

Final Report:

Regional Transportation Study

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Introduction

The Regional Transportation Study (RTS) is a planning project developed by the Regional Transportation Planning Coalition, a group of community leaders representing county governments, higher education, transit, human services, and planning interests, to study transportation in the seven-county area, including the counties of Cayuga, Cortland, Tioga, Chemung, Schuyler, Seneca, and Tompkins. The study will result in a strategic plan of programmatic and policy solutions to address transportation infrastructure, systems and/or operational improvements and enhancements needed to accommodate projected transportation needs. It is a regional mobility study which will:

1. Increase the efficiency and effectiveness of existing mobility services across all modes;
2. Develop and market real mobility choices to the public; and,
3. Enable coordination among counties to provide the best possible cost effective transportation.

The RTS process examined existing services and needs, projected future demands, incorporated stakeholder input using a number of techniques and, and developed a series of recommendations in a phased implementation plan and a sustainable process that will address: alternatives to reduce drive-alone automobile trips and to provide realistic options to persons who are unable to or choose not to drive; reductions in commuter traffic on the highway network; potential expansion of bus transportation, including commuter bus and intercity services; incorporation of coordinated mobility programs, such as van pools, guaranteed ride home, ridesharing, and human service transportation; and improvements in communication and technology to improve customer information and agency interaction.

This final report includes study area demographic and socio economic background information, journey to work data, and an inventory of existing services. Data used for the development of the background information was obtained from county and regional sources, the Ithaca-Tompkins County Transportation Council, Regional Transportation Planning Coalition, and the U.S. Census Bureau.

Building from the baseline information, the report also includes a needs and gaps assessment for public transportation services that incorporated an analysis of both spacial and temporal gaps. An innovative component of the public outreach process included conducting a seven county virtual town hall meeting process, which provided real time polling and input. The report includes details from that process.

A review of peer regions' "alternative mobility strategies" and three case studies of regions which have instituted a range of alternative mobility solutions for their markets is also included. This review looked at various transportation demand strategies for consideration in the RTS process including regional rideshare, carshare, vanpools, and other community mobility strategies, such as the eco passes in Boulder, Co, and an innovative program in Missoula, Montana which developed a program to leverage business support for commuting alternatives.

The final recommendations are structured as a phased implementation strategy that incorporates a series of projects designed to move the RTS towards a virtual regional system with regional corridor services and connectors, coordinated paratransit services, regional ridesharing, consistent branding and public education, and technology.

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1.0 RTS Study Area

The RTS Study Area consists of the counties of Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga, and Tompkins (see Regional Transportation Study Area Map). The Study Area lies within four different Metropolitan Planning Organizations (MPOs):

- Genesee Transportation Council (Seneca County)
- Ithaca-Tompkins County Transportation Council (Tompkins County)
- Elmira-Chemung Transportation Council (Chemung County)
- Binghamton Metropolitan Transportation Study (Tioga County)

Within three Regional Economic Development Councils:

- Finger Lakes (Seneca County)
- Central New York (Cayuga and Cortland Counties)
- Southern Tier (Chemung, Schuyler, Tioga, and Tompkins Counties)

Within three New York State Department of Transportation (NYSDOT) Regional districts:

- Central New York Region 3 (Cayuga, Cortland, Seneca, and Tompkins Counties)
- Southern Tier/ Central New York Region 6 (Chemung and Schuyler Counties)
- Southern Tier Region 9 (Tioga County)

And within two New York State Department of Environmental Conservation (NYSDEC) districts:

- Region 7 (Cayuga, Cortland, Tioga, and Tompkins Counties)
- Region 8 (Chemung, Schuyler, and Seneca Counties)

1.1 Mobility Management

The concept of mobility management, which focuses on service to the customer as opposed to service by a specific operator, is an allowable expense for the use of federal transit funding established under current federal surface transportation process. A number of the Counties in the RTS area and surrounding jurisdictions have developed mobility management positions in response to this progress. The benefit of the concept is that it allows staff to be dedicated to issues associated with the coordination of services and also promotes the sharing of ideas and concepts with peers. Nationally, two mobility management conferences have been held over the last two years and there is considerable support for using these resources to develop a family of services with multiple partners. Counties within the RTS area with Mobility Managers include: Cortland, Schuyler, Chemung, Seneca, Cayuga, and Tompkins.

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Map 1: RTS Study Area Map



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2.0 RTS Study Area Demographics

This section outlines the demographic, economic, and travel characteristics that make up the seven-county area.

2.1 Population

The population of the seven-county region has grown slightly since 2000, from 421,483 to 424,475, an increase of less than 1%. Cayuga, Chemung, and Schuyler Counties saw minimal decreases in population and Tioga County's population remained nearly stable, while Cortland, Seneca, and Tompkins Counties experienced increases in population. Table 1 lists the 2000 and 2010 population by county.

Table 1: Regional Population

County	2010	2000	Percent Change
Cayuga	80,026	81,963	-2.3%
Chemung	88,830	91,070	-2.5%
Cortland	49,336	48,599	1.5%
Schuyler	18,343	19,224	-4.6%
Seneca	35,251	33,342	5.4%
Tioga	51,125	51,784	-1.3%
Tompkins	101,564	95,501	6.0%
Total	424,475	421,483	0.7%

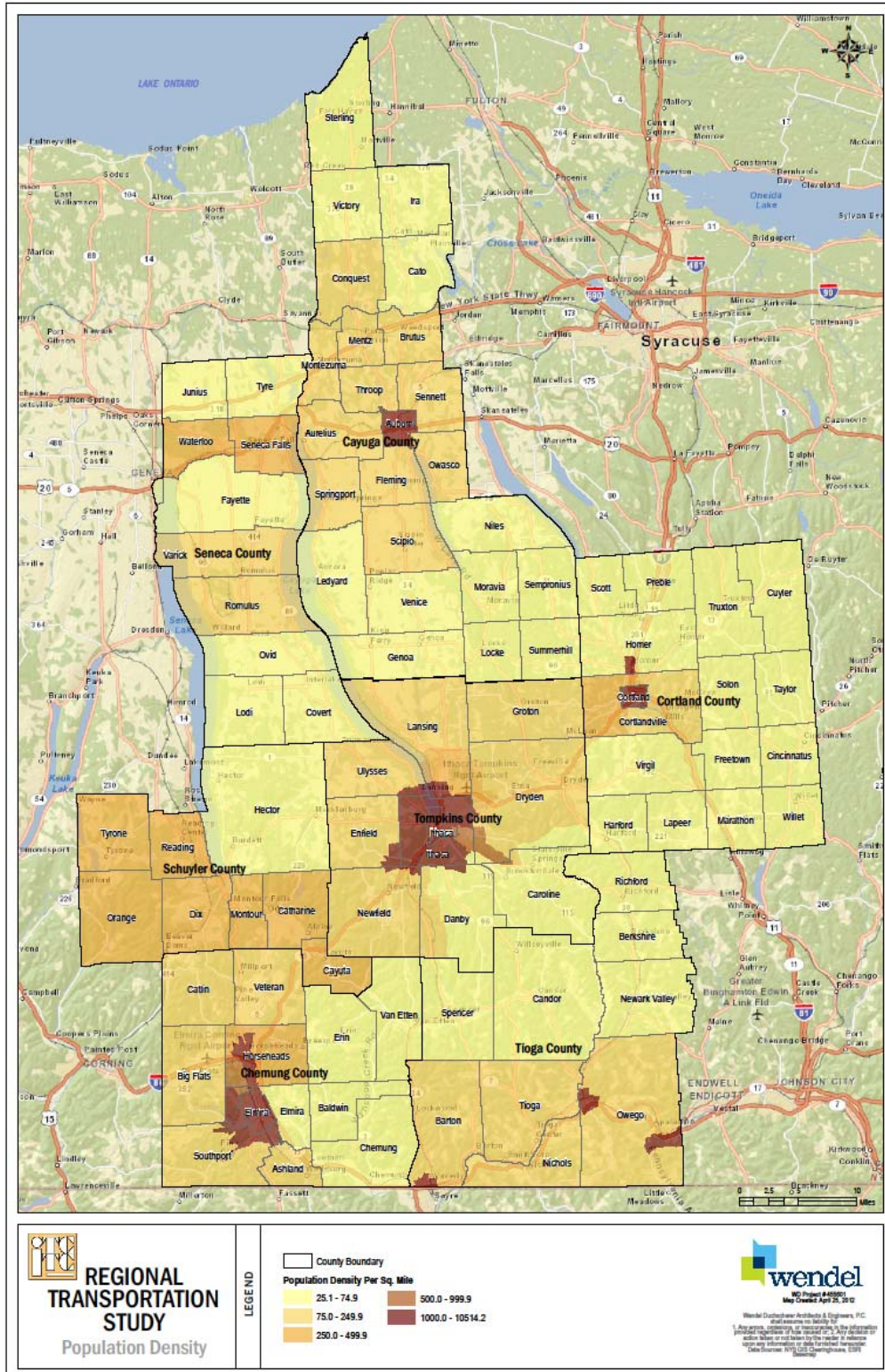
From a population standpoint, there are three counties (Cayuga, Chemung, and Tompkins) that have populations that are significantly higher than the remaining counties. Schuyler, on the other hand, has the lowest population. The 0.7% growth in population between 2000 and 2010 for the seven-county region is less than the statewide growth in population during the same period of 2.1%.

2.2 Population Density

As indicated in the Population Density Map, it is clear that the seven-county region is fairly rural with population clustered around several urban centers with densities in excess of 1,000 persons per square mile – City of Elmira (Chemung), City of Ithaca (Tompkins), City of Cortland (Cortland), City of Auburn (Cayuga), and Town of Owego (Tioga). Population densities are somewhat lower in Seneca and Schuyler Counties, with clusters occurring in places such as Town of Seneca Falls, Village of Waterloo, and Village of Watkins Glen. (see Population Density Map).

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Map 2: Population Density Map



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2.3 Transportation Disadvantaged Population

In a number of national studies and reports, the U.S. Government Accountability Office has discussed the mobility needs of the “transportation disadvantaged”, defined as individuals that are unable to provide their own transportation or have difficulty accessing public transportation due to their age, disability, or income constraints. Understanding the mobility needs of those populations are an important component of the RTS.

To provide information regarding those persons, we have compiled the following data regarding seniors over the age of 65, youth under the age of 18, persons with disabilities, individuals that live in households with less than 2 vehicles available, and individuals living below government established poverty lines. The 2010 U.S. Census data does not provide numbers for the population in Schuyler, Tioga, and Tompkins County living with a disability, so the 2000 U.S. Census figures were used for these counties. Appendix B offers a look at the transportation disadvantaged population at the county level within the seven-county region.

Table 2: Seven-County Region Transportation Disadvantaged Population

Regional Population	2010	2000	Percent Change
Under 18 Years	87,634	87,603	0.0%
65 and Over	60,185	55,994	7.0%
Poverty Status	56,437	51,654	8.5%
With a Disability	56,298	69,255	-18.7%

Source: 2010 and 2000 U.S. Census

Table 3: Seven-County Region Number of Vehicles Available per Household

County	2010 Percentage of Households with 0 Vehicles	2000 Percentage of Households with 1 Vehicle
Cayuga	3.0%	20.9%
Chemung	3.0%	24.6%
Cortland	5.0%	20.3%
Schuyler	4.1%	17.4%
Seneca	2.9%	20.3%
Tioga	1.7%	15.1%
Tompkins	6.9%	26.9%

Source: 2010 U.S. Census

It should be noted that the methodology for how the Census data is portrayed would allow for transportation disadvantaged persons to be recorded in more than one category (e.g a person over 65 with a disability would be counted twice, once in each the over 65 category and in the persons with a disability category). However, in assessing the demographic characteristics, it is plausible to group all seniors and all youth into a single category since an individual cannot fall under both categories, meaning at least 34.8% of the region’s population is included in one of these transportation disadvantaged categories (see Percent Population Under 18 Map and Percent Population Over 65

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Map). There has been a steady increase in the senior population, while the region's youth population has remained fairly steady.

The data also shows that about 13% of the region's population meets the criteria for living in poverty status, an increase of 8.5% from 2000. Although persons that have identified themselves as having a disability has decreased by almost 19% (logically due to a change in definition), there are over 56,000 persons in this category, which also represents approximately 13% of the population. Nearly a quarter of the region's households have 1 or fewer vehicles available.

2.4 Employment

In 2010, 191,472 people from the seven-county region were employed, down slightly from 192,741 in 2000. Tompkins, Chemung, and Seneca Counties are the three largest employment centers in the seven-county region. A review of the 2008 Census Transportation Planning Package (CTPP) shows employment centers outside of the region, such as the Cities of Syracuse, Corning, Rochester, and Binghamton, as well as portions of Pennsylvania, attract a large amount of residents from the region for work (see Appendix A).

Table 4: Seven-County Region Employed Population

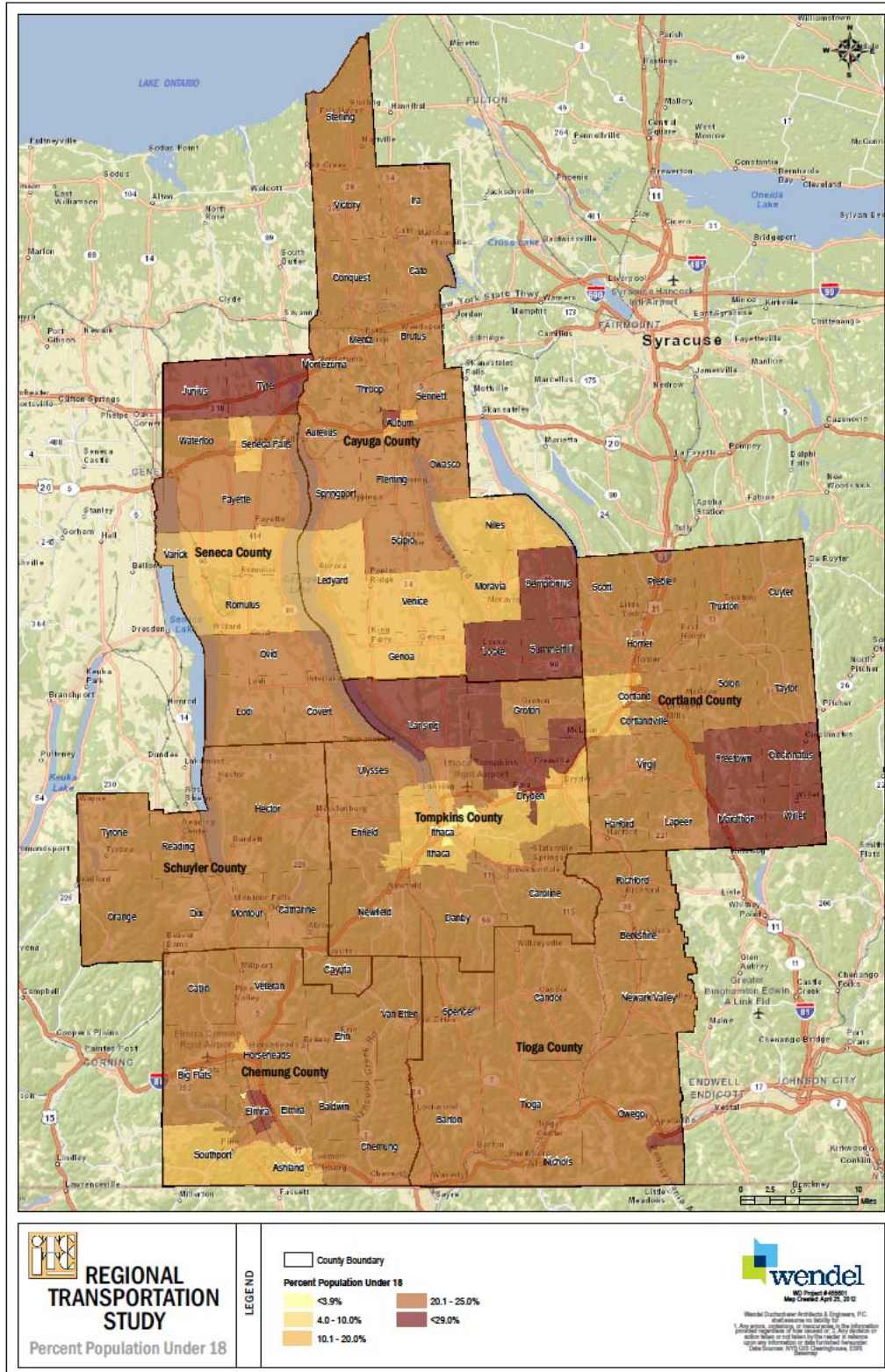
County	2010	2000	Percent Change
Cayuga	37,054	36,784	0.7%
Chemung	37,951	39,220	-3.2%
Cortland	19,788	22,163	-10.7%
Schuyler	8,422	8,362	0.7%
Seneca	14,909	14,486	2.8%
Tioga	23,934	24,332	-1.6%
Tompkins	49,414	47,394	4.1%
Total	191,472	192,741	-0.7%

Source: 2010 U.S. Census

Unemployment figures from the New York State Department of Labor for April 2012 show that unemployment in Cayuga, Seneca, Tioga, and Tompkins Counties is less than 8.0 percent. Unemployment in Chemung, Cortland, and Schuyler Counties is in the range of 8.0-8.9 percent. The statewide unemployment rate is 8.1 percent.

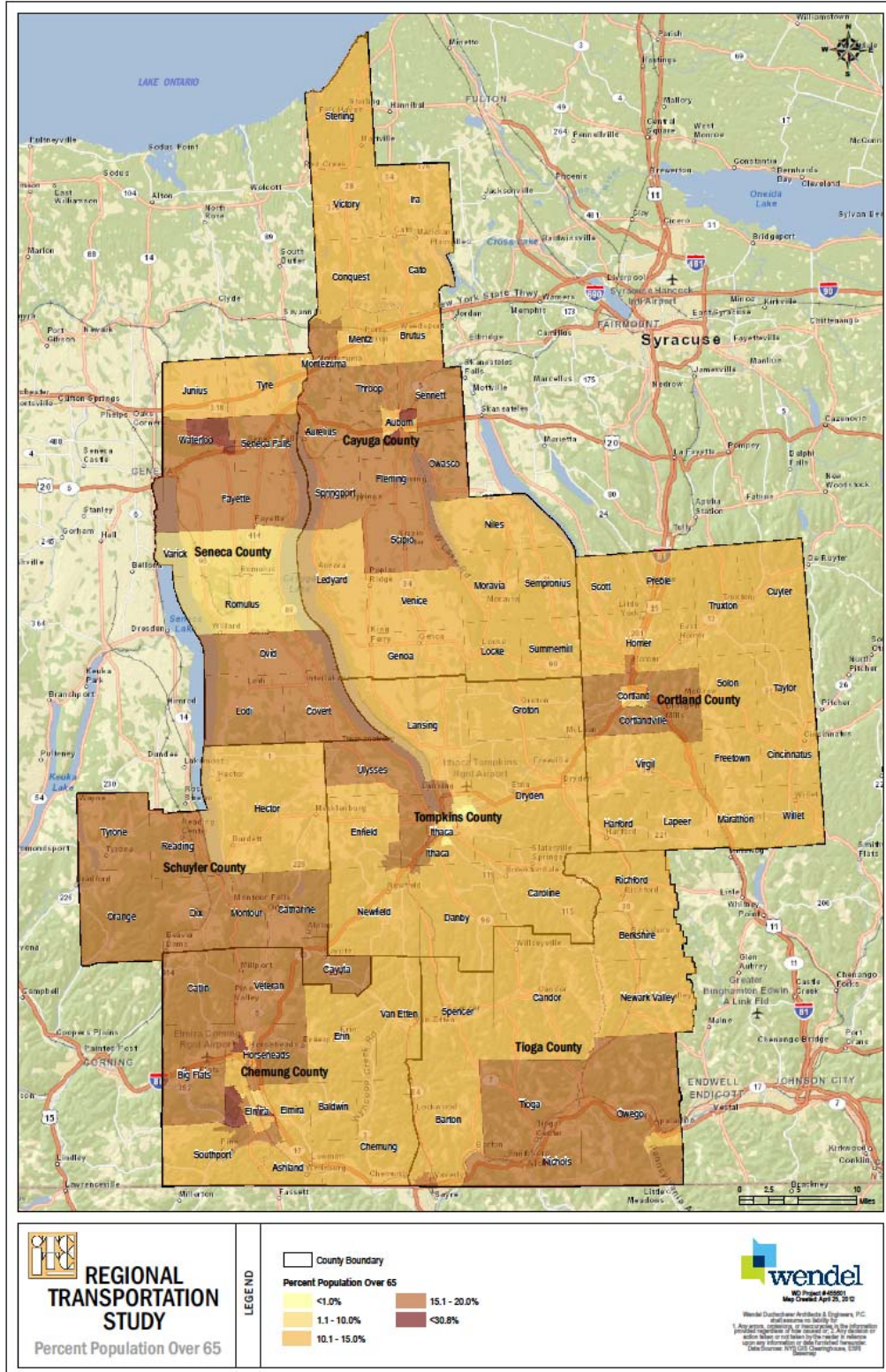
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Map 3: Percent Population Under 18



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Map 4: Percent Population 65 and Over



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2.5 Commuting/ Travel Patterns

The 2010 U.S. Census data on work trip commuting and travel patterns clearly indicates that the automobile is the most prevalent form of transportation used in the seven-county region. Of those employed, nearly 75% of workers get to work by driving alone in an automobile while 10% carpool and 2.5% use public transportation. It is important to note that Tompkins County accounts for a large percentage of this public transportation use, with nearly 7% of workers in that county using public transportation and only about 1% of the combined population of the other six counties using public transportation. Also in Tompkins County, a large percentage of employees walk to work, making the “other” category a higher percentage. Table 5 outlines how people in each county indicated the mode of transportation they use to get to work in 2010.

Table 5: 2010 Seven-County Region Employees Mode of Travel to Work (by Percentage)

County of Residence	Drive Alone	Carpool	Public Transportation	Other
Cayuga	79.8%	9.8%	1.2%	9.1%
Chemung	82.6%	8.5%	1.1%	7.8%
Cortland	75.2%	10.9%	0.6%	13.3%
Schuyler	79.2%	10.1%	1.8%	8.8%
Seneca	82.8%	9.1%	0.7%	7.5%
Tioga	82.6%	9.9%	0.8%	6.8%
Tompkins	56.6%	11.7%	6.8%	25.0%
Total	74.5%	10.1%	2.5%	12.9%

Source: 2010 U.S. Census

When compared to 2000 U.S. Census figures on commuting, the numbers have remained fairly consistent with the exception of:

- The number of people living in Tompkins County indicating that they use public transportation increased from 4.8% in 2000 to 6.8% in 2010, and subsequently, the number of people indicating they drive alone decreased from 59.8% in 2000 to 56.6% in 2010.
- The number of people living in Schuyler County indicating that they carpool decreased from 12.8% in 2000 to 10.1% in 2010, and subsequently, the number of people indicating they drive alone increased from 76.9% in 2000 to 79.2% in 2010.

The 2008 CTPP provides a glimpse into the commuting patterns of the residents of the region (see Journey to Work Map). This data is available for all counties in the region except Schuyler County because it has a population of under 20,000. This data shows that the majority of people work within their county of residence. Tompkins County acts as the major employment center for the region, attracting nearly 13,000 commuters from surrounding counties, in addition to the nearly 34,000 workers that live within Tompkins County. One of the larger cross-county commuting patterns is between Tompkins and Cortland Counties, presumably due to the educational facilities in each community. There are also a large proportion of workers that reside in the seven-county area that commute to employment in Onondaga, Broome, and Steuben Counties. Likewise, there are a large number of

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workers that reside in Onondaga, Broome, and Steuben Counties that commute to work within the region. The Journey to Work Map indicates typical daily inter- and intra-county work trips, with one-headed arrows indicating workers commuting from their county of residence to their county of workplace and double-headed arrows indicating commuting to a workplace within a worker's county or residence.

The CTPP data verifies the U.S. Census data that the majority of commuting trips are conducted by single occupant automobile. Tompkins County easily leads the region in public transportation usage, with nearly 3,500 workers that reside in Tompkins County using public transportation to get to their jobs in Tompkins County, while an additional 200 workers that reside outside of Tompkins County use public transportation to get to work in Tompkins County. The data also shows that 105 workers residing in Cayuga County commute to work in Onondaga County by public transportation, 10 workers that reside in Tioga County commute to work in Broome County by public transportation, and 20 workers that reside in Bradford County, PA commute to work in Tioga County by public transportation. The CTPP indicates that no other cross-county public transportation trips are used to get to work. Appendix A provides a more specific breakdown of commuting patterns throughout the seven-county region.

Table 6 summarizes the 2008 CTPP Journey to Work data by the following:

- Commuting trips to work that are made within the worker's place of residence (for the seven counties in the seven-county region)
- Commuting trips to work that are made between a county that is the worker's place of residence and another county within the seven-county region
- Commuting trips to work that are made between a county that is the worker's place of residence and another county outside of the seven-county region
- Commuting trips to work that are made between a county that is the worker's place of residence located outside of the seven-county region and another county located within the seven-county region.

