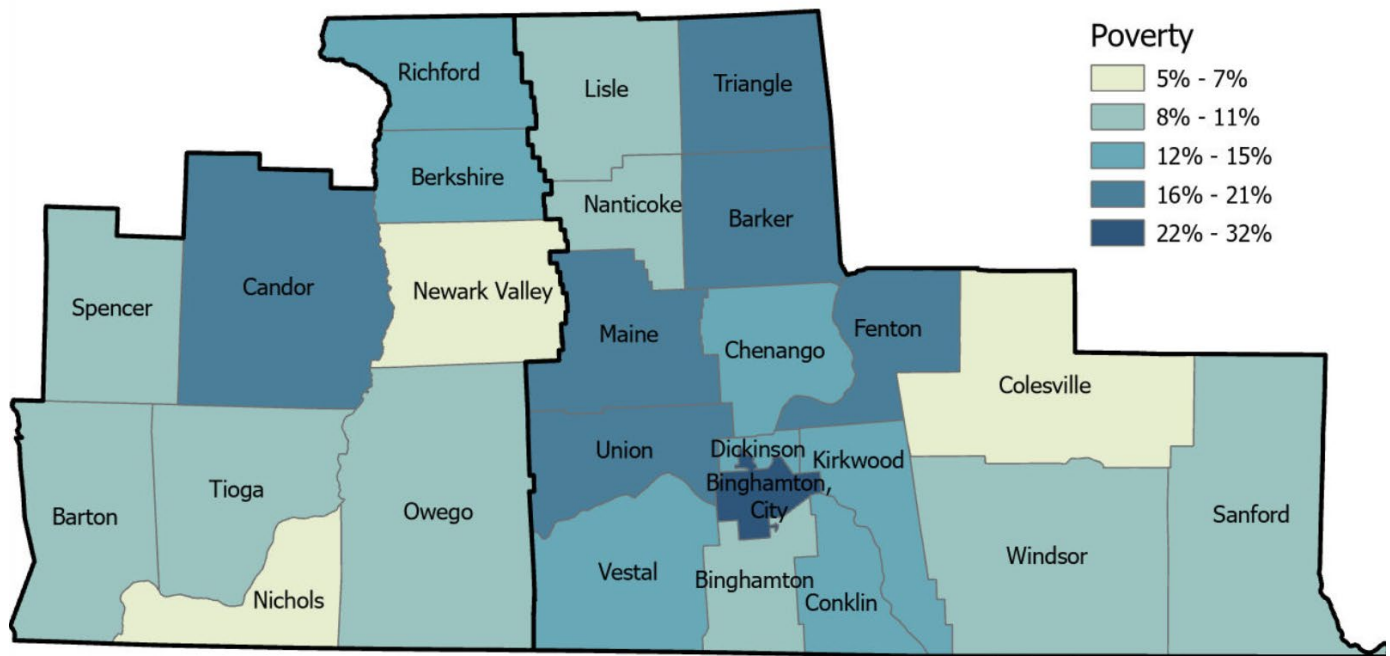
**Low Income Individuals**

Low income individuals and households are, like seniors, a group that needs access to public transportation and human services. In 2015, 17 percent of Broome County’s population was below the poverty level while 10 percent of Tioga County’s population was below the poverty level. In 2015 the percentage of the population living in poverty increased slightly to 18 percent in Broome County and decreased in Tioga County to 9 percent. These changes mirror the trend determined by the U.S. Census Bureau of declining poverty rates in both counties from 1990 to current years.

**Figure 8** also portrays the poverty rates for individual municipalities in both counties. The City of Binghamton remains the municipality with the highest concentration of economically disadvantaged individuals in Broome County, with 32 percent of the population living below the poverty level. The Town of Binghamton, Vestal, and Windsor have some of the lowest proportions of impoverished residents. In Tioga County, the percent of the population living in poverty in 2015 was the highest in Richford at nearly 16 percent. Newark Valley and Owego had the lowest proportions of residents in poverty with 6 percent and 7 percent, respectively.



**Figure 8:** *Percentage of Total Population Living in Poverty, Broome and Tioga County municipalities, 2021*



Source: US Census ACS 2021 5-year Population Estimates

**Table 6:** *Percent of Total Population Living in Poverty by Age Group, 2021*

Poverty by Age	Broome County	Percentage of Total Population	Tioga County	Percentage of Total Population
under 18 years	9,266	5%	1,021	9%
18-64 years	23,044	12%	2701	6%
65 years and over	3,062	2%	732	2%

**Vehicle Ownership**

The need for public transit and human services also depends on vehicle ownership. The 2021 ACS data identified 10,459 households in Broome County that did not have a vehicle available. This comprises 12 percent of households in Broome County and represents a 1 percent increase from the previous Plan. At 26 percent, the City of Binghamton had the highest percentage of households without a vehicle, followed by the town of Union at 12 percent. In 2015, 7 percent of households within the Tioga County did not have a vehicle. 2021 saw a decrease in households with no vehicle in Tioga County to 6 percent. The Town of Barton continues to have the highest percentage of households in Tioga County without a vehicle, at 9 percent.

**Table 7: Percentage of Households without a vehicle, Broome and Tioga County municipalities, 2021**

<b>Broome County</b>	<b>Occupied Households</b>	<b>Households Without a Vehicle</b>	<b>Percentage of Households Without a Vehicle</b>
<b>Municipality</b>			
Barker	1,028	26	3%
Binghamton, city of	20,950	5,500	26%
Binghamton, town of	1,717	97	6%
Chenango	4,166	215	5%
Colesville	1,866	39	2%
Conklin	2,184	117	5%
Dickinson	1,937	121	6%
Fenton	2,321	35	2%
Kirkwood	2,303	167	7%
Lisle	1,025	48	5%
Maine	2,099	36	2%
Nanticoke	615	47	8%
Sanford	916	49	5%
Triangle	1,154	79	7%
Union	24,897	3,063	12%
Vestal	9,285	708	8%
Windsor	2,568	112	4%
<b>Broome County Total</b>	<b>81,031</b>	<b>10,459</b>	<b>13%</b>
<b>Tioga County</b>	<b>Occupied Households</b>	<b>Households Without a Vehicle</b>	<b>Percentage of Households Without a Vehicle</b>
<b>Municipality</b>			
Barton	3,398	309	9%
Berkshire	471	36	8%
Candor	2,373	92	4%
Newark Valley	1,447	83	6%
Nichols	1,008	82	8%
Owego	8,063	449	6%
Richford	450	4	1%
Spencer	1,229	60	5%
Tioga	1,877	132	7%
<b>Tioga County Total</b>	<b>20,316</b>	<b>1,247</b>	<b>6%</b>

**Individuals with Disabilities**

For those with disabilities, public transit and human services is often incredibly important, as many disabled people do not own a car or are not able to drive. Moreover, trips made by disabled people are often medically related, making them very important to facilitate. **Table 8** provides a breakdown of the number of disabled residents in Broome and Tioga Counties. Combined, over 38,000 people have a disability of some kind. Between 2015 and 2021 there was a 2% increase in the disabled population. It is important to note that the actual number of disabled people in both Broome and Tioga Counties is likely higher than the numbers portrayed here, as many people do not realize they have a disability or do not report it. This is particularly common for mental disabilities or debilitating mental health illnesses.

**Table 8:** *Disabled Population, Broome and Tioga Counties 2021*

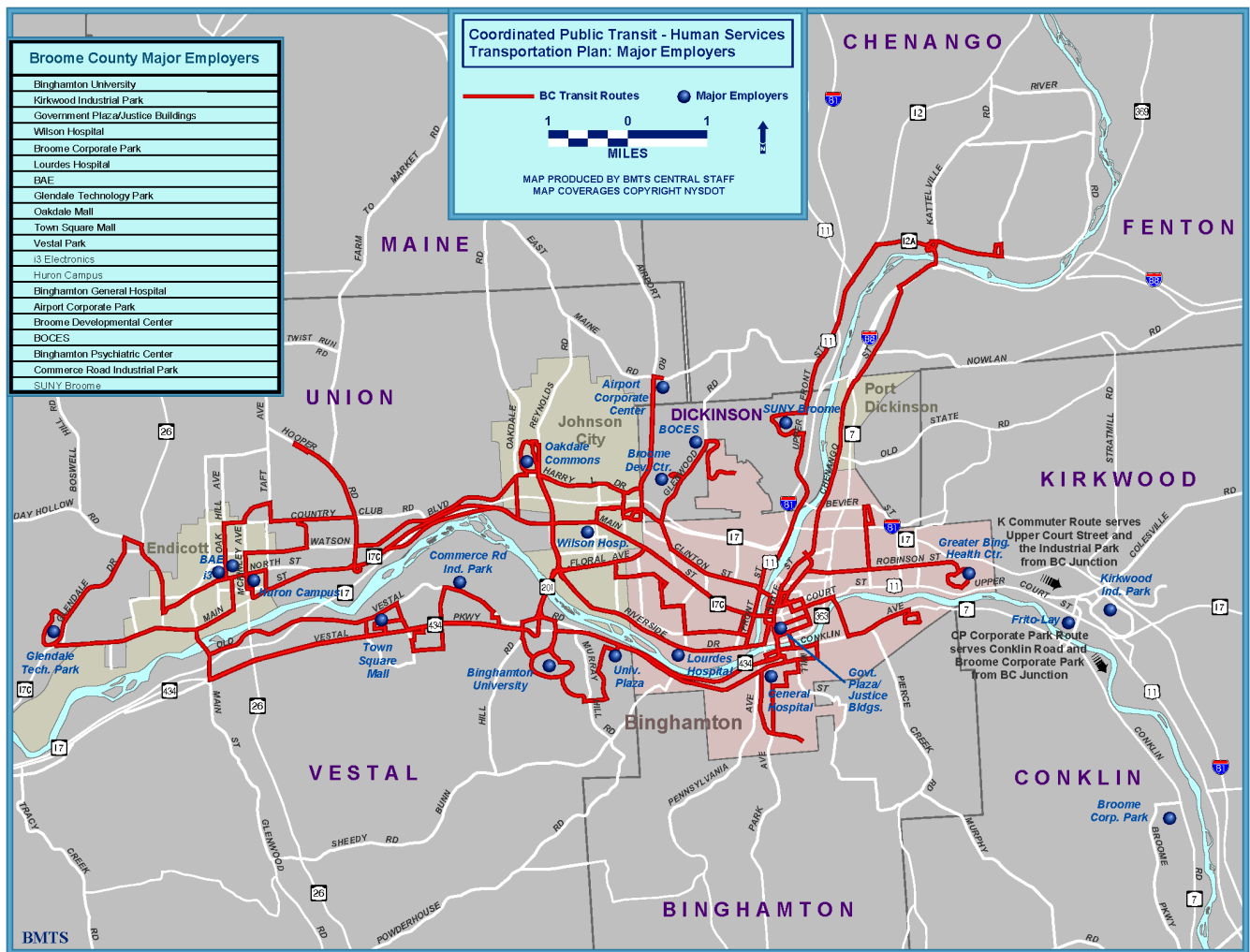
Disability by Age	Broome County	Percentage of Total Population	Tioga County	Percentage of Total Population
under 18 years	2,295	1%	621	1%
18-64 years	14,750	7%	3,115	6%
65 years and over	11,087	6%	2,922	6%
<b>Total</b>	<b>28,132</b>	<b>14%</b>	<b>6,658</b>	<b>13%</b>

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

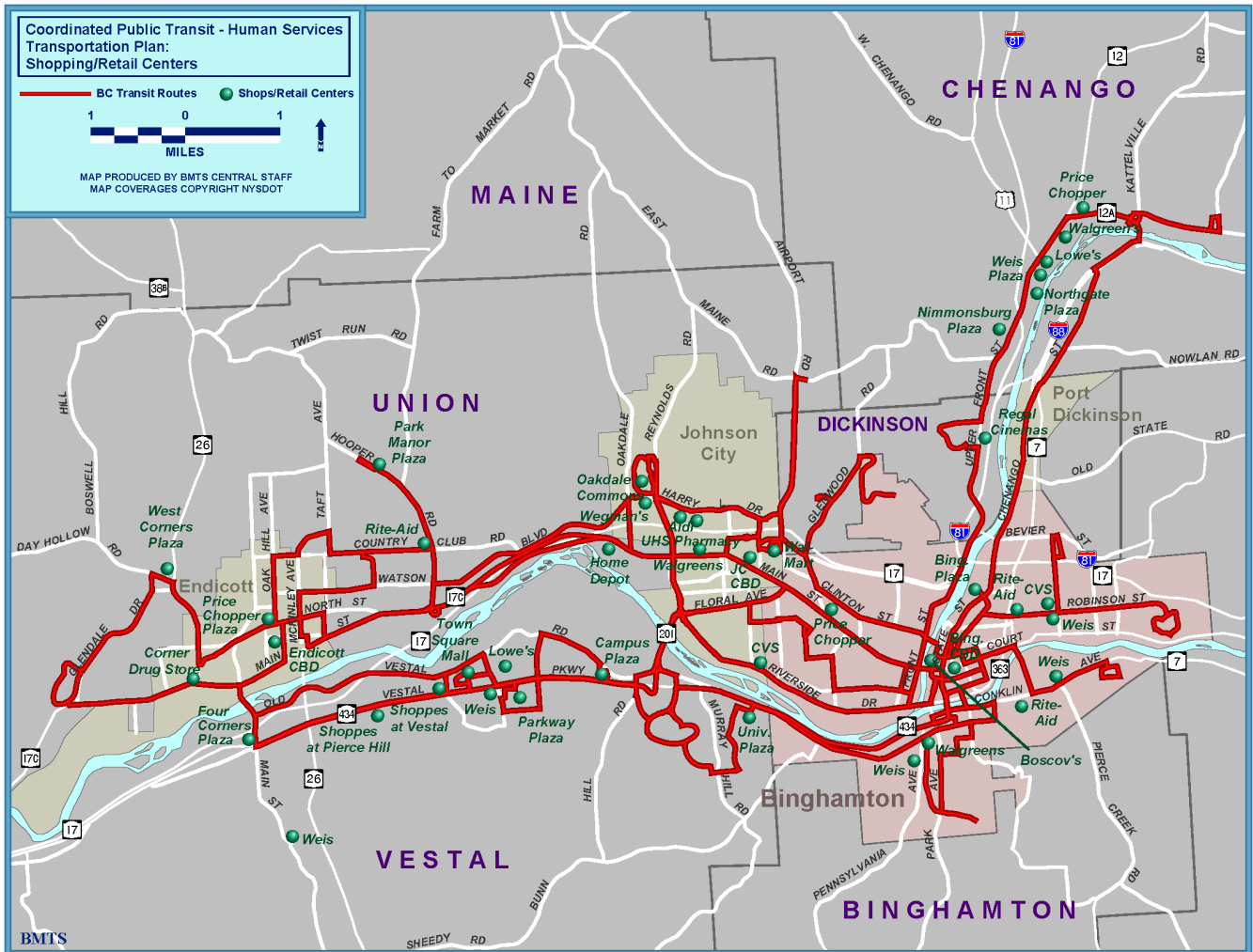
### Locations of Important Destinations

There are many destinations that most of the population has a need to travel to on a daily, weekly, or bi-weekly basis. Examples of these types of destinations include medical facilities, shopping centers, senior centers, and human service agencies. Having reliable, affordable transportation to these destinations is necessary. Because of the sprawling trend of the area’s population, there is an increased demand for travel outside the traditional transit routes. **Map 1** shows the top employers in Broome County in relation to the Broome County Transit Fixed Route System. **Maps 2 and 3** show the locations of major shopping centers and points of interest, including major medical centers and common civic destinations, in Broome County.

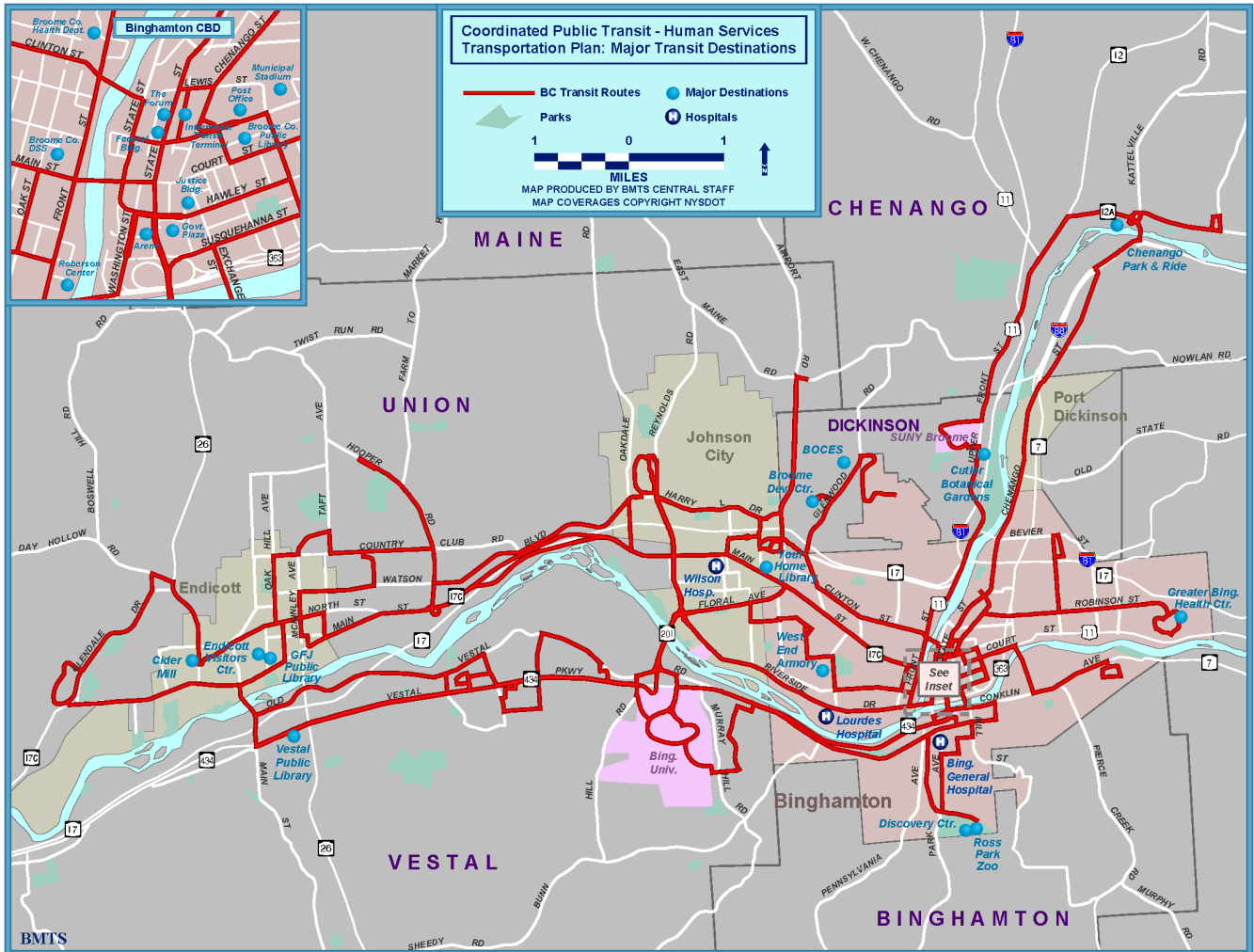
**Map 1: Major Employers – Broome County**



Map 2: Major Shopping Center locations and fixed-route transit locations – Broome County



Map 3: Common Points of Interest and fixed-route transit locations – Broome County



### Overall Regional Trends

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

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

### **Transportation Services**

The Binghamton Metropolitan Transportation Study (BMTS) has updated its inventory of transportation services for Broome and Tioga Counties primarily using the Getthere mobility management service's Transportation Directory. (See **Appendix C**.) Getthere has their transportation provider information available online at <https://gettherescny.org/transportation-information/transportation-providers>. Some notable transportation services are described below.

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

There are several **intrastate bus services** that serve Broome and Tioga Counties as well as connect to other New York State locations. The most up to date information is available at the Greater Binghamton Transportation Center website at <https://www.gobroomecounty.com/transit/greater-binghamton-transportation-center>. The Greater Binghamton Transportation Center also serves as the main hub for most BC Transit fixed route bus routes, thus creating an interface for connecting fixed route bus service with intrastate bus service.

**Broome County Department of Public Transportation (BCDOPT):** The BCDOPT provides fixed route public transit (BC Transit) and paratransit (BC Lift & BC Country) services in Broome County. Currently BC Transit service hours are weekdays from 5:30am - 10:30pm, Saturday from 6:00am – 7:00pm and Sunday from 9:10am – 5:50pm. As of January 2023, BC Lift is directly operated by the Broome County Department of Public Transportation. During 2023, BC Transit re-branded itself by installing attractive, newly designed signs at all of its bus stops. Over the past few years, BC Transit has also been adding solar lit bus shelters to many bus stops. A new phone reservation system was implemented allowing BC Lift and BC Country customers to directly reserve their ride with the goal of creating greater efficiency and convenience for the riders. Data shows that BC Lift ridership is steadily increasing post pandemic and is nearing capacity. In 2023, BC Transit was awarded 5310 funding to expand BC Lift coverage to 1.5 miles around the fixed route service. Implementation is expected to begin in 2024. BC Country, the rural paratransit / curb-to-curb service, operates Monday through Friday. BC Country service currently provides rides for residents from the rural areas of Broome County into the urban area only. For more information go to [www.ridebctransit.com](http://www.ridebctransit.com).

**Broome County Office for Aging (OFA) Mini-Bus:** The OFA Mini-Bus is a curb-to-curb shared ride bus service for those age 60 and over who live in Broome County's urban core. Purposes for the ride to and from one's home include medical appointments, grocery stores, hairdressers, restaurants, and many other places one may wish to go. Reservations are made for each roundtrip ride by phone or online form. The service area is within 3/4 of a mile around BC Transit fixed route service, which includes much of Binghamton, Johnson City, Endicott, Endwell, Vestal, and parts of Conklin and Kirkwood. The suggested contribution for the OFA mini-bus is \$2.00/ride. No one will be denied this service due to their inability or unwillingness to contribute. The hours of operation are Monday through Friday from 9:00am. to 4:00pm. For more information go to <https://www.gobroomecounty.com/transit/ofa-home>.

**Volunteer Transportation Programs: Tioga Opportunities, Inc. (TOPPS)** provides door-through-door volunteer transportation for older adults and individuals with disabilities who are Tioga County residents to reach their doctors, run errands, and more. TOPPS also provides Medicaid transportation using its volunteer transportation service. See <https://tiogaopp.org/>.

**Faith in Action Volunteers**, a program of the Broome County Council of Churches, has been helping older adults in the community remain independent and healthy for over 20 years. Its services include transportation for medical appointments, grocery shopping and companionship and basic household help for the homebound. See <https://broomecouncil.net/our-services/faith-in-action-volunteers/>.

**Northern Tioga Neighbors Network** provides transportation to Berkshire, Richford, and Newark Valley seniors and those who need a ride to a doctor’s appointment, the pharmacy, or the grocery store.

**Non-Emergency Medical Transportation (NEMT)** is an essential service for people who need assistance getting to and from medical appointments. There are three NEMT companies in Broome County that provide wheelchair, NEMT stretcher and ambulatory service. Serafini Transportation Corp. and HTM MedTrans are the only NEMT stretcher providers. RediVan is limited to wheelchair and ambulatory service.

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

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

- Lyft – download app at <https://www.lyft.com/rider/cities/binghamton-ny>.
- Uber – download app at <https://www.uber.com/global/en/r/cities/binghamton-ny-us/>.
- 511NY Rideshare – <https://511nyrideshare.org/>

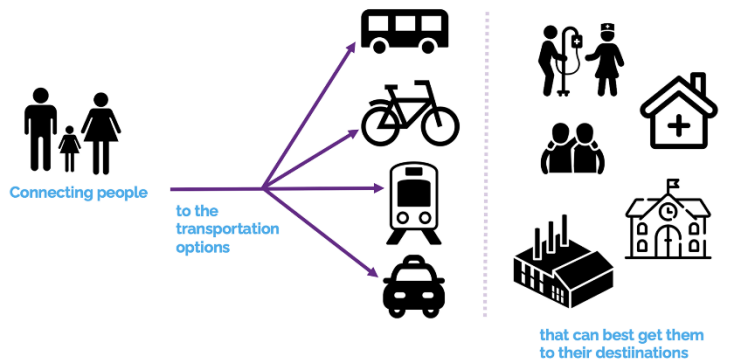
**Mobility Management** is a critical element in helping communities and individuals create and manage their mobility options. More extensively, Mobility Management is an approach to designing and delivering transportation services that starts and ends with the customer. It begins with a community vision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

Mobility management is a two-part endeavor:

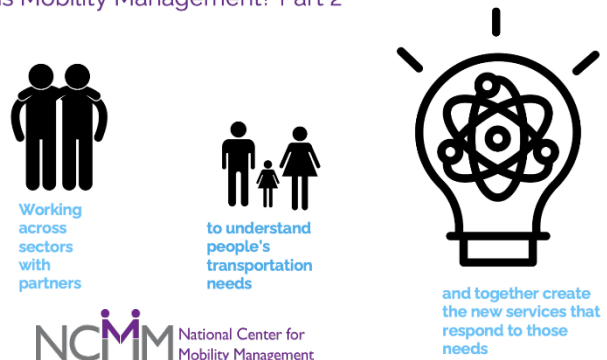
Mobility management

- encourages innovation and flexibility to reach the “right fit” solution for customers
- plans for sustainability
- strives for easy information and referral to assist customers in learning about and using services
- continually incorporates customer feedback as services are evaluated and adjusted

What is Mobility Management? Part 1



What is Mobility Management? Part 2



(<https://nationalcenterformobilitymanagement.org/for-mobility-managers/>)



*Getthere* is the primary provider of mobility management services in Broome and Tioga counties. It is a program of the Rural Health Network of South Central New York serving Broome, Tioga, Chenango, Otsego, and Delaware counties. Along with its partners, it seeks to improve transportation access and coordination in the region, and particularly, its rural communities. *Getthere* was originally established as the Broome-Tioga Mobility Management Project in 2011 and was previously called Mobility Management of South Central New York (MMSNY). Since 2011, *Getthere* has operated the *Getthere Call Center* that serves to fulfill the 2007 Coordinated Plan's identified need of a one-stop source for transportation information and assistance. *Getthere* provides trip planning and referral services, transportation education, and travel training of individuals. During 2013 through the present, *Getthere* has been enhancing and expanding its services as follows:

- **Getthere Call Center**: Multiple full-time staff members have been added, which allows weekday, 7:00 AM – 5:30 PM service. The call center provides FREE trip planning, transportation education, and referral services to people throughout the region and beyond.
- **Connection to Care**: Connection to Care, or CTC, provides financial assistance to qualifying residents of Broome, Chenango, Delaware, Otsego, and Tioga counties for transportation to health-related services. A caring *Getthere* Call Center staff member conducts an intake to identify the transportation need and determine all possible transportation options. The call center staff member then works with the individual to develop and help finance a customized, cost-effective, and appropriate transportation solution. The individual in need helps to determine if and how much he or she can contribute to the cost of the transportation. Transportation services eligible for support from CTC include: pre-paid fuel cards that can be used by the individual in need, or by a family member or friend who is providing the ride; public transportation fares; volunteer driver programs; and private transportation services, including cabs, medivans, or coach buses.
- **Travel Training**: Mobility and Transportation Advocates will provide training to groups that work closely with those in need of transportation and mobility services. They will also provide direct travel training to individuals, to help familiarize them with public transportation routes.
- **Transportation to Employment (TEP) Voucher Program**: TEP helps to remove transportation as a barrier to employment for Broome, Chenango, Otsego, and Tioga county residents. TEP provides **short-term transportation assistance** in the form of bus passes, taxi rides, a network of volunteer drivers, and fuel cards - to be used for a personal vehicle or a carpool. *Getthere* staff works with each person to develop a **sustainable transportation strategy** that allows them to pay for their own transportation long-term in order to maintain their job and move towards financial stability.
- **Getthere Website Trip Planner** This trip planning tool is designed mainly to help residents plan non-emergency, health-related trips. Individuals, healthcare providers, and caregivers are encouraged to use the trip planner to explore options for getting to and from doctor's appointments and medical treatments, and for health-related trips, including shopping for prescriptions or food. See <https://gettherescny.org/trip-planner>.
- **Rural Mobility Project: Deposit Tuesdays**, the *Getthere* van will pick people up in the Village of Deposit or nearby during the morning and either take them to the Deposit senior center, or into Binghamton- usually for medical appointments. After people are done in Binghamton, the van returns them home along with anyone at the senior center. Exact pickup times are set the day before. **Windsor Wednesdays** is for people in the Town or Village of Windsor that need to go somewhere or multiple places within the village to shop, go to appointments, or do errands, etc. Common destinations are the Dollar General, Big M, and UHS facility. Trips are usually done during the morning; people are notified what exact time their pickup will be the day before.