Table 6: 2008 CTPP Journey to Work Trip Summary

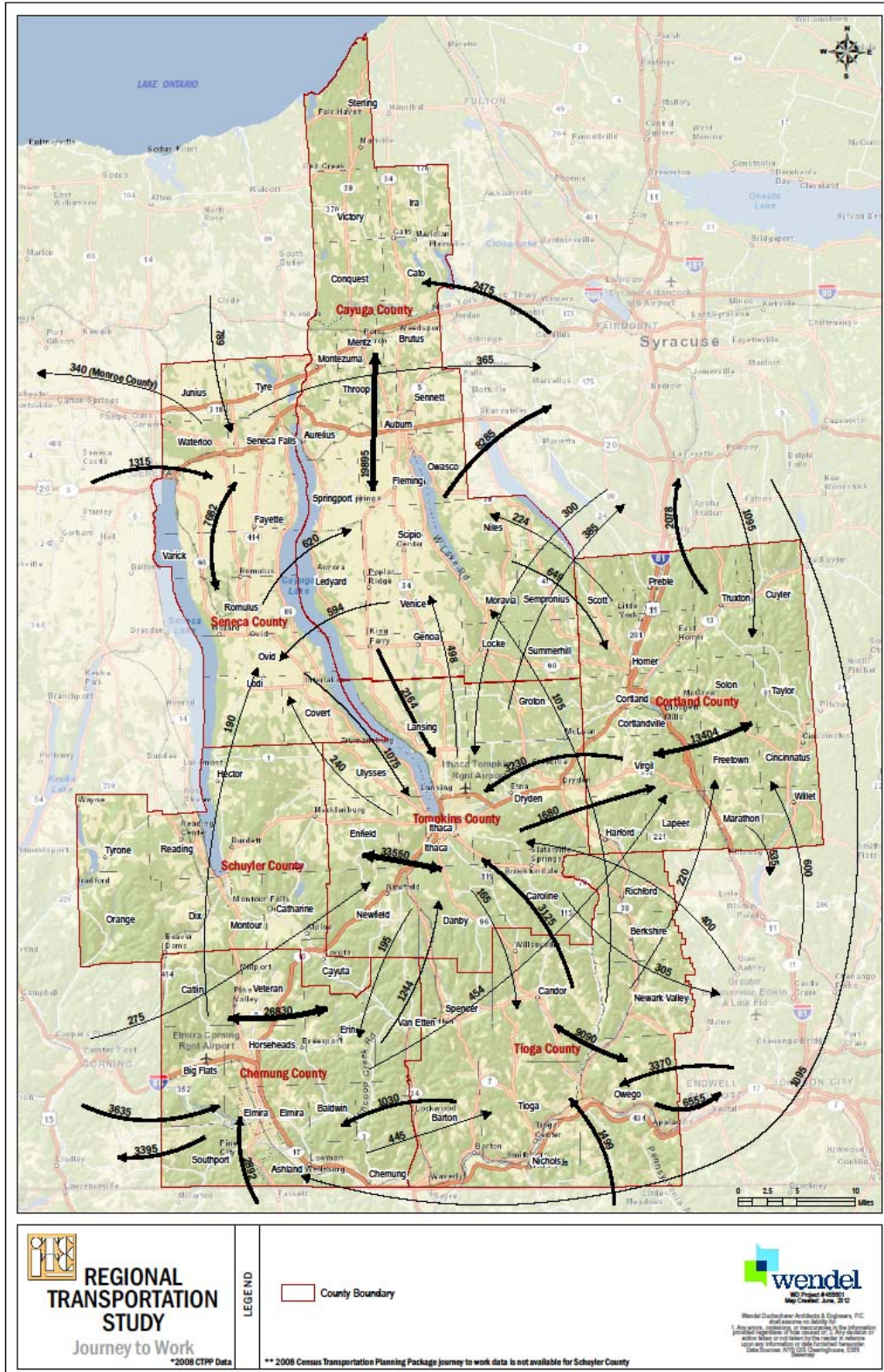
Commuting Trip	Drive Alone	Carpool	Public Transportation	Other
Intra-County	92,530 (83.8%)	12,104 (11.0%)	4,315 (3.9%)	1.4% (1,512)
Inter-County (within RTS region)	15,245 (85.0%)	2,415 (13.5%)	210 (1.2%)	72 (0.4%)
RTS region to outside region	20,210 (88.9%)	2,348 (10.3%)	115 (0.5%)	55 (0.2%)
Outside RTS region to inside region	19,640 (87.8%)	2,689 (12.0%)	20 (0.1%)	23 (0.1%)

Source: 2010 U.S. Census

2008 CTPP Data Journey to Work data does not include all Counties, and does include Schuyler County

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Map 5: Journey to Work



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3.0 Major Activity Centers

The identification of major activity centers throughout the seven-county region is important in determining areas that act as major trip generators and likely have an increased demand for access. The major activity centers within the seven-county region were identified through various county maps and transit reports, including the ongoing Cortland County Transportation Study, and were chosen because of their concentrations of population, employment, retail, healthcare services, educational facilities, and government/ community facilities (see Major Activity Centers Map). Major activity centers in the seven-county region are broken out by county and include:

3.1 Cayuga County

- Downtown Auburn
- City/ County office buildings
- County House Road government facilities
- Auburn Memorial Hospital on North Street
- Technology Park Boulevard
- Cayuga Community College
- Villages of Fair Haven, and Weedsport
- Village of Moravia/ Cayuga Correctional Facility
- Finger Lakes Mall
- Wells College in the Village of Aurora

3.2 Chemung County

- Downtown Elmira/ Downtown Elmira Transportation Center
- City/County office buildings
- Elmira Corning Regional Airport
- Arnot Mall/ shopping at I-86 exit 51A – Transit Transfer Point
- Southern Tier Crossing area on Big Flats Road near Corning Road
- Airport Corporate Park
- Village of Horseheads Town Complex on Wygant Road
- Grand Central Plaza in Horseheads – Transit Transfer Point
- Elmira College
- Arnot-Ogden Medical Center
- Elmira Correctional Facility

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- St. Joseph's Hospital
- Corning Community College
- Village of Van Etten
- Big Flats

3.3 Cortland County

- Downtown Cortland
- City/ County office buildings
- SUNY Cortland
- Campus apartments and shopping along West Road and State Route 13
- Cortland Regional Medical Center
- Cortland Health Center
- JM Murray Center
- Cortlandville Crossing Mall
- Town of Cincinnatus
- Villages of McGraw and Marathon
- Greek Peak Resort

3.4 Schuyler County

- Village of Watkins Glen/ County office buildings
- Village of Montour Falls
- Walmart on 4th Street in Watkins Glen
- Schuyler Hospital
- Human Services Complex in Montour Falls
- Villages of Burdett and Odessa

3.5 Seneca County

- Village of Waterloo/ County office buildings
- Seneca Falls
- Waterloo Premium Outlets on State Route 318
- New York Chiropractic College on State Route 89
- Villages of Romulus, Lodi, and Interlaken

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3.6 Tioga County

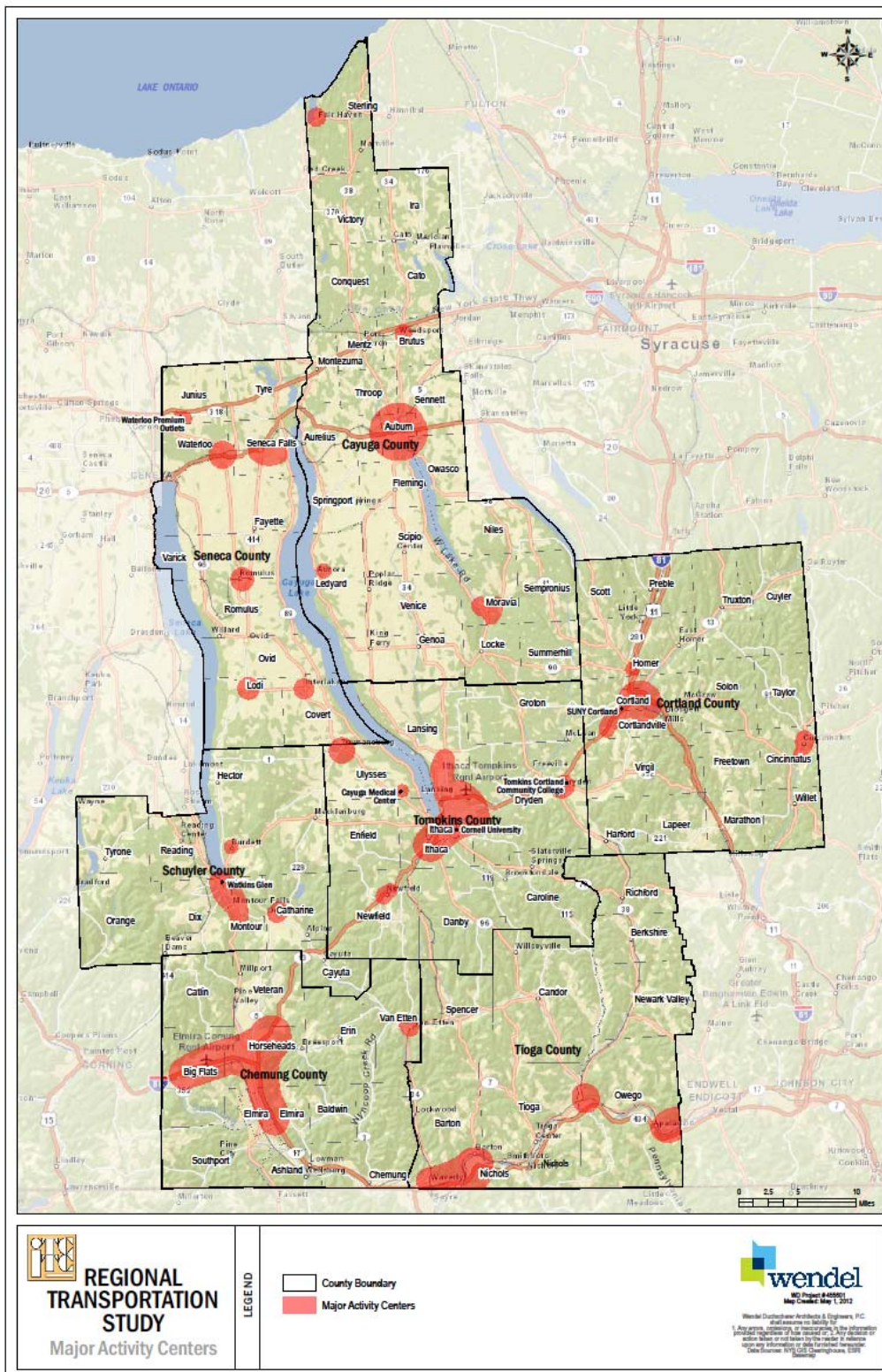
- Village of Owego/ County office buildings
- Village of Waverly
- Tioga Downs Casino & Race Track
- Health and Human Services Complex on State Route 38
- Industrial Park near I-86 exit 65

3.7 Tompkins County

- Downtown Ithaca
- City/ County office buildings
- Ithaca College
- Cornell University
- Shops at Ithaca Mall
- Ithaca Tompkins Regional Airport/ Cornell Business & Technology Park
- Ithaca Shopping Plaza and Walmart on State Route 13
- Cayuga Medical Center- Ithaca on Trumansburg Road
- Village of Trumansburg
- Village of Groton
- Town of Lansing
- Village of Dryden/ Tomkins Cortland Community College
- Franziske Racker Center on Wilkins Road

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Map 6: Major Activity Centers



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4.0 Existing Transit Operations and Financing

The region has a diverse mix of public transportation operations and funding sources which will be described in this section.

4.1 Transit Financing

Funding for public transportation services comes from a myriad of sources, federal, state and local. This section will describe the mix of funding sources which are most prevalent within the RTS study area.

4.1.1 Federal Transit Funding

The study area contains a mix of rural and small urban areas. The two largest urban areas (Ithaca and Elmira) each have a regional population of over 50,000, making them eligible for federal assistance administered by formula. For federal fiscal year 2012, the apportionments for Ithaca and Elmira are \$1,058,000 and \$854,205 respectively.

In addition to the formula, there is an incentive program for such urban areas for exemplary performance in a number of key indicators. Other operators in the region outside of Ithaca and Elmira are eligible for federal funds, which are apportioned to the State and allocated by the New York State Department of Transportation.

4.1.2 State Assistance

The New York State Transit Operating Assistance program (STOA) plays a large role in the provision of transit services in the study area. The STOA program provides operating assistance on a formula basis to transit operators in the State. The current STOA formula is \$0.405 per revenue passenger and \$0.69 per vehicle mile of service. The table below shows the STOA reimbursement by County for calendar year 2010.

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Table 7: New York State Operating Assistance Payments, 2010

County ¹	Total STOA Eligible Ridership	STOA Eligible Miles	Total Farebox Revenue	STOA Payment
Cayuga	409,864	560,282	\$306,352	\$552,590
Chemung	622,941	1,712,995	\$673,016	\$694,828
Cortland	174,217	318,256	\$171,692	\$290,155
Schuyler ²	2,418	37,247	\$1,470	\$26,680
Seneca	79,236	257,138	\$33,779	\$209,516
Tioga	69,952	653,731	\$457,321	\$479,405
Tompkins	3,577,739	1,712,995	\$3,717,990	\$2,630,951
Total	4,936,367	4,181,007	\$5,361,620	\$4,884,123

¹ Cayuga and Seneca Counties are 2010-2011 State Fiscal Year; All other data is Calendar year 2010.

² Schuyler County service started in the 3rd quarter of 2010 and so not a full year

Source: 2010 STOA

It should be noted that the intercity carriers in the region (New York Trailways, Greyhound, and Short Line) are also eligible for STOA, but since their operations are statewide, the STOA revenue attributable to the study area cannot be determined.

The NYSDOT also administers a number of Federal Transit Administration (FTA) funding programs applicable to transit operators in the study area. These include:

- Transit Capital Investment Program (Section 5309)
- Elderly and Disabled Program (Section 5310)
- Non-Urbanized Area Formula Program (Section 5311)
- Rural Transportation Assistance Program (RTAP)
- Job Access/ Reverse Commute Program (Section 5316)
- New Freedoms Program (Section 5317)

4.1.3 Medicaid

The Medicaid program in New York State is administered by the Counties. It provides medical assistance to low income persons. Costs for the program are paid approximately 50% by the federal government and 25% by the State with the counties paying approximately 25% of the program cost. Transportation to medical providers is an eligible cost of the program. Most of the counties have established contracts with commercial firms, public transit operators, or private non-profit organizations to provide this transportation. This program is undergoing considerable changes in the method of administration by the State, which may have some implications for this important component of the transportation services provided in the study area.

There are currently three different methods used to provide non-emergency transportation within the seven county study area. They are as follows:

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- In Tioga, Cortland, and Chemung Counties, eligible recipients call the public provider within their county first, who either provides the trip or subs it out
- In Tompkins, Seneca, and Schuyler Counties, the DSS gets the calls from the eligible recipients and they assign the trips to one of the operators with whom they contract
- The Cayuga County program is part of a State medical phone program, where the State selected medical answering service takes the calls and assigns the trips to one of their service contractors who have a contract with the provider's State.

In an effort to reduce Medicaid costs in the State, the Department of Health has initiated a process to transition their Medicaid program to one in which the state selects the medical answering service, which is then responsible for identifying the least cost method for providing each non-emergency Medicaid trip, similarly to what is currently in place in Cayuga County. This methodology has been implemented already in the New York City Metro area and in several pilot locations. The DOH anticipates putting an RFP on the street in the fall of 2012 for this new service methodology to be in effect in the spring of 2013.

Some of the County operators have creatively used a combination of STOA and Medicaid transportation funds to operate service. This change will impact how Medicaid funds are allocated to each County.

4.2 Transit Operations

There are a number of transit operations in the region. These are organized by the following groups and are described below

- Intercity commercial bus operators
- Local fixed route transit operators
- Human service transportation providers
- Special purpose transportation services

4.2.1 Intercity Commercial Bus Operators

There are three commercial firms providing intercity service – New York Trailways, Short Line, and Greyhound. These firms connect the study area to cities in the periphery of the study area such as Syracuse, Rochester, and Binghamton, and to national intercity bus networks. There is no formal schedule coordination between local and intercity carriers nor are there any fare coordination programs.

4.2.1.1 New York Trailways and Greyhound

New York Trailways and Greyhound operate joint schedules between Rochester and Binghamton via Ithaca and Geneva. They coordinate schedules and fares and accept each other's tickets. Four daily round trips are operated on this route.

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In addition, Trailways operates two round trips daily between Syracuse and Ithaca, with one of these trips extending to Elmira. In addition, the firm operates a single daily round trip between Rochester and Binghamton via Hornell, Corning, and Elmira.

The management of New York Trailways reports that service to the colleges and universities in the study area is their major market.

4.2.1.2 Short Line

Short Line is a brand name of Coach USA, a subsidiary of the Stage Coach Group in Great Britain. The firm operates local intercity bus service throughout the study area with the following routes:

- Ithaca – Binghamton - 9 round trips daily
- Ithaca - Binghamton via Elmira – 3 round trips daily
- White Plains – Ithaca – 3 round trips daily

There is connecting service in Binghamton to New York City and Long Island.

4.2.1.3 Susquehanna Trailways

Susquehanna Trailways operates a route between the Elmira Downtown Transportation Center and Williamsport, PA and Harrisburg, PA offering 2 daily departures and 2 daily arrivals. This route provides connections to other locations in Central and Western Pennsylvania (including Philadelphia and Allentown) and to New York City.

4.2.2 Local Fixed Route Transit Operators

There are several local fixed route transit providers located throughout the region, as identified further below (see Fixed Route Transit System Map).

4.2.2.1 Tompkins Consolidated Area Transit, Inc. (TCAT)

By far the largest operator of scheduled service in the study area is Tompkins Consolidated Area Transit Inc. (Ithaca) or TCAT. TCAT has a very unusual governance structure. It is a private, non-profit corporation formed in 1998 when three transit operators – Ithaca Transit, Tompkins County Transit, and the Cornell University transit service merged. The system is governed by a Board appointed by the three entities that own TCAT – the City of Ithaca, Tompkins County, and Cornell University. TCAT was named the outstanding operator in its peer group by the American Public Transportation Association in 2011.

TCAT enjoys a very good reputation for providing services well tailored to its intended markets. The amount of bus service supplied per resident and the bus utilization per resident substantially exceeds

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the average of even much larger cities and ranks in the upper few percent of urban areas which are below 200,000 in population (See Table 8). There are a number of reasons for this. First, Cornell University (21,000 students) and Ithaca College (7,000 students) each have a large number of students without cars, and in the case of Cornell, a substantial number of students who live off-campus. Secondly, the core campus at Cornell is very intensively developed with academic buildings, and the space available on campus for parking is quite limited. This, coupled with high charges for on-campus parking and generous fare incentives by Cornell for students, faculty, and staff to use public transit, results in very high transit volumes and very high service productivity. This cycle results in very high quality frequency and span of service on certain routes – comparable to those found in major cities.

The service network is comprised of three groups – city routes, Cornell routes, and suburban routes – reflecting the service provided by the TCAT predecessors. Service spans are very large, owing to the travel requirements of the large student population.

Table 8: TCAT Transit Performance Measures

	Vehicle Revenue Miles Per Capita	Vehicle Revenue Hours per Capita	Passenger Miles per Capita	Passenger Trips per Capita
TCAT Data	37.4	2.5	167.4	63.2
Rank Out of 312 Urbanized Areas	5	2	12	5

Source: 2010 STOA

4.2.2.3 CTRAN (formerly Chemung County Transit)

CTRAN is the new brand name of the Chemung County Transit system. The service is administered as a unit of Chemung County government. The operation is contracted to First Transit, Inc., a national transit management firm.

CTRAN operates a number of regularly scheduled routes in the Elmira and Horseheads area. On most routes, complementary paratransit is provided through a route deviation service in which customer call ahead to the CTRAN dispatcher and requests a pickup. Customers boarding or alighting within 0.75 miles of the route are transported in this manner.

CTRAN operates 14 routes, 10 of which are local routes within the City of Elmira, Village of Horseheads, and surrounding areas, and 4 of which are commuter routes that operate between Elmira and Corning Community College, Elmira and Cornell University in Ithaca, Elmira and Waverly in Tioga County, and Elmira and communities in Pennsylvania. Routes are centered around the Downtown Elmira Transportation Center with major transfer points located in the Village of Horseheads and at Arnot Mall. CTRAN also provides demand based transit service throughout the County. The base fare for CTRAN is \$1.50 with a \$3.00 fare for the route deviation service.

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Additionally, CTRAN, in cooperation with the Chemung Chamber of Commerce, operates the Mark Twain Trolley Tour in July and August. This Trolley Tour is geared towards tourists and provides a one hour tour of Chemung County, showcasing the history of Mark Twain in the County.

4.2.2.4 Cortland Transit

Cortland Transit, operated by First Transit, operates seven weekday fixed routes, four of which operate on regular schedules and provide service to Downtown Cortland, SUNY Cortland, Cortland Memorial Hospital, Cortland Health Center, JM Murray Center, Cortlandville Crossing Mall, and Cortland County Office Building.

The three rural routes operate only during certain peak hours and provide service to Cincinnatus, McGraw, Marathon, Tompkins Cortland Community College, SUNY Cortland, and Cortland County Office Building. Route deviations can be scheduled in advance. Cortland Transit also provides a Dial-A-Ride service that is a curb-to-curb demand based service.

4.2.2.5 SUNY Cortland

SUNY Cortland operates three shuttle bus routes throughout the SUNY campus and adjacent neighborhoods, generally during school hours. On Friday and Saturday evenings, SUNY Cortland operates a shuttle route between the campus and Downtown Cortland. On Saturdays and Sunday, SUNY Cortland operates a shuttle route between the campus and Walmart and Price Chopper.

A transportation study is currently being conducted in Cortland County, funded in part through the auspices of the Community Transportation Association of America (CTAA). The CTAA grant was secured by the Seven Valley's Health Coalition, which also houses the Mobility Manager for Cortland County. The progress made on the Cortland Study will be incorporated into the RTS, and the processes for the two studies are being mutually communicated to all affected parties.

4.2.2.6 CENTRO of Cayuga

Centro of Cayuga provides public bus service for the City of Auburn, Monday - Saturday. The operator is a subsidiary corporation of the Central New York Regional Transportation Authority (CNYRTA), based in Syracuse. The service is designed as a clover system with each bus serving all four major routes in succession. Centro of Cayuga provides inter-city service east to Weedsport, Elbridge, Skaneateles, and Syracuse. Expenses for the most recent fiscal year were approximately \$3.7 million.

In addition, CNYRTA offers a Call-A-Bus paratransit service, providing transportation to people with disabilities. This service operates within the same service area and under the same hours as the Centro of Cayuga transit system does.

4.2.2.7 Seneca Transit Service (STS)

Seneca Transit Services provides transit service primarily in the rural Seneca County. It is a subsidiary of the Rochester Genesee Regional Transportation Authority in Rochester. Annual operating expenses for the service are approximately \$753,000. The service operates three routes – an internal circulation route within Seneca Falls, a route connecting Waterloo (the county seat) and Geneva and a route connecting Interlaken and Waterloo for \$1 per ride. STS also provides paratransit service in the region for disabled travelers five days a week and during the same hours that STS operates. STS also operates a Dial-A-Ride, which offers countywide demand response service Monday – Friday for \$3 per ride. Dial-A-Ride serves the northern portions and southern portions of Seneca County in a series of four windows each daily.

4.2.2.8 Tioga County Area Transit System/ Ride Tioga

Ride Tioga provides eight fixed routes throughout Tioga County servicing Owego and Waverly, however, routes are generally structured to be commuter routes and serve locations outside of Tioga County such as Cornell University, City of Ithaca, Tompkins Cortland Community College, Robert Packer Hospital in Sayre, PA, and locations in Broome County, including Endicott, Vestal, Broome Community College, and Binghamton. Ride Tioga will deviate from a fixed route by $\frac{3}{4}$ mile to pick up individuals with disabilities at their door who are otherwise unable to get to a bus stop. Ride Tioga operates Monday – Friday between 5:45am and 7:00pm.

Ride Tioga also operates a Dial-A-Ride demand response service that operates weekdays 8:00am to 5:00pm.

4.2.2.9 Schuyler County Transit

Schuyler County Transit operates a single route in Schuyler County, providing service to the Villages of Burdett, Montour Falls, Odessa, and Watkins Glen, as well as the Walmart and other shopping areas near Watkins Glen and Montour Falls, Schuyler Hospital, and the Schuyler County Human Services Complex.

Schuyler County Transit will deviate from a fixed route by $\frac{3}{4}$ mile to pick up individuals with disabilities at their door who are otherwise unable to get to a bus stop.

Schuyler County Transit offers Dial-A-Ride transportation to all residents of the County to Watkins Glen and Montour Falls. The service operates four weekdays (not Thursday).

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4.2.2.10 Endless Mountain Transportation Authority

The Endless Mountain Transportation Authority operates transit service in Bradford County, PA, but provides a bus route to the Arnot Mall in Chemung County on odd dated Tuesdays. This service arrives at Arnot Mall at noon and departs at 3:30 pm.

4.2.3 Fixed Route Transit Service Overlap

Most fixed route transit agencies within the seven-county region operate within a specific county, however, there are areas where there exists overlap between transit services, as thus, an opportunity to transfer between services. The following locations are service overlap areas within the seven-county region:

- City of Ithaca – transit service overlap consisting of TCAT, CTRAN, Cortland Transit, and Ride Tioga
- Tompkins Cortland Community College (TC3) – transit service overlap consisting of Cortland Transit, Ride Tioga, and TCAT
- Waverly and Robert Packer Hospital in Sayre, PA – transit service overlap consisting of CTRAN and Ride Tioga

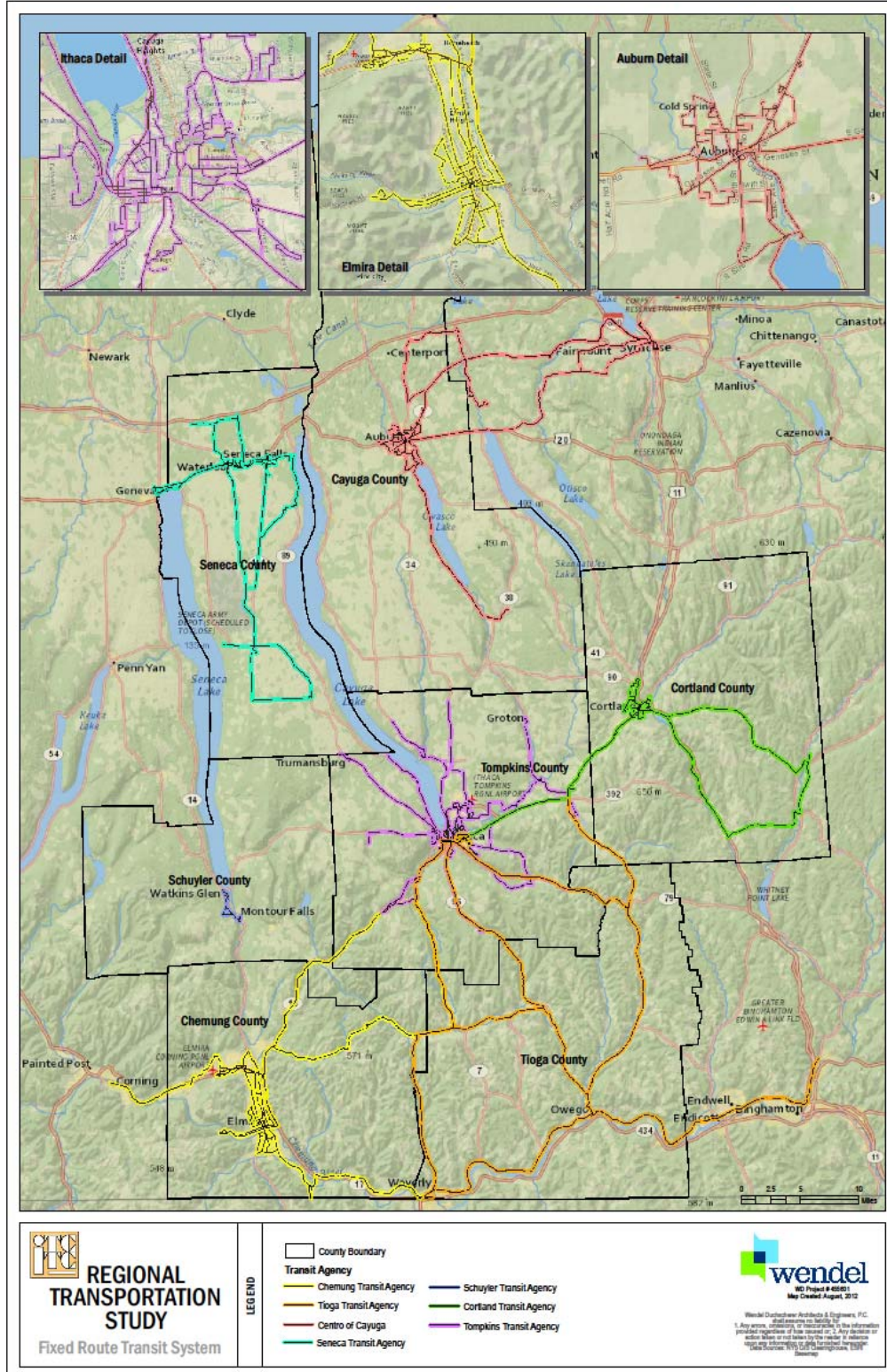
There are a few transit systems that provide service overlap in adjoining counties that offer the ability to transfer to nearby transit systems, including:

- City of Auburn – Centro service overlap that offers connection between Auburn and Syracuse.
- City of Corning – transit service overlap between CTRAN, Corning-Erwin Transit System, and Steuben County Transit
- City of Elmira – transit service overlap between CTRAN and Steuben County Transit
- City of Binghamton – transit service overlap between Ride Tioga and Broome County Transit

In addition to the service overlap areas, there also exist gaps in services within the study area. There is a general disconnect in transit service within the seven-county region between counties to the north (Cayuga and Seneca Counties) and counties to the south (Chemung, Cortland, Tioga, Tompkins Counties), with Schuyler County not connected to any of the other counties by transit. These gaps are both physical and temporal.. These will be discussed in detail in later sections of this report.