Both services are first come, first serve and subject to the availability of a *Getthere* driver that day. Additionally, the van must be back in Binghamton by the late afternoon, so trips for lengthy medical appointments cannot typically be accommodated. There is no fee, though *Getthere* accepts donations through the call center from riders that are interested.

(See *Getthere* Progress Reports at <https://gettherescny.org/publications-and-documents>.)

The *Broome County Department of Public Transportation (BCDOPT)* and *Tioga Opportunities, Inc. (TOPPS)* also perform mobility management services by providing information and referring consumers to other transportation providers when their respective services are not able to meet the consumer's needs.

**Medical Answering Services/Medicaid Transportation:** The New York State Department of Health operates the Medicaid Transportation program that arranges non-emergency transportation for Medicaid members to get to and from their medical appointments at no cost to them. Examples of services are pre-scheduled trips to primary care and the dentist. Medicaid trips are arranged by contacting Medical Services, Inc. who are contracted to arrange the most medically appropriate, cost-effect level of service. These include public transit, taxi/livery, ambulette, ambulance (ALS/BLS), and personal vehicle mileage reimbursement.

### **Losses of Transportation Service**

Since the previous Coordinated Plan update in 2018, the following transportation services discontinued operations:

- **Community Care Network of Nichols** has merged its volunteer driver transportation service with that of Tioga Opportunities, Inc..
- **The Deposit Foundation** suspended its volunteer driver transportation service during 2021 that had provided free rides Monday thru Friday to and from medical and human resource appointments. On Saturdays it provided rides to shopping areas outside Deposit.

### **Gaps and Needs in Transportation Services**

The ability to access one's basic needs such as employment, food, medical care, medications, education, and social interaction is essential for public health and well-being. The following list identifies gaps in transportation services that especially hinder seniors, those with disabilities, and low-income residents from obtaining these needs. The list is divided into the following sectors: Geographic, Capacity and Affordability, Service Time, and Policy, Education, and Awareness

#### **Geographic**

- Improved first/last mile connections to public transit and popular destinations are needed.
- Lack of public transportation and other transportation options in rural areas.
- Lack of transportation for residents that live in suburban and rural areas that need to get to the urban area or other suburban/rural areas.
- Travel between counties and other larger urban areas, depending on the service, is limited or not available.
- Early morning, evening, and weekend service is limited or lacking, especially for workers accessing major employment centers in the area.
- Access to necessities such as groceries and pharmacies can be a challenge in portions of the urbanized area as well as rural locations.

#### **Capacity and Affordability**

- There is a need for more affordable transportation options.
- There is a lack of affordable wheelchair accessible transportation.
- There is a shortage of drivers for public, non-profit, private, and volunteer transportation services.
- Demand for public paratransit curb-to-curb transportation is increasing.
- Demand for door-through-door transportation services is increasing.

## **Service Time**

- Demand exists for increased public transportation during nights and on weekends.
- Evening workers (2nd & 3rd shift workers) may be able to use transit one-way, if available, but need a transportation option for the return trip.
- Public transit or paratransit does not meet transportation need to attend church/worship services.

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

- Improve public awareness of transportation and mobility management services.
- Increase instruction of how to use public transit and other transportation services.
- Increased funding for public, non-profit, private, and volunteer transportation services.
- Non-Emergency Medical Transportation (NEMT) operations are unable to meet increasing trip demands due to challenges including unsustainable NYS Dept. of Health trip remittance rates; increased labor, fuel, and insurance rates; and lack of available drivers. NEMT operators also lack eligibility for supplemental funding opportunities that public and non-profit entities have.
- Internet-based schedule information is available only to households with Internet access.
- There is a lack of awareness concerning how much it costs to provide public transportation and van services.
- There is a lack of awareness about the viability of walking and biking for shorter trips for those physically able. Specially designed bikes and electric-assist bikes can make it possible for some with certain disabilities to ride.
- With an increasing senior population, with a vast majority still driving a vehicle, increase awareness of and access to safe driving for seniors programs are needed. Additionally, transition programs are needed to enable seniors to shift from driving an automobile to other forms of transportation.

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

Current data trends suggest that the elderly, low-income, and disabled populations in the plan’s study area have increased and will continue to do so in the upcoming years. The increases are expected to have a direct correlation to the demands for transportation services. The approach to ensure that existing transportation services are sustained, and that transportation deficiencies are addressed needs to consist of the following:

### **Effective Use of Funding**

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

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

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

As noted toward the beginning of Section 4, mobility management is an approach to designing and delivering transportation services that starts and ends with the customer. Getthere, operated by the Rural Health Network of South Central NY, has been established as a “one-stop-shop” for travel planning, transportation system education, travel training, and transportation referrals, while continuing to expand its mobility management capabilities and services since its inception during 2011. Getthere should increasingly be a first point of contact for customers who need assistance meeting their transportation needs. Developing a personalized solution that offers travel training, promises to help make area transportation services more user friendly. Getthere should also be able to facilitate promotions and public education about their transportation options. Additionally, Getthere with its many partners, can also provide a forum for necessary coordination of transportation and human service providers, especially to address unique challenges such as access to affordable food and pharmacies.

While increasing the role of mobility management to help meet transportation needs, it is important that redundancy does not occur. BC Transit and Tioga Opportunities, Inc. both provide some mobility management services in addition to Getthere. Coordination and cooperation among these agencies and any others regarding mobility management funding and services is essential.

### **Non-Emergency Medical Transportation (NEMT) Sustainability**

With NEMT services already at maximum capacity statewide and demand for services forecasted to increase, efforts need to take place to enable NEMT services to operate sustainably to ensure that people can access essential medical care. Since the NEMT providers are privately owned & operated, for profit entities, they do not have access to direct federal transit funding.

**Walking and Biking for Shorter Trips**

For those physically able, walking and biking are viable transportation options for short trips. Investments need to be made to educate the public about this option, providing instruction on safe walking and biking, and improving infrastructure so walking and biking can be done safely and comfortably.

**Bring Goods and Resources to Populations in Need**

It may be more cost effective, in some cases, to bring needed fresh food, medications, health services, and other necessary resources to rural populations and disadvantaged populations. Examples of this are creating satellite medical facilities, traveling nurses, mobile medical vehicles, food buses, and delivery services.

**Make Use of Transportation Plan Findings and Conduct New Transportation Studies**

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

Multiple funding sources can also be used to fund studies to investigate solutions and implementation opportunities to address area transportation gaps and needs.

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

To provide for maximum flexibility for using limited funding for transportation services and coordination efforts, specific projects with descriptions are not listed in this Coordinated Plan. Rather, proposed projects and activities that fit within the approaches noted above and the implementation strategies below are considered priorities and compliant with this Coordinated Plan.

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

As mentioned before, FTA Sections 5307, 5311, 5339 programs, along with other New York State, private/non-profit agency programs, are important funding sources used to accomplish the Coordinated Plan priorities. NYSDOT Main Office and the Designated Recipients of Section 5307, 5311, and 5339 programs determine how the funds will be spent. Regarding use of its Section 5311 funds, Tioga County is the Sponsor County. The Director of Tioga County Department Social Services works closely with NYSDOT and Getthere to allocate funding that supports some Getthere mobility management and transportation services that serve Tioga County. It is encouraged that investment of these funds consider and help meet the transportation needs, as well as the implementation strategies identified in the Coordinated Plan.

**Section 5310 Program**

The significant funding source for these approaches to meeting transportation needs for the senior, disabled, and low income population continues to be Section 5310. Since the Section 5310 program is the only program required to reference the local Coordinated Plan, and directly involved members of BMTS, NYSDOT Region 9, and Broome & Tioga County level departments, it will be covered with the most detail.

There have been two solicitations for Section 5310 funds since the 2018 Coordinated Plan Update, during years 2020 and 2022. The next call for Section 5310 applications is expected during December 2023 or January 2024. See **Appendix D** for descriptions of the projects that were awarded funding.

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

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

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

During 2018, NYSDOT decided to solicit for Section 5310 funding applications every two years for the Federal Fiscal Year (FFY) prior to and for the same as the year of the solicitation.

During the non-solicitation year, the Getthere Advisory Committee is a forum that should be used to cooperatively discuss and form a list of potential Section 5310 projects that would be in agreement with this Coordinated Plan for which eligible agencies can apply for funding. This process will also emphasize that it is essential for Section 5310 applicants be involved in the Getthere Advisory Committee and the cooperative transportation planning process, not only for Section 5310 funding, but to be a part of the coordination needed to accomplish the elements of the Coordinated Plan.

It is important to note that since NYSDOT initiated a two year cycle for soliciting Section 5310 applications, the timelines for the process have been inconsistent leading to problems with FTA approval of funding, and significant delays in awarding Section 5310 funds and then in completing contracts with agencies to receive the funding have continued. During the 2022 solicitation, the additional administrative load due to additional COVID pandemic relief funding programs (CRRSAA and ARPA) being added to the Section 5310 funding process may have been an additional factor contributing to the noted delays. These delays are a strain on agency (especially smaller agency) finances, their ability to fully implement the items in their application, and to be able plan for the next solicitation. It appears that some agencies in the BMTS region have decided to no longer apply for Section 5310 funding due to the

delays, as well as the reporting requirements. It is hoped that instituting a consistent biennial solicitation cycle and schedule will alleviate the delays. It is recommended that the NYSDOT and the New York State Metropolitan Planning Organizations (MPOs) work together on a solution.

**Non-Emergency Medical Transportation (NEMT)**

Despite increasing demand for NEMT, there are only three providers in Broome & Tioga Counties, two providing stretcher service. Costs of operation are not profitable, which inhibits the creation of new providers to meet demand. After meeting with the two local NEMT providers, the following was identified and proposed to enable sustainable funding for operation costs and enable growth in NEMT service to meet the increasing demand:

- **Local and State Representation to Advocate for NEMT:** It is critical that local and state representatives understand the tenuous state of NEMT providers and advocate for necessary changes to be made to enable sustainable NEMT services. For example, NYS Dept. of Health promises benefits to its residents but does not offer reasonable remittance for the services rendered. Therefore, NEMT business leaders have no profitable business case to start or continue to provide health support services.
- **Local Transit Subsidies:** Local governments could offer private companies subsidies in order to provide healthcare security. Health plan initiatives are ineffective without proper support services to ensure enrollees can obtain services and return to their residences afterwards. BC Transit offers limited wheelchair services, but no form of NEMT stretcher. Income-based sliding scale fares could reduce costs of the subsidies.
- **Private Operators Bid to Fill Broome County Gaps:** Bids could be issued for private operators to fill evening, late night and weekend gaps in on-demand ambulatory, wheelchair and stretcher service. Service providers could bid by regions as well and build backup redundancy into afterhours transportation.

**Walking & Bicycling - Micromobility**

Ensuring that opportunities to better accommodate each mode of transportation are included with transportation projects is essential. This will be facilitated by adhering to the existing BMTS, municipal, and state Complete Streets Policies, and working with municipalities to create, adopt, and implement their own Policies. Providing multiple safe, comfortable and convenient options of transportation modes increases public mobility. Provisions in the transportation system design are particularly important for the more vulnerable users such as bicyclists and pedestrians. Age or physical disabilities can compound the vulnerability of one using these modes. A contiguous and safe pedestrian system provides access to destinations and public transit. Bicycling should also be viewed as a viable mode of transportation, necessitating safe on-road facilities as well as continued development of multi-use trail systems like the Two Rivers Greenway in Broome & Tioga Counties. A healthy lifestyle can also be realized through choosing active transportation modes like walking and biking more often.

Micromobility, transportation using privately owned or borrowed lightweight vehicles such as bicycles or scooters, is rapidly increasing. E-bikes (i.e. electric assist bikes) in particular are an important technology that enables people to bike longer distances and later into life. There are also bicycle designs that make it possible for some with physical challenges to bike. Being more affordable than a car, bikes and e-bikes can be an important option for commuting to work, school or other necessary destinations. E-bikes can serve an important role in being a source for first/last mile connection to other modes of transportation such as public transit or meeting at a location to carpool. Municipalities should pursue E-bikeshare programs that would provide affordable access to E-bikes for the public.

It should also be noted that land use decisions are critical in maximizing residents’ access to necessary destinations such as jobs, medical facilities, healthy food, and recreation. Municipalities, transportation agencies, and developers need to coordinate in determining the location of multiple types of development to maximize access.

**Bring Goods and Resources to Populations in Need**

Providing needed resources to rural residents and disadvantaged populations that do not live near a grocery store, pharmacy, or medical clinics is both critical and challenging. It is important to analyze these situations to determine if it is more feasible and cost-effective to bring products and services to residents in the locations mentioned above. Public and non-profit agencies will play an important role to identify locations where such services are needed, notify service and resource providers, and work cooperatively to meet the needs. The Greater Goods Grocery Mobile Market Bus is an example of a program to bring groceries to underserved and rural communities.

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

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

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

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

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

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

Investigate possibilities for agreements between transportation providers to use each other's vehicles and drivers that are not in use during certain times of the day or week.

- **Volunteer Transportation Programs**

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

Current volunteer transportation programs in the Broome & Tioga Counties include: Faith in Action (Broome Council of Churches), Tioga Opportunities, Inc., and The Northern Tioga Neighbors Network.



- **Joint Purchasing**

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

- **Education**

Increase awareness of the available services to the communities and make the presence of the transit systems more apparent in the area.

Instruct both service providers and riders on how to use technology to better organize their transportation services so that they suit their needs.

- **Travel Training**

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

- **Utilization of Technology**

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

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

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

- Utilize the transportation stakeholder forum that exists in the Getthere Advisory Committee, which meets every two months, for coordinating existing transportation services and developing new coordination opportunities to meet transportation needs. Since Getthere serves five counties (Broome, Tioga, Chenango, Delaware, and Otsego) expanded opportunities exist for coordination with a larger regional approach. The Getthere Advisory Committee will serve in an advisory role to facilitate implementation of Coordinated Plan strategies, as well as identify new gaps or redundancies in transportation services, and new opportunities for coordination.
- BMTS will work with the Broome County Department of Public Transportation, Chemung County Transit (C-Tran), Tompkins Consolidated Area Transit, Inc. (TCAT), and Tioga County to perform continuing analysis of public transportation, fixed route and curb-to-curb paratransit service, to identify opportunities to increase efficiency and enhance service.
- Agencies should collaborate to conduct transportation studies to determine feasibility and implementation plans for services that would fill transportation gaps. During the November 2, 2023, the Listening Session & Workshop about Clean Transportation in the Southern Tier was held in Waverly (Tioga County). Two studies were recommended for Tioga County/Waverly:

- Study the feasibility of rural public transit in Waverly and other areas of Tioga County. Tompkins County Cornell Cooperative Extension may be able to fund and manage the study.
  - Getthere is planning to use Section 5311 funds to conduct a microtransit feasibility in Tioga County that would look at the possibility of on-demand transit in lieu of or complementary to public transit.
- Facilitate a culture shift to make the dependency on private and personal vehicles no longer the social norm and increase the social acceptance of mass transit. Partner with agencies to inform and educate all age groups about public transportation, especially fixed route transit services. This also entails educational efforts for transportation service providers to be sensitive to the needs of their customers and how to meet individual's specific needs, especially those who are elderly or disabled. This would result in a more positive impression of their services as being friendly, safe, and one the public would feel comfortable using.
  - Ensure that opportunities are not missed to better accommodate each mode of travel in transportation projects, especially for vulnerable users like pedestrians and bicyclists. Carrying-out the BMTS Complete Streets Policy will facilitate this by working with municipalities to adhere to their existing Complete Streets Policies, or to create, adopt, and implement their own Policies.
  - Higher density development and redevelopment of urban core areas with mixed use is favorable for efficient public transit, as well as decreasing the dependency on personal private transportation, while also facilitating opportunities to walk or bike to destinations. Stressing the monetary, environmental and social benefits of mass transit are crucial for the success of this movement and increasing ridership in the future.
  - With an increasing senior population, and a vast majority still driving a personal vehicle for transportation, increased awareness of and access to safe driving for seniors programs are needed. Free resources and programs are often available directly through a website such as CarFit (<https://car-fit.org/>) and the NYS Governor's Traffic Safety Committee (<https://trafficsafety.ny.gov/carfit-free-safety-program-older-drivers>), through County Health Departments or the Office for Aging, or through organizations such as AARP, AAA, and automobile insurance companies.

Additionally, transition programs are needed to enable seniors to shift from driving an automobile to other forms of transportation. The National Aging & Disability Transportation Center (NADTC) is a source for resources and instruction on this matter. See [https://www.nadtc.org/wp-content/uploads/Older\\_Driver\\_Safety\\_and\\_Transition-Cover.pdf](https://www.nadtc.org/wp-content/uploads/Older_Driver_Safety_and_Transition-Cover.pdf).

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# Appendix A

## Public Survey and Transportation Services Survey

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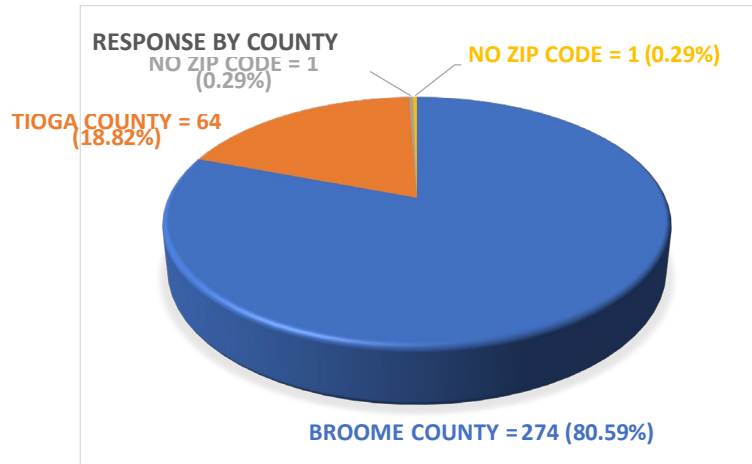
# Public Survey Results, 2023

## Coordinated Transportation Plan Public Survey Responses by Zip Code

Zip Code	Total
13732 - Apalachin	15
13734 - Barton	1
13736 - Berkshire	1
13743 - Candor	9
13744 - Castle Creek	3
13746 - Chenango Forks	3
13748 - Conklin	1
13754 - Deposit	4
13760 - Endicott	55
13787 - Haprusville	3
13790 - JC/Maine	26
13795 - Kirkwood	4
13797 - Lisle	1
13811 - Newark Valley	6
13812 - Nichols	2
13813 - Nineveh/Colesville	1
13826 - Ouaquaga	1
13827 - Owego	22
13833 - Port Crane	5
13850 - Vestal	34
13862 - Whitney Point	5
13865 - Windsor	12
13901 - Binghamton/Fenton	38
13902 - Binghamton/PO Box	1
13903 - Binghamton/Conklin Forks	24
13904 - Binghamton/West Colesville	15
13905 - Binghamton/Maine	38
14883 - Spencer	4
14892 - Waverly	4

NO ZIP CODE 1  
 13841 - Smithville Flats 1 **Chenango County**

**TOTAL = 340**  
 BROOME COUNTY = 274 80.59%  
 TIOGA COUNTY = 64 18.82%  
 CHENANGO COUNTY = 1 0.29%  
 NO ZIP CODE = 1 0.29%



# BMTS Coordinated Transportation Plan Survey

340

Responses










04:15

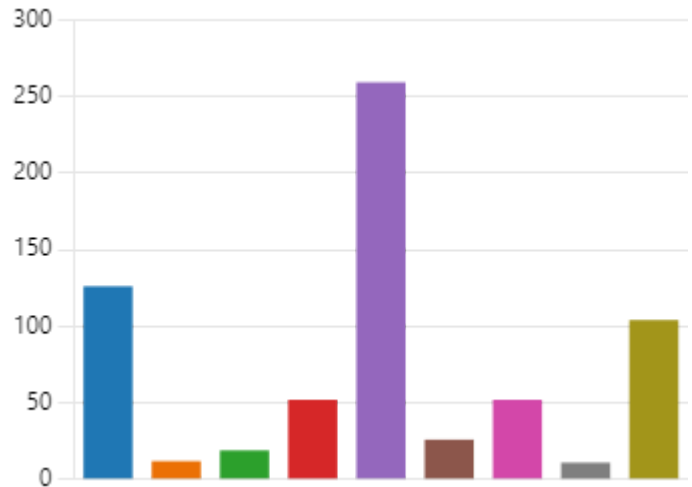
Average time to complete

Closed

Status

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

	A family member drives me	126
	Agency Van or Shuttle Bus	12
	BC Paratransit/BC Lift	19
	BC Transit Buses that run on fixe...	52
	I drive myself	259
	Taxi	26
	Uber or Lyft	52
	Volunteer Driver	11
	Walk or Bike	104



2. The transportation service (or the way that I travel) the most frequently can be adjusted to meet my schedule.

● Strongly disagree	40
● Disagree	34
● Neutral	71
● Agree	80
● Strongly agree	115



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

● Strongly disagree	33
● Disagree	28
● Neutral	73
● Agree	87
● Strongly agree	119



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

● Strongly Disagree	20
● Disagree	25
● Neutral	100
● Agree	88
● Strongly agree	107



5. I feel safe when I use the service.

● Strongly disagree	10
● Disagree	24
● Neutral	95
● Agree	100
● Strongly agree	111



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

● Strongly disagree	34
● Disagree	40
● Neutral	105
● Agree	80
● Strongly agree	81



7. The people who work for the service are helpful.

● Strongly disagree	13
● Disagree	14
● Neutral	160
● Agree	74
● Strongly agree	79



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

● Strongly disagree	26
● Disagree	43
● Neutral	140
● Agree	77
● Strongly agree	54



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

● Strongly disagree	55
● Disagree	52
● Neutral	153
● Agree	42
● Strongly agree	38



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

● True	117
● False	223





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

● True	149
● False	191



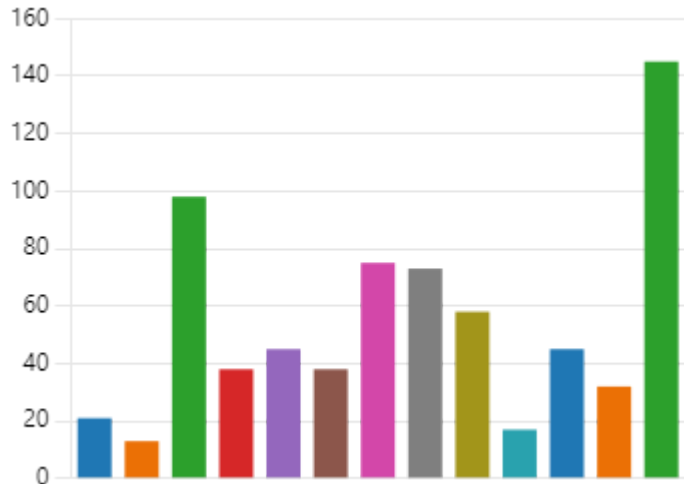
12. If I could get around using a public bus I would.

● True	185
● False	155



13. Which of the following services would be helpful for you:

<span style="color: blue;">●</span> Wheelchair lift or ramp	21
<span style="color: orange;">●</span> Space for fold-up wheelchair	13
<span style="color: green;">●</span> Place to sit while waiting for a ri...	98
<span style="color: red;">●</span> Assistance getting into and out ...	38
<span style="color: purple;">●</span> Help loading and unloading pac...	45
<span style="color: brown;">●</span> Assistance identifying bus stops	38
<span style="color: pink;">●</span> Assistance identify public transit...	75
<span style="color: grey;">●</span> Door to door service - from doo...	73
<span style="color: olive;">●</span> Curb to curb service - from curb...	58
<span style="color: cyan;">●</span> Accommodations for service ani...	17
<span style="color: blue;">●</span> Transit vouchers	45
<span style="color: orange;">●</span> All of the above	32
<span style="color: green;">●</span> None of the above	145



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

<span style="color: blue;">●</span> Yes	58
<span style="color: orange;">●</span> No	195
<span style="color: green;">●</span> Not applicable	87



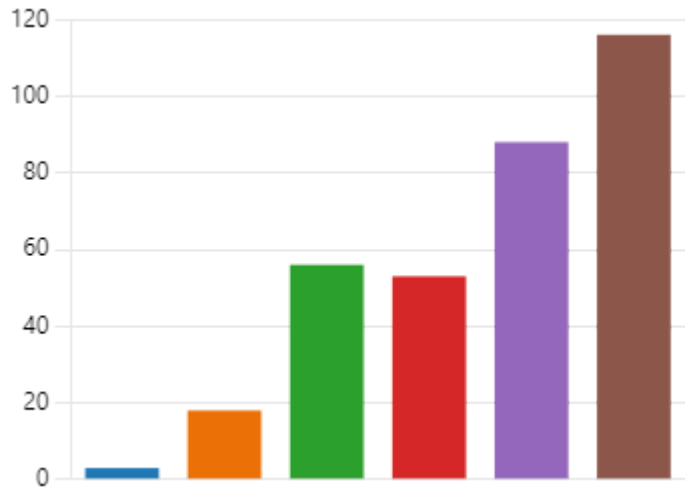
15. In what ZIP code do you live? (enter 5-digit ZIP code; for example, 13827 or 13905)

**335**  
Responses

Latest Responses  
"13901"  
"13790"

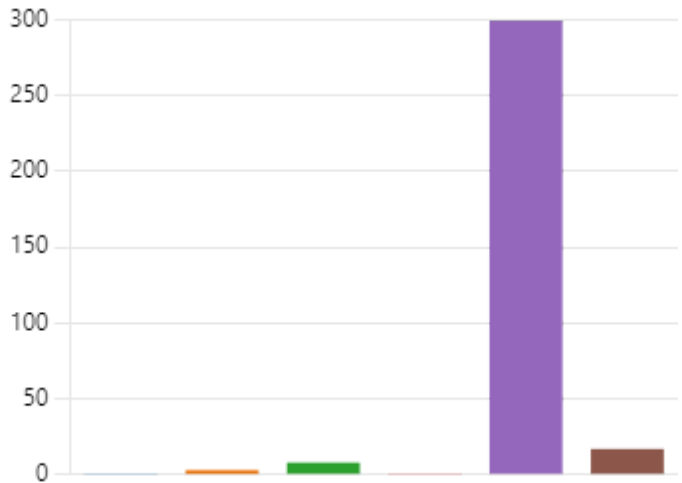
### 16. What is your age?

● 18 and under	3
● 19 to 25	18
● 26 to 40	56
● 41 to 50	53
● 51 to 64	88
● 65 and over	116



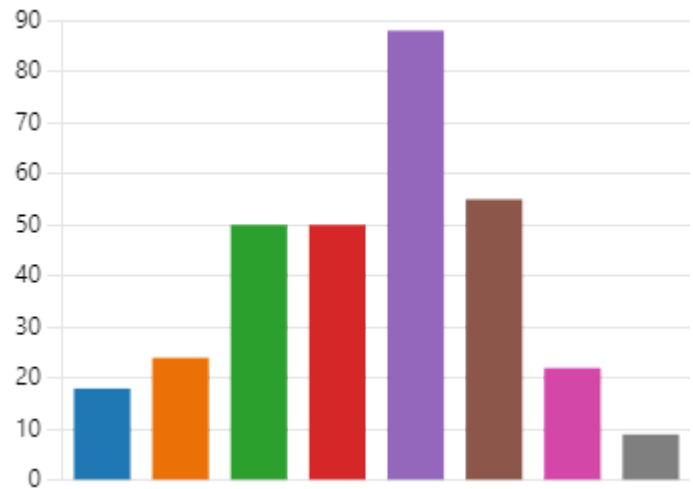
### 17. 1. What is your race?