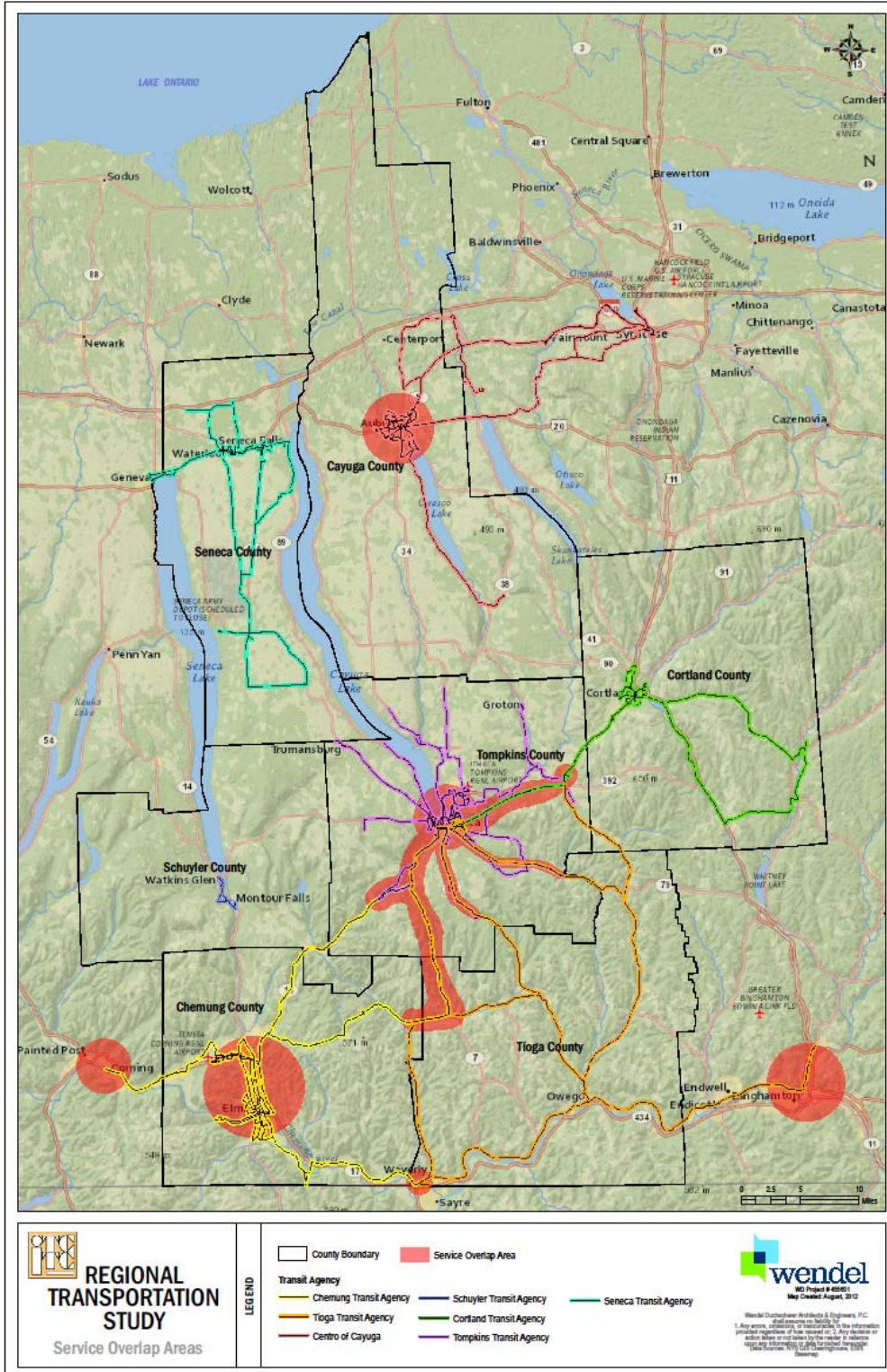
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Map 7: Fixed Route Transit System



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Map 8: Service Overlap Areas



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4.2.4 Human Service Transit

Throughout the seven-county region, there are numerous government agencies, non-profit groups, and private entities that provide transportation service to certain populations. For the purposes of the RTS, summarizing human service transit throughout the study area is focused on those services that offer inter-county service. Human service transit operators that only provide intra-county services are listed for reference and are explained in further detail in each county's respective Coordinated Plan.

4.2.4.1. Gadabout

Gadabout is a private non-profit organization in Ithaca that provides door-to-door transportation to disabled residents of Tompkins County. Founded in 1976, Gadabout operates a fleet of about 29 small vehicles and relies on a combination of paid and volunteer drivers to fulfill its mission. The organization transports about 70,000 one-way trips annually and has a budget of about \$1.5 million

Volunteers are required to commit to at least one half day per week for driving and Gadabout pays for the training of the volunteers. The volunteer drivers tend to be younger retirees.

Gadabout is housed in the TCAT facility. Gadabout provides the complementary paratransit service for disabled travelers required by the Americans with Disabilities Act. Gadabout offers services that cover the same hours and areas as TCAT bus service. The fare for Gadabout is \$1.50 for trips internal to Ithaca and \$2.00 for trips which start or end outside of Ithaca.

4.2.4.2 Seneca/ Cayuga ARC

Seneca/ Cayuga ARC is the largest non-profit transportation provider in Cayuga and Seneca Counties, providing transit service for treatment, employment, education, and recreation to over 1,200 individuals with disabilities and their families. Seneca/ Cayuga ARC operates a fleet of 98 vehicles, including 28 wheelchair accessible buses, 10 wheelchair accessible vans, and 46 minivans or cars. Transit service is offered Monday through Friday, 6:30am to 7:30pm.

In addition to the above transportation services, Seneca/ Cayuga ARC also operates Camp Columbus, a summer day camp, the Karl Warner Clinic, an Alzheimer's day center, sheltered and supportive work centers, and residential habilitation programs. Seneca/ Cayuga ARC provides transit services for its residents and day service customers that includes rides to medical appointments, shopping, recreation, and employment or volunteer work.

4.2.4.3 Chemung County ARC

Chemung County ARC operates a fleet of 33 vehicles to provide transportation services for its clients and at its residential facilities. Transportation is provided to/ from work sites, schools, hospitals, Chemung County Department of Social Services, and other locations. Chemung County ARC provides

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inter-county service by purchasing service from others and by reimbursing staff for use of their personal vehicles.

4.2.4.4 ARC of Schuyler County

The Arc of Schuyler County is a private, not-for-profit organization that provides transportation services for low-income and Medicaid eligible persons, as well as for Schuyler County preschool children with disabilities.

ARC has a contract with the Schuyler County Department of Social Services to provide transportation associated with the Medicaid program. Their arrangement with DSS is unique from the other counties' programs. They are a contract carrier for the Medicaid program. They are reimbursed on the basis of service (miles) and not for individual person trips. This contract is through the administrative budget of Schuyler DSS. That is, prior authorization per customer trip from DSS is not required. In other Medicaid transportation services in other counties, prior authorization by medical providers for trips is required and the carriers are paid at the published price to the general public. In the Schuyler County arrangement, ARC (the transit operator) receives customer revenue of \$2.00 to \$4.00 per one-way trip from the general public and a higher Medicaid contract rate for Medicaid related trips.

ARC has received a grant from the Department of Veterans Affairs to develop software to manage dispatching and billing for its fleet. The intent of this is to better assist veterans in their mobility but it is not exclusively for this use. A second Veterans Transportation and Community Living grant was received to assist in marketing the availability of the call center service.

4.2.4.5 Cortland Regional Medical Center

Cortland Regional Medical Center provides transportation for clients of its Adult Day Care program between their homes and the facility.

4.2.4.6 TLC Medical Transportation Services, Inc.

TLC provides medical transportation, both emergency and non-emergency, in Cortland, Onondaga, Oswego, Cayuga, and Madison Counties. TLC is a Medicaid provider, with services operating between 5:00am and 5:00pm Monday through Saturday.

4.2.4.7 Pathways, Inc.

Pathways, Inc. is a not-for-profit agency providing transportation services for disabled individuals enrolled in the Pathways program or residing in Pathways provided communities in both Chemung and Steuben Counties.

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4.2.4.8 Retired and Senior Volunteer Program (RSVP)

The RSVP consists of volunteers using their own vehicles to transport older adults, primarily to medical appointments, throughout Chemung, Schuyler, Steuben, and Tompkins Counties. Drivers are reimbursed at the IRS rate by a number of agencies.

RSVP operates three types of transportation service. The Retired Individuals Driving the Elderly (RIDE) program is a door-to-door program consisting of RSVP volunteers using their own vehicles to transport eligible seniors to medical appointments.

A second program involves using RSVP vehicles to transport volunteers to and from their assignments. This program is coordinated with the Chemung County Transit System and fares are offset by the United Way. These vehicles are also used to transport Department of Aging clients to and from congregate dining sites and dialysis.

Finally, RSVP is a partner in Supporting Our Seniors (SOS), whose volunteers provide transportation services for individuals 60 years of age or older to and from non-medical appointments.

4.2.4.9 Friends in Service Helping (FISH)

FISH is a non-profit organization in Tompkins County in which volunteers provide rides to residents in need of medical and health related services that are within Tompkins County. FISH is a partner of United Way and partners with RSVP.

4.2.4.10 Veterans Transportation

There are several county Veterans agencies that provide medical transportation or purchase transportation for members to get to the Syracuse VA Medical Center, the Tompkins/ Cortland County VA Clinic, and Bath VA Medical Center, including:

- Cayuga County Veteran's Service Agency (VETVAN)
- Cortland County Veteran's Office (DAV Van)
- Disabled American Veterans (DAV) of Chemung County

In addition to the transportation services mentioned above, there are several county agencies and not-for-profit organizations that provide transportation for their clients that are summarized in each County's Coordinated Plan.

- Cayuga County Health and Human Service Department
- Chemung County Department of Social Services
- Chemung County Department of Aging and Long Term Care

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- Cortland County Department of Social Services
- Cortland County Health Department
- Cortland County Area Agency on Aging
- Schuyler County Department of Social Services
- Schuyler County Office for the Aging
- Seneca County Department of Human Services
- Tioga County Department of Social Services
- Tompkins County Department of Social Services
- Community Action Agency (various counties)
- Head Start (various counties)
- Franziska Racker Center
- JM Murray Center

4.2.5 Special Purpose Transportation Services

There are a number of nontraditional options that range from carpool connections to innovative solutions including voluntary drivers, etc. . These solutions extend beyond the typical commute trip carpool to include a variety of niche services which appear to have the potential to extend throughout the RTS area. These include:

4.2.5.1 Zimride

“Zimride” is an online carpooling and ridesharing service that focuses on existing communities at colleges, universities, and corporations, and is being implemented in the Tompkins County area. The service integrates user profiles with Facebook and allows users to limit their matches to members of a private community. The Tompkins County program is looking to expand on this model by providing community-wide access to other Zimride services. Zimride was the first online carpooling site to integrate Facebook to show potential riders who might be riding with them. The initial funding source for this program was a NYSERDA three year grant.

Zimride continues to work nationally on concepts that may have transferability to the RTS such as developing fixed route connections and linking ridesharing with social media.

4.2.5.2 Ithaca Carshare

Ithaca Carshare is a membership-based service that provides 24/7 access to vehicles on an hourly basis. Members can reserve a car on the web or through an automated phone system. The car is unlocked with a special keycard. Vehicles can be driven wherever the member wants as long as the

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vehicle is returned to the same location. Members pay an hourly and mileage rate to use the car and are not charged additional fees for gas, insurance, maintenance, cleaning, or permanent parking.

4.2.5.3 Way2Go Ithaca

Way2Go is a program of the Cornell Cooperative Extension of Tompkins County. Way2Go helps people consider the many different ways to get around, overcome transportation barriers, and make transportation choices that save money, support health and well-being, lessen pollution and climate change, and promote a strong, equitable community.

Way2Go exists to: provide information and spread awareness around current transportation options and resources; encourage transportation choices that best support individual, community, and environmental well-being; help improve transportation systems and services through dialog among transportation users, providers, planners, and advocates.

Way2Go functions as a brokerage and includes coordination with: Vanpool services;Zimride; and an employer services program designed to assist employers and businesses in attracting and retaining customers and satisfied, productive employees. Way2Go offers information to both employers and employees on: how sustainable transportation can be good business; commuter options, including ridesharing, vanpooling, active transportation, flexible scheduling, and teleworking; a range of employer options and opportunities to save money and support win-win commuter options, including taking advantage of commuter tax incentives.

Way2Go is also working with ITN to demonstrate the potential for an ITN application for all programs, not just seniors: *ITNEverywhere*[™] is a proposed community transportation solution for small and rural communities. Currently in research and development, *ITNEverywhere* intends to serve people of all ages. *ITNAmerica* currently offers an ITN model to serve seniors and people with visual impairments for communities with a population of 180,000 and higher living within a 15 mile radius. *ITNEverywhere* will use existing private capacity, information technology, and shared business practices to create consumer oriented community transportation.”

4.2.5.4 TCAT Vanpool

TCAT contracts with VPSI to provide vehicles and administrative support for the vanpool program.

4.2.5.5 Tioga County Greenride

Tioga County is part of **BROOME-TIOGA GREENRIDE**, a FREE Internet-based rideshare matching service sponsored by the Binghamton Metropolitan Transportation Study (BMTS).

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4.2.5.6 Chemung County

Chemung County has been talking with the NYSDOT rideshare staff to initiate a program through 511NY.

4.2.6 Taxi Service

The following companies provide taxi service throughout the RTS study area, as identified in various County Coordinated Plans:

- Deluxe Taxi – Cayuga County
- Totem Taxi – Chemung, Schuyler, Steuben, Tioga, Broome County
- American Taxi – mainly City of Cortland
- Cortland Taxi/ Silver Star Taxi – Cortland County
- Dave's Taxi – mainly City of Cortland
- Gene's Taxi – mainly City of Cortland
- Jay's Taxi – Cortland County
- Martin's Taxi – mainly City of Cortland
- Rockin Robbin Taxi and Steve's Taxi – City of Cortland
- Bill's Transportation – located in Chemung County, provides winery tours and long distance trips
- Ithaca Dispatch – mainly Tompkins County
- R&L Taxi – mainly Tioga and Chemung County
- Watkins Glen Taxi & Limousine – Schuyler County
- Vets One Taxicab – mainly Chemung and Steuben County

A goal of the RTS is to assemble information on the potential to integrate/ coordinate these individual services into a network that includes, among other things, coordination of longer distance trips to medical facilities, inter-county transport of human service agency clients, and other mobility needs in addition to coordination with various County fixed route programs.

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5.0 Summary of Existing Conditions

Common issues that have been identified by multiple participants have included:

1. Rural isolation
2. Access to health providers on periphery of study area including Syracuse, Rochester, Binghamton, and Sayre (PA)
3. Large amount of long distance commuter trips
4. Nearly all counties have a mobility manager; their role in transportation services is evolving
5. Financing is a significant issue
6. New York Governor is interested in mandate relief, so there is a possible opportunity for simplifying regulation of transportation services
7. Medicaid is moving toward a managed care model rather than a “fee for service” model. There will be some implications for transit services
8. Transit services in region are organized by County. County social service agencies are a major financier of transportation through Medicaid clients
9. Role of existing intercity bus services should be explored
10. Lack of information, schedule, and fare coordination are emerging issues
11. Role of volunteers is very strong in several communities
12. New communications service such as 211 for human service information and 511 for traveler information could be considered
13. There is a need to examine inter-jurisdictional boundary issues

Within the RTS area, a large number of individual efforts have resulted in a wide array of programs and services. The study will look at the individual components and incorporate them into a menu of alternatives that can form the basis of the regional program. The framework for this network would be enhanced by the effective use of ITS resources and a consistent marketing and communication methodology.

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6.0 Federal, State and Other Programs that Support Public Transportation

Public transportation is guided at the federal, state, and local level by a number of programs and policies which outline requirements and authorizations to provide certain services and also allocate financial support based on those guidelines. This section will describe programs at the federal, state and local level which support public transportation in the various member communities of the RTS.

6.1 Federal Programs and Funding

For context, the study will begin with a review of the federal program as authorized prior to Sept 2012. The section will follow with the changes to the program authorized by the US Congress to begin in October, 2012, MAP- 21 (Moving Ahead for the 21st Century) for comparative purposes.

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) of 2005 built on the foundation established by two previous surface transportation authorization laws, the Intermodal Surface Transportation Efficiency Act (ISTEA) and the Transportation Equity Act for the 21st Century (TEA-21). SAFETEA-LU provided a record level of federal transit funding, \$52.6 billion over six years (2004-2009), and an increase of 46 percent over the amount in TEA 21. It provided guaranteed annual increases for all transit programs through the use of discretionary spending offsets and language similar to that included in TEA-21. SAFETEA-LU continued the use of 18 percent federal General Funds and 82 percent federal trust funds from the mass transit account.

Depending on the federal program, SAFETEA-LU provided federal funds to both State DOT's and local transit providers. For example the Urbanized Area Formula Program (SAFETEA-LU Section 5307) was distributed directly to the local transit providers and the Non-urbanized Area Formula Program (SAFETEA-LU Section 5311) was distributed to NYSDOT. Some funds were distributed by formula, others were earmarks or a sort of funding reservation designated by Congress, and still others were awarded based on a competitive grant process (SAFETEA-LU Section 5309 New Starts).

SAFETEA-LU was also the first federal policy recognition of mobility management as an authorized capital expenditure under several programs.

Section 5309 – Major Capital Investment Program

SAFETEA-LU provided 90% federal share for the incremental costs of vehicle-related equipment needed to comply with the Americans with Disabilities Act (ADA) requirements and 80% federal share for all other eligible costs. SAFETEA-LU included the discretionary nature of the bus and bus related facilities program.

The Major Capital Investment Program provided transit capital for capital assets such as transit facilities, park & rides, intermodal centers, new or refurbished operations, maintenance facilities,

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associated transit capital equipment and buses. In most cases, this program provided for 80% of the project cost, requiring a 20% State/local match.

Section 5307 - Urbanized Area Formula Program

These funds were provided directly to transit agencies in urbanized areas. Funds are to be used for capital and planning in large urban areas and for capital, planning, and operating assistance in urbanized areas that grew from fewer than 200,000 in population to over 200,000 in the 2000 census. State funds provide the required 20 percent match for capital and planning, state and local funds provide the required 50 percent match for operating. SAFETEA-LU used as its apportionment formula population, population density, and service data reported to the National Transit Database. The formula was expanded by the creation of two new formula tiers, one that distributes funding to small urban areas fewer than 200,000 using population and population density, while areas over 200,000 base the formula on population, population density and transit data.

The program also included 90% federal share for the incremental costs of vehicle related equipment needed to comply with the Clean Air Act Amendments and the Americans with Disabilities Act requirements and 80% federal share for all other eligible costs. This program along with 5309 capital funds, have been the backbone of the federal transit program to support public transportation at the local level.

Section 5311 – Non urbanized Area Formula Program

These are formula funds provided to the states for capital and operating assistance to non urban areas with a population of less than 50,000. Under SAFETEA-LU, this program received an increased share of the total federal transit program to help systems meet escalating costs and allow for modest service expansion. Apportionments include funding from the new growing states and high density states formula tier 5340, and creates a new funding tier apportioned based on land area. Indian tribes are added as eligible recipients and a portion of funding is set aside each year for Indian tribes. Program administration costs are also eligible.

5310 Elderly and Disabled Program

This program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons 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 population for these groups of people. This program requires a recipient of Section 5310 funds to certify that projects selected are derived from a locally developed, coordinated public transit-human services transportation plan.

Funds are obligated based on the annual program of projects included in a statewide grant application. The State agency ensures that local applicants and project activities are eligible and in

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compliance with Federal requirements, that private not-for-profit transportation providers have an opportunity to participate able, and that the program provides for coordination of federally assisted transportation services assisted by other Federal sources. Once FTA approves the application, funds are available for state administration of its program and for allocation to individual recipients within the state.

5316 Job Access and Reverse Commute Program

Section 3037 of Title III discusses Job Access and Reverse Commute Grants. Projects that can be funded under JARC include an access to job project, or a reverse commute project. A project is considered eligible if it meets the definition of an access to job project as one relating to the development of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment. FTA may make access to job grants for:

- Capital projects and finance of operating costs related to equipment, facilities and associated capital maintenance items related to providing access to jobs;
- Promoting the use of transit by workers with non-traditional work schedules;
- Promoting the use by appropriate agencies of transit vouchers for welfare recipients and eligible low-income individuals under specific terms and conditions;
- Promoting the use of employers provided transportation including the transit pass benefit program
- Support and development of Mobility Management programs

According to FTA, a reverse commute project that is related to the development of transportation services designed to transport residences of an urban area, urbanized areas and areas other than urbanized areas to suburban employment opportunities. This includes projects that subsidizes the costs associated with adding reverse commute bus, train, carpool, van routes or service from urban areas, urbanized areas and areas other than urbanized areas to suburban work places; subsidizes the purchase or lease by nonprofit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban work place; or facilitates the mass transit to suburban employment areas.

Several requirements must be met for consideration and awarding of these grants, including that this grant may not exceed 50% of the total project cost. Flexibility in this program allows use for capital projects in addition to limited operating subsidies to support some of the programs recommended for funding.

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5317 New Freedom

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 Census showed that only 60 percent of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA) of 1990.

Of the total New Freedom funds available, FTA apportioned 60 percent among designated recipients in large urbanized areas; 20 percent to the states for small urbanized areas; and 20 percent to the states for rural and small urban areas under 50,000 in population. Section 5317 funds are apportioned among the recipients by a formula which is based on the ratio that the number of individuals with disabilities in each such area bears to the number of individuals with disabilities in all such areas.

New Freedom funds may be used to finance capital and operating expenses. The Federal share of eligible capital and planning costs may not exceed 80 percent of the net cost of the activity. The Federal share of the eligible operating costs may not exceed 50 percent of the net operating costs of the activity. Recipients may use up to 10 percent of their apportionment to support program administrative costs including administration, planning, and technical assistance, which may be funded at 100 percent Federal share. The local share of eligible capital and planning costs shall be no less than 20 percent of the net cost of the activity, and the local share for eligible operating costs shall be no less than 50 percent of the net operating costs. Similarly to 5310, there is a requirement that projects identified for funding have been derived from a locally coordinated planning process.

Surface Transportation Program (Highway “Flex” Funds)

A key feature of the SAFETEA-LU bill is the flexibility provision that provides the option to State and local governments of using some Federal Highway Administration funds for transit projects. These flexible highway fund programs include the Surface Transportation Program (STP). The STP funding is at the 80% federal share and may be used for all projects eligible for funds under current FTA programs. For example, in regions where air quality issues have limited road construction projects, STP funds are programmed for bus purchases, pedestrian improvements, park-ride lots, and other transit projects;

The Successor Program, MAP-21

On July 6, 2012, President Obama signed into law P.L. 112-141, the Moving Ahead for Progress in the 21st Century Act (MAP-21), the successor to SAFETEA-LU. This two-year bill, which became effective on October 1, 2012 modifies, combines, eliminates and creates a new grouping of public transportation

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programs which will affect policy, planning and financing. For example, the 5309 program for Bus Capital will change from a discretionary to a formula based allocation and will be known as 5339. In urban areas JARC, formerly 5316, will be added to the 5307 program, while in rural areas it will be included in 5311. New Freedom, formerly 5317, is now a part of the 5310 process. New programs that have been added include safety, asset management, and performance measurement. MAP-21 also provided a new program entitled the Appalachian Regional Public Transportation program to which most of the RTS Counties are eligible.

An FTA overview of the MAP – 21 programs is contained in Appendix C.

Many of the rules and regulations have yet to be developed for the MAP – 21 programs, but there will likely be modifications that will affect the RTS operators.

6.2 New York State DOT Programs and Funding

There are several programs in New York State through which public transportation can be operated. One of the primary programs is the one authorized through the public authority act created in 1970 through Title 11-D of the Public Authorities Law. This law authorizes specific communities and counties which can join together to establish regional transit authorities. Outside of the New York City Metro area, there are four such authorities, Capital District (Albany area), the Niagara Frontier (Buffalo area), Rochester Genesee (Rochester), and Central New York, Centro (Syracuse). Several of the Counties in the RTS study area are included in the New York State public authority benefit areas. These include Cayuga and Cortland in the Centro area, and Seneca, which is in the RGRTA area. To date, Cortland County has not elected to participate in the Centro public authority.

In addition to the programs authorized under the above entitled Public Authorities Law, there are many other mechanisms under which public transportation can be provided, both funded and operated in New York. New York State Transportation Law makes it the responsibility of the NYSDOT to regulate "for-hire" transportation of passengers within New York State. In general, the Transportation Law requires a carrier to obtain "Operating Authority" from the New York State Department of Transportation (NYSDOT) when passengers are carried for compensation within New York State. Instances when operating authority is *not* required can be found in an exemptions list.

Before operating authority can be granted, NYSDOT makes specific findings that the applicant wanting to provide service is fit, willing and able to provide the service. These certifications are based on the evidence submitted by an applicant and include such factors as the applicant's general background (business and personal references), background and experience in passenger transportation and sufficient financial resources to provide a responsive and quality service to the public. Applicants are also required to establish that there is a public need for the service or that a grant of authority would be in the public interest.

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The exceptions which allow for-hire passenger operations without NYSDOT authority include:

1. Transportation provided in private passenger vehicles, such as sedans or station wagons. If a carrier uses a mixed fleet of sedans and station wagons along with larger size vehicles (vans and buses) in regulated transportation, the sedans and station wagons are subject to NYSDOT regulatory jurisdiction.)
2. Transportation to and from schools and school-related activities. (School transportation is subject to the Department's safety inspection regulations.)
3. Non-profit car pools
4. Ambulance service under jurisdiction of the New York State Department of Health.
5. Transportation by public transportation authorities or municipalities when performed wholly within the transportation district prescribed by the public authorities' law for such transportation authority. (Transportation by a public transportation authority outside of its prescribed transportation district and transportation by a municipality outside of the municipal limits is subject to NYSDOT regulatory jurisdiction.)
6. Transportation service under contract with an employer to provide transportation for the exclusive use of employees and the transportation service is not open to the general public.
7. Bus lines operating wholly within any city having regulatory control or jurisdiction over bus line operations.
8. Van service if under the regulatory jurisdiction of New York City when operated wholly within the City.
9. Sightseeing service under the regulatory jurisdiction of a city, town or village when operated wholly within the county in which such city, town or village is located or when the service is operated wholly within a city with a population of one million or more.

State public transportation funding is administered through the Statewide Mass Transportation Operating Assistance (STOA) program, which provides operating funding to transit agencies and authorities based on vehicle miles and passenger revenue service. Approximately \$4.9 million in STOA funding was distributed in 2011 to transit operators in the RTS Region under the current formula of \$0.405 per passenger and \$0.69 per vehicle mile. In general, this distribution is based on the service and use formula noted above which includes an amount for passengers carried and miles operated. This fund fluctuates on an annual basis.

6.3 Other Funds and Programs

At the national level, studies have shown that there are over 80 federal programs that have some transportation funding and service components, but the largest of those are Aging and Medicaid, with Medicaid clearly the largest source. Within the RTS area, several county operations have traditionally comingled FTA and Medicaid transportation funds to develop a combination of services that provide

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commuter and medical access. However, changes in the state Medicaid transportation program are currently underway. The State Department of Human Services in an effort to minimize the dollars it spends on services is going out to an RFP process in order to centralize the distribution of its dollars for non emergency medical transportation through a Medical Answering Services contract. This service will have responsibility to assign trips as it sees fit to the most reasonably priced vendor. It is unknown at this time what the impact of this will be on the current County transportation programs as constructed. Nationally, as this has happened, the benefit of coordinating various trips on single vehicles has been lost. Under the new program, transportation funds will not be dedicated to the current operators. The impact of this change is not clear at this time.

Other funding sources include local funding through mortgage taxes or dedicated transit funds, and farebox revenue. At this time, the only county within the RTS study area which is taking advantage of the mortgage tax fund is Seneca County, which contributes to its transportation program which is operated under a contract with the RGRTA. At this time in 2013, TCAT and Tompkins County have filed legislation to take advantage of this funding mechanism.

As part of the discussion with the Fixed Route Operator Working Group it was agreed that developing the total amount expended on public transportation within the RTS area would assist in providing an order of magnitude to build from when considering future options and alternatives. The following Tables show the amount of funds by source for each of the County public transportation providers for 2010, 2011 and 2012. They indicate that approximately \$24 million was expended on operating services in 2010, with slightly more than 50% of those funds spent by TCAT.

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Table 9: 2010 Transit Expenditures (by County)

	Cayuga (Centro)	Chemung (CTRAN)	Cortland	Schuyler	Seneca (STS)	Tioga	Tompkins (TCAT)	2010 Total
Sources of Operating Funds Expended								
Fare Revenues	\$382,907	\$943,690			\$269,472	\$143,148	\$3,527,711	\$5,266,928
Local Funds	\$654,104	\$121,964	\$33,670		\$24,964	\$114,103	\$2,310,064	\$3,258,869
State Funds	\$2,220,880	\$1,412,893	\$585,684		\$24,964	\$999,083	\$4,575,373	\$9,818,877
Sources of Federal Assistance								
Section 5307		\$1,058,259					\$1,489,459	\$2,547,718
Section 5309		\$0						\$0
Section 5310		\$0					\$87,788	\$87,788
Section 5311		\$55,200					\$195,800	\$251,000
Section 5316		\$28,752	\$15,204				\$75,482	\$119,438
Section 5317		\$2,887	\$11,938				\$25,724	\$40,549
Total Federal Assistance	\$134,600	\$1,145,098	\$161,937		\$40,200	\$198,500	\$1,874,253	\$3,554,588
Other Funds	\$160	\$2,030,323			\$276,705	\$0	\$178,000	\$2,485,188
Medicaid								
Total Operating Funds Expended	\$3,392,651	\$5,653,968	\$781,291	\$95,381	\$636,305	\$1,454,834	\$12,465,401	\$24,479,831
Sources of Capital Funds Expended								
Local Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$3,923	\$3,923
State Funds	\$0	\$0	\$0	\$0	\$436	\$0	\$193,274	\$193,710
Federal Assistance	\$0	\$0	\$0	\$0	\$3,487	\$477,707	\$31,386	\$512,580
Other Funds	\$0	\$0	\$0	\$0	\$436	\$0	\$240,862	\$241,298
Total Capital Funds Expended	\$0	\$0	\$0	\$0	\$4,359	\$477,707	\$469,445	\$951,511
TOTAL	\$3,392,651	\$5,653,968	\$781,291	\$95,381	\$640,664	\$1,932,541	\$12,934,846	\$25,431,342

NOTES:

- CTRAN operating figures taken from 2012 NYSDOT 17A Report, capital based on actual expenditures.
- CTRAN actual expenditures for 2010 are \$295,390 in operating costs and \$232,298 in capital costs (\$527,688 total).
- Tioga-The line item for Other Funds is Medicaid \$. The local match for STOA funds is also from Medicaid \$.
- STS-Federal Aid is all through 5311 program. State Aid is all STOA. Medicaid if any would show up in Special Transit Fares.
- STS-CapX details can be found in contributed capital line on FS and in notes to the FS.