● American Indian and Alaska Nat...	1
● Asian	3
● Black or African American	8
● Native Hawaiian and Other Pacif...	1
● White	299
● Two or mor races	17



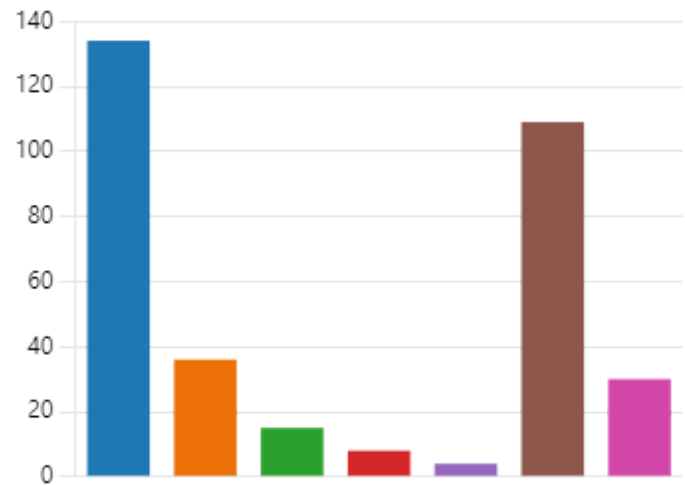
18. What is your approximate household income? (includes all persons living within you household)

● Less than \$10,000	18
● \$10,000 - \$14,999	24
● \$15,000 - \$29,999	50
● \$30,000 - \$44,999	50
● \$45,000 - \$89,999	88
● \$90,000 - \$134,999	55
● \$135,000 - \$199,000	22
● \$200,000 and over	9



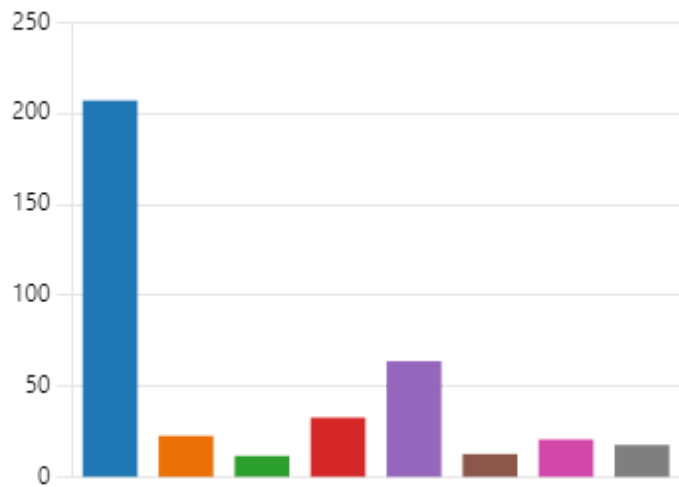
19. What is your employment status?

● Employed full-time	134
● Employed part-time	36
● Unemployed and currently looki...	15
● Unemployed and not currently l...	8
● Student	4
● Retired	109
● Unable to work/disabled	30



20. Which of the following best describes your disability status? Check all that apply

● None	207
● Hearing difficulty (deaf or havin...	23
● Vision difficulty (blind or having ...	12
● Cognitive difficulty (due to phys...	33
● Ambulatory difficulty (serious di...	64
● Self-care difficulty (serious diffic...	13
● Independent living difficulty (du...	21
● Other	18



### Summary of Coordinated Plan Public Survey Results

Zip code analysis indicated that there was a broad representation across Broome & Tioga Counties of the 340 respondents. Though there were more responses from urban zip codes, they were proportional to urban vs. rural population. Locations for survey distribution also influenced where responses were more numerous. Interestingly, the percent of Tioga County and Broome County responses was essentially equal to the population proportions of the two counties.

The method of travel stated by survey responders is overwhelmingly by driving self (259) or being driven by a family member (126). Interestingly, the next most used mode for transportation was walking or biking (104). It is good to remember that we all walk for at least a portion of every trip we take. Additionally, this demonstrates the importance of pedestrian & bicycle infrastructure, and making sure it is ADA compliant. Such infrastructure also includes multi-use trail development like the Two Rivers Greenway. Walking and biking is active transportation, promoting long term health.

With most driving, being driven, or walking/biking, it's not surprising to see most say that their transportation mode can be adjusted to fit their schedule. (195) Yet, 21.8% find it hard to coordinate transportation with their schedule.

With transportation mode availability, almost 18% have trouble with getting transportation on the day they need it. Almost 13.2% have trouble with transportation service promptness. Regarding feeling safe when using a transportation service, almost 10% do not feel safe in the transportation service they use most. Digging a bit deeper, it is found that those who felt unsafe used public transit, walked or biked, drove self/friend or family drove, and taxi (1).

Neutral was top answer followed by agree & Strongly Agree for knowing who to report problems with the transportation service one uses most and if the contact person is helpful. This may be due to top three travel methods used (driving self/driven by family or friend/walking or biking).

Regarding reasonable cost of service, Neutral was top answer followed by agree & Strongly Agree. This may be due to top three travel methods used (driving self/driven by family or friend/walking or biking). However, 20.3% - Feel cost of service is NOT reasonable. Affordable transportation is important!

Neutral was top answer followed by far when asked if it is easy to transfer from the service I use the most to others (for example to other buses or other types of transportation). This may be due to top three travel methods used. It is interesting to note that the next two most popular answers were Disagree & Strongly Disagree, which may indicate difficulty in using public transit.

34.4% (1 in 3) find it difficult to travel to where they need to go, which is significant. 43.8% sometimes worry about getting where they need to go.

54.4% would use public transit if they could! This would indicate that public transit would be used if available and easy to use. Travel training would also encourage more public transit use.

When asked which of the following services would be helpful for you, a significant number responded None of the Above. May be due to top three travel methods used. The second largest response was "Place to sit while waiting for a ride". This shows the importance of street benches and transit bus shelters. "Identify public transit options available to me" responses indicate a willingness to use public transit. Travel training is also helpful to encourage public transit & paratransit use. Demand for Door-to-Door transportation service is significant.

17% of responders said that they have not gotten, or lost, a job because they did not have transportation, which is significant.

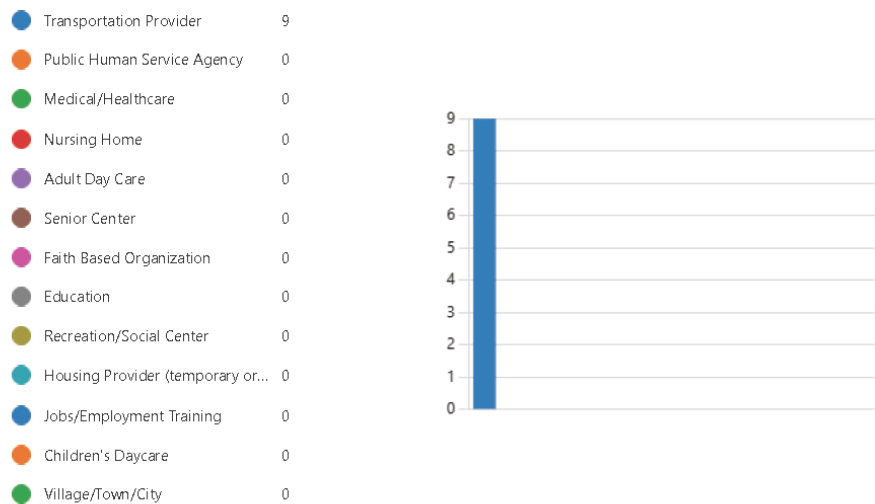
The age distribution (60% 51 years and older) of survey responders is what we'd like to see, especially with one of the Coordinated Plan's target audience being seniors. With 88% of responders being white, It is not surprising given Broome & Tioga demographics, but we would have liked more minorities to have responded. It is also desire to have had more low-income representation among survey responders. Interesting that most responders are employed full time, though that could explain the large number driving themselves for transportation. There are also a good amount of retired people represented. 8.8% are Unable to work/disabled. This shown a need for more accessible and affordable transportation. Regarding Disability status, most said none followed by ambulatory difficulty. Cognitive difficulty is third most. If 207 answered None, can infer that 133 (39.1%) have a disability that affects how they are able to travel.

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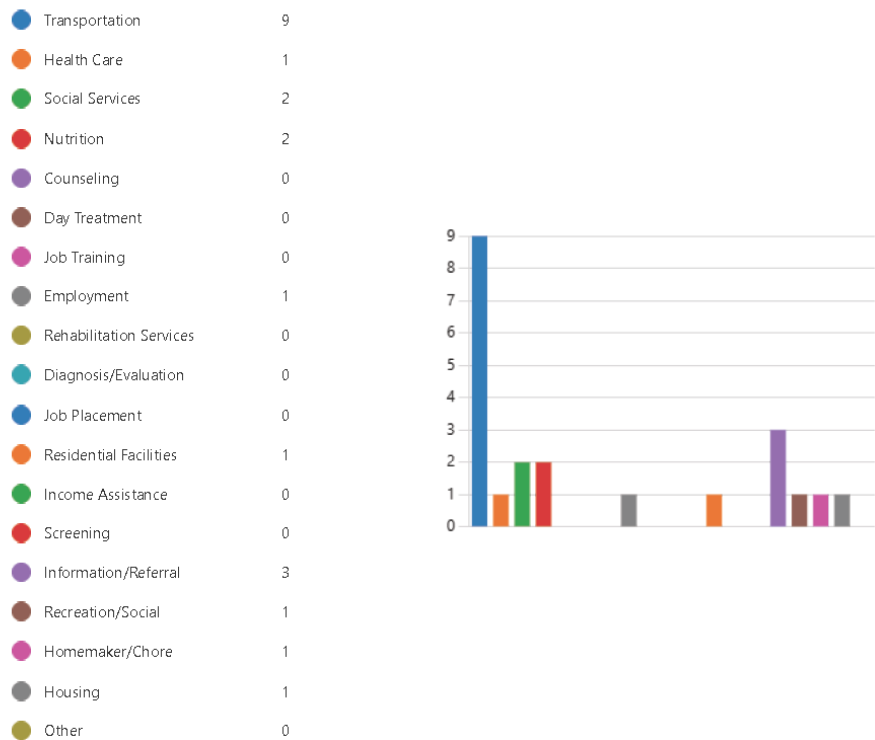
# Service Provider Coordinated Transportation Plan Survey

<b>9</b> Responses	<b>13:24</b> Average time to complete	<b>Active</b> Status
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1. Please choose the option which best describes your organization.



2. What are the major functions/services of your organization? Choose as many as apply.



3. Under what legal authority does your organization operate?

Local government department o...	1
Private nonprofit	3
Transit authority	1
Private, for-profit	4
Other	0



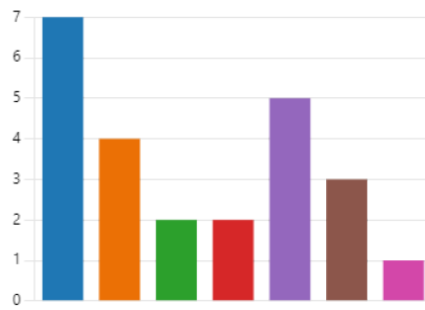
4. How is your organization involved in transportation? Check all that apply.

We operate vehicles and provid...	9
We purchase or contract transp...	5
We provide bus passes/transpor...	1
We provide information regardi...	1
We are not involved in providin...	0



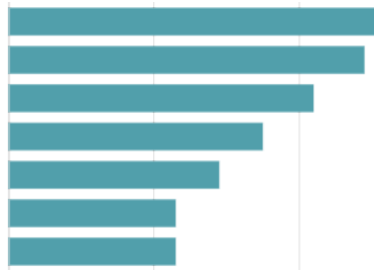
5. In addition to funding, what is most needed to improve personal mobility in your service area? Select all that apply.

Greater coordination among tra...	7
Longer hours and/or more days ...	4
Loosening of eligibility restrictio...	2
Lower fares on existing services	2
Expanded transportation service...	5
Improved access to transit (i.e....	3
Other	1



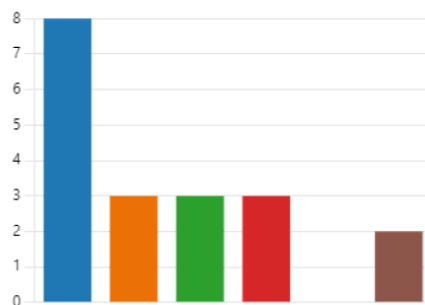
6. Please rank the existing transportation options in your service area from the most useful to the least useful for personal mobility with 1 being the most useful (you need only rank options available in your area):

1	Public transit	...
2	Para transit services	
3	Taxis	
4	Lyft/Uber	
5	Human service transportation pr...	
6	Families, friends, and neighbors	
7	Volunteer driver	



7. What is the primary purpose of the transportation service provided? (select all that apply)

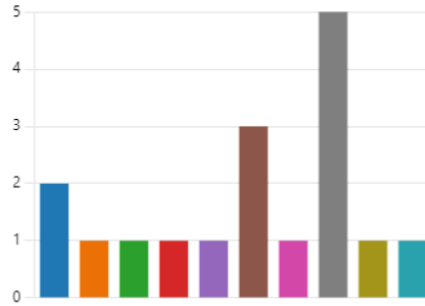
Medical related	8
Shopping	3
Employment related	3
Social/Recreational	3
Not applicable, transportation s...	0
Other	2





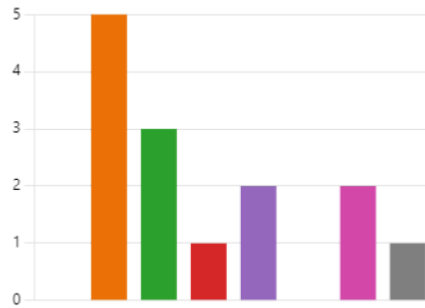
8. Does your organization impose any of the following eligibility requirements in order to receive transportation services? Select all that apply.

- Older Adults (65+) 2
- Youth (18 and under) 1
- Unemployed 1
- Physical disability 1
- Development or Cognitive disab... 1
- Low income 3
- Veteran 1
- We do not impose eligibility limi... 5
- Not applicable, transportation s... 1
- Other 1



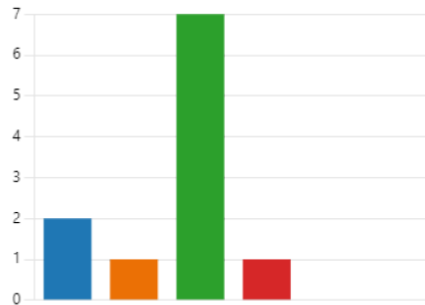
9. In what manner does your organization directly provide, purchase, operate, or arrange transportation? Select all that apply.

- Agency employees using person... 0
- Agency employees using agenc... 5
- Pre-purchased tickets, vouchers,... 3
- Reimbursement of mileage or a... 1
- Volunteers using personal vehicl... 2
- Volunteers using agency vehicles 0
- Not applicable, transportation s... 2
- Other 1



10. If your organization directly provides transportation by operating vehicles, which service delivery method(s) best describes how transportation is provided? (select all that apply)

- Publicly-operated fixed route (fi... 2
- Human service agency fixed rou... 1
- Demand response (casual appoi... 7
- Route deviation (typically travels... 1
- Not applicable, transportation s... 0
- Other 0



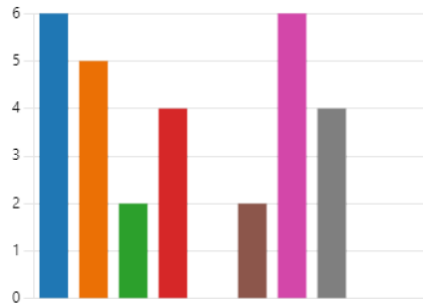
11. If your organization operates a fleet of vehicles, do you have enough vehicles to meet your clients needs?

- Yes 6
- No 3



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

- Curb-to-curb (i.e., drivers will as... 6
- Door-to-door (i.e., drivers will as... 5
- Fixed-route system with regular ... 2
- Drivers are permitted to assist p... 4
- Drivers are permitted to assist p... 0
- We provide personal care atten... 2
- Passengers are permitted to tra... 6
- Service animals are allowed. 4
- Not applicable, transportation s... 0
- Other 0



13. If your organization directly provides transportation, how much capacity does your organization have for ambulatory clients?

- Not enough capacity 2
- Just enough capacity 4
- Extra capacity 3



14. If your organization directly provides transportation, how much capacity does your organization have for non-ambulatory clients?

- Not enough capacity 2
- Just enough capacity 4
- Extra capacity 3



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

- Yes 7
- No 1



16. If you answered no to question 15, why?

3  
Responses

Latest Responses

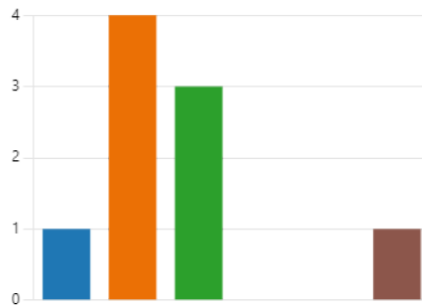
17. How do clients/customers access your transportation services? (Choose one of the following options)

- Clients/customers must make a... 8
- There are no advance reservatio... 1
- Not applicable, transportation s... 0



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

- Customers/clients can call on th... 1
- Customers/clients may call for a... 4
- Customers/clients must call for ... 3
- Customers/clients must call for ... 0
- Not applicable, transportation s... 0
- Other 1



19. Will you accommodate late reservations if space is available?

- Yes 8
- No 1
- Not applicable, transportation s... 0



20. If your organization provides transportation services, does your organization provide any discounts for seniors or persons with special needs?

- Yes 6
- No 3
- Not applicable, transportation s... 0



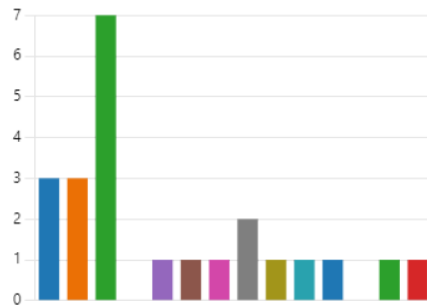
21. How satisfied do you believe your clients are with your hours of operations?

- Very satisfied 4
- Somewhat satisfied 3
- Neither satisfied nor dissatisfied 1
- Somewhat dissatisfied 1
- Very dissatisfied 0



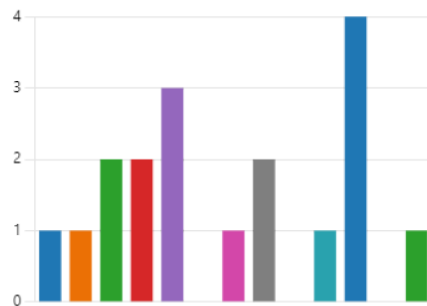
22. What are your transportation related operating revenues? (select all that apply)

- Fares Collected from Passengers... 3
- Revenues Collected From Cash, ... 3
- Reimbursements (e.g., Medicaid... 7
- City Government Appropriations 0
- County Government Appropriati... 1
- State Government Appropriations 1
- FTA Section 5307 Grant 1
- FTA Section 5310 Grant 2
- Title III Grant (Older Americans ... 1
- Medicaid Grant 1
- Passenger Donations 1
- Foundation Grant 0
- Charitable Donations 1
- Not applicable 1



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

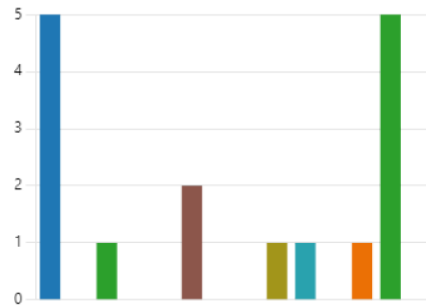
- FTA Section 5307 1
- FTA Section 5309 1
- FTA Section 5310 2
- FTA Section 5311 2
- Passenger fares 3
- City Government Appropriations 0
- County Government Appropriati... 1
- State Government Appropriations 2
- Foundation Grant 0
- Charitable Donations 1
- None 4
- Not applicable, transportation s... 0
- Other 1



24. If your organization has applied for FTA funding in the past, what are some challenges that you have experienced with the application and funding process?

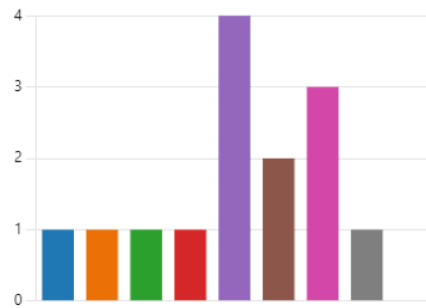
25. Does your organization coordinate with other transportation providers on any other the following operational activities? (select all that apply)

- Information and referral 5
- Joint dispatch 0
- Joint use of vehicles 1
- Joint procurement 0
- Shared backup vehicles 0
- Trip sharing 2
- Joint training 0
- Shared maintenance 0
- Service consolidation 1
- Service brokerage 1
- Grant writing/funding 0
- Driver sharing 1
- We do not coordinate with othe... 5
- Not applicable, transportation s... 0



26. What issues, if any, have your coordination efforts encountered or have prevented you from engaging in coordination? Select all that apply.

- Statutory barriers to pooling fun... 1
- Turf issues among providers 1
- Restrictions placed on the use o... 1
- Billing/accounting issues 1
- Liability/insurance concerns 4
- Specialized needs of client popu... 2
- No issues have occurred 3
- Not applicable, transportation s... 1
- Other 0



27. Are you aware of transportation related services that your clients need but are unavailable?

9  
Responses

Latest Responses  
"Yes"  
"Public transportation in Tioga County"  
"No"

28. Are there transportation related services that you would like to provide but are unable to? Why?

9  
Responses

Latest Responses  
"Yes"  
"N/A"  
"no"

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

● Yes 8  
● No 1



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# Appendix B

Strategies/Information  
Regarding Transportation  
Needs from Existing Plans,  
Studies, and Programs

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# STRATEGIES FROM EXISTING PLANS

## **BINGHAMTON METROPOLITAN TRANSPORTATION STUDY – BMTS**

See Studies & Reports at <https://bmtsonline.com/reports>.

### **PROGRAM ADMINISTRATION**

[Long Range Transportation Plan](#)

### **PLANS & REPORTS**

[Downtown Binghamton Comprehensive Parking Study and Strategic Plan, 2016](#)

[Front Street Gateway Plan, 2008](#)

### **STUDIES**

[Grand Boulevard Mini-Roundabout Study, 2020](#)

[Hooper Road Corridor Study, 2020](#)

[Town of Kirkwood Rt. 11 Corridor Study, 2019](#)

[Village of Owego Parking Study, 2019](#)

[Household Travel Survey, 2018](#)

[Greenway Study, 1999](#)

Traffic Signal Warrant Studies:

[City of Binghamton](#)

[Village of Endicott](#)

[Village of Johnson City](#)

[Traffic Signal Maintenance Consolidation Study, 2012](#)

### **ROAD SAFETY AUDITS**

[Lester Ave RSA - Main to Pavilion - RSA 2022](#)

[Hooper Rd RSA - Beatrice to Pruyn - RSA 2021](#)

[North St - Front to Edwards - RSA 2021](#)

[Rt. 26, Town of Maine, RSA](#)

[Conklin Avenue - Tompkins to Burr - RSA 2019](#)

[Jarvis Street - Main to Clinton - RSA 2019](#)

[RSA Burbank Ave, Johnson City - Google My Maps](#)

### **BICYCLIST & PEDESTRIAN**

[BMTS E-Bike & E-Scooter Multi-use Trail Regulations Guide, 2022](#)

[Bicycle Plan, 2015](#)

[Complete Streets Policy, 2016](#)

[Pedestrian Plan, 2013](#)

[Two Rivers Greenway Design Guidelines and Signage Plan, 2012](#)

[BMTS Green Streets Guide](#)

[Greenway Study, 1999](#)

[Two Rivers Greenway Trail Maintenance Plan - without Appendix, 2019](#)

[Two Rivers Greenway Trail Maintenance Plan - Appendix & Trail Assessments, 2019](#)



## PUBLIC TRANSIT

[BC Transit Bus Stop Improvement Plan and Sign Design Guide, 2020](#)

[Coordinated Public Transit/Human Services Transportation Plan, 2013](#)

[Coordinated Public Transit/Human Services Transportation Plan, 2018](#)

[BC Transit/OCC Transport Consolidation Planning Study, 2010](#)

On-Board Survey Report, BC Transit:

[Fall 2009](#) | [Fall 2011](#) | [Fall 2014](#)

## **BROOME COUNTY OFFICE FOR AGING**

See Publications and Guides at <https://www.gobroomecounty.com/senior/publications>.

### **Age-Friendly Materials, Plans and Reports:**

- [The Broome Age-Friendly Project Brochure](#)
- [Age-Friendly Communication Fact Sheet](#)
- [2019 Age Friendly Community Needs Survey](#)
- [2020 Broome Age Friendly Action Plan](#)
- [2022 Broome Age Friendly Action Plan Update](#)
- [2020-2023 Age Friendly Action Plan Progress Report](#)
- [2023 Age Friendly Survey Report](#)

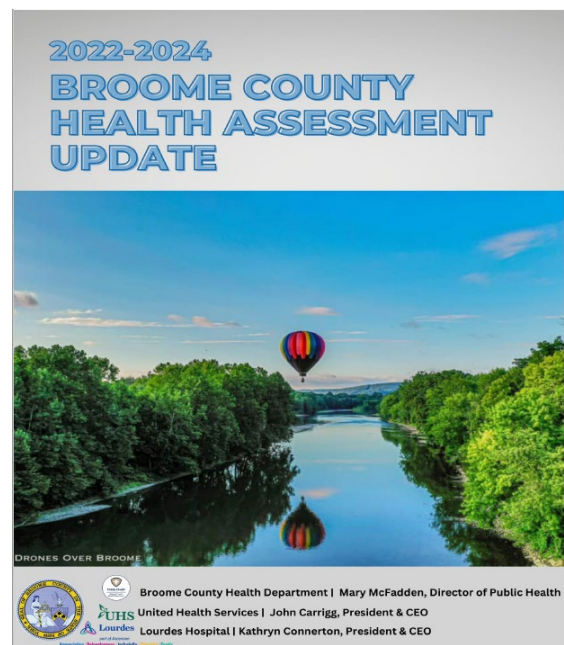
### **Office For Aging Plans for Services:**

- [Four Year Plan for Services 2020-2024](#)
- 2021 - 2022 Update to the 2020-2024 Four Year Plan:  
[Plan for Services 2021-2022](#)
- 2022 - 2023 Update to the 2020-2024 Four Year Plan:  
[Plan for Services 2022-2023](#)
- 2023 - 2024 Update to the 2020-2024 Four Year Plan:  
[Plan for Services 2023-2024](#)

## **BROOME COUNTY HEALTH DEPARTMENT**

See Community Health Assessment at  
<https://gobroomecounty.com/hd/cha>.

[Broome County Community Health Assessment Update 2022-2024](#)



## **BROOME COUNTY PLANNING DEPARTMENT**

See Publications at <https://gobroomecounty.com/planning/pubs>.

### **Plans**

- [Broome County Comprehensive Plan](#)
- [Broome County Parks Plan](#)
- [Broome County Parks Plan Appendices](#)
- [Countywide Local Waterfront Revitalization Plan \(LWRP\)](#)
- [Vestal Road Multi-Use Trail Feasibility Study \(2021\)](#)

## **BROOME COUNTY FOOD COUNCIL**

See <https://www.broomecountyfoodcouncil.org/>.

**Broome County Food Council Summer 2023 Survey Analysis:** Click [HERE](#).

## **FOOD BANK OF THE SOUTHERN TIER**

See Our Programs at <https://www.foodbankst.org/about-us/our-programs/>.

## **TIOGA COUNTY HEALTH DEPARTMENT**

See <https://www.tiogacountyny.com/departments/public-health/>.

### **Community Health Assessment & Community Health Improvement Plan**

The Prevention Agenda 2019-2024 is New York State's health improvement plan, the blueprint for state and local action to improve the health and well-being of all New Yorkers and to promote health equity in all populations who experience disparities. In partnership with more than 100 organizations across the state, the Prevention Agenda is updated by the New York State Public Health and Health Planning Council at the request of the Department of Health. This is the third cycle for this statewide initiative that started in 2008. New to this 2019-2024 cycle is the incorporation of a [Health Across All Policies](#) approach, initiated in 2017, which calls on all State agencies to identify and strengthen the ways that their policies and programs can have a positive impact on health. It embraces Healthy Aging to support New York's commitment as the first age-friendly state.