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Table 10: 2011 Transit Expenditures (by County)

	Cayuga (Centro)	Chemung (CTRAN)	Cortland	Schuyler	Seneca (STS)	Tioga	Tompkins (TCAT)	2010 Total
Sources of Operating Funds Expended								
Fare Revenues	\$391,826	\$745,883	\$163,874		\$301,925	\$137,843	\$3,918,796	\$5,660,147
Local Funds	\$489,063	\$151,511			\$24,964	\$92,676	\$2,951,130	\$3,709,344
State Funds	\$2,309,024	\$1,358,664	\$590,768		\$24,964	\$627,665	\$4,410,940	\$9,322,025
Sources of Federal Assistance								
Section 5307		\$1,054,446				\$139,264	\$1,206,554	\$2,400,264
Section 5309		\$0						\$0
Section 5310		\$0					\$80,894	\$80,894
Section 5311		\$58,000				\$61,400	\$215,800	\$335,200
							\$75,369	\$279,286
Section 5316		\$75,959	\$127,958					
							\$25,857	\$131,045
Section 5317		\$19,901	\$85,287					
Total Federal Assistance	\$144,000	\$1,208,306	\$205,896		\$44,300	\$200,664	\$1,604,474	\$3,407,640
Other Funds	\$186	\$2,119,719	\$779,466		\$291,958	\$342,384	\$204,182	\$3,737,895
Medicaid						\$342,384		
Total Operating Funds Expended	\$3,334,099	\$5,584,083	\$1,740,004	\$280,000	\$688,111	\$1,401,232	\$13,089,522	\$26,117,051
Sources of Capital Funds Expended								
Local Funds	\$0	\$68,858	\$0	\$0	\$0	\$0	\$291,489	\$360,347
State Funds	\$0	\$68,858	\$0	\$0	\$0	\$0	\$281,489	\$350,347
Federal Assistance	\$0	\$1,142,660	\$0	\$0	\$0	\$593,488	\$5,361,911	\$7,098,059
Other Funds	\$0	\$0	\$0	\$0	\$26,038	\$0	\$94,573	\$120,611
Total Capital Funds Expended	\$0	\$1,280,376	\$0	\$0	\$26,038	\$593,488	\$6,029,462	\$7,929,364
TOTAL	\$3,334,099	\$6,864,459	\$1,740,004	\$280,000	\$714,149	\$1,994,720	\$19,118,984	\$34,046,415

NOTES:

- CTRAN actual expenditures for 2011 are \$2,121,553 in operating costs and \$2,383,021 in capital costs (\$4,504,574 total)
- CTRAN capital expenditures include 3 40' buses
- Schuyler taken from 2012 Budget Preparation Report
- Cortland taken from LSC Final Report- Other includes: \$480,000 from DSS, County DOH 192,860, and Head start 106,000
- STS- Local funds are assumed to be Seneca County and Other Funds are the Authority Subsidy
- STS data taken from March 31, 2011 and 2012 Financial Statements; 2012 Budget taken from 2012-2013 Comprehensive Plan
- STS-Federal Aid is all through 5311 program. State Aid is all STOA. Medicaid if any would show up in Special Transit Fares.
- STS-CapX details can be found in contributed capital line on FS and in notes to the FS.
- Tioga – The line item for Other Funds is Medicaid \$. The local match for STDA is also from Medicaid \$.

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Table 11: 2012 Transit Budget (by County)

	Cayuga (Centro)	Chemung (CTANS)	Cortland	Schuyler	Seneca (STS)	Tioga	Tompkins (TCAT)	2012 Total
Sources of Operating Funds								
Expended								
Fare Revenues	\$480,313	\$746,331			\$284,500	\$145,000	\$3,877,407	\$5,533,551
Local Funds	\$468,867	\$160,100			\$24,964	\$61,000	\$2,538,296	\$3,253,227
State Funds	\$1,969,202	\$1,367,477			\$24,964	\$658,000	\$4,159,462	\$8,787,492
Sources of Federal Assistance								
Section 5307		\$1,123,847	\$608,387			\$146,000	\$1,409,093	\$2,678,940
Section 5309		\$0						\$0
Section 5310		\$0						\$0
Section 5311		\$60,900				\$61,400	\$205,500	\$327,800
Section 5316		\$69,412					\$76,089	\$145,501
Section 5317		\$24,000					\$26,157	\$50,157
Total Federal Assistance	\$158,800	\$1,278,159			\$42,200	\$207,400	\$1,716,839	\$3,403,398
Other Funds	\$200	\$2,422,433			\$440,471	\$330,000	\$230,046	\$3,423,150
Medicaid						\$330,000		
Total Operating Funds Expended	\$3,077,382	\$5,974,500	\$608,387	\$280,000	\$817,099	\$1,401,400	\$12,522,050	\$24,680,818
Sources of Capital Funds Expended								
Local Funds		\$37,500					\$57,569	\$95,069
State Funds		\$162,500			\$6,717		\$57,569	\$226,786
Federal Assistance		\$1,370,000			\$141,737		\$460,553	\$1,972,290
Other Funds		\$0			\$6,717		\$5,000	\$11,717
Total Capital Funds Expended	\$0	\$1,570,000	\$0	\$0	\$155,171	\$0	\$580,691	\$2,305,862
TOTAL	\$3,077,382	\$7,544,500	\$608,387	\$280,000	\$972,270	\$1,401,400	\$13,102,741	\$26,986,680

NOTES:

- CTRAN actual expenditures for 2012 are \$1,114,347 in operating costs and \$2,343,079 in capital costs (\$3,457,426 total)
- CTRAN capital expenditures include 6 small buses
- Schuyler taken from 2012 Budget Preparation Report
- Tompkins County did not confirm 2012 Section 5310 amount, if any
- STS-Federal Aid is all through 5311 program. State Aid is all STOA. Medicaid if any would show up in Special Transit Fares.
- STS-CapX details can be found in contributed capital line on FS and in notes to the FS.
- Tioga-The line item for Other Funds is Medicaid \$. The local match for STOA funds is also from Medicaid \$.

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6.4 Local Policies Which Guide Transportation

Within the State of New York Intermunicipal Agreements, a cooperative or joint municipal venture are authorized by General Municipal Law Article 5-G. These agreements have been used for a variety of shared or consolidated resource ventures including planning, water resources, highway maintenance, and transit services. Based on stakeholder interview input, we understand there are several existing Intermunicipal Agreements with respect to transit operations in or adjacent to the RTS area. For example, Tioga staff indicates there are agreements with both Broome and Tompkins County, with the Broome agreement cited in the Local Coordination Plan as follows:

As previously discussed, Broome and Tioga Counties each operate their own public transportation services. As a result, the ability of each transit system to pick up and discharge passengers in the other county must be sanctioned through an Intermunicipal agreement. But as far as employment opportunities are concerned, the county boundary is an artificial one.

Although the goal of Intermunicipal Agreements is to improve interactions between agencies, their impact from a public transit perspective is to allow access, but constrain or limit that access, as indicated above. Thus, although Ride Tioga operates into Tompkins County, it is restricted from picking up or discharging passengers within Tompkins County. As a result, there are areas of overlapping service. As discussed by many stakeholders, the constrained availability of operating resources is one of the limiting factors in considering regional public transportation expansion. Therefore, service overlaps should be reconsidered. If, however, there are no Intermunicipal Agreements, then county transit services cannot operate outside the county of origin.

It would appear that one of the goals for the RTS would be to develop a more robust use of the Intermunicipal Agreements process to facilitate expanded general access opportunities within jurisdictions, not to limit those on a stop by stop basis. In prior communications, an article in the CTAA magazine was discussed about a service in Michigan called ALTRAN, which was described as follows:

ALTRAN has found new and different ways to serve Alger County better by providing connections elsewhere in the U.P., and does so through innovative and unconventional partnerships and service models. To that end, the most significant development occurred in 1988, when the transit providers operating in the 15-county U.P. region signed a simple, one-page agreement that allowed them to provide service across each other's borders. That simple structure of regional connectivity – which received the go-ahead from the Michigan Department of Transportation – allowed ALTRAN to provide connections outside of Alger County's boundaries, and in particular, to the Marquette General Hospital located in the neighboring county of the same name as the hospital.

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As a result of that agreement staff noted:

“We benefit from working together,” says Cotey, who notes that ALTRAN will often share vehicles with Marquette County’s transit authority, Marq-Tran, when either system needs a spare vehicle due to maintenance. “It’s a win-win for everybody: we all provide better service, and it’s more cost-effective at the same time.”

7.0 Identifying Service Needs

Service needs have been identified through a number of sources which include working with the Client Committee, through continued communication with various stakeholders, and through a robust public outreach process. Each of these will be discussed in detail.

7.1 Client Committee Activities

Thinking Regionally

A “Thinking Regionally” exercise was undertaken by the Client Committee to discuss areas for consideration in developing a regional system and to identify priorities for achieving this goal.

The discussion focused on five topic areas which included:

1. What are client/customer trip needs
2. What are the types of services that will meet needs
3. How does availability of services get communicated
4. How do providers of services collaborate
5. What would be the components of the system

The answers were compiled on boards and each member selected their top responses to each question by placing dots next to what they consider their highest priorities. The entire results of the exercise are included in Appendix B. The highest priorities identified include:

- Transportation for employment
- Better transit connectivity
- Establishing a regional call center/ mobility center
- Specific projects will help identify champions
- Develop a business model for implementation

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During a subsequent Client Committee meeting, the following were major items of specific interest:

- While employment transportation was given a high priority during the “Thinking Regionally” exercise, it is also important to understand out-of-county transportation needs for medical and other human service needs.
- A regional system should include inter-city bus carriers, volunteer driver systems, and rideshare strategies.
- The availability of fixed route transit to access medical appointments must also consider customer accessibility issues.
- A regional system could be based around regional transportation centers as nodes for transfers, such as Ithaca, Binghamton, Syracuse, and Elmira.
- There are other service providers that should be included in the RTS, e.g. some airport limousine service provides medical trips to Syracuse.

7.2 Working Group Meetings

Because the RTS has such a varied constituency of interests, it was decided that focused discussion in various interest and program areas would provide an opportunity to identify some specific ideas and projects to move forward. Working groups will be initiated in a number of area including fixed route services, mobility management, IT, and Ridesharing. Some groups have started meeting.

Fixed Route Transit Working Group

The working group met and discussed a number of topics including:

- Existing services and policies
- Areas of overlap/opportunities for connections
- Potential impact of Medicaid transportation modifications
- Technology

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Project ideas to move forward included the following:

- There would be benefit in developing a table that included operating and financial information for all the operators in the RTS area
- It was noted that there had been some discussion of a shared vehicle project in the Tahoe area and researching the status of that project might be useful for application in the RTS
- The availability of intercity bus services in the RTS area, both internally and to other locations of interest.
- It was observed that the potential for real regional service connections cannot be realized without some level of regional funding provide by the State, because under the current scenarios, funds allocated to Counties are only spent for services in that county, not in providing any connections outside.
- There should be easier ways to deal with the local agreement process. A recent need to formalize an agreement for STS to operate in Cayuga was cited as an example
- There should be a way to frame out corridors for service; for example connecting CENTRO with Cortland then meeting up with TCAT and extending to Tioga/Broome and CTRAN
- Connections between gaps can also be made by using demand response services; although not a “quality ride” option, it could begin the formation of a regional network of services to build from
- It was agreed that impending changes in Medicaid transportation will affect many of the operators; following up with more details about the system currently in operation in Cayuga would be of value
- There were some varying opinions about MAP – 21; on the one hand it will provide a stream of funds for TCAT, which had not been successful receiving discretionary grants under the prior 5309 process; on the other hand items such as TIFIA offered zero potential for smaller systems
- An initial priority should be the development of ITS connections that enhance customer information regarding services and also inform agencies regarding activities related to I public transportation system.

Mobility Managers Working Group

The mobility managers meeting discussed aspects of sustainability for the RTS. The following topics were discussed:

- Project sustainability
- How mobility manager roles were established in each County, including funding sources
- Technology: what you have now plus future plans

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During the County Mobility Managers working group meeting, the following were major items of discussion:

- The best way for the RTS concept to sustain itself beyond the study time frame is to include the various plans and programs within the Mobility Management infrastructure which would require the Mobility Manager positions be sustained.
- MAP-21 rearranges various funding sources which have been used to fund Mobility Manager positions in the RTS region.

7.3 Public Outreach and Input- October 11 Town Hall Meeting

The Ithaca-Tompkins County Transportation Council and its partners in the Regional Transportation Planning Coalition held a series of Town Hall Meetings in each of the seven counties in the Regional Transportation Study (RTS) area on October 11th. The purpose of the meetings was to present to the public the RTS goals and vision statement, discuss what has been done to date, and receive stakeholder feedback to advance the study. The online Town Hall was a first-of-its-kind approach to public outreach in Ithaca-Tompkins County and the study area and provided a web-based mechanism to engage a geographically diverse audience. The virtual meetings originated from Tompkins County and were broadcast to six additional counties in the region, providing convenient access for residents of each county, as well as online. Participants had the choice of two meeting times: 2:00 to 4:00 PM and 6:00 to 8:00 PM. Over 65 people participated. A complete summary of the Town Hall Meeting is provided in Appendix D.



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Public Comments Received

During the two sessions of the Town Hall meetings approximately 100 comments were received from the seven meeting locations and via the internet. A complete listing of those comments is contained in Appendix D. The project also maintained an active website through which comments were received throughout the process.

Most of the comments which were received reinforce many of the priorities identified through the Client Committee process and also the number of perspectives that had previously been communicated, for example:

- Connections also should be considered to areas outside the RTS such as to Broome from Tioga and to Ontario and Wayne from Seneca.
- Just as there are an increasing number of rideshare programs, there also are a growing number of volunteer based programs, such as Neighbors Helping Neighbors in Tioga, RSVP in Schuyler and SIRS (soon to be INSPIRE) in Chemung (Spencer – Van Etten).
- It would be beneficial to receive more input from the business community, and employers, such as ITT in Seneca Falls.

8.0 Assessing Community Mobility Gaps and Connections

In order to strategize how to enhance regional connectivity within the study area, it will be important to understand the current network of services, the activity centers that are served, not served and underserved, and where there may be locations which are served by more than one provider. This section will describe these connections and gaps.

8.1 Location of Major Activity Centers

The accompanying map shows the location of major activity centers in relation to the existing network of public transportation services within the RTS study area. This is provided to set the stage to identify where there are gaps in the public transportation network, and where additional connections may be addressed. An updated list of major activity centers in the region is provided in Appendix E.

8.2 Assessment of Public Transportation Gaps and Connections

Map #? also depicts the public transit network in the seven-county region, showing routes that provide both inter-county and intra county service. This allows an opportunity to gain a general understanding as to where fixed route transit service is available, where connection opportunities exist between various transit providers, and where there are gaps between services in the study area.

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It is important, also, to look more closely at the services which are offered to understand gaps and connections that exist not only from a spatial perspective, but also from a temporal (time) perspective. As an example, it has been noted that while services are offered to TC3 from Cortland, the last bus leaves campus at 5:10 pm which limits opportunities to use the transit service if needs for classes, etc, extend beyond the schedule for the last daily bus.

As indicated on the map, there are limited connections between Cayuga County and Seneca County with the Counties to the south which include Chemung, Cortland, Tioga, and Tompkins. There is no service which presently connects Schuyler County with any of the other Counties.

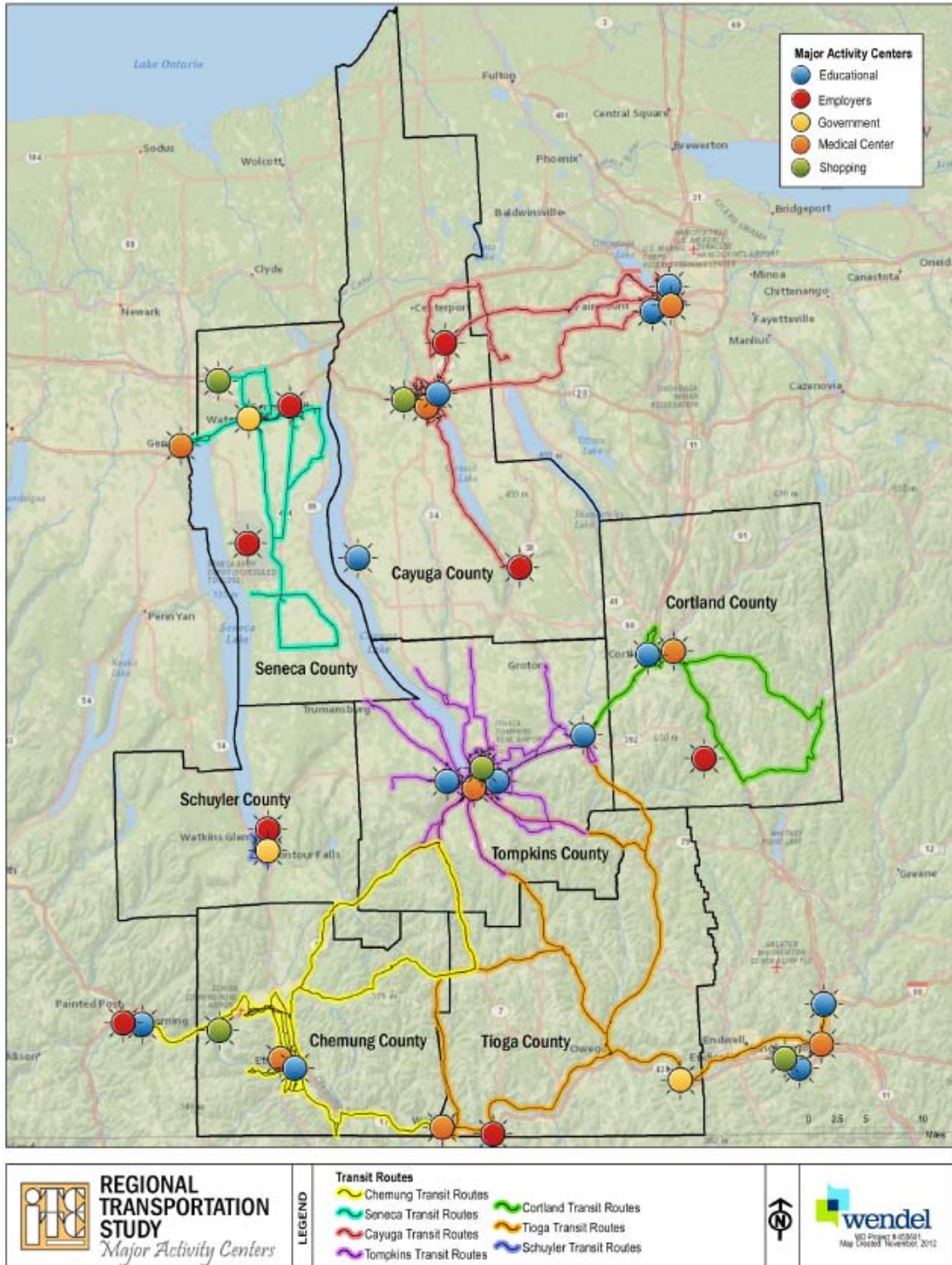
The following are the most cited spatial gaps in public transportation service within the region:

- Watkins Glen - Ithaca
- Ithaca and Cortland - Syracuse
- Waterloo/ Seneca Falls with Auburn
- Seneca County with Ithaca
- Geneva/ Cayuga County with Ithaca

Schedules also indicate that there are a number of commuter routes or long distance routes that only operate a limited number of trips during peak times only. Appendix F shows the service span of each fixed transit route in the study area.

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Map 9: Major Activity Centers and Existing Transit Network



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The following tables depict transit service connections to some of the region's major activity centers from one or more of the region's transportation providers.

Table 12: Tompkins Cortland Community College (TC3)

Transit Service	Route	Depart Location	Transit Arrival Times (AM)					Transit Arrival Times (PM)				
Cortland Transit	6	County Office Bldg	7:10		8:55			12:25	3:15	5:10		
TCAT	43	Ithaca Commons	6:47	7:12	8:22	8:47	10:37	12:37	2:37	3:37	5:22	6:32 7:17 9:17
Ride Tioga	4	Owego	7:40							4:50		

Table 13: Cornell University (Vet School)

Transit Service	Route	Depart Location	Transit Arrival Times (AM)			Transit Arrival Times (PM)	
Cortland Transit	7	County Office Bldg	7:41			4:40	
TCAT	-	-	Throughout the day			Throughout the day	
CTRAN	30x	Elmira Trans. Center	7:20			4:35	
Ride Tioga	1	Waverly	7:39			4:35	
Ride Tioga	3	Owego	7:45	8:45		4:40 5:40	
Ride Tioga	9	Owego	6:35	7:15		4:09 5:00	

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Table 14: Tompkins County Public Library (Downtown Ithaca)

Transit Service	Route	Depart Location	Transit Arrival Times (AM)		Transit Arrival Times (PM)	
TCAT	-	-	Throughout the day		Throughout the day	
CTRAN	30x	Elmira Trans. Center	7:10		4:20	
Ride Tioga	1	Waverly	7:20		4:46	
Ride Tioga	3	Owego	7:35		4:20	
Ride Tioga	9	Owego	6:50	7:30	4:00	4:40

Table 15: Robert Packer Hospital (Sayre, PA)

Transit Service	Route	Depart Location	Transit Arrival Times (AM)				Transit Arrival Times (PM)			
Ride Tioga	8	Owego	6:50	9:50	11:15	1:00	3:00	4:32		
CTRAN	10	Wellsburg	6:45	8:25	10:25	12:25		3:25	5:30	
Endless Mountain	-	Athens	8:30	9:38	10:38	11:38	12:38	1:38	2:38	3:38

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Table 16: Downtown Syracuse

Transit Service	Route	Depart Location	Transit Arrival Times (AM)				Transit Arrival Times (PM)					
CENTRO Syracuse	-	-	Throughout the day				Throughout the day					
CENTRO Cayuga	138	Auburn Downtown Loop Rd	6:52	7:44	8:02	9:40	12:05	2:40	3:50	4:45	6:10	8:50
CENTRO Cayuga	238 (Sat & Sun)	Auburn Downtown Loop Rd				9:30	12:10				5:30	
CENTRO Cayuga	38	Auburn Downtown Loop Rd		7:57						5:10		

Table 17: Vestal Town Square Mall

Transit Service	Route	Depart Location	Transit Arrival Times (AM)				Transit Arrival Times (PM)					
Broome County Transit	-	-	Throughout the day				Throughout the day					
Ride Tioga	6	Owego		9:27	10:27		12:48		4:07	5:43		

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Table 18: Corning Community College

Transit Service	Route	Depart Location	Transit Arrival Times (AM)					Transit Arrival Times (PM)					
CTRAN	20	Elmira Trans. Center	7:15/ 7:30	8:10	9:30	11:45	1:30	2:30	3:45				
CEATS	1	Corning Trans. Center	7:15/ 7:45	8:45	9:45	10:45	11:45	12:30	1:30	2:30	3:30	4:30	5:00

Table 19: Geneva Transit Hub

Transit Service	Route	Depart Location	Transit Arrival Times (AM)					Transit Arrival Times (PM)					
STS	4	Waterloo		8:25	9:25	10:25	11:25	1:25	2:25	3:25	5:25		
CATS	1	Walmart	6:30	8:30		10:30		12:30		2:30	4:30	6:30	
CATS	4	Canandaigua	7:25		9:25		11:25	1:25		3:25		5:25	
CATS	5	Canandaigua	7:25		9:25		11:25	1:25		3:25		5:25	
CATS	5x	Route 5 Express	5:50/ 6:50								5:20	7:30	

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An evaluation of public transportation service to major attractions throughout the region shows that while many of the major attractions are serviced by more than one public transportation provider, often times service is not frequent, and typically consists of daily local service and one or two commuter routes that operate during the peak periods. Further, while multiple routes meeting at one of the above major attraction may offer opportunities for connections to other attractions, timing and frequency of service often make it difficult to achieve such connections.

There are also many communities and locations that have no access to public transportation. As the study moves forward it will be important to recognize that not all needs for transportation can effectively be served by public transportation, rather, the solutions will need to be broad and diverse enough to provide mobility connections through a wider range of resources.

8.3 Inter-City Corridors and Services

As indicated previously, there are four primary commercial bus lines that provide inter-city service – New York Trailways, Coach USA (Shortline), Greyhound, and Susquehanna. In addition, Cornell University operates a Campus-to-Campus (C2C) express bus service linking the New York City and Ithaca campuses of Cornell University. C2C operates seven days a week, year-round. Cornell University also operates bus service to/from the Syracuse Amtrak Station and Syracuse Airport; however this service is only available during weekends and University breaks when travel demand is higher.

In addition, Megabus is a regional commercial bus carrier that provides service to major cities across the United States utilizing interstates. In New York State, destinations include Buffalo, Rochester, Syracuse, Binghamton, Albany, Saratoga Springs, and New York City.

Amtrak operates passenger train service across upstate New York, with Syracuse being the closest station to the RTS region. The Empire (Buffalo-NYC), Lake Shore Limited (Chicago-Boston) and Maple Leaf (Toronto-NYC) services all serve the Syracuse Amtrak Station. Amtrak service is not directly available to the study area.

As noted previously, there are two major gaps in inter-county public transportation service: Ithaca-Cortland-Syracuse; and Seneca County-Ithaca, that are currently being serviced by commercial bus carriers and/or University run buses. New York Trailways operates between Ithaca and Syracuse, with a stop in Cortland, twice a day. Greyhound operates between Geneva, through Seneca County, to Ithaca three times a day.

Intercity bus services have other limitations for general use including cost and frequency of service; however, they are available to provide a mobility solution which meet specific needs.

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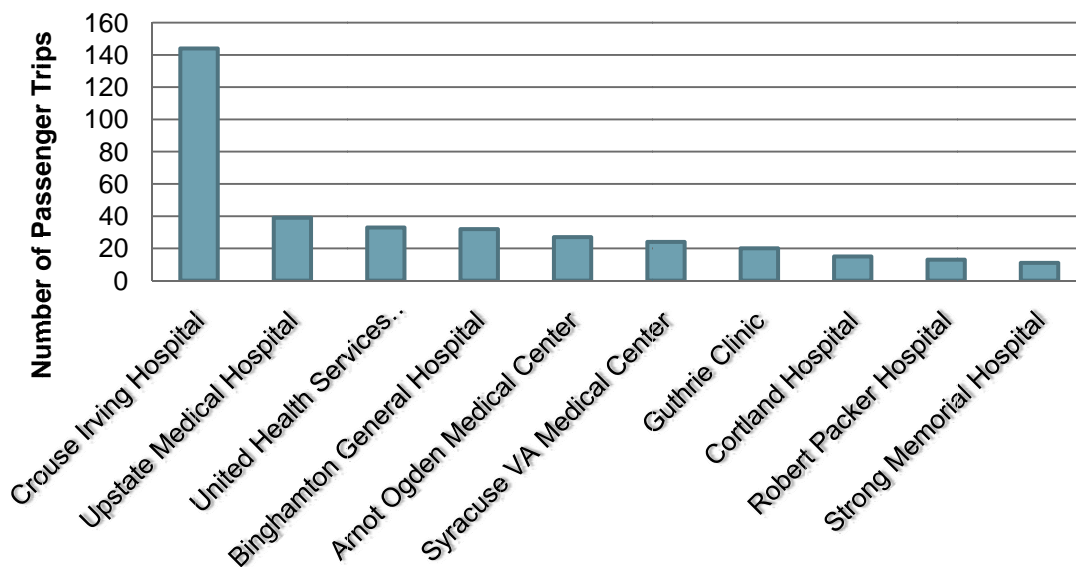
These services present opportunities to connect gaps throughout the region by potentially using commercial buses for inter-county travel without impacting regional commercial bus service.

8.4 Human Service Transportation

As indicated previously, there are a myriad of transportation mobility needs which are served through the number of transportation programs funded by a variety of federal, state, and local agencies that fulfill specific needs of customers and clients. These are programs which are operated through DSS, human service agencies, senior based programs, volunteer networks, independent living associations, ARC's, and schools among many others.

In order to inform regarding the needs and demands for human service transportation from an inter and intra-jurisdictional perspective, the Tompkins County Department of Social Services (DSS) researched all Medicaid transportation trips in 2011 that were provided by dedicated vehicles. These data are valuable to the RTS since they are representative of the types of trips and destinations made by similar agencies in other counties. These data also confirm some of the major attractions that were identified previously. Figure 1 outlines the most popular hospitals that the Tompkins County DSS provides Medicaid transportation to.

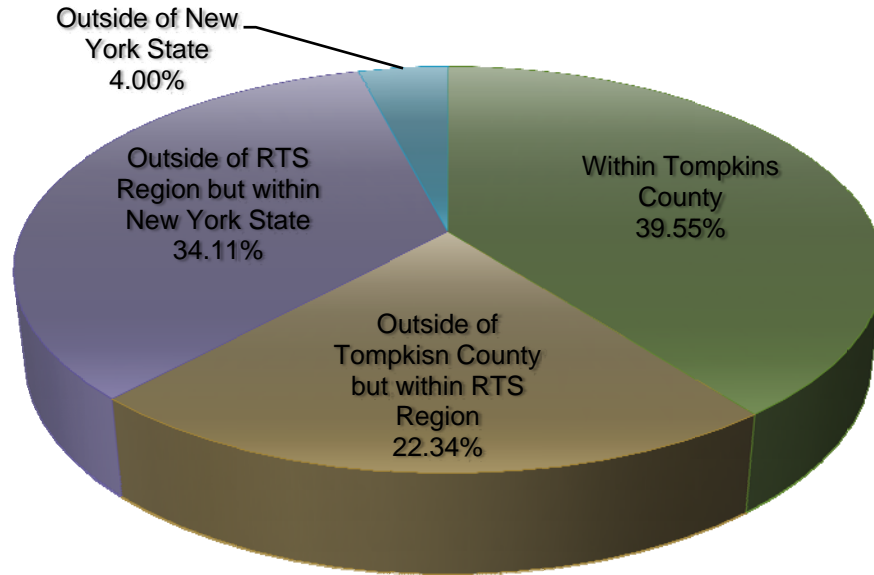
Figure 1: Most Visited Hospitals – Tompkins County DSS



In total, in 2011, Tompkins County DSS sponsored 2,225 Medicaid transportation passenger trips, with the percentage of trip distribution indicated in the chart below.

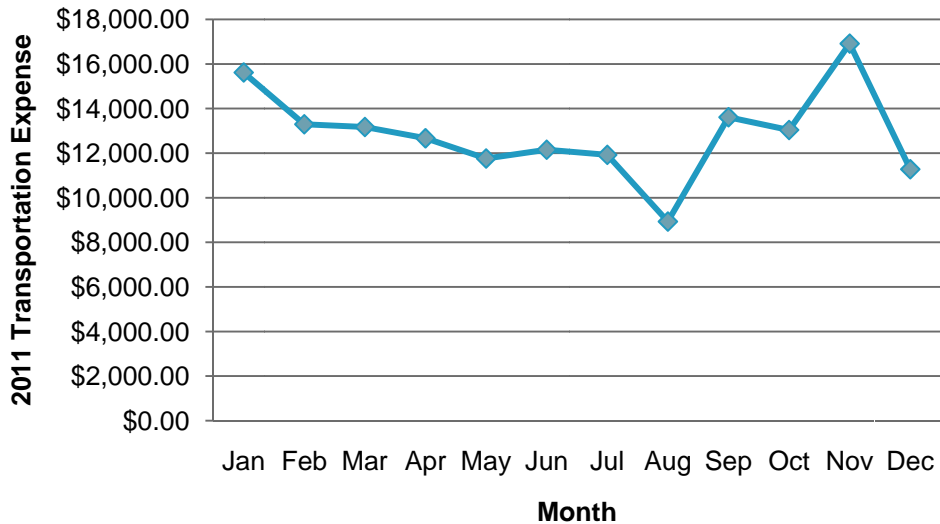
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Figure 2: Tompkins County DSS Medicaid Sponsored Trips



The following chart outlines the 2011 average monthly transportation expenses of the Tompkins County DSS.

Figure 3: Tompkins County DSS Average Monthly Transportation Expenses



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The data from the Tompkins County DSS indicates that a significant amount of Medicaid transportation is to locations outside of Tompkins County, and even outside of the RTS region. The majority of the Medicaid transportation trips being provided outside of the RTS region are to Onondaga and Broome Counties in New York and to Bradford County, PA (site of Guthrie Clinic in Sayre).

There are likely similar trends consistent with the other RTS counties, with a significant portion of Medicaid trips going outside of the region to Syracuse, Binghamton, and Sayre, PA.

9.0 Alternative Mobility Strategies

In addition to the more traditional transportation alternatives such as fixed route, inter-city, and paratransit services, within the RTS there are a number of alternative mobility strategies, such as ridesharing in various counties and formats, carsharing, way2go brokerage, volunteer programs, etc. In order to discuss how these strategies could be used in a more full regional setting, other locations which similarly to the seven county study area are employing a range of alternative mobility strategies have been identified and studied. Information follows on these topics which includes three specific case examples.

Transportation Demand Management (TDM) strategies promote transportation choices such as carpooling, vanpooling, transit, walking, biking, teleworking and flexible work hours. TDM emphasizes the movement of people and goods, rather than vehicles, by providing convenient transportation options to driving alone. This benefits communities by maximizing the efficiency of existing infrastructure and limiting impacts of excessive traffic, congestion, et al.

Historically, TDM measures have been used in environmental reviews, livability and sustainability plans and a number of other community or facility evaluation processes. In some instances, TDM has been linked to the creation of Transportation Management Associations. The following provides information from a typical TMA in the Delaware Valley region of Pennsylvania:

The Delaware County Transportation Management Association (DCTMA) is a private, non-profit organization dedicated to improving the transportation network serving the County. Incorporated in 1993, the mission of the DCTMA is to provide a forum where employers; local, county and state agencies; and transit authorities can cooperatively address transportation issues and coordinate cost-effective and efficient strategies for the county.

The DCTMA was originally organized to help employers deal with the federally mandated Employee Trip Reduction Act, which stated that it was the employers' responsibility to deal with

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its employees' travel issues and concerns. This federal mandate may have gone away, but the issues with transportation concerns did not, including the need for congestion mitigation, increased availability of public transit, and the support and creation of livable communities. The DCTMA now has customized programs to meet the needs of Delaware County businesses and municipalities. Programs include:

- Employee shuttles serving residents of the City of Chester with transportation to Fair Acres, Brinton Manor and UPS.
- An annual Access to Jobs Expo that gives companies an opportunity to recruit potential employees, with transit assistance available. In 2012 over 30 companies signed up to participate.
- The annual Municipality Conference & Trade Show held each spring which promotes Smart Growth, livable communities and traffic calming measures.
- The Incident Management Task Force which encourages cooperation between local first responders to minimize the transportation impacts of local emergency events.
- Efforts to promote environmental awareness and congestion mitigation, including Bike to Work Day, TransitChek, teleworking, compressed work weeks, and carpooling.¹

Through coordinated planning and cooperative efforts, the DCTMA helps to promote a cleaner, healthier environment, sustain the quality of life, and enhance the economic vitality of Delaware County.

This TMA, typical of many, was originally created by employers charged with reducing trip making. It has morphed over time to offer many of the community mobility services contained in the RTS. Of those many options, perhaps the most important and the most diverse is ridesharing.

9.1 Rideshare

Ridesharing is a traditional element of a transportation demand management (TDM) system. As the name implies, the concept is relatively simple - putting people together who are going to/from the same place at the same time so they can share their trip. The goal is generally to reduce single-occupancy car trips - thereby reducing congestion and improving air quality at a macro level and (hopefully) improving quality of life and reducing costs for the users at a micro level.

¹ TransitChek is a program that allows employees to pay for a transit pass with pre-tax dollars.

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Typical ridesharing might involve carpools or vanpools - often regularly scheduled rides so that the parties can plan on the trip. In the standard commute context, this predictability makes sense. In many regions, there are public, private or non-profit organizations that arrange or coordinate this type of ridesharing and that may also provide information about other non-single car trip options, such as transit information, or information about telecommuting or cycling to work. Many of these use the internet to provide information and match rides.

Dynamic ridesharing is a concept that offers a new way to improve mobility without increasing traffic. Within the RTS area there are a number of rideshare options and alternatives either in place, being implemented or being considered including:

- Broome – Tioga Greenride
- Zimride
- Ithaca Carshare
- TCAT Vanpools
- Elmira 511 (Komotor)
- Cortland Carpoolworld

Each of these have different approaches, often different cost structures and appeal to different markets. Thus, it was logical to better understand how other areas were addressing TDM and ridesharing and community mobility choices.

9.2 Dynamic Ridesharing

Dynamic Rideshare adds a new element to the traditional ridesharing concept: it uses electronic communication/social media and/or GPS to by-pass the “predictable” and commitment laden traditional ridesharing and instead create a system that can be more nimble and flexible.

As noted in a recent article in *Access* (the University of California Transportation Center’s magazine) entitled “Dynamic Ridesharing”:

“The rigidity of conventional ridesharing arrangements, which generally require fixed travel times, presents a barrier to many people. But developments in computing and communications, however, now allow drivers and potential passengers to match up with little advance planning and no long-term commitments. Local governments, private companies, and nonprofit organizations alike have been pursuing this “dynamic ridesharing” strategy. Participants in these programs use cell phones or computer messaging to match up “on the fly” or up to several days in advance. Travelers submit a ride offer or request and a ridematching service automatically

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scans its database to identify other offers and requests for trips with similar origins, destinations, and arrival times. If a satisfactory match exists, the service notifies the driver and rider(s) so they can confirm the trip plans.²

Another take on the same concept is highlighted in a July 2012 blog post from Avego, a European ride share company:

“Monika Loose, an employee of Sonoma County government, was quoted as saying “I’m not an everyday carpooler, maybe three days a week. I like to have my car other days to do other errands.”

This scenario is rare for traditional carpools, but rigid, regular schedules that carpooling was designed around are no longer commonplace in the modern workforce. Flexi-time and families reducing to one car to cut costs, mean that they need more options for their commute, options which suit their changing, sometimes unpredictable lifestyle. As Ms. Loose puts it, “I don’t want people dependent on me every day.”

The Dynamic Rideshare Industry

The dynamic rideshare industry may be as “dynamic” as the concept itself. There are some major players in the field, but many providers are relatively new and are still developing their business plans. There is at least one major company (www.Carpooling.com) that has done business in Europe for over ten years (over 24M carpool trips) that intends to start doing business in the United States according to the New York Times.³ Zimride, which is expanding beyond its core university/corporate subscriptions, launched its “public-routes” on the East Coast this summer. In other words, the playing field is changing rapidly and it is unclear which services might go the way of MySpace or Friendster. A recent article from June 2012 focused on dynamic rideshare had profiles of Zimride, Ridejoy and Carpooling.com and noted at the end that it came across at least six more start-ups trying to break into this space.⁴

²*Dynamic Ridesharing*, Elizabeth Deakin, Karen Trapenberg Frick, and Kevin Shively, [Access Magazine](#) Spring 2012.

³ Carsharing is a separate concept popularized by Zipcar that allows users to access and pay for the use of cars on an “as-needed” basis. It is not sharing a ride in a car; rather, it is the car that is shared among the users. In a separate, but related, vein - Relay Rides (www.relayrides.com) is sort of a hybrid that allows for individuals to effectively “rent out” their cars when they not being used for short periods. If your car is in your driveway/out of use, if you are a Relay Rides member, you might allow another member to use your car for a negotiated fee.

⁴ **The Summer of Ridesharing with Zimride, Ridejoy, Corpooling and More**, Courtney Boyd Myers, June 16, 2012, [TheNextweb.com](http://thenextweb.com/insider/2012/06/16/2012-the-summer-of-ridesharing-with-zimride-ridejoy-carpooling-and-more) (<http://thenextweb.com/insider/2012/06/16/2012-the-summer-of-ridesharing-with-zimride-ridejoy-carpooling-and-more>)

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Companies that are currently visible in the United States include:

Zimride (www.Zimride.com): Due to the expansion of its business model, Zimride can be considered as two separate, but related, services. The first – corporate and university accounts that allow affiliated members to connect for rides via a network provided by Zimride for that membership. The second – coordinating/assisting with rides for unaffiliated persons via Facebook in major east and west coast urban locations.

First: Zimride grew into a sustainable business by focusing on corporate and university accounts (approximately 140 accounts in 38 states, 2 Canadian provinces, the District of Columbia and Puerto Rico). These are private accounts that are effectively managed via Zimride for affiliated groups.⁵ For example, in Massachusetts, Zimride has accounts with Harvard and MIT as well as Intuit and Price Waterhouse Coopers and in Pennsylvania; it has accounts with Butler Community College, Montgomery County Community College, Harrisburg Area Community College, Temple and Cigna.⁶ Based on information from its website, Zimride appears to have only one other account with a municipality (non-university, non-corporate account). There are a handful of corporations who represent the vast majority of the corporate accounts (PwC, Intuit and Oracle).

As part of this project, 24 universities with Zimride accounts and the other municipality with a Zimride account were contacted. Many did not respond. Of those that did, two noted that they were private universities and would not provide information. One municipality and six universities responded. While there was a range in costs, it was a relatively tight range with an

⁵ “The University of Virginia has partnered with Zimride to launch a social network for ridesharing. The Zimride platform uses Facebook integration to create a fun way to find friends to share commutes or one-time rides. This private network empowers individuals to join together and reduce campus traffic, parking difficulties and provide substantial cost-savings for our community.

It’s private to the UVa community, so a net badge is required to gain access, but all University students, faculty and staff can access the FREE UVa Zimride network at <http://zimride.virginia.edu>.” or

“Zimride has implemented over 100 private university and corporate networks, becoming the largest online social media rideshare community in North America. Students, faculty and staff from MIT who wish to access the free MIT Zimride network only need an “mit.edu” email address suffix to gain access.” **MIT Partners With Zimride, Bringing Ridesharing To The Cambridge College Community**, Lauren Landry, 10/18/11 (<http://bostinno.com/2011/10/18/mit-partners-with-zimride-bringing-ridesharing-to-the-cambridge-college-community/>).

⁶ Zimride currently has accounts with Ithaca College, Cornell and Tompkins County that are funded by a grant from NYSERDA.

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average of approximately \$9,500/year. It is important to note that the specific fee is based on a number of factors, such as the precise services requested, length of agreement, *etc.*. The one municipality noted that Zimride was being funded with grant funds; the others used mandatory student fees, parking citation revenues, university transportation funds or the student council budget to cover the cost.

Second: More recently, Zimride has expanded from linking trips for already connected people (part of the same university/corporation) and it is now coordinating trips for individuals who sign up via Facebook.⁷ In other words, one does not need to be part of Zimride's UCLA network to coordinate a ride to San Francisco – just a member of Facebook. There is also an electronic payment system to facilitate the transaction. Zimride is expected to take a commission from these charges, but has not yet started to do so.

Additionally, the company has recently expanded this service from the West Coast to the East Coast. On the West Coast, the prime market appears to be trips between Los Angeles and San Francisco and Zimride's East Coast plan appears to focus on comparable inter-city trips – such as between Boston and Washington – that are now served by intercity bus carriers.⁸

In other words, Zimride is developing a system that does not require one to be a member of a select network (e.g., a university network); however, this seems to focus on locations with critical mass (major east and west coast urban areas) and, it does remove some of the “connection” and/or possible sense of safety and assurance that one might feel as the result of an affinity group connection.

Ridejoy (www.ridejoy.com): For Ridejoy, a driver or potential rider can post what he or she wants (I am driving to San Francisco/I need a ride to Portland, OR). The trips are matched electronically. The fee for the trip is negotiated between the driver and rider. According to the website, Ridejoy is focused on longer trips (50+ miles/1+ hr) and is not set up for commutes. Currently, it is only on the west coast. Ridejoy recommends, but does not require, that users sign-up via Facebook.

Avego (<http://www.avego.com>): Avego touts that it can essentially “turn your car into a bus” (“Anyone can turn their car into a bus, saving time and money by picking up passengers along their route.”) It uses GPS to track a car's trip - the drivers note their trip, which is made

⁷Zimride ethos: “Communities aren't born. They're made. Built on the shoulders of shared experiences. Created by people with a common cause, a common history, or in our case, a common destination.”

⁸ One search for trips between 10/23/12 and 10/29/12 between Boston and Ithaca had eleven postings on Zimride.

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available to potential riders. Riders then ask to share a part of the drivers' trip and pay the driver (electronically) for that portion. This is all managed via a smart-phone app. Avego provides an instructional video of the service on its website: Avego is focused primarily on the short-trip, i.e., some portion of a driver's regular route.

Avego often relies on a public subsidy and/or sponsor. For example, Avego is currently operating a pilot program on behalf of Caltrans in Santa Barbara and the Metropolitan Transportation Commission in Sonoma, Contra Costa and Marin Counties. The Federal Highway Administration chose Avego to arrange a real-time rideshare for those who will be displaced by the base-closures in the DC area (over 22,000 employees). Avego was also part of a pilot project sponsored by Washington DOT to reduce congestion on State Route 520. In that project drivers were rewarded with gas cards for picking up riders, while riders were given Avego system credits.

Given that Avego is connecting trips in almost real-time (the website explains how Avego expands the reach of the public transit network by making connections to those places that may not be otherwise served via transit), it suggests a relatively dense, developed area with regular transit and regular traffic going to major employment/education/medical areas. To use the service, one would need to feel confident that there will be someone available to make the connection from their home, bus stop, etc. and there will be someone for the return trip, too. Again, this suggests a relatively high level of frequency of service and density.

Ridebuzz(www.ridebuzz.org) - "Ridebuzz is a non-profit ridesharing program based in Western Massachusetts, where it is used by groups that include the Town of Amherst, a farm in Hadley and the Pioneer Valley Planning Commission. Ridebuzz is free to use - riders and travelers can post their trips and can find a driver/passenger via on-line matches or by searching through posts of available trips. Ridebuzz also allows users to create groups (go to same school, going to same event) to make matching easier/more convenient. Ridebuzz does not limit the geography under which it will coordinate rides. Under the ride info page, there are listings for trips through Ohio, from Brattleboro to Boston for a dance, and someone looking to commute from Baltimore to Bethesda four days a week - so Ridebuzz appears to be geared to anyone who wants to post.

Ridebuzz does not require a Facebook sign-in and does not require comparable personal information from which users can make a judgment about the potential "match". Ridebuzz does include link to the Craig's List rideshare site that encompasses many regions throughout the country (although not Tompkins County).

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Act of Sharing/Texas: Cedar Park, Texas opted out of the local public transit (Capital Metro) district in 1998. Rather than opt back into that transit agency, the residents are discussing partnering with Act of Sharing (www.Actofsharing.com). “Acts of Sharing provides an easy way to share your stuff and borrow from friends”). Act of Sharing is proposing a web-site that “would create a calendar for Cedar Park where users could post timeframes when they’d be available to give rides, and those looking for a lift could contact them.”⁹

It is unclear whether this will be adopted, but it does suggest more of an electronic “community bulletin-board” where people can post when they might need a ride/might be available to give rides. It is not electronic ride-matching comparable to the services listed above, but it might offer a simpler, community based service. It is important to note that the Cedar Park community has raised issues surrounding safety issues and internet access – so it poses some of the same challenges as the other services discussed.

This option (which has not been implemented) is another “low-tech”-like - high-tech options. It does not seek to connect people, promote rides to certain venues, etc., it simply seeks to focus on where someone is going and where another wants to go and allows the match to happen like an on-line bulletin board.

Rural Rides: The Rural Rides program links low-wage earners trying to maintain an employment opportunity with volunteer drivers in rural Minnesota, where there are significant gaps in the public transit network.¹⁰ It is funded by a Job Access/Reverse Commute (JARC) grant and involves a coordinator developing a personalized transportation plan and matching the individual with a driver “buddy” for a maximum of three months if necessary. The driver can qualify for up to \$150/weekly in mileage reimbursements. After this time, it is assumed that the person will be able to manage his/her own transportation.

The program is designed to fill a transportation gap and help an individual get to his/her employment, but is not intended to be a permanent or even regular solution. It is limited to employment trips.

Dynamic Rideshare Issues

Safety: Each of the companies highlights the importance of safety as part of these services. Sites sometimes recommend that people notify friends/family if they are taking a rideshare trip and suggest that each party text a picture of the driver/rider to friends/family.

⁹ “*Cedar Park Considers Setting Up Transportation Network Via Social Networking*” by BenjaminWermund, Statesman.com, Aug. 6, 2012.

¹⁰ See http://web1.ctaa.org/webmodules/webarticles/articlefiles/RuralRides_Minnesota.pdf.

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Facebook is sometimes used as a safety measure. Zimride requires users to sign-up via Facebook and a Facebook connection is suggested by Ridejoy. There is an implication that choosing a rider/driver via a social network will allow the user to verify/validate the other person at some level (is she a “friend” of a “friend”). Ridejoy, which does not require, but recommends Facebook, notes “Real identities: Signing up with Facebook reassures others that you're a real, living person with friends and such.”

Technology: All of the services referenced above (except Act of Sharing and Rural Rides) are heavily reliant on the users having access to and comfort with current technologies, such as an iPhone and regular internet access.

Change: The industry articles that reference dynamic rideshare highlight that this is a rapidly evolving field – with new players regularly seeking to take advantage of new opportunities and/or new technologies. Whether the leaders in the industry will remain is an open question (as with many technology driven areas).

Cost: If a program such as Zimride is very well utilized, is eliminating the needs for other costs (more buses or parking), is being offset by fees or simply is a benefit that an entity wants to provide, then cost may not be a major issue. Of course, the cost has to be in-line with the benefit, but it may well be viewed as a worthwhile investment even if the cost and perceived benefit do not perfectly align.

Therefore, parties that are interested in such a service need to identify and quantify the benefits that they seek out of program like Zimride so that they can make an informed decision about whether it is an investment for the institution to make, to pass on to the users or see if it can be addressed by an outside market (like a Ridejoy).

9.3 Mobility Strategies: Three Case Studies

Case Study #1: ANN ARBOR, MICHIGAN:

Introduction: While less rural than the RTS area, the multiple transit options offered in Ann Arbor, Michigan offer some helpful examples regarding efforts to improve regional transportation options.

Ann Arbor Michigan is well known as the home of the University of Michigan. The University is the area’s largest employer and the University’s students are a large part of Ann Arbor’s 114,000 population. Located less than an hour from Detroit, Ann Arbor is linked to both Chicago and Detroit by intercity rail and is frequently described as a very livable community, as well as a relatively affluent one.

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Services Offered: The transit options available in Ann Arbor are numerous, with two main systems (the public Ann Arbor Transportation Authority and the University's bus system) being supplemented by services targeted at particular needs.

The University of Michigan has created a transit service for students and employees. It also contracts with the Ann Arbor Transportation Authority (AATA) to provide students with unlimited access to the AATA system. The AATA operates 25 routes in Ann Arbor and in nearby communities. While service is infrequent on some routes and most routes offer only a limited weekend schedule, the AATA carried 5.9 million riders on its fixed route system ("The Ride") in FY2011. Among the more targeted services that the AATA sponsors are:

- Late night service: The "Night Ride" is a shared taxi system that provides \$5 per passenger service after 11pm on weekdays and after 7pm on weekends. The service area is limited, but extends beyond Ann Arbor. The average ride is 45 minutes and the average wait is 20 minutes. In FY2011 this subcontracted service included a per passenger subsidy of \$2.72 – slightly more than AATA's fixed route per passenger subsidy of \$2.54.
- Vanpools: AATA sponsors a vanpool program that provides a 7 person van (including insurance and maintenance and emergency Guaranteed Ride Home service) for groups of 5 or more persons who are willing to commute together. Costs per rider range from \$79 to \$139 per month depending on distance and number of riders. Employer participation is encouraged. The University participates in the vanpool program and offers its employees subsidies that reduce to cost to \$25 per month.
- Longer distance bus service: AATA's "Express Ride" offers limited (twice a day round trip on weekdays) commuter bus service for the 30-40 minute trips to Ann Arbor from Canton and Chelsea. Service is offered to the general public at \$5 per ride, to pass holders at \$99 per month, and to employees of participating employers at \$49.50 per month. Limited Guaranteed Ride Home service is available to riders. The buses are equipped with Wi-Fi.
- Bus services: There are 6 year-round University provided routes and another 5 that operate during the fall and winter. Most of these routes run every 10-15 minutes every weekday, with some offering almost that same frequency on weekends. Routes are designed to connect university housing, worksites, and other facilities.
- SafeRide/SafeWalk: Anyone with a university ID can receive (a) a free late night ride to their home or vehicle if it is within 1 mile of the campus (b) an on-campus escort if walking around campus after 10pm.

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- Car sharing/ridesharing/vanpooling: The University offers its own vanpool system (“GreenRide”) in addition to supporting AATA’s system and MIRideshare. The University also offers Zimride services and discounted Zipcar membership.

Other services (many of which are supported by AATA but also appealing to a larger market) include:

- Western Washtenaw County services: An umbrella program called the WAVE offers a variety of services, including medical transportation at \$10-20 each way, door-to-door and selected community bus services at rates ranging from \$1-\$5, special group trips at \$75 per hour, “wave-down” inter-urban routes, and a no-fare route sponsored by a local retirement centers.
- GetDowntown: Funded by the AATA, the City of Ann Arbor, and Ann Arbor’s Downtown Development Authority, this initiative provides information on and outreach for a variety of commuting alternatives that facilitate easier access to Downtown Ann Arbor. Functioning rather like a Transportation Management Association (TMA) it sponsors an unlimited bus pass for Downtown area employees, as well as bike lockers, bike/ped maps, preferential parking for carpools, and information on carsharing and ridesharing services.¹¹
- Airport service: AATA has partnered with an airport van service to provide AirRide – a lower cost and more frequent service from 2-3 places in Ann Arbor to the Detroit Airport. One way fares are \$12 (with reservation) to \$15 (without reservation). Special parking rates are available at the Downtown intermodal Center. The AirRide service is expected to qualify for additional federal funds and is receiving support from local businesses.
- Regional rideshare: Michigan Rideshare (“MIRideshare”) is an online regional rideshare site serving 7 counties (including Washtenaw). It offers ride matching services for bicyclists, as well as carpool and vanpools, and is sponsored by AATA and the Southeast Michigan Council of Governments (SEMCOG).

Comments: Ann Arbor is remarkable for the variety of services and for the degree to which resources are tailored to particular markets – both “town” and “gown”.

The University is not only the area’s largest employer, it is also a major customer of the AATA; the University relies upon AATA as an asset that it can offer to its students and workers.

¹¹ Carsharing services offer members short term use of a car. Cars are positioned around an urban area and can be easily picked up by a member, used for a few hours, and then returned. In essence, the car is “shared” by the members. Ridesharing services allow drivers and potential riders to connect and share the cost of the ride.

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There is some duplication of services (ex: Zimride and GoLoco) but in some instances the target market/fare structures are different (ex: GreenRide and MIRideshare or SafeRide and Night Ride) and what might be “competition” is actually coordination – i.e. the different programs serve as portals to the full range of services.

Smaller scale programs such as WAVE are important “gap fillers” for human service agency clients and other programs described in the SEMCOG coordinated transportation plan. The variety of services benefits from the participation of many local partners, including businesses and business groups (ex: the Downtown Development Authority in Ann Arbor and the United Methodist Retirement Communities in western Washtenaw) who provide financial support and/or bolster ridership by promoting the service to members.

Lessons Learned: While a streamlined, efficient, and fully integrated transportation structure is desirable, many benefits can be gained by robust coordination – particularly if the synergy between the two transit providers (AAATA and the University) and between those providers and the other local partners reflects successful cost sharing and careful attention to each market to be served.

Case Study #2: BOULDER, COLORADO

Boulder is a comparatively large city in a growing area (97,000 city; 299,000 county). The University of Colorado is located in Boulder, but does not maintain its own transit system, relying instead on the Regional Transit District (“RTD”) – the transit authority that serves Denver (as well as Boulder) and that is leading FasTracks. FasTracks is “a 12-year program to build 122 miles of new commuter rail and light rail, 18 miles of bus rapid transit service, 21,000 new parking spaces at rail and bus stations, and enhance bus service for easy, convenient bus/rail connections across the eight-county district.”