Our team worked hard to pull together our Community Health Assessment for Tioga County, as well as to decide which areas to focus on for our Community Health Improvement Plan. Our three main focus areas are:

- Promote Healthy Women, Infants, and Children
- Promote Well-Being and Prevent Mental and Substance Use Disorders
- Prevent Chronic Diseases

[2022 Executive Summary Tioga County CHA.CHIP](#)

PDF, 951 KB

[2022 Tioga County CHA](#)

PDF, 17142 KB

[2022 2024 Tioga County CHIP](#)

PDF, 1110 KB

## **TIOGA COUNTY PLANNING DEPARTMENT**

See <https://www.tiogacountyny.com/departments/economic-development-planning/>.

[Tioga 2020 Strategic Plan Adopted 7-12-2016.pdf](#)

## **TIOGA OPPORTUNITIES, INC.**

See Reports & Documents at <https://tiogaopp.org/reports/>.

[2023 TOI Community Assessment](#)

[2022 Impact Report](#)

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# Appendix C

## Inventory of Transportation and Human Service Transportation Providers

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# Getting Around

<https://visitbinghamton.org/our-story/getting-around/>

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

Many recent upgrades make the Greater Binghamton Airport the region's most convenient transportation hub. The Greater Binghamton Airport is centrally located in Broome County about 8 miles north of the city of Binghamton. The airport offers daily, commercial, non-stop flights on Delta Airlines. Avelo Airlines offers twice weekly flight direct from Binghamton to Orlando, FL. Greater Binghamton Airport is owned by Broome County and operated by the Department of Aviation.

Greater Binghamton Airport offers many of the same amenities that larger airports do. With its stress-free atmosphere, BGM's terminal allows you to travel with ease. BGM's terminal offers a business center for our frequent flyers, free Wi-Fi, a relax and recharge station, a visitors center, a room for active military to rest in between flights, and for our younger travelers – a kid port activity center.

Located at [81 Chenango St, Binghamton NY](#), the Greater Binghamton Transportation Center is your one-stop station for local, regional, and interstate bus travel. The facility offers a safe, clean environment with a large indoor seating area and a host of amenities. Several restaurants and retailers are within walking distance. The Broome County Department of Public Transportation has its primary transfer point located at the facility for easy, convenient access to more places in the Greater Binghamton area. Bus service is offered by: Coach USA, FlixBUS, Greyhound, Megabus, OurBus, and Trailways. For more information or to purchase tickets,

<https://www.gobroomecounty.com/transit/greater-binghamton-transportation-center>.

## TAXI

### A-1 Courtesy Cab

(607) 723-2000

### ACE Transportation

(607) 221-9490

### All Star Taxi

(607) 348-6115

### Anytime Taxi

(607) 232-9795

### HTM Transportation, LLC

(607) 321-8520

### La Familia Taxi

(607) 768-2030

### Mike's Taxi

(607) 343-1398

### Robert J. Pornbeck Inc.

(607) 723-2000

### Safe Taxi

(607) 760-6012

## Transportation Apps

The Uber logo is displayed in a bold, black, sans-serif font.

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



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

# INVENTORY of Transportation Services

## Mobility Management of South Central New York – Getthere

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

The screenshot shows the 'Transportation Providers' page on the Getthere website. The page features a navigation menu with options like 'HOME', 'TRANSPORTATION INFORMATION', 'TRANSPORTATION PLANNING DOCUMENTS', 'GETTHERE PROGRAMS', 'PUBLICATIONS AND DOCUMENTS', 'ABOUT US', and 'TRIP PLANNER'. Below the navigation is a search bar and contact information. The main content area is titled 'Transportation Providers' and includes a breadcrumb trail: 'Home > Transportation Information > Transportation Providers'. A descriptive sentence states: 'A transportation provider offers a service for traveling from the user's point of origin to his or her destination.' Below this, there are two dropdown menus for 'Please select service areas' (set to 'ALL SERVICE AREAS') and 'Select service type(s)' (set to 'ALL TYPES OF SERVICES'). A pagination control shows '1 - 10 of 148' results. The first provider listed is 'A&D Transport Svc.', which offers 'Private Transportation' and 'Paratransit' services. Its 'Hours of Operation' are 'All Day', and it serves various counties in South Central New York. A 'VIEW DETAILS' button is available for this provider.

Also see spreadsheet on the following pages.

## Transportation Directory - BROOME COUNTY

Service	Name	Contact	Email	Phone	Website	Hours of Operation	Service Area	Methods of Payment	Fees	Notes
<b>Mobility Management: GetThere Call Center</b>	Nick Cecconi	<a href="mailto:ncecconi@rhnsccny.org">ncecconi@rhnsccny.org</a>		1-855-373-4040	<a href="https://gettherescny.org/home">https://gettherescny.org/home</a>	Weekdays 7 a.m.-5:30 p.m.	Broome, Chenango, Delaware, Otsego, and Tioga counties	N/A	No charge for trip planning/mobility management services	GetThere provides free trip planning and referral services. Some trips may be eligible for financial assistance through the Connection to Care program.
<b>Public Transit</b>										
<b>B.C. Transit Fixed-Route</b>	Ron Hirst	<a href="mailto:rhirst@co.broome.ny.us">rhirst@co.broome.ny.us</a>		607-763-4464	<a href="http://www.gobroomecounty.com/transit">www.gobroomecounty.com/transit</a>	Weekdays from 5:30am - 10:30pm, Saturday from 6:00am - 7:00pm and Sunday from 9:10am - 5:50pm. Check specific route schedule for hours	Broome County's Urban Core: Binghamton, Johnson City, Endicott, Endwell, Vestal, Chenango, Dickinson, Conklin, Kirkwood	Cash only	\$2.00, reduced fare \$1.00,	BC Transit's fixed route bus system consists of buses traveling a designed route, serving bus stops along the way at scheduled times
<b>Private Transportation</b>										
<b>Coach USA</b>				800-631-8405	<a href="http://www.coachusa.com">www.coachusa.com</a>	Check specific schedule for hours.	Greater Binghamton Trans Center, Nationwide	Cash, credit/debit	Varies	Wheelchair accessible
<b>Greyhound</b>				800-345-3109	<a href="http://www.greyhound.com">www.greyhound.com</a>	Check specific schedules for times.	Greater Binghamton Tran. Center, Nationwide	Cash, credit/debit	Varies	Wheelchair accessible
<b>Courtesy Cab</b>				607-723-2000			Broome County			Fax to 607-722-1419
<b>HTM Taxi</b>			<a href="mailto:taxi@htmmedtrans.com">taxi@htmmedtrans.com</a>	607-752-0033 Medicaid - 855-852-3294	<a href="https://htmntaxi.com">https://htmntaxi.com</a>		Broome County			HTM Taxi provides non-emergency medical taxi transportation for patients needing to go to or from a medical appointment or hospital procedure. We are based in Binghamton and serve Broome, Tioga, Delaware, Chenango Counties and beyond. HTM is also a Medicaid Taxi - Medicaid patients can request a trip at 855-852-3294.
<b>La Familia Taxi</b>			<a href="mailto:lafamiliataxi2030@gmail.com">lafamiliataxi2030@gmail.com</a>	607 768 2030	<a href="mailto:lafamiliataxi2030@gmail.com">lafamiliataxi2030@gmail.com</a>	24/7	Broome County			email lafamiliataxi2030@gmail.com
<b>Mikes Taxi</b>				607-343-1398			Broome County	Medicaid, cash	Varies	
<b>Paratransit</b>										
<b>B.C. Lift</b>	Ron Hirst		<a href="mailto:ron.hirst@broomecountyny.gov">ron.hirst@broomecountyny.gov</a> <a href="mailto:lori.rollison@broomecountyny.gov">lori.rollison@broomecountyny.gov</a>	To apply: 607- 763-4464 To schedule a pickup: 607- 763-8747	<a href="http://www.gobroomecounty.com/transit/bc-lift-ada-home">www.gobroomecounty.com/transit/bc-lift-ada-home</a>	Mon. - Fri.: 5:30 am - 10:00 pm Sat.:5:30 am - 6:00 pm Sunday: 9:00 am - 5:00 pm	Within 3/4 mile of a B.C. Transit fixed route	Cash only	\$3.00 one way	BC Lift provides paratransit service for persons with disabilities living in Broome County's urban areas.
<b>B.C. Country</b>	Ron Hirst		<a href="mailto:ron.hirst@broomecountyny.gov">ron.hirst@broomecountyny.gov</a> <a href="mailto:lori.rollison@broomecountyny.gov">lori.rollison@broomecountyny.gov</a>	To register: 607- 763-4464 To schedule a pickup: 607-763-8747	<a href="http://www.gobroomecounty.com/transit/bccountry">www.gobroomecounty.com/transit/bccountry</a>	Monday through Friday; hours vary depending on location.	All Broome County beyond urban area. Individuals may be asked to meet bus at common pickup location.	Cash only	\$3.50 one way, \$2.50 for people with disabilities	BC Country is our public transportation service for rural Broome County residents. BC Country will pick you up in the morning, bring you to your destination in urban core of Broome County, and provide a return trip in the afternoon or early evening.
<b>Non-Emergency Medical Transportation</b>										
<b>HTM MedTrans</b>			<a href="mailto:info@htmmedtrans.com">info@htmmedtrans.com</a>	607-321-8520 607-348-1671 fax	<a href="http://www.htmmedtrans.com">www.htmmedtrans.com</a>		All of Broome County	Cash, credit/debit, medicaid, will bill RHN	Varies	provide non-emergency transportation for people with wheelchairs or those who need hands-on assistance.
<b>Redivan</b>			<a href="mailto:redi235@yahoo.com">redi235@yahoo.com</a>	607-235-9112	<a href="http://www.redivaninc.com">www.redivaninc.com</a>		All of Broome County	Cash, credit/debit, medicaid, will bill RHN	Varies	provide non-emergency transportation for people with wheelchairs or those who need hands-on assistance.
<b>Serafini Transportation</b>	Lee Downey, Vice President/Director of Operations		<a href="mailto:LDOWNEY@SERAFINITRANSPORTATION.COM">LDOWNEY@SERAFINITRANSPORTATION.COM</a> or <a href="mailto:ngserafini@gmail.com">ngserafini@gmail.com</a>	607-772-8500	<a href="https://www.serafinitransportation.com/">https://www.serafinitransportation.com/</a>		Broome, Tioga, Chenango	Cash, credit/debit	Varies	provide non-emergency transportation for people with wheelchairs or those who need hands-on assistance.
<b>Volunteer</b>										



<b>Faith in Action, a program of the Broome County Council of Churches</b>	Susan Spencer, Director of Faith in Action Volunteers <a href="mailto:sspencer@broomecouncil.net">sspencer@broomecouncil.net</a>	To register: 607-724-9130 x304 To Schedule: 607-724-9130 x339	<a href="https://broomecouncil.net/our-services/faith-in-action-volunteers/">https://broomecouncil.net/our-services/faith-in-action-volunteers/</a>	By appointment, based on volunteers' schedules.	Broome County	Donations accepted	Volunteer transportation for people 60+ in Broome County, where volunteers are available. Volunteers may help with packages and offer physical assistance in and out of the vehicle. Maximum of six round trips (2 grocery) total a month.
<b>American Cancer Society</b>		800-227-2345, option 1	<a href="https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html">https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html</a>				
<b>Encore Plus</b>	Crystal Sackett, Senior Project <a href="mailto:csackett@ywcaofbinghamton.org">csackett@ywcaofbinghamton.org</a>	607-772-0340 ext. 222 or 242	<a href="https://ywcabinghamton.org/programs/encoreplus/">https://ywcabinghamton.org/programs/encoreplus/</a>	By appointment. Depends on volunteers' schedules.	Broome and Tioga Counties	Not applicable	Schedule 2 weeks to a month in advance; call before making your cancer screening appointment.
<b>Senior Helpers</b>	Mary Turnbush <a href="mailto:Mary.Turnbush@broomecountyny.gov">Mary.Turnbush@broomecountyny.gov</a>	607-785-6105	<a href="http://www.gobroomecounty.com/senior/grow">www.gobroomecounty.com/senior/grow</a>	8:30 and 12:00 Monday – Friday.	All of Broome County	Wages are negotiated between you and your employer.	The Senior Helpers Program is a job matching service. Anyone can request to hire a Senior Helper - there is no age or income requirement.
<b>OCCT</b>	Raul Avalos, Director <a href="mailto:director@occtransport.org">director@occtransport.org</a>	607-777-6989	<a href="http://www.occtransport.org">www.occtransport.org</a>	Check specific schedule for hours.	Serving Binghamton University and popular destinations, including Vestal Parkway, the City of Binghamton, Oakdale Commons, and Johnson City.	Free	Off Campus College Transport is a student operated and managed bus service, exclusively serving Binghamton University students, faculty and staff.
<b>OFA Minibus</b>	Lucia Esposito <a href="mailto:lucia.esposito@broomecountyny.gov">lucia.esposito@broomecountyny.gov</a>	607-275-5164	<a href="https://www.gobroomecounty.com/senior/transportation">https://www.gobroomecounty.com/senior/transportation</a>	Monday-Friday: 9 am – 4:00 pm	The Binghamton urban area	\$2.00 each way (suggested donation)	Must be age 60 or over. Must show an OFA ID card when boarding the bus. An application is necessary. The application process may take weeks. Wheelchair accessible
<b>Medical Answering Services</b>	LeslieAnn Regan, Field Liaison <a href="mailto:lregan@medanswering.com">lregan@medanswering.com</a> & <a href="mailto:info@medanswering.com">info@medanswering.com</a>	800-850-5340	<a href="http://www.medanswering.com">www.medanswering.com</a>	Everyday 7 a.m. – 6 p.m.	Broome, Delaware and Tioga Counties	Depends on service hired and what Medicaid covers	Medicaid recipients only.
<b>Bridges to Wellness</b>		607-798-1706 or 607-798-1721			This program, through Southern Tier Aids Center, provides transportation for people who are HIV positive and need to get to medical appointments		