While none of the major FasTracks new lines will reach Boulder, RTD and the City of Boulder have developed an innovative transportation program that incorporates traditional bus service and ridesharing, as well as programs that focus on special destinations and that build neighborhood support. That program includes local and regional bus routes operated by RTD.

Services Offered: The “Go Boulder” program and the options that it promotes may be of particular relevance to the RTS area.

- **GO Boulder:** “GO” is a City program; the name stands for “Great Options” and it includes 7 local bus routes that form a “Community Transit Network” (CTN). The CTN offers frequent (every 15 mins) service during peak hours on weekends as well as weekdays. GO Boulder also works with “Boulder Transportation Connections”, a non-profit transportation management organization (TMO).

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- University Participation: The University of Colorado is the focus of one of these CTN routes and all full time University of Colorado students are provided with an RTD bus pass that gives them a fare-free ride on almost the entire RTD system. The passes are funded from the student activity fees per a vote of the Student body. The University does not maintain a separate system.
- Pass Programs: Transit ridership is encouraged by the Eco Pass and the Neighborhood Eco Pass programs (NECO).
- Eco Passes are annual bus passes bought by employers for their employees. They provide discount fares and access to City funded subsidies, as well as a Guaranteed Ride Home Program. The cost for each employee depends on location and the number of participating employees, but the savings can be significant: a regular transit pass costs \$79-\$176 per month; an EcoPass costs \$51 to \$177 per employee per year. If the company has a transportation coordinator 25% - 50% of the cost will be reimbursed by the City and the Boulder Transportation Connections TMO.
- NECO allows neighbors to band together to buy passes at a discount. The annual cost of a pass is \$85 to \$216 per household, depending on location. Newly participating neighborhoods also receive a 50% subsidy, while renewing areas receive 35%. Each participating neighborhood must commit to spend at least a certain amount on passes and only residents may receive the passes, but the participating “neighborhood” can be any shape or size. A neighborhood can use virtually any funding source that works for it – a per person or per household contribution could be asked or a single neighborhood source could be used to fund passes for the whole area.
- Options Toolkit: To support Transportation Demand Management (TDM) strategies. Go Boulder developed a tool kit with strategies for a variety of work places. In addition to vanpool subsidies, Guaranteed Ride Home programs, transportation coordinators, bike racks/lockers, flex-time, and other traditional TDM techniques employers are offered help with:
 - Bike/car loan programs for per ride usage
 - Design of bike/ped corridors and site improvements
 - Preferential parking for carpools/vanpools
 - Clustered parking
 - Parking management, including support for parking fees and cash outs
 - Bike/Ped support: An extensive bike/ped network is buttressed with:
 - Maps and signage

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- A pilot Bike Corral project that places bike racks in downtown parking spaces.
- A Bike/Ped safety project that includes “close call” reporting for near bike/ped/auto accidents
- On-line bike routing that calculates routes, mileage, calories used, and economic benefits gained.

Comments: Boulder offers a variety of transportation options that allow a broad range of residents to take transit, bike, or walk.

The Neighborhood Eco pass program extends to ad hoc neighborhood groups benefits that are normally available only through employer TDMs.

The TDM toolbox includes design and land use strategies that are rarely applied by transit authorities or transportation departments.

The University community - faculty, staff, and students that travel to and from the campus- is a block purchaser of passes and an area that qualifies for fixed route service.

Lessons learned: City participation is key to some of the more innovative parts of GO Boulder. Since Boulder is not the focus of RTD’s operations and since the University has not chosen to provide transit services directly, the City has been free to innovate on a scale (i.e. neighborhood) and with tools (i.e., land use/design) that are more typical of local government than transit providers. The City’s leadership and participation has extended to subsidies too. However, it is important to remember that these city and university sponsored programs build on the larger transit network provided by the RTD and that Boulder also benefits from the transportation alternatives offered by the Denver Regional Council of Governments (DRCOG) over the larger region.

Case Study #3: MISSOULA, MONTANA

Missoula is the urban center for a large rural area in Montana. It is also the home of the University of Montana.

Missoula is served by Mountain Line transit service, which is well established in the urban area. Mountain Line has made increased frequency a priority – gradually moving from 30 minute headways to 15 minute headways on its most heavily used route(s). Mountain Line also provides three types of paratransit: ADA, Senior, and Premium. Because Mountain Line’s service does not extend very far into the surrounding rural areas, several smaller transportation providers/coordinators meet a portion of the region’s demand.

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Services offered: These smaller transportation providers and coordinators (as well as Mountain Line's paratransit) provide examples that may be useful for the RTS area.

- Mountain Line Senior Van: This service is available to persons over age 60 as well as to those with disabilities but do not qualify for ADA paratransit. It is curb-to-curb and available by reservation (24 hours in advance) during most - but not all – of the hours when ADA paratransit service is available.
- Mountain Line Premium Van Service: With slightly higher fares than the Senior Service, the Premium Van Service is also available to seniors and the disabled, but provides door-to-door assistance. It will accept reservations made just 1 hour in advance but, like the Senior Van Service, is offered only about 80% of the time that ADA paratransit is available.
- Missoula Ravalli Transportation Management Association (MRTMA): MRTMA provides vanpool services and organizes carpools. It also performs many of the functions of a TMA, organizing employer programs and encouraging pass purchases. Among MRTMA's notable activities are:
 - A vanpool program that was able to fill a gap left by Mountain Line's route changes and that often has a waiting list.
 - A Guaranteed Ride Home program that is offered to any transit rider with a pass.
 - A dispatch system that allows all participating providers to advise clients when another provider has a vehicle better positioned to respond. This is done through shared software.
- Missoula in Motion: Missoula in Motion is focused on creating and leveraging business support for commuting alternatives. Its website tracks the time and environmental benefits of participant commuting choices.
- Associated Students of the University of Montana (ASUM): ASUM collects \$15 to \$30 (depending on course load) from each student each semester for transportation services. Students have fare-free access to the Mountain Line system, but ASUM also organizes:
 - Bike programs that include bike rentals, covered parking, a bike coop, and interest-free loans for bike purchases.

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- An evening shuttle bus (UDash) that supplements Mountain Line service and that stops at several points on campus, as well as the University's park and ride lots and Downtown Missoula.¹²

Comments: Missoula's various programs are small, but work well together.

Services from different sources often complement each other (ex: ASUM offers evening service that starts after Mountain Line's ends; MRTMA created a vanpool for the riders left without a bus route when Mountain Line consolidated routes). There is significant cross-marketing, ranging from links on websites to information provided to dispatchers. Proven alternatives are offered comprehensively – bike programs extend to interest free loans for purchases and Guaranteed Ride Home is available to pass holders as well as carpoolers/vanpoolers.

Lessons Learned: Traditional institutional boundaries between program forms and providers can be overcome and programs that are designed to support each other can extend the reach of even small operations.

Case Study Summary: Each of these case studies included examples of multiple agencies and service providers working collaboratively. In addition to these examples, some complementary program research has also been completed.

9.4 Other Research Topics

Rideshare website – Washington State

Washington State DOT maintains an unusually comprehensive and active website for rideshare/carshare and vanpool/carpool options. This website includes:

- RidehareOnline, which provides promotional materials for people and companies interested in establishing a carpool/vanpool or ridematching.
- A matrix with links to carpool/vanpool, ridesharing, and transit options in each county.
- Case studies and technical assistance for telecommuting and flextime.
- While Washington State's very strong vanpool/carpool, ridesharing, and HOV systems are due to many factors (including a legislatively required commute reduction program) the website illustrates how shared marketing and information can produce a stronger program at many levels.

¹² The University of Montana in Missoula (rather than Mountain Line) operates this limited complementary service. In contrast, Montana State University in Bozeman, Montana opted to combine its funds with those that FTA provided for elderly and disabled transportation to create a shared system. For more information on this system, see the interview in CTAA's digital magazine on "Transit in Campus Communities" cited below.

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Coordinated Transportation – Health and Human Services

- As part of the Federal planning process under SAFETEA-LU regions have been required to prepare plans describing their efforts to coordinate transportation, particularly for human services clients. To fulfill this requirement planners and transit agencies collect information on available services, unmet needs, and a proposed allocation of available Federal resources (JARC, etc.). This process is expected to result in a clearer rationale for allocating Federal grants; it also provides an opportunity for dialogue among providers.
- These plans vary in the degree to which they move past anecdotes and include comprehensive data collection. Data on client needs and agency assets can help providers design their programs to complement (rather than compete); it can also provide a shared basis for understanding the cost of the services needed.
- MAP-21 has consolidated and restructured several of the programs that fund the transportation services reflected in those plans. For instance, jobs access and reverse commute programs are now funded through the formula funds (urban and rural) provided by FTA and FTA's New Freedom program has been combined with other FTA programs that fund services for the disabled and the elderly. But while the number and structure of programs has changed, FTA's interest in cost effective and coordinated service has remained constant.

University Systems –“Transit in Campus Communities”, Community Transportation Digital.

- The “Transit in Campus Communities” edition of CTAA’s digital magazine discussed many successful campus transportation systems.¹³ They included:
- A student inspired transit system in Bozeman, Montana that leverages University resources and Federal transit funds provided for seniors and disabled persons.
- A “green” taxi service in Bloomington, Indiana.
- Strategies for building “buy-in” by both students and University Administrators.
- Innovative campus transportation practices.
- Car sharing on campus
- Transportation alternatives as part of a Campus sustainability strategy.

¹³http://web1.ctaa.org/webmodules/webarticles/articlefiles/Winter_12_Digital.pdf

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- The range of systems and topics discussed in the cited edition illustrates how University transportation strategies can build on lessons from both traditional transit and new community transportation services.

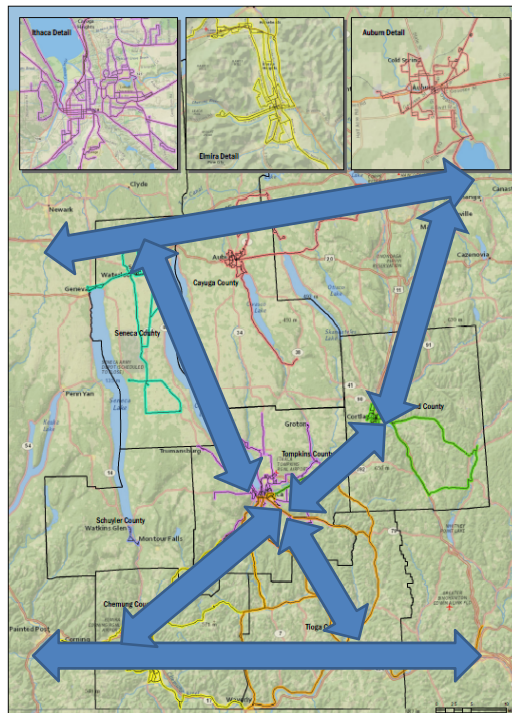
10.0 Summary of Gaps and Needs

The final step in the RTS is evaluate the range of strategies available and offer recommendations regarding the array of community mobility services that best meet the region’s needs and formulate a strategic plan of programmatic and policy solutions, accompanied by an implementation plan.

Based on the data and information developed thus far, it would appear that the foundation for a regional approach to improved mobility would be a network of fixed route services. That network would include east-west corridor connections for both the northern and southern borders. The northern connections would likely be Syracuse and Rochester and the southern connections Corning and Binghamton. In addition diagonal corridor connections would extend from Seneca through Ithaca towards Owego and from Elmira through Ithaca towards Cortland and Auburn and Syracuse.

What Would a Regional Fixed Route System Resemble

- Region to/from Ithaca
- Geneva to/from Syracuse
- Cortland to/from Syracuse
- Elmira to/from Binghamton



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Service in these corridors would likely be linked through a series of nodes and transfers that could also intersect with inter-city operators, as well as providing connections for human service transportation providers which would continue to serve the both urban and rural areas. These services would include the revised Medicaid transportation network, veterans' transportation and services for seniors, persons with disabilities and youths. The transportation options in each of the counties would be coordinated through the Mobility Manager and could include faith and community based alternatives, volunteers and other options that would be consistent with the Local Coordination Plans. Augmenting the framework of services would be an array of rideshare options and programs that for example could serve commuters, students and long distance medical and other trips.

Information about the array of services and programs would be coordinated through a regional mobility network that would connect the marketing and communications regarding these programs through an intelligent transportation system process.

In order for the network to be viable, the appropriate Intermunicipal Agreements would need to be developed which would require coordination with all the affected jurisdictions and collaborative planning by the affected operators. Additional policy connections would also be required and the concept of funding regional mobility championed.

As an initial next step, there should be consideration of the development of a regional coordinating council. Such a council could review and discuss ongoing projects and programs developed through the working group level developed through this study process, and would have standing to present these programs and projects at the policy level for funding.

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11.0 Introduction to Recommended Strategies

The strategies will set forth a series of projects and programs to enhance regional mobility options for the seven member counties of the RTS. In developing the strategies, examples of best practices/lessons learned from the development of regional transportation services throughout the United States over the past decade will be presented. The recommendations have been identified and developed through the review and analysis of current conditions, funding, and services and programs throughout the study area, detailed working sessions with the study's Client Committee, and public input gathered through stakeholder discussions, and the seven county virtual town hall process.

The overall vision for regional mobility in the seven county study area presents an incremental approach of steps and projects towards achieving that goal, as well as initial cost estimates to achieve that goal, where appropriate

In developing the recommendations, the varied stakeholders identified a number of immediate challenges to regional mobility and these have been addressed in developing the recommended strategies. These challenges have been identified and discussed throughout the RTS process and have been the focus for the recommended improvement strategies:

- Connectivity among the various service providers
- Evening and weekend service
- Schedule coordination at major travel destination
- Funding constraints with institutional and regulatory barriers
- Changes to the NYS Medicaid program which could lead to fewer funds available for non emergency medical transportation eligible trips
- Staff commitments at the various service providers and agencies impact their ability to take on "new" work assignments
- Travel destinations located outside the study area, including for medical care and VA services
- Consistent customer outreach and education

12.0 Timeliness of the Regional Concept Study

There is no better time than the present to initiate the development of regional mobility enhancements in the RTS area. Federal programs contained in the MAP - 21 legislation have formularized capital funding for public transit agencies; local coordination processes which were initiated under SAFETEA LU, the predecessor federal transportation funding program, led to the development of local coordination plans which highlight both the needs and available resources to meet those needs in each area. Under SAFETEA LU as well, a number of "mobility manager" positions have been developed, with the primary intent to pursue innovative transportation strategies to meet transportation needs of the customers within their individual service areas. For example, some of the individual county specific innovative strategies include the following projects:

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- **TCAT:** was profiled in the June 4, 2012 issue of *Metro Magazine*: “*U. Transit Profile: Ithaca, N.Y. transit manages needs of 3 campuses, community*”. As noted in the article: The system originates from three systems operated by the City of Ithaca, Tompkins County and Cornell University, with each stemming as far back as far as a half of a century. “Leaders from all three systems recognized the inherent inefficiencies of having separate services, and in the early 1990s, began the consolidation process. “In January 2005, TCAT was reorganized as a private not-for-profit corporation with three individuals recommended each the city, county and Cornell to serve on its board of directors. The three entities provide equal local funding — about \$830,000 each — to TCAT’s annual \$13 million budget, which is also supported by state and federal funds.”

In 2011, TCAT completed its fifth straight year of ridership growth with 10.3% more boardings than 2010, with a total of 3,944,625 trips. Year to date, the system’s ridership numbers continue to grow in 2012, showing a 4.6% increase as of April. The system serves a semi-rural population of a little more than 100,000 in Tompkins County, which is home to Cornell University (CU), Ithaca College (IC) and Tompkins Cortland Community College (TC3.)

- **In Cortland:** The County completed a project which was designed to study the need for coordinating transit services within the County and to neighboring counties. The findings were: 1) Develop a transit coalition which includes both elected officials and citizens to monitor and evaluation transit within the county; 2) Enhance the image, brand and perception of transit in the County; 3) establish a “one call center” for ease of access by customers to the service; 4) Work to coordinate current services and add connections between services and areas which are underserved.
- **In Tompkins County:** ITNEverywhere is a research project of ITNAmerica to evaluate how to organize and deliver mobility services in small urban and rural communities. The primary goal of ITNEverywhere is to develop a suite of transportation software programs to meet the needs of individual communities. The idea is to complement current public transportation systems, as well as other community transportation resources.

The ITNEverywhere project is a collaboration of ITNAmerica, Tompkins County, GADABOUT (paratransit operator), Way2Go (Cornell Cooperative Extension), 211 Tompkins/Cortland, Department of Social Services, Office for the Aging, Ithaca Carshare, Ithaca Tompkins-County Transportation Council, FISH, George Corp, and Finger Lakes Independence Center. The working group included the above agencies and representatives of TCAT and the Ithaca Central School District.

- **211 Individual Trip Plan Database Project:** In every community there are case managers and discharge planners who create individual trip plans for people, usually under pressure of a short time period. A significant share of those trips present challenges based on location, time, availability of options, and individual circumstances. The purpose of the 211 individual trip plan database is to create a central repository for trip plans which can be accessed by case managers and the public, to collect insights about how local mobility services can be improved

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and better coordinated, and provide the ability to crowdsource difficult trip plans. This mobility management project will enable the wisdom and insights of case managers to be collected and shared. Trip plans are customized to individual circumstances. All available options are considered, including delivering a service to the customer, instead of requiring the customer to travel to the service.

- **New York State:** Through **NYSERDA**, the state has initiated a regional process that may have applicability for some of the counties in the study area. The info on that can be accessed at CleanerGreenerSouthernTier.org. The process includes a transportation component and potentially could be used to fund new ideas generated through the RTS.
- **The Arc of Schuyler County:** Work continues on the Veterans Transportation and Community Living Initiative (VTCLI) grant which was received. The VTCLI grant was secured to conduct planning, outreach and marketing of a one-call/one-click center to improve access to transportation information for veterans, service members and their families. Mobility Managers of Schuyler, Chemung and Steuben counties, as well as Directors of Veterans Services for Schuyler and Steuben, met with the Bath VAMC to discuss rural veterans' transportation needs and how they are best met. Funding sources and coordination with Veteran's service organizations for possible carpool options is being reviewed.
- **Chemung/Schuyler/Steuben:** A transit service expansion from **Schuyler into Chemung County** has begun preliminary discussions. A meeting was held December 7th to initiate discussions about a possible public route operated by the Arc of Schuyler into Steuben County utilizing the new transportation center. This service would connect Schuyler residents with Steuben public transportation options.
- **Cayuga County:** The County is making the City of Auburn safer for pedestrians. The City and the New York State Department of Transportation (NYSDOT) have improved six pedestrian crosswalk locations in downtown Auburn. The new crossing signs alert drivers to the crosswalks and remind them to yield to pedestrians crossing the street. Four of the new signs are located on Genesee Street, one is located on State Street and one is located on Loop Road. A group comprised mostly of senior-housing residents is meeting to identifying additional areas for safety improvement for seniors in the downtown area. Also included in their discussion is changing bus stops locations for CENTRO Auburn service to the store entrances of the shopping center rather than their current location on the street side across the parking lot.
- **Tompkins County:** With the help of the Ithaca Dispatch Inc., has improved mobility for people using wheelchairs by purchasing the County's first wheelchair accessible taxi. The MV-1 taxi — built by Vehicle Production Group Inc. can carry one person in a wheelchair and three seated passengers. Eighty percent of the \$46,000 cost was covered by federal transit money, and the additional 20 percent was contributed by the Ithaca Dispatch.

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Each of these examples show that individually, the Counties recognize both the value of public transportation and mobility access as a fundamental need in their communities, and the importance of identifying opportunities to improve services through collaboration and coordination opportunities as have been identified through the RTS study process. These individual activities lay the groundwork for the Counties and County leadership to identify ways and processes to enable the recommendations of this study to move forward and to come together in furtherance of the regional process.

In addition to the work already underway in the individual Counties, there have been advancements in technology applications which can serve as an integral component for development of the regional system. Technology is beneficial both as a way for customers to gather information as well as for transit agencies to share data bases and effectively blend individual programs. As a result, programs are more seamless to customers and also offer agencies the ability to effectively manage administration functions. With that, there can be increased interest in interagency connections which can often result in more opportunities for shared and increased resources.

There are a number of ITS projects in development already within the RTS study area, for example:

- TCAT is moving forward with its IT strategic implementation plan, which identifies technology solutions for internal and passenger-facing applications and establishes an architecture, implementation strategy, and implementation timeline for these technologies.
- ARC of Schuyler is looking at ITS options as it implements its VTCLI grant one call one click center

Many of these examples ITS and other projects provide opportunities that could be transferable to other counties or agencies e.g. improving veteran and community transportation in the larger region.

As this region continues to change and diversify there are increased opportunities to blend and interconnect mobility choices including the rural system components with the fixed route foundation network.

It will continue to be important, as new technologies and modal options become available, to ensure connectivity continues to be available to those who are dependent on having reliable mobility choices to contribute and participate fully in communities and services such as medical access, employment, and lifeline opportunities. This is particularly true for people who live in the many of the rural communities which make up the RTS region.

12.1 Study Area Demographics

In the earlier analyses, a demographic background of the study area was completed. Some of the region's unique characteristics have become particularly relevant in developing study recommendations. These are noted as follows:

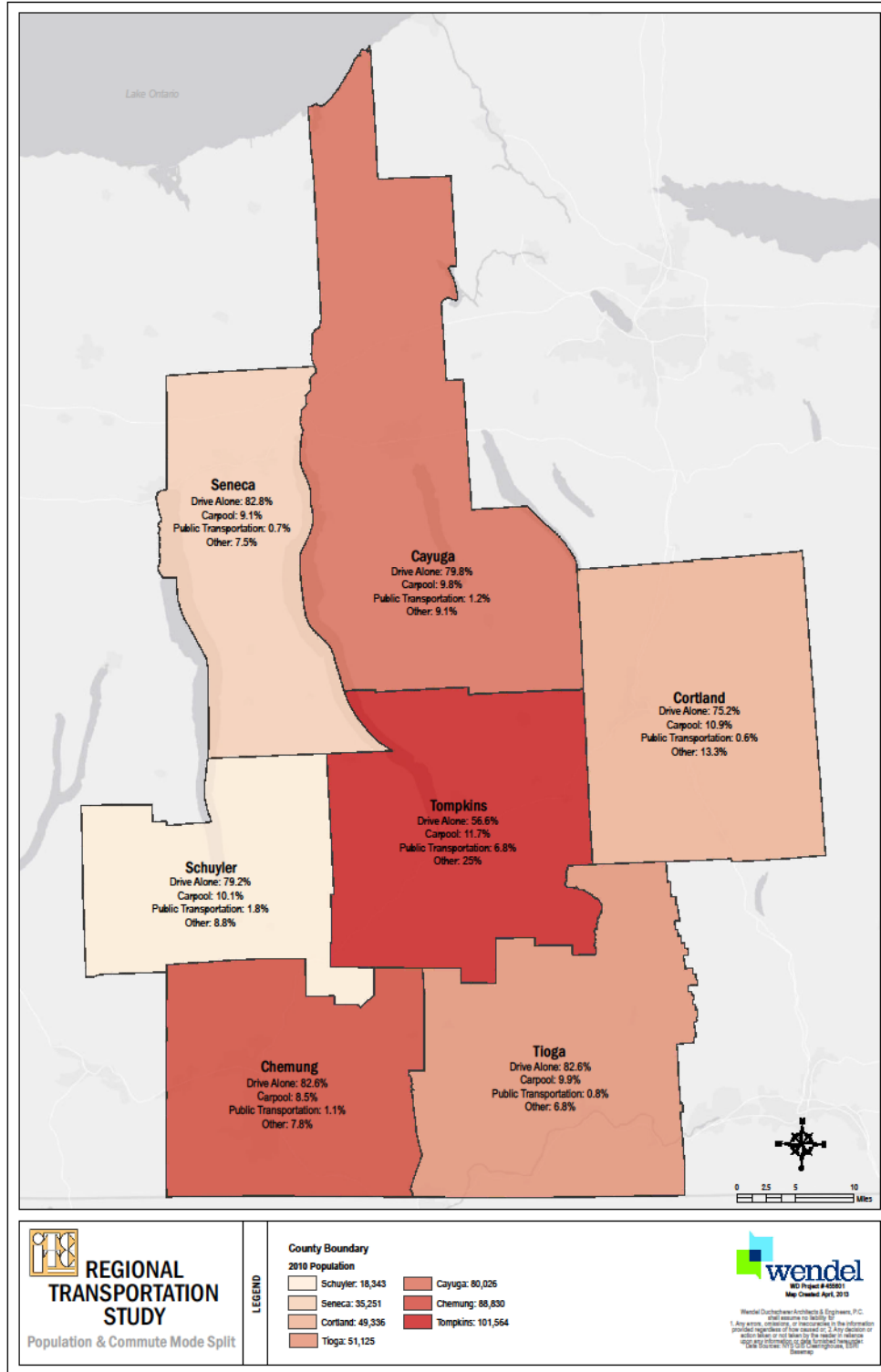
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- There is a high percentage of inter-county travel between Schuyler and Tompkins County, followed closely by Chemung to Tompkins County, which speaks to the need to develop inter-county opportunities for commuting purposes
- The sum of persons that qualify for one or more of the federally defined disadvantaged categories including: persons under 18: persons over 65: persons with disabilities: and persons living in poverty account for over 60% of the population. This will become particularly relevant as New York state changes its Medicaid transportation process, and as the Affordable Health Care Act becomes implemented and even more individuals will qualify for subsidized non emergency medical transportation
- Public Transportation Usage: Tompkins County numbers are high and growing (from 4.8% (2000) to 6.8% (2010) of work trips). By comparison, the national average is 5.8%, while internationally, it is 20 % which indicates some propensity in the region to access public transportation options when they are available.
- The largest growing percentage nationally of potential riders/users of public transportation is young people between the ages of 17 and 35, 35% of which have chosen not to get a drivers' license and car, but are choosing to live in environments and locations where other mobility options exist. This is particularly relevant in a region which offers so much in the way of secondary and post secondary higher education choices.

The following two figures are representative of these trends. Figure 1 depicts population and mode choice information for each county in the RTS study area, while figure 2 depicts the employment population in each county and indicates using Journey to Work data the number of work trips made to and from Tompkins County from the other RTS counties.

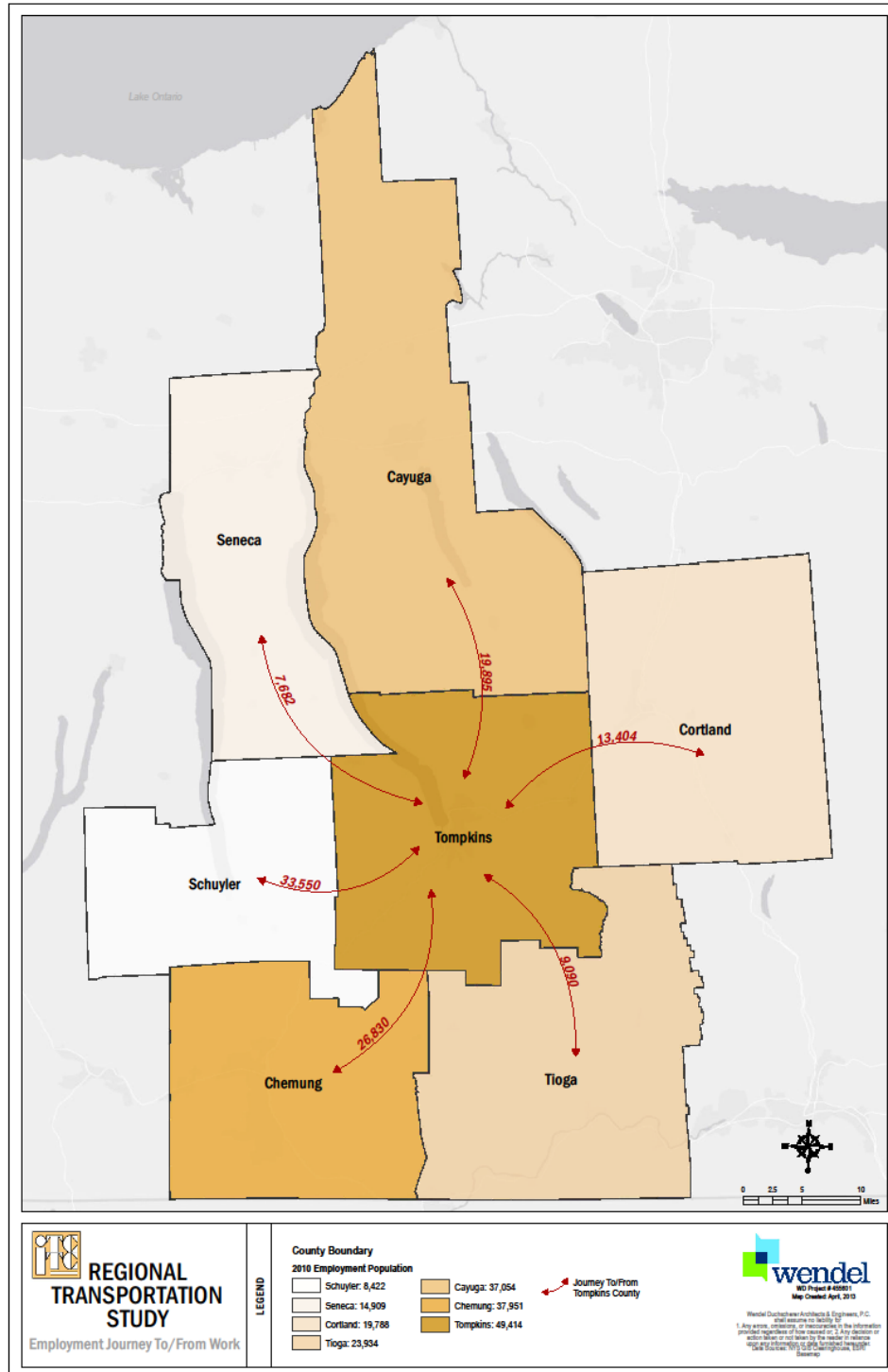
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Figure 4: Population and Mode of Travel



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Figure 5: Employment Population and Journey to Work Data (Trips to/from Tompkins County)



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All of the demographic information shows that regional transportation options will only continue to grow in importance in the future. Services that remain the same cannot effectively meet the growing and changing needs that must be addressed. However, the recommendations for regional connections and inter-agency coordination, as will be described through this document, is one way in which the effective use of resources can be maximized to meet these changing needs.

12.2 Changes to Watch for in Transportation Funding

Another critical consideration is how transportation is currently funded within the RTS area. As was noted previously, approximately \$25,000,000 is spent annually for public transit operating purposes within the region. That includes approximately \$5.5 million gathered from the farebox, \$9 million from the State's Operating Assistance program, STOA, \$3.5 million of federal funds from all transit specific programs combined, and the rest is from a variety of sources including reimbursement for providing non emergency medical transportation services and other programs which support transportation including senior program funds, and local contributions.

Other requirements that are part of MAP-21 but where federal guidance has not yet been developed include requirements for Asset Management Plan development and State of Good Repair for all federal assets, and enhanced safety oversight by the Federal Transit Administration. While the impacts of these changes are not yet known, they will clearly influence programs and activities which have been ongoing in the region.

As noted previously, New York State is also implementing changes in its State Medicaid transportation program moving from its current process of non emergency medical transportation (NEMT) provided under the auspices of the Counties, to provision of transportation services administered by a regional broker. That system had previously been implemented in the NY METRO area and Hudson Valley, and now has been directed to be a state-wide system. The primary goal of that change, as is consistent with other program changes in other states, is to reduce total Medicaid costs. As the Affordable Health Care Act nears implementation in 2014, which includes increased eligibility for Medicaid programs and non emergency medical transportation, it is unclear how this state Medicaid savings will impact the provision generally of transportation at the County level. But, as a large percentage of many of the County transportation budgets are dependent on NEMT as part of their total coordinated program, it will be important to monitor changes as they develop.

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13.0 Best Practices/Lessons Learned from Other Regional Processes

Over the past decades many areas of the country have studied the feasibility of implementing regional services for public transportation. This has been done for a variety of reasons including saving money, responding to regional changes, and providing more effective services to customers, as many trips require crossing jurisdictional boundaries. From a customer perspective, in general, they don't care who operates the service, rather, they want to get from point A to point B in the most effective, easy to understand way. There is no right way to create a "regional system", and what has transpired in each of the examples where this has occurred has been very location specific, including leadership, motivations, resources, and results. One common thought to keep in mind is that these processes typically develop over time, and often start in one direction and end in a different way than was originally intended.

The Transit Cooperative Research Program, TCRP, completed a study in January 2011 entitled *Regional Organizational Models for Public Transportation*. This was a quick response study that reviewed various organizational models and provided detailed case study analysis which has applicability for the stakeholders and communities in the RTS district. In this study, the regional organizational models studied included:

- State transit agencies
- General purpose transit authorities
- Special purpose regional transit authorities
- Municipal transit agencies
- Joint exercise of powers or joint powers authorities.

In conducting the research, seven strategies were identified that are relevant for this process:

- Every region is unique and precise governance choices must fit the region
- It is importance to recognize and capitalize on opportunities for change
- Governance and financing are inter-related and must be addressed together
- Governance change takes time and is never static
- Leaders and Champions are critical for any successful endeavor
- Advocacy partners are also important elements of regional discussions
- Good working relationships between agencies, operators and partners are critically important

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This diagram portrays the range of attributes consistent with regional and organizational change:



The examples of regional service range from those completed by statute or regulation to those that were completed by inter-local agreements. Services range from the simple expansion of service area boundaries, while others include the coordination of multiple operators into a single or shared framework.

From a New York State perspective, one of the case studies included the expansion of Oneida County formally into the CENTRO CNYRTA which as noted in the report from the TCRP as being facilitated by the existence of enabling legislation. The description of the process, the direction of the change, and lessons learned, as noted below illustrate some of the thoughts related to organizational change and how that change may be accomplished. This example is intended for background and other informational purposes. As it relates specifically to the RTS, Cortland County is the only County within the RTS study area that currently has the potential to become part of an existing designated Authority of New York.

Also for the RTS, the on-going challenges of funding operations and the reliance on the NY State budget will continue to influence how specific projects or processes can be implemented.

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Syracuse Region (New York)

Impetus for Change: Near bankruptcy of local municipal, transit operators (e.g. re-categorization of City of Rome outside of Federal Urbanized Area resulted in loss of Federal revenue)

Direction of Governance Change: Growing Regional Transit Authority (Urbanized area covering parts of Onondaga, Oswego and Cayuga counties). Expanded operations to a second urbanized area (Oneida County) in 2005. The 1970 legislation allows up to seven counties.

Mechanism for Change: No governance change per se. County Board of Legislators needed to be convinced to join. Because Utica and Rome were experiencing financial stress, County Executive called Central NY RTA to formally request a study. Opting in required one-time \$2.7M capital infusion, and ongoing operations requirements levying a mortgage recording tax (¼ of 1%) and matching a portion of state operating assistance. Transition occurred in 2005.

Accomplishments:

- Objective evaluation of options in 2005 (privatize; join RTA; postpone change by extending individual operations for 1-2 years)
- Adapt to combined operating environment (3 unions, different buses for different markets, bring all heavy repair to central maintenance facility).

Lessons Learned:

- RTA governance model is flexible.
- Fact that original (1970) legislation enabled integration of 7-county area was a big advantage. In effect no governance model change was needed, only changes to board composition.
- Opportunities exist in the future to further expand not only into other three counties, but other counties not in any authority's district for economies of scale. Would require statewide legislation.

On-Going Challenges:

- Availability of operations funding is the biggest ongoing challenge.
- Heavily reliant on NY state budget.

13.1 Organizational/Fixed Route Service

There are a number of examples of regionalizing services which have some attributes to contribute to the discussion in the RTS. Those provided below have specific applicability and show how similar processes have led to the implementation of the similar recommendations developed for the RTS, including developing a consistent regional brand, functional and service coordination, and coordinated call center, for example.

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In the Triangle Region of North Carolina, which includes the cities of Raleigh, Durham, Cary and Chapel Hill, there were two organizational studies which looked at the potential to create a comprehensive regional transportation agency. In addition to individual fixed route operations in each listed city and transit services for Duke and North Carolina State Universities, Triangle Transit provides commuter bus service and regional paratransit, and each county operates its own coordinated human service paratransit. The original goal had been to consolidate all activities under the auspices of Triangle Transit, which was not accomplished due to a variety of issues, including the lack of a leadership champion to achieve the necessary change.

However, what did occur was that through a series of informal and formal agreements, the varied parties were able to create a regional brand (GO Triangle) with a website that includes a variety of commuter options, standardized client eligibility programs, coordinated call center access and collaboration on a range of service development options. Thus, information and services to the customers were improved and expanded and staffs from the various agencies continue to collaborate on a variety of issues within the region. Triangle Transit served as the lead agency in many of the actions and activities which were implemented.

Another study in North Carolina did result in the formation of a new transit entity, Greenway Transit, which consolidated services in four counties and three cities to form the first rural and urban regional transit authority in that state. That formation process also required many meetings and discussions and a number of years to implement.

There are a number of other examples including: the expansion of service area for Monterey Salinas Transit CA achieved through working with local agencies and officials, and ultimately transitioning from a Joint Powers Authority to the creation of Monterey Salinas Transit Regional Transit District; creation of a new county transit agency in Middlesex County NJ to bridge the gap between the statewide New Jersey Transit and municipal services; the CoastalLink Route, regional corridor service in CT operated by three different operators that alternate trips with their own vehicles and drivers.

In each of these examples, the affected agencies worked together to determine what type of service agreement would work best for their area and then proceeded to plan, fund and implement. The continuation of the RTS process, through its Client Committee, or a successor regional entity would indicate how that process would work in the seven county region.

13.2 Paratransit/Human Service Transportation

The use of multiple partners and the formation of coordination activities are especially prevalent in the area of human service transportation. Some of the attributes and better known examples from around the country include:

- Organizational Structure, ACCESS Paratransit, Pittsburgh, PA: A highly structured coordinated regional system that is consistent working with customers regarding eligibility and service delivery and with agencies working on policies including financing and administration. As a result clients from multiple agencies are accommodated on one vehicle and service effectiveness and efficiencies are achieved.

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- Volunteers, TRIP Program, Riverside CA: This nationally recognized volunteer mileage reimbursement model has been implemented in a number of locales and has information and instructional materials from their website. The use of volunteer-based programs has increased in recent years with many persons offering to “give back” to communities.
- Operating Agreements, ALTRAN MI: This 15 county area in the Upper Peninsula of Michigan negotiated and implemented a one-page agreement that allows agencies to operate in multiple counties.
- Technology, Lower Savannah Council of Governments, COG, SC: Received a Mobility Services for All Americans grant from USDOT which connected service in multiple counties through the use of ITS infrastructure. They have been successful working with multiple agencies to secure other grants and funds as well.

These examples depict how collaborative processes can work together to affect positive change for services provided.

Coordination with NEMT Brokerages

As stated previously, New York State has begun to transition to a brokerage system for its Medicaid services. In fact, this same process has been implemented in many states where former reliance on regional, county, or local coordination with established public transportation agencies has been transitioned to a statewide broker. While this will clearly impact each County’s transportation program within the RTS, there has been some success documented in other locations, noting transit agencies ability to coordinate successfully with the established brokerages. This information seemed particularly relevant for the RTS County programs to consider as they monitor the changes in the state. One recent example is in New Jersey, which offers the follow proactive steps for consideration:

- Spring 2009- NJDHS awards capitated broker contract to Logisticare
- Spring 2010- Logisticare begins transition of ambulatory services brokering from county Board of Social Services
- October 1, 2010- Logisticare begins first provider contract with county operator
- January 2011- Logisticare completes transition of 21 county Medicaid services
- Create win-win of new revenue for counties, and lower cost for broker including:
 - Take advantage of empty seats on County provider non-Medicaid vehicle runs
 - Focus on existing County medical subscription runs (mental health, dialysis, etc)
 - Broker accepts training and background checks for county providers required by FTA grantors
 - Examples- accept PASS driver training, 5 panel drug test, background checks
 - Eliminate liquidated damages except in most egregious cases
- Currently four of 21 NJ county coordinated systems under contract with Logisticare
- Counties range from rural to urban
- Counties negotiate individual per trip rates based on costs, livery market rates
- Counties focused on adding Medicaid trips to existing vehicle runs

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The following are some statistical information for the four counties and their respective services:

Current County Provider Characteristics

	Hudson	Middlesex	Sussex	Union
Density/Sq Mile	10,962	2360	269	4966
Population	666,980	819,730	161,920	543,390
Annual 2010 Ridership	103,591	521,254	71,977	244,255
Cost/Trip	\$26.75	\$8.55	\$32.36	\$15.46

County Provider Cost/Revenue

	Hudson	Middlesex	Sussex	Union
Medicaid Trip Rate	\$10.00	\$7.50	\$19.00	\$10.00
Avg. Mo Revenue	\$5000	\$2000	\$7000	\$11,000
Added Cost	\$0.00	\$0.00	\$0.00	\$0.00
Start Date	4/11	10/10	1/11	12/10

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As a result of the proactive approach by the County programs in New Jersey, several counties have been successful negotiating their role in the provision of NEMT service. The following table shows monthly income for the four counties for their first year of NEMT with Logisticare.

- Hudson County: **\$5,250**
- Middlesex County: **\$1,147**
- Sussex County: **\$7,448**
- Union County: **\$12,650**

In the case of these four counties, they were successfully able to negotiate an agreeable agency fee with the statewide broker, which enabled them to continue to be a provider of non emergency medical transportation services, fill available seats on vehicles, and maintain a steady revenue stream.

Developing a similar process may have some potential for the RTS Counties to create a similarly productive relationship with the selected broker for New York State and remain engaged in the NEMT process.

13.3 Information Services/Rideshare

The use of technology has had a tremendous impact on the public transportation industry. Its impact has significantly expanded the ability of customers to access information regarding available mobility options. Technology has assisted as well in providing data and resource bases which have contributed to the development of ridesharing applications.

With respect to customer information, in some areas like the San Francisco Bay, the partnership of the MPO, the Highway Patrol and Department of Transportation provides extensive auto and transit information using the 511 network. In New Jersey, NJFindaRide.org offers information on a number of transit alternatives, especially targeted to those with disabilities and limited access to traditional transit services. And in Virginia, 211 Virginia provides access to community services and is funded by the Department of Social Services partnering with Council of Community Services, Family Resource and Referral Center, The Planning Council, the United Ways of Central Virginia, and Greater Richmond and Petersburg. Both 511 and 211 have platforms within New York State that can serve in the development of a regional network of mobility services within the RTS communities.

Rideshare programs are evolving rapidly in a number of regions nationally, with many combining the use of social media with real time information to offer immediate “dynamic” rideshare options. These programs, similar to the current programs in the RTS area, run the gamut from fee based or free, and can include a variety of ancillary services. For example the traditional rideshare program Zimride has added an on-demand program called **Lyft**, which is now being used as one of the alternatives for taxi service in areas like San Francisco. Zimride has also partnered with fixed route bus service, e.g. ski buses from San Francisco to Lake Tahoe, thus there are many options and alternatives now available in the rideshare market.

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As part of the RTS several areas around the country were evaluated that had attributes similar to the greater Ithaca area including: Ann Arbor MI, Boulder CO and Missoula MT. In each of those areas rideshare, transit and community groups worked together innovatively to attract more use. For example: a regional rideshare serving seven counties was formed in Michigan, offering ride matching services for bicyclists, as well as carpool and vanpools, and is sponsored by Ann Arbor Transit Authority and the Southeast Michigan Council of Governments (SEMCOG); in Boulder employers purchase Eco Passes which provide and enable discount fares and access to City transit services, as well as a Guaranteed Ride Home Program and the NECO pass allows neighbors to band together to buy passes at a discount; and in Montana the transit management association provides vanpool services and organizes carpools and also performs many of the functions of a TMA, organizing employer programs and encouraging pass purchases plus has a dispatch system that allows all participating providers to advise clients when another provider has a vehicle better positioned to respond (using shared software).

Several rideshare programs are in place and also in consideration for future applicability within the RTS. There is an active partnership within Ithaca that includes the County, the City, Cornell University and Ithaca College in a Zimride program that was funded with a three year grant from NYSERDA. That grant cycle is concluding the in next year, and successor programs need to be and are being considered. Chemung County has been utilizing the New York State 511 rideshare platform in developing its Countywide access to rideshare mobility options. There is a group consisting of Tompkins County, Chemung County and Cortland County which has convened and is considering options for a more collaborative, joint approach to ridesharing as one solution. Moving forward and developing a platform with multiple partners will continue to be a strong goal of the RTS process.

Although every area has a unique set of attributes, the above section has described examples from other areas of the country that show how collaborative efforts have led to more effective regional solutions for mobility.

14.0 Recommendations

The following section contains the service and program recommendations that would expand mobility options as a result of the RTS process. The goal of the recommended programs and service is to be responsive to the diversities in the region include many demographic, socio-economic and topographic factors which influence mobility needs, and extend beyond the seven County region to destinations such as Rochester, Syracuse and Binghamton.

Through the RTS process a number of ideas and concepts were able to be transitioned into priorities and then, through the development of a series of smaller working groups, framed as services, policies and programs that could effectively frame a regional mobility program.

The framework for the system - a Virtual Regional Transportation Consortium consists of:

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- **Multiple modes and operators** - All the transportation partners tied together in a common framework that includes fixed route, community-based and flexible services, paratransit, and ridesharing modes.
- **Seamlessly connected services** - The modes should be physically connected, at hubs where the different modes and operators can meet to ensure convenient transfer between the modes for customers, and with schedules that are coordinated to also ensure that those connections work effectively for customers.
- **Common communication and information** - Connections and information resources function in two ways: first outwardly to communicate information to customers regarding all the mobility choices and options; second inwardly to inform operators and foster communications with each other regarding incidents or changes to posted service. Then further to share information that can ensure those service connections can happen.
- **Effective marketing and branding** - Developing a single, recognizable brand for the services and communicating and educating the community and stakeholders with regard to the services and opportunities that exist as part of the brand, as well as its value to the communities and customers.
- **Agreement in form (policy)** - Agreements can take many shapes ranging from creating one system to having multiple jurisdictions and operators agreeing formally or informally to share functions and information.
- **Financial process/mechanism**- With the agreement in form as discussed above, how these services can be blended and paid for, whether through the use of existing resources or the identification of new resources.

The term virtual indicates that one overarching regional entity would not need to be created, rather through the use of Intelligent Transportation System technology and forms of organizational management, such as consolidation, coordination and collaboration, the regional system can be formed with multiple participants using technology to communicate, connect services, etc.

How could this vision be reached? A number of recommended actions and activities, projects and processes have been developed in support of this vision. The steps begin with some “low, no cost” options up to and including the creation of regional fixed route corridors to serve commuters and the implementation of mobility hubs as locations where these regional corridors could be met by the other modes, be they taxi, demand responsive paratransit services, vanpools, and other rideshare options, as well as facilities for bicycles and pedestrians where appropriate.

During the course of the development of the RTS, the Client Committee members have been working together in support of gathering this mission, under the auspices of this process. For this vision to be realized, the process needs to be continued. To that end, there are different paths forward, which begin with the Regional Transportation Planning Coalition or other executive/policy level persons to continue

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to support the efforts of the RTS, so that the Client Committee members and future partners can have a forum to develop and implement the recommendations.

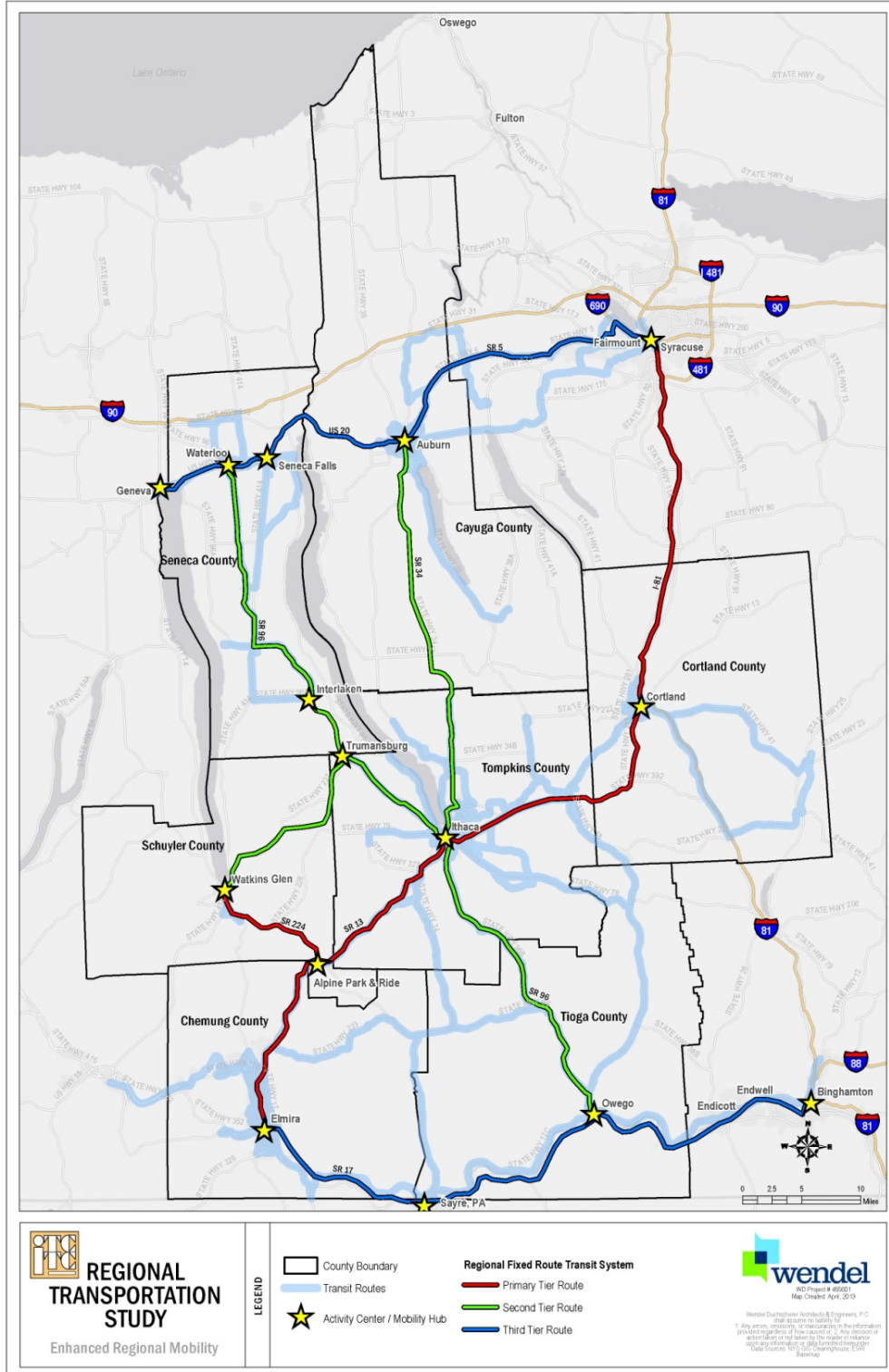
The recommended steps, projects, and processes will be identified in this chapter. These will be followed by a timeline which: relates to the level of complexity for implementation; assigns a lead agency to move the process forward; and identifies an order of magnitude for costs of implementation. Additionally, in order to move this process forward, an important component is identifying a person or agency to continue to manage the process of collaboration and coordination which has begun through this RTS effort. Up to this time, under the direction of the Regional Transportation Planning Coalition, the Client Committee has been working to establish the vision and priorities for the regional process. While this has been an effective process, this committee will need the commitment from the Coalition and their respective agencies to ensure that this process remains a priority. In addition, with regard to managing the day to day logistics of this effort, there are two paths to consider. A regional Mobility Manager could be hired to manage this process. This position could be housed in one of the agencies currently participating in the process. An alternative strategy would be to direct the responsibilities of managing this process to one of the current participants.

With regard to funding for this position, or funds to implement the steps identified, there are several approaches to consider. Many of the ideas and steps recommended for implementation would be eligible expenses under the federal transportation program through one or more of the existing programs for both rural and urban recipients. The federal rate for reimbursement is typically 80% with respect to planning or capital expenses. Current funds, however, are spoken for through the existing programs and services. So, while eligible for federal funding, dollars spent for these ideas would be additional to existing programs. Funding might also be available through either new federal programming, one fund in particular for which the rules have not yet been decided include the Appalachian Regional Public Transportation Fund, which most of the RTS Counties will have some eligibility to utilize. In addition, New York State has been a great partner to public transit through its STOA program on an annual basis by formula and through its NYSERDA program on a competitive basis, or even through the development of a pilot program from this RTS effort. All of these should be considered as a potential path forward.

With respect to service connections and opportunities, based on the current infrastructure of fixed route services, discussions with existing operators indicated some potential to do the minor route schedule, fare, or transfer policy modifications that could increase mobility connections. However, there was consensus that without additional resources and policies a true regional transit system could not be developed. By listening to and analyzing the variety of trip and destination needs, the framework for a regional system was developed, as shown below, which could form the basis of a program of projects to be pursued by the affected agencies and the Regional Transportation Planning Coalition.

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Figure 6: Enhanced Regional Mobility



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These corridors contain the majority of trip demands communicated as part of the input from the Client Committee members and the public, which was also validated by analysis of other trip data. Demand for those corridors includes work, medical, educational, and other trip purposes. The proposed network is based on a foundation of fixed route connections between the major hubs along the corridors. Those fixed route services could then be supplemented and complemented by a series of either fixed or flexible routes or demand responsive services including the human service transportation network and other community based services. These connections would occur at transfer centers, park and ride lots or mobility hubs (as shown below) that would be developed with a RTS brand or theme to reinforce the regional network concept. The incorporation of and coordination with inter-city carriers would also complement the network and expand mobility options.



The recommendation is that by creating the fixed route framework along the priority corridors identified then establishes the foundation for sustainable regional connections. The Client Committee discussions included the potential to prioritize the Elmira – Ithaca – Cortland – Syracuse corridor as the first in a series of regional corridor linkages, and develop plans to build from existing services as the first pilot or demonstration project.

Besides the traditional fixed and demand response service network, connections could be provided through coordinated rideshare programs which would offer a variety of carpool and vanpool alternatives, including the ever-changing real-time dynamic ridesharing options that are being developing in many areas of the country and the world. Many of those newer programs are especially popular with college students and younger persons and use a number of social media connections as their platform for connections.

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As noted throughout the study, there are a number of different rideshare alternatives within the region and programmatic changes can be anticipated in the future. Although there is no requirement for one rideshare program to be identified for the entire region, there is a need for the options to be accessible from a centralized reference site. Developing that centralized reference site is another goal for the RTS. There are significant differences in these types of programs, including that some are fee-based, and others can be accessed without a fee. In addition, there are a range of pricing strategies associated with different variations within the rideshare infrastructure. A working group has already been exploring rideshare program options and alternatives, including the state's 511 NY system which includes a project in Chemung County. The Counties participating in this rideshare effort include Tompkins, Chemung, and Cortland.

One opportunity for coordinating communication and information would be through the Mobility Manager positions that have been created to serve all counties within the RTS. In general the concept of Mobility Management is to focus on the trip needs of the customers, finding the best transportation solutions from all service operators. As a result, there may be a variety of choices available to potential users, all of which would be communicated consistently. The Mobility Managers have been valuable resources during the RTS, including assisting in the virtual town hall which was broadcast to all counties from a central location, with those Mobility Managers coordinating input from each county location. Continuing those service coordination and communication roles from a regional perspective would be an excellent process to sustain the RTS plan and implementation process.

Specific information on recommended services and programs are detailed in the next section and are structured in a phased strategy, recognizing that small projects can lead to larger results, if approached incrementally. In general the implementation plan is based on establishing ITCTC as the lead planning entity and TCAT as the lead operating entity to develop a three-year program of planning and operations projects. Of course, those agencies would need to have the authority to do this, as assigned by their specific agencies or through the Regional Transportation Planning Coalition. The structure would also benefit through the identification of a regional infrastructure, a more formal and recognizable committee or entity that would serve as the lead, in transition from the role of the Client Committee.

14.1 Operations

The specific projects are organized starting with actions which are low cost and relatively easy to implement, and leading to more complex, higher cost actions which will require a more formal regional process.

Table 1 below contains a list of the short, mid and long term actions that should be completed to initiate work on the regional fixed route network. The lower cost, easy to implement projects start with activities associated with sharing information regarding the existing services offered by the regions' public transit operators in Seneca, Cayuga, TCAT, CTRAN, Ride Tioga, Cortland Transit and Schuyler County Transit as well as other inter-city operators. Those activities would include gathering schedules, fares, transfer agreements, other inter-agency policies and agreements, etc. and working towards developing

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coordinated schedules and transfer times, and regional transfer agreements. Since some counties offer flexible routing options or area coverage, those services would also be included.

These more simple activities would have the significant benefit of enhancing a customer's access to the services and provide more consistent, easy to understand information and connections. As noted, these are no cost or low cost alternatives that can improve mobility connections, as well as remove some existing impediments to making those connections, such as operating restrictions. Working to gather information and consider some short term modifications should be accomplished in the first year, as well as the mechanisms to facilitate multi-operator travel, such as a regional transfer policy.