Other

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

Service	Name	Contact	Email	Phone	Website	Hours of Operation	Service Area	Fees	Notes
<b>Mobility Management: GetThere Call Center</b>		Nick Cecconi	<a href="mailto:nceconni@rhnsccny.org">nceconni@rhnsccny.org</a>	1-855-373-4040	<a href="https://gettherescny.org/home">https://gettherescny.org/home</a>	Weekdays 7 a.m.-5:30 p.m.	Broome, Chenango, Delaware, Otsego, and N/A Tioga counties	No charge for trip planning/mobility management services	GetThere provides free trip planning and referral services. Some trips may be eligible for financial assistance through the Connection to Care program.
<b>Public Transit</b>									
	<b>C-Tran</b>	Tina Hagar	<a href="mailto:thager@co.chemung.ny.us">thager@co.chemung.ny.us</a>	607-734-5211	<a href="http://www.ridectran.com/en/">www.ridectran.com/en/</a>	Monday - Friday, 8:00 AM - 5:00 PM	Service is provided within Chemung County and to Robert Packer Hospital or Corning Hospital.  Tioga County (Owego, Apalachin, Spencer, Waverly, Newark Valley, Richford, Berkshire, Barton, Tioga, Nichols, Candor)	Cash or PAYG  \$3.00 for each zone, reduced fare \$1.75; 31-Day Pass discount available.	
<b>Private Transportation</b>									
	<b>Owego Taxi</b>			607-687-1171				\$2 per mile Varies; Call and get quote	
	<b>A1 Chucks Taxi</b>			607-349-1874			Endicott, Tioga County West Tioga (out of Elmira)		
	<b>Totem Taxi</b>			607-734-6161	607-733-9593				
<b>Paratransit</b>									
<b>Non-Emergency Medical Transportation</b>									
	<b>A&amp;D Transport Services</b>			607-386-4772	<a href="https://www.adtransportservices.com/about-us/locations/tioga-county">https://www.adtransportservices.com/about-us/locations/tioga-county</a>	24/7	All of Tioga County	Cash, credit/debit, medicaid	Varies  provide non-emergency transportation for people with wheelchairs or those who need hands-on assistance.
	<b>HTM MedTrans</b>		<a href="mailto:info@htmmedtrans.com">info@htmmedtrans.com</a>	607-321-8520 607-348-1671 fax	<a href="http://www.htmmedtrans.com">www.htmmedtrans.com</a>		All of Tioga County	Cash, credit/debit, medicaid, will bill RHN	Varies  provide non-emergency transportation for people with wheelchairs or those who need hands-on assistance.
	<b>Serafini Transportation</b>	Lee Downey, Vice President/Director of Operations	<a href="mailto:LDowney@SERAFINITRANSPORTATION.COM">LDowney@SERAFINITRANSPORTATION.COM</a> or <a href="mailto:ngserafini@gmail.com">ngserafini@gmail.com</a>	607-772-8500	<a href="https://www.serafinitransportation.com/">https://www.serafinitransportation.com/</a>		Broome, Tioga, Chenango	Cash, credit/debit	Varies  provide non-emergency transportation for people with wheelchairs or those who need hands-on assistance.
<b>Volunteer</b>									
	<b>Senior Information &amp; Referral Service (SIRS)</b>	Virpi Loomis	<a href="mailto:vloomis@htva.net">vloomis@htva.net</a>	1-888-589-7833	<a href="http://www.vcfive.org">http://www.vcfive.org</a>	Monday through Saturday; 8 am to 4:30 pm	Towns and villages of Spencer and Van Etten	No fee; Donations accepted	
	<b>Northern Tioga Neighbors Network</b>	Kate Krasileva	<a href="mailto:KateKrasileva@gmail.com">KateKrasileva@gmail.com</a> Hubbard Resource Center; PO Box 93; Richford, NY 13835	607-657-2823	<a href="http://www.ntnonline.org/">http://www.ntnonline.org/</a>	Based on volunteers' schedules	Upper Tioga County		Also medicaid trips
	<b>Tioga Opportunities, Inc.</b>	Maureen Abbott, Executive Director	<a href="mailto:aging@tiogaopp.org">aging@tiogaopp.org</a>	607-687-4222	<a href="https://tiogaopp.org/transportation/">https://tiogaopp.org/transportation/</a>	Monday - Friday 8:30AM - 4:30PM	Tioga County		
<b>Other</b>									
	<b>A New Hope Center (ANHC)</b>	Sue Nichols	<a href="mailto:SueN@anewhopecenter.org">SueN@anewhopecenter.org</a>	607-687-6866	<a href="http://www.anewhopecenter.org/">http://www.anewhopecenter.org/</a>	office: M-F 8 am to 7 pm hour crisis hotline	Tioga County, and surrounding counties as applicable	No fee	

<b>Move Together NY</b>		<a href="mailto:MoveTogetherNY@gmail.com">MoveTogetherNY@gmail.com</a>	607-272-2292	<a href="http://www.movetogetherny.org">www.movetogetherny.org</a>	Monday through Friday 8:30 to 4:30 pm	Tompkins, Seneca, Cayuga, Cortland, Tioga, Chemung, Schyler counties	No fee	Located at CCE Tompkins County
<b>Encore Plus</b>	Crystal Sackett, Senior Project	<a href="mailto:csackett@ywcaofbinghamton.org">csackett@ywcaofbinghamton.org</a>	607-772-0340 ext. 222 or 242	<a href="https://ywcaofbinghamton.org/programs/ncoreplus/">https://ywcaofbinghamton.org/programs/ncoreplus/</a>	By appointment. Depends on volunteers' schedules.	Broome and Tioga Counties	Not applicable	Schedule 2 weeks to a month in advance; call before making your cancer screening appointment.

**Pharmacy Delivery Service**

<b>Waverly Pharmacy</b>			607-565-2390		Mon-Thurs 9am-7pm, Fri 9am-6pm, Sun- Closed	Waverly, Athens, Sayre		Have very limited delivery service to Waverly, parts of Athens and part of Sayre.
<b>Apalachin Pharmacy</b>			607-625-2129		Mon- Fri 8am-6pm, Sat 9am-1pm, Sun- Closed	Apalachin		Mail Service Very limited. Will consider making arrangements when needed on an individual basis, but not a service offered regularly. No charge for either service Delivery – Will deliver to Owego Area on Mondays, Wednesdays and Fridays. Deliver to Candor on Thursdays. Will deliver to Senior Housing in both areas. Individuals should call to see if they are in the delivery area.
<b>Owego Pharmacy</b>			607-687-8779		Mon-Fri 8am-9pm, Sat 8am-1pm, Sun-closed	Owego		

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# Appendix D

## Section 5310

Descriptions of Awarded  
Projects for 2020 & 2022

and

Scoring Form/Score  
Explanation

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**Section 5310 Applications – 2020 Solicitation**  
***Descriptions of Awarded Projects with Federal Funding Amount***

Broome County Department of Public Transportation –  
CAPITAL (\$25,452.31)

BC Transit will procure capital funding for software that will allow real time viewing with our current camera system. It will help us observe and quickly respond to safety and health emergencies as they arise and for dispatchers to help drivers find exact pick-up locations to go above and beyond ADA requirements. A two-way radio system is the only method to communicate currently, and Transit Supervisors can review camera footage after the fact. A real time system will allow for an immediate response, improving safety and the ability to better communicate to first responders the extent of services needed during medical episodes.

Rural Health Network – Mobility Management of South Central NY (MMSCNY) –  
MOBILITY MANAGEMENT (\$274,487.79)

This proposal maintains call center staffing and increases coordination of existing transportation services and needs of the aging, individuals with disabilities and eligible Veterans. Call center coverage, specialized staff commitment and expanded technology will provide more available transportation options, increase coordination and expand travel training opportunities. Getthere staff will coordinate existing transportation services to provide more efficiency. Transportation options will increase with the development of a Regional Volunteer Driver Program. We propose a 50% split between urban and rural funding.

Tioga Opportunities, Inc. –

MOBILITY MANAGEMENT (\$228,194.75), OPERATING (\$38,286.02)

The funding requested by TOI will be used to support two components of TOI Transportation Services: (1) Mobility Management – assisting residents of Tioga County, NY with identifying and overcoming transportation barriers through referrals to other agencies that provide more appropriate services, or through working with agencies, businesses, and health care providers to have services delivered to individuals' homes. TOI also will promote all available transportation services, assisting seniors, individuals with disabilities, and low-income individuals throughout Tioga County, NY. (2) Operating Assistance for TOI's Volunteer Transportation Services – providing seniors and individuals with disabilities by providing door-through-door volunteer transportation services medical and non-medical appointments, along with shopping, securing additional resources with other human service agencies, and social outings. Funding for both components will cover personnel costs, staff development, staff mileage for outreach and networking, promotional materials and distribution, insurance to cover volunteer transportation services, volunteer mileage reimbursement, and volunteer training and development.

**Section 5310 Applications – 2022 Solicitation**  
***Descriptions of Awarded Projects with Federal Funding Amount***

Broome County Department of Public Transportation –  
OPERATING (5310 - \$84,359.40 & COVID - \$71,731)  
CAPITAL VEHICLE (5310 - \$135,412.20)  
CAPITAL NON-VEHICLE (5310 - \$16,910.40)

The Broome County Department of Public Transportation proposes to use funding to go above and beyond the current minimum service area of  $\frac{3}{4}$  around the fixed route service. With awarded

5310 funds, BC Transit can double that distance to 1 ½ miles adding service to 7,000 additional addresses serving 43 additional square miles.

BC Transit is also seeking 5310 funding to begin new microtransit service. This plan will allow for same day ride scheduling and open available capacity on these 14 passenger vans to the general public. Microtransit solutions have shown to be effective in helping residents reach employment, healthcare, education, and a host of other life needs whenever transportation is needed. Microtransit offers more flexibility to those who need the service the most.

Community Options New York, Inc. –  
CAPITAL VEHICLE (\$67,709.60)

Upon reward, we will replace and retire the 2010 Ford Starcraft acquired from previous FTA funding with a 2022 upgraded version of the vehicle. The new vehicle will continue providing transportation supports six days per week for approximately 52 day program and respite program participants. Participants live in rural areas of Broome County and rely heavily on our ability to transport them to and from program and community outings. Though we lease and own vehicles to do so, direct care staff known as Direct Support Professionals (DSPs) must utilize personal vehicles when repairs are needed for the 2010 Ford Starcraft All Star. The vehicle is needed daily to support our individual's transportation needs but is unreliable. Auto part replacements/repairs are frequent and contribute to canceled community outings. Additionally, the interior and exterior remain in poor condition, while the air conditioning and heat do not work properly. The lift is often out of service as well. When this happens, there is no way to transport individuals who need total support/utilize wheelchairs. To date, we have spent over \$41,000 on maintenance and auto part replacements/repairs, which is costly for our organization. In order to provide consistent and reliable services for CONY program participants, we must retire and replace the vehicle with reliable transportation.

Rural Health Network – Mobility Management of South Central NY (MMSCNY) –  
MOBILITY MANAGEMENT (\$343,796.80)

This proposal increases Getthere call center staffing levels and allows for increased coordination of existing transportation services based on the needs of the aging, disabled, rurally isolated, and low-income population of the region. Call center coverage, specialized staff commitment, and improved workflows will ensure all available transportation options are considered, registrations for specialized service increases, and educational programming like travel training and counseling are utilized with more regularity. Getthere staff will continue to develop partnerships to coordinate existing transportation services, generate referrals, and ensure greater system efficiency. As Getthere's service area is split between the Binghamton Urban Area including a part of Tioga County, and four rural South Central New York counties, we propose a 50% split between urban and rural funding.

Tioga Opportunities, Inc. –  
MOBILITY MANAGEMENT (\$193,180), OPERATING (5310 - \$6,891 & COVID - \$5,859)

The funding requested by Tioga Opportunities, Inc. (TOI) will be used to support two components of TOI Transportation Services:

1. Mobility Management – TOI Transportation Services staff will assist residents of Tioga County, NY with identifying and overcoming transportation barriers in multiple ways. Transports to a variety of destinations will be coordinated using a team of volunteer transporters; if this isn't feasible, referrals to other agencies that provide more appropriate services will be made. In addition, TOI will continue to promote all available transportation services, assisting older adults, individuals with disabilities, and those with low-incomes throughout Tioga County, NY.

2. Operating Assistance for TOI's Volunteer Transportation Services – Older adults and individuals with disabilities will be supported through the provision of "door-through-door" volunteer transportation services. Medical appointments and non-medical destinations (i.e. shopping, appointments with other human service agencies, and social outings) will be included. Funding for both components will cover personnel costs, staff development, staff mileage for outreach and networking, promotional materials and distribution, insurance to cover volunteer transportation services, volunteer mileage reimbursement, and volunteer training and development.









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

APPLICANT NAME \_\_\_\_\_

EVALUATOR NAME/NUMBER: \_\_\_\_\_

SECTION I.

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

Application Part B. Primary Purpose/Current System Description (GENERAL)

Points Available: up to 15

Score Designation (score using whole number only):

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

Findings: [Large empty box for text]
Score: [Small box for text]

**Application Part C.**

**Customer Demographics (GENERAL)**

**Points Available:** up to 10

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

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

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

**Application Part F.**

**Performance Measures (GENERAL)**

**Points Available:** up to 10

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

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

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

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

**Public Participation and Coordination Requirements**

**Points Available:** up to 10

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

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

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

**Experience in Program.**

**Past Performance in the Section 5310 Program (GENERAL)**

(Points determined by NYSDOT for positive past performance/no known negative performance.)

**Points Available:** up to 5

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

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

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

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

**Points Available:** up to 50

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

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

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

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

**Points Available:** up to 50

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

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

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

**Application Part E3. Project –Mobility Management**

**Points Available:** up to 50

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

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

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

## DEFINITION OF SCORES

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

	<ul style="list-style-type: none"><li>• EXCEEDING APPLICATION NEEDS/REQUEST</li></ul>
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**SECTION II.**

**PROVIDE AN EXPLANATION FOR YOUR RESPONSES BY INDICATING ANY MAJOR STRENGTHS AND/OR WEAKNESSES FOUND IN THE APPLICATION.**

**STRENGTHS:**

**WEAKNESSES:**

\_\_\_\_\_  
\_/\_/\_

DATE

\_\_\_\_\_  
RATER

\_\_\_\_\_  
SIGNATURE

**(DO NOT SIGN UNTIL FINAL RATINGS ARE ASSIGNED)**