In the second year, the framework for inter-local or inter-county operating agreements would be developed as well as conducting the preliminary planning and development for developing service options for the high priority Elmira-Syracuse corridor. In addition to the base service, other infrastructure amenities such as placement of park and ride locations, mobility hubs to accommodate transfers from other community based and human service transportation and supporting ITS options such as real time service information should be drafted. Longer term actions would include finalizing and funding implementation of the service and amenities, first for the priority corridor and ultimately throughout the RTS region.

Fixed Route Operations

Short Term

- Coordinate schedules for those services which currently meet at specific locations
- Develop a consistent fare and transfer policy agreement between operators in the region
- Communicate these changes to customers
- Examine opportunities to modify services, e.g. later evening connections from TC3 to Cortland
- Develop inter-local or inter-county agreements for service coordination

Long Term

- Develop preliminary plan to implement priority corridor and connector service on the 'Red Line' between Elmira, Ithaca, Cortland, and Syracuse (establish fare and schedule, complete inter-local agreements, identify/select an operator, and market the service)
- Implement the Red Line service
- Implement the Red Line connector service connecting Watkins Glen and the Alpine Park and Ride
- Implement the supporting capital infrastructure for mobility hubs at: Elmira, Alpine Park and Ride, Watkins Glen, Ithaca, Cortland, and Syracuse
- Develop (establish fare and schedule, complete inter-local agreements, identify/select an operator, and market the service) and prioritize the Green Line services which connect:

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- Owego, Ithaca
- Ithaca, Auburn
- Ithaca, Waterloo
- Connector between Trumansburg and Watkins Glen
- Implement supporting capital infrastructure for mobility hubs at Owego, Auburn, Waterloo, Trumansburg, and Watkins Glen
- Implement the Green Line service
- Develop and prioritize the Blue Line service (establish fare and schedule, complete inter-local agreements, identify/select an operator, and market the service) which connects:
 - Elmira, Sayre, PA, Owego, Binghamton
 - Geneva, Waterloo, Auburn, Syracuse
- Implement supporting capital infrastructure for mobility hubs at Sayre and Binghamton
- Implement the Blue Line service

A preliminary planning exercise was developed in order to create order of magnitude costs to operate the regional corridor network. These schedules and sketches were developed using standard industry service planning methods, and specifically, were developed to represent service which would operate one round trip per peak period during the weekdays, with one mid day trip, and two round trips per peak period, per weekday, with one mid day trip.

This information is available in appendix A of this report.

14.2 Paratransit/Human Service Transportation

The phased implementation steps identified for these services would require participation by partners in this effort including ITCTC in planning, TCAT in operations and the Mobility Managers as coordinators with the human service agencies. Specific projects would again be developed from the more easy to implement low cost projects to those that are more complex and would require specific regional action from a policy perspective and include:

- Create shared data base of information on customers and services
- Draft a regional process for long distance medical and other services
- Develop methodology to communicate long-distance medical trip needs
- Develop pilot corridor service to medical centers (e.g. Syracuse)
- Monitor changes in State's NEMT processes
- Compare eligibility information inclusive of ADA paratransit
- Develop consistent ADA eligibility process

The first year steps should begin with drafting a plan for data base sharing among the agencies which choose to participate. Data bases should be developed for customers, typical trip destinations, and partnering operators, if any. This could be created using the 211 network or another existing data infrastructure that is housed with one of the County services or mobility managers. Since one of the

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consistently mentioned needs was longer distance medical trips, another first year action would be to share demands for those services and to develop a collaborative service, in which one operator completes the service for all the partners on a scheduled basis, and costs are communicated and administration completed as appropriate. Depending on the level of need, trips could be combined in a more effective manner and services operated more efficiently than if the individual operators continue to do the long distance trips individually. Based on current demand, since the service that would be initially recommended is for the high priority Elmira-Syracuse corridor, it would be coordinated with the fixed route service planning. Structuring the service and implementation would occur in the second year.

As indicated previously, county transit programs will be affected by changes in the State Medicaid transportation program as well as changes that would occur based on the start of the Affordable Health Care program. It will be in the interest of the RTS region to monitor those changes and to communicate the improvements planned as a result of the RTS to all agencies. Since many Medicaid eligible riders are also eligible for ADA paratransit, especially the growing number of frail elderly persons, working collaboratively on eligibility processes and coordinating ADA and Medicaid services presents longer term prospects to better communicate more seamless mobility options to customers, coordinate service delivery among operators and streamline administrative processes.

14.3 Rideshare

As noted, a working group consisting of representatives from the Client Committee has been formed with the goal of exploring the potential to expand on the NYSDOT511 demonstration program that includes Chemung County. This program is available without cost, which is different than the fee based Zimride program. The first three years of the Tompkins County Zimride project, which includes participation by Tompkins County, ITCTC, Cornell University, Ithaca College and Tompkins Cortland Community College, has been funded with a three year NYSERDA grant which will expire in 2014. However, alternatives such as moving forward with Zimride, including securing funding, or seeking other solutions must be decided.

The phased implementation plan would be to communicate the activities of the working group to other RTS participants as well as to inform those participants on decisions with respect to Zimride or other alternatives. Once more specific courses of action are known, then considering a more comprehensive rideshare program or a collaboration of programs for the RTS area can be considered.

The goal for this modal function as part of the RTS recommendations is to minimally work towards an inter-operable platform so that rideshare activities throughout the region can at a minimum consistent and available region wide.

- Continue working group activities regarding adaptation of NYSDOT 511 to consortium of Counties in the RTS
- Zimride Consortium to decide on future of program
- Consider connecting multiple rideshare programs into a regional platform

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14.4 ITS/Marketing and Branding

The effective use of ITS in public transportation projects has been successful in better communicating the availability of services to customers and more effectively connecting agencies within a region with respect to collaboration, coordination and consolidation opportunities. In some locales, the use of the 211 platform has been a successful platform from which regional services or functions have operated. This is a consideration now for the RTS area, and this appears to be one initial strategy for moving forward. The phased implementation plan for ITS in the seven county region would consist of:

- Initially establishing communication links among RTS agencies and looking at the feasibility of using a common 211 network within the region
- Followed by longer term alternatives to migrate data to a common site and to consider the steps required to create a virtual regional call center

Although not a specific ITS project per se there would also be a need to fashion a consistent education, information and marketing process. In other locales that process is enhanced by a branding program, that can communicate a commonality to all the RTS projects and programs.

Steps which will be necessary for the branding and marketing processes include developing a notable “brand” or moniker for the regional program, including agreement on what the brand will represent and what information will be included as part of the brand. An important component of the marketing and branding process is the development of an educational campaign, to communicate to customers and to stakeholders regarding the availability of these services.

Steps for the marketing and branding elements would consist of the following:

- Decide on the brand and what will be included as part of the brand
- Develop and conduct a educational and marketing campaign, including consideration of a speakers bureau to communicate the consistent message.

Appendix B provides a preliminary cost estimate and lists proposed responsible parties to implement the recommended projects noted in this report.

15.0 Implementation Strategy

Technical and Policy Elements

There are two elements required in order to sustain the RTS plan – one is technical and the other is policy. To be successful each needs to be appropriately developed with the technical element referring to ongoing and expanding work of the Client Committee and detailed in the previous section and the policy element referring to engaging decision makers in the public and private sector to garner support for the projects and programs developed by the Client Committee.

In order to sustain the process, there is recognition that there needs to be policy level support from the Cities, the Counties, and the business community. From similar work around the country, those efforts

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which have been successful, such as Middlesex County NJ, Go Triangle in North Carolina and others have had a champion or lead agency to nurture these types of efforts. Such leaders are necessary to ensure resources are available to complete additional work and fully develop plans and programs.

The policy recommendations in the report to be presented to the Regional Transportation Planning Coalition are as follows:

- Endorse the Virtual Regional Transportation Consortium in concept
- Empower Coalition representatives to work with counties, the business community and other affected entities to communicate the RTS ideas and recommendations, including potential opportunities for funding and inter-local agreements to facilitate service coordination
- Designate the authority for moving forward to a person or agency, e.g. establish ITCTC as the lead planning entity and TCAT as the lead operating entity to develop a three-year program of planning and operations projects

Funding and Organizational Issues

As indicated above the foundation for the RTS system will be the regional fixed route network. Although these services do not transport the majority of the trips in the region, they have the best potential to be recognized and understood by the public and also have the potential to act as nodes of access for all other services.

There are several different funding and organizational models that are used by agencies providing fixed route services. Since funding is always a critical need and organizational relationships are important from policy perspectives, understanding those models is an important part of the RTS process.

The following offers an overview of the transit agencies in the RTS area:

- In two counties, Seneca and Cayuga, service is operated under contract by regional transportation authorities, the Rochester Genesee Regional Transportation Authority (RGRTA) and the Central New York Transportation Authority (CENTRO); Specific RTAs are referenced in State Legislation; Cortland County also has the ability, through legislation, to join CENTRO; funding provided includes mortgage tax fees in addition to federal and state funding.
- In Tompkins County, Tompkins Consolidated Area Transit (TCAT) is a 501C3 non-profit agency funded by the City of Ithaca, Tompkins County and Cornell University.
- Service in Chemung and Cortland counties is operated under contract by First Transit and in Tioga County there also is a contract provider.
- In Schuyler County, service is operated by the Arc of Schuyler.

Services in several counties that employ contract operators use a combination of state and Medicaid transportation funds to offer both fixed route and demand response services that provide mobility for a combination of commute, local and medical trips. In those counties, historically there has been limited use of county funds for public transportation and the non-state and Medicaid funds are typically provided by the contractor. The State is currently implementing a consolidated transportation program

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for Medicaid which is being phased in throughout the state. As part of that process a broker will arrange the trips for eligible participants. When enacted that could affect the funding available for the current systems and result in organizational changes or the need for additional public funds to sustain existing services. From a regional perspective, reevaluation and redefinition of existing programs or the creation of a new funding program would be required for service expansion.

Currently, there are also limitations on service providers with respect to operating in other jurisdictions, for example limiting stops to a certain locale, or precluding operations altogether. Historically, there has been a mindset that operators from outside the county should not benefit from fare revenues that can be paid for services sponsored by that county. This mindset affects customers, especially those traveling inter-county and also inhibits inter-operator coordination. If a regional transportation system concept is to be successful, these limitations must be eliminated. There are examples of agreements that have been developed in many areas of the country, e.g. a one-page agreement between 15 counties in Michigan that can be emulated.

16.0 Conclusion

The RTS was developed as cited in the Request for Proposals as “a regional mobility study, not just regional transit study or a highway-based study. Its purpose is to generate recommendations that will lead to the increase and better management of mobility alternatives for inter-county travel in the Study Area” with the following objectives:

- Increase the efficiency and effectiveness of existing mobility services across all modes of transportation,
- Develop and market real mobility choices to the public, and
- Enable coordination among counties to provide the best possible cost effective transportation programs for the Study Area.

The Virtual Regional Transportation Consortium described above consisting of multiple modes and operators, seamlessly connected services, common communication and information, effective education, marketing and branding, agreement in form (policy), financial process/mechanism fulfills those objectives. The development of phased implementation beginning with some short term projects that can sustain the technical process and include the policy level component will further communicate the system concepts:

- Develop areas of congruence for short, mid, and long term
- Establish process for communication, collaboration
- Incorporate addition of other potential partners
- Build work plan for future years

In order to be successful the participants have to shift their perspectives from the current inward focused individual county, agency and project to an outward view that includes other counties, agencies

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and projects. This will require some prospective process planning working together to broach ideas and concepts to traditional agencies such as NYSDOT as well as other non-traditional sources.

Organizationally, participants will need to discuss and balance perhaps on a case-by-case basis the best use of these options:

- Collaboration - informal with voluntary participation
- Coordination – more formal, typically inter-local agreement or MOUs
- Consolidation – usually a designated lead agency with varying levels of participating partners

The RTS is a large area, not all potential parties will likely participate, but aiming high, to achieve significant results, while understanding that logically smaller results will occur can nonetheless initiate the regional process.

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APPENDIX A: 2008 CTPP Commuting Patterns for the Seven-County Region

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Workplace: Cayuga County

County of Residence – RTS Area

	Cayuga County		Chemung County		Cortland County		Seneca County		Tioga County		Tompkins County	
Mode of Travel												
Drive Alone	17,440	75.1%	4	100%	195	87.1%	580	93.5%	105	100%	474	94.9%
Carpool	2,045	8.8%	0	0%	29	12.9%	40	6.5%	0	0%	24	5.1%
Public Transportation	260	1.1%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	150	0.6%	0	0%	0	0%	0	0%	0	0%	0	0%

County of Residence – Outside RTS Area

	Broome County		Erie County		Jefferson County		Oneida County		Onondaga County		Wayne County	
Mode of Travel												
Drive Alone	80	64.5%	70	100%	55	52.4%	30	60.0%	2,195	88.7%	405	88.0%
Carpool	44	35.5%	0	0%	50	47.6%	20	40.0%	280	11.3%	55	12.0%
Public Transportation	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Source: 2008 Census Transportation Planning Package (CTPP)

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Workplace: Chemung County

County of Residence – RTS Area												
	Cayuga County		Chemung County		Cortland County		Seneca County		Tioga County		Tompkins County	
Mode of Travel												
Drive Alone	4	100%	24,150	79.6%	20	66.7%	15	78.9%	1,030	91.2%	195	100%
Carpool	0	0%	2,255	7.4%	10	33.3%	4	21.1%	100	8.8%	0	0%
Public Transportation	0	0%	325	1.1%	0	0%	0	0%	0	0%	0	0%
Other	0	0%	100	0.3%	0	0%	0	0%	0	0%	0	0%

County of Residence – Outside RTS Area										
	Bradford County, PA		Broome County		Onondaga County		Steuben County		Tioga County, PA	
Mode of Travel										
Drive Alone	1,625	88.9%	80	64.5%	955	87.2%	3,250	89.4%	855	79.2%
Carpool	199	10.9%	44	35.5%	140	12.8%	370	10.2%	209	19.4%
Public Transportation	0	0%	0	0%	0	0%	0	0%	0	0%
Other	4	0.2%	0	0%	0	0%	15	0.4%	0	0%

Source: 2008 Census Transportation Planning Package (CTPP)

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Workplace: Cortland County

County of Residence – RTS Area

	Cayuga County		Chemung County		Cortland County		Seneca County		Tioga County		Tompkins County	
Mode of Travel												
Drive Alone	565	87.1%	15	100%	11,835	76.9%	4	100%	220	100%	1,245	74.1%
Carpool	80	12.3%	0	0%	1,330	8.6%	0	0%	0	0%	435	25.9%
Public Transportation	0	0%	0	0%	160	1.0%	0	0%	0	0%	0	0%
Other	4	0.6%	0	0%	79	0.5%	0	0%	0	0%	0	0%

County of Residence – Outside RTS Area

	Broome County		Chenango County		Madison County		Oneida County		Onondaga County		Oswego County	
Mode of Travel												
Drive Alone	530	80.4%	365	80.4%	105	100%	80	69.9%	955	87.2%	160	100%
Carpool	70	11.7%	89	19.6%	0	0%	35	30.4%	140	12.8%	0	0%
Public Transportation	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Source: 2008 Census Transportation Planning Package (CTPP)

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Workplace: Seneca County

County of Residence – RTS Area

	Cayuga County		Chemung County		Cortland County		Seneca County		Tioga County		Tompkins County	
Mode of Travel												
Drive Alone	545	91.8%	170	89.5%	4	100%	7,025	78.7%	20	100%	140	58.3%
Carpool	49	8.2%	20	10.5%	0	0%	624	7.0%	0	0%	50	20.8%
Public Transportation	0	0%	0	0%	0	0%	35	0.4%	0	0%	0	0%
Other	0	0%	0	0%	0	0%	8	0%	0	0%	50	20.8%

County of Residence – Outside RTS Area

	Monroe County		Onondaga County		Ontario County		Wayne County		Yates County	
Mode of Travel										
Drive Alone	100	100%	70	66.7%	1,180	90.4%	745	94.4%	175	68.6%
Carpool	0	0%	35	33.3%	135	10.3%	40	5.1%	80	31.4%
Public Transportation	0	0%	0	0%	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%	4	0.5%	0	0%

Source: 2008 Census Transportation Planning Package (CTPP)

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Workplace: Tioga County

County of Residence – RTS Area								
	Chemung County		Cortland County		Tioga County		Tompkins County	
Mode of Travel								
Drive Alone	380	85.4%	45	91.8%	8,000	75.4%	125	75.8%
Carpool	65	14.6%	4	8.2%	950	9.0%	40	24.2%
Public Transportation	0	0%	0	0%	50	0.5%	0	0%
Other	0	0%	0	0%	90	0.8%	0	0%

County of Residence – Outside RTS Area										
	Bradford County, PA		Broome County		Chenango County		Delaware County		Susquehanna County, PA	
Mode of Travel										
Drive Alone	1,040	80.9%	3,130	92.9%	45	100%	70	50.0%	210	98.1%
Carpool	225	17.5%	240	7.1%	0	0%	70	50.0%	4	1.9%
Public Transportation	20	1.6%	0	0%	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%	0	0%	0	0%

Source: 2008 Census Transportation Planning Package (CTPP)

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Workplace: Tompkins County

County of Residence – RTS Area

	Cayuga County		Chemung County		Cortland County		Seneca County		Tioga County		Tompkins County	
Mode of Travel												
Drive Alone	1,950	90.1%	990	79.6%	2,750	85.1%	810	75.3%	2,645	84.6%	24,080	53.2%
Carpool	180	8.3%	200	16.1%	445	13.8%	200	18.6%	440	14.1%	4,900	10.8%
Public Transportation	30	1.4%	50	4.0%	35	1.1%	65	6.0%	30	1.0%	3,485	7.7%
Other	4	0.2%	4	0.3%	0	0%	0	0%	10	0.3%	1,085	2.4%

County of Residence – Outside RTS Area

	Broome County		Onondaga County		Oswego County		Steuben County		Yates County	
Mode of Travel										
Drive Alone	400	100%	240	80.0%	90	81.8%	240	87.3%	110	100%
Carpool	0	0%	60	20.0%	20	18.2%	35	12.7%	0	0%
Public Transportation	0	0%	0	0%	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%	0	0%	0	0%

Source: 2008 Census Transportation Planning Package (CTPP)

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Workplace: Broome County

County of Residence – RTS Area								
	Chemung County		Cortland County		Tioga County		Tompkins County	
Mode of Travel								
Drive Alone	240	100%	475	88.8%	6,065	92.5%	295	96.7%
Carpool	0	0%	60	11.2%	465	7.1%	10	3.3%
Public Transportation	0	0%	0	0%	10	0.2%	0	0%
Other	0	0%	0	0%	15	0.2%	0	0%

Workplace: Onondaga County

County of Residence – RTS Area								
	Cayuga County		Cortland County		Seneca County		Tompkins County	
Mode of Travel								
Drive Alone	7,130	85.0%	1,870	89.5%	325	87.8%	305	73.5%
Carpool	1,025	12.2%	208	10.0%	40	10.8%	80	19.3%
Public Transportation	105	1.3%	0	0%	0	0%	0	0%
Other	25	0.3%	0	0%	0	0%	0	0%

Source: 2008 Census Transportation Planning Package (CTPP)

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Workplace: Steuben County

County of Residence – RTS Area						
	Chemung County		Tioga County		Tompkins County	
Mode of Travel						
Drive Alone	2,960	87.2%	100	74.1%	115	100%
Carpool	420	12.4%	30	22.2%	0	0%
Public Transportation	0	0%	0	0%	0	0%
Other	15	0.4%	0	0%	0	0%

Workplace: Monroe County

County of Residence – RTS Area		
	Seneca County	
Mode of Travel		
Drive Alone	330	97.1%
Carpool	10	2.9%
Public Transportation	0	0%
Other	0	0%

Source: 2008 Census Transportation Planning Package (CTPP)

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APPENDIX B: Transportation Disadvantaged Population by County

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Transportation Disadvantaged Population by County

	County of Residence													
	Cayuga County		Chemung County		Cortland County		Schuyler County		Seneca County		Tioga County		Tompkins County	
Under 18 Years	17,298	21.6 %	19,880	22.4%	10,411	21.1%	3,890	21.2 %	7,519	21.3 %	11,977	23.4 %	16,659	16.4%
Over 65 Years	12,235	15.3 %	13,943	15.7%	6,458	13.0%	3,116	17.0 %	5,472	15.5 %	8,032	15.7 %	10,929	10.8%
Poverty Status	9,091	11.4 %	13,730	15.5%	6,706	13.6%	1,496	8.2%	4,067	11.5 %	4,886	9.6%	16,461	16.2%
With a Disability	9,486	11.9 %	12,714	14.3%	5,399	10.9%	3,657	20.0 %	4,847	13.7 %	8,240	16.1 %	11,955	11.8%

Source:
2010
and
2000
U.S.
Census

Data for persons with disabilities is not available for Schuyler, Tioga, and Tompkins County in the 2010 Census; therefore 2000 Census data was used for these counties.

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APPENDIX C: FTA Overview of MAP-21 Programs

Moving Ahead for Progress in the 21st Century Act (MAP-21)

A Summary of Public Transportation Provisions

Federal Transit Administration

Overview

On July 6, 2012 President Obama signed into law a new two-year transportation authorization, entitled Moving Ahead for Progress in the 21st Century (MAP-21). The new law authorizes \$10.6 billion in FY 2013 and \$10.7 billion in FY 2014 for public transportation.

MAP-21 furthers several important goals, including safety, state of good repair, performance, and program efficiency. MAP-21 gives FTA significant new authority to strengthen the safety of public transportation systems throughout the United States. The act also puts new emphasis on restoring and replacing our aging public transportation infrastructure by establishing a new needs-based formula program and new asset management requirements. In addition, it establishes performance-based planning requirements that align Federal funding with key goals and tracks progress towards these goals. Finally, MAP-21 improves the efficiency of administering grant programs by consolidating several programs and streamlining the major capital investment grant program known as “New Starts.” These, and other important changes, are summarized in this document.

While this summary focuses on the transit title (Division B, including amendments to chapter 53 of title 49, United States Code), several provisions that reside in the highway title (Division A, including amendments to title 23, United States Code) also affect transit. These provisions include performance measures in transportation planning, the Transportation Infrastructure Finance and Innovation Act (TIFIA), the Surface Transportation Program (STP), the Congestion Management and Air Quality program (CMAQ), and acceleration of project delivery through streamlining environmental reviews. A summary of these provisions can be found at <http://www.fhwa.dot.gov/map21/summaryinfo.cfm>.

MAP-21 will take effect on October 1, 2012. Until then, FTA will continue to manage agency programs under existing law (SAFETEA-LU), which expires on September 30, 2012.

New Programs

Safety (5329)¹

MAP-21 grants FTA the authority to establish and enforce a new comprehensive framework to oversee the safety of public transportation throughout the United States. FTA will implement the new law in consultation with the transit community and the U.S. Department of Transportation’s (DOT) Transit Rail Advisory Committee for Safety (TRACS), which has been working since September of 2010 to help guide this effort.

¹ Section numbers are provided in parentheses in order to refer readers to the relevant sections of Title 49 of the United States Code.

Safety performance criteria and standards

Under the new law, FTA must develop safety performance criteria for all modes of public transportation (rail, bus, etc.). FTA must also develop minimum safety performance standards for vehicles not regulated by other Federal agencies. In addition, FTA must develop a public transportation safety certification training program for individuals involved in transit safety.

Grantee safety plans

The new law requires all recipients of FTA funding to develop agency safety plans that include performance targets, strategies, and staff training. For rural recipients, the plan may be drafted by the State. For small urban systems, FTA must issue a rule designating which small urban systems may have their safety plans drafted by the State. These measures and targets must be incorporated into metropolitan and statewide transportation plans and transportation improvement programs.

State Safety Oversight

MAP-21 includes new requirements for the State Safety Oversight (SSO) program, through which States with heavy rail, light rail, and streetcar systems must establish safety oversight for these transit systems. MAP-21 requires State Safety Oversight Agencies (SSOAs) to be legally and financially independent from the rail systems they oversee, and have the authority, staff training, and expertise to enforce Federal and State safety laws. FTA must certify whether each SSO is adequate and meets the requirements. FTA will oversee implementation of the SSO programs and audit each SSO agency at least triennially.

Funding for State Safety Oversight

The law also directs FTA to distribute funding via formula to support State safety oversight work. The funding is a takedown (one-half of one percent) from the Urbanized Area Formula program, and totals approximately \$22 million per year. A 20 percent local match is required for these funds.

Additional Authorities

The new law provides FTA with several additional authorities including the authority to inspect and audit all public transportation systems; to make reports and issue directives with respect to the safety of public transportation systems; to issue subpoenas and take depositions; to require the production of documents; to prescribe record-keeping and reporting requirements; to investigate public transportation accidents and incidents; to enter and inspect equipment, rolling stock, operations and relevant records; and to issue regulations to carry out transit safety provisions.

MAP-21 also grants FTA enforcement authority and permits FTA to issue directives, require more frequent oversight of transit systems, impose more frequent reporting requirements, and require that formula grant funds be spent to correct safety deficiencies before funds are spent on other projects.

State of Good Repair Grants (5337)

MAP-21 establishes a new grant program to maintain public transportation systems in a state of good repair. This program replaces the fixed guideway modernization program (Section 5309). Funding is limited to fixed guideway systems (including rail, bus rapid transit, and passenger ferries) and high intensity bus (high intensity bus refers to buses operating in high occupancy vehicle (HOV) lanes.) Projects are limited to replacement and rehabilitation, or capital projects required to maintain public transportation systems in a state of good repair. Projects must be included in a transit asset management plan (see next section) to receive funding. The new formula comprises: (1) the former fixed guideway modernization formula; (2) a new service-based formula; and (3) a new formula for buses on HOV lanes. Authorized funding for this program is \$2.1 billion in FY 2013 and \$2.2 billion in FY 2014.

Asset Management Provisions (5326)

MAP-21 requires FTA to define the term “state of good repair” and create objective standards for measuring the condition of capital assets, including equipment, rolling stock, infrastructure, and facilities. Based on that definition, FTA must then develop performance measures under which all FTA grantees will be required to set targets. All FTA grantees and their subrecipients are required to develop transit asset management plans. These plans must include, at a minimum, capital asset inventories, condition assessments, and investment prioritization. Each designated recipient of FTA formula funding will be required to report on the condition of its system, any change in condition since the last report, targets set under the above performance measures, and progress towards meeting those targets. These measures and targets must be incorporated into metropolitan and statewide transportation plans and transportation improvement programs (TIPs). FTA will support this effort through technical assistance, including the development of an analytical process or decision support tool that allows recipients to estimate their capital investment needs over time and assists with asset investment prioritization.

Bus and Bus Facilities Program (5339)

A new formula grant program is established under Section 5339, replacing the previous Section 5309 discretionary Bus and Bus Facilities program. This capital program provides funding to replace, rehabilitate, and purchase buses and related equipment, and to construct bus-related facilities. Authorized funding is \$422 million in FY 2013 and \$428 million in FY 2014. Each year, \$65.5 million will be allocated with each State receiving \$1.25 million and each territory (including DC and Puerto Rico) receiving \$500,000. The remaining funding will be distributed by formula based on population, vehicle revenue miles and passenger miles. This program requires a 20 percent local match.

Emergency Relief (5324)

This new program assists States and public transportation systems with emergency-related expenses. Emergencies are defined as natural disasters affecting a wide area or a catastrophic failure from an external cause for which the governor of a State has declared an emergency (and the Secretary of Transportation has concurred) or the President has declared a major disaster. The program funds

capital projects to protect, repair, reconstruct, or replace equipment and facilities. It also funds transit agency operating costs related to evacuation, rescue operations, temporary public transportation service, or changing public transportation route service before, during, or after an emergency in an area directly affected. The grants only cover expenses not reimbursed by the Federal Emergency Management Agency (FEMA). The program will provide immediate funding, similar to the FHWA emergency program. Funding will be appropriated by Congress as needed.

Transit-Oriented Development Planning Pilot

MAP-21 creates a new discretionary pilot program for transit-oriented development (TOD) planning grants. Eligible activities include comprehensive planning in corridors with new rail, bus rapid transit, or core capacity projects.² The comprehensive plans should seek to enhance economic development, ridership, and other goals; facilitate multimodal connectivity and accessibility; increase access to transit hubs for pedestrian and bicycle traffic; enable mixed-use development; identify infrastructure needs associated with the project; and include private sector participation. MAP-21 authorizes \$10 million for FY 2013 and \$10 million for FY 2014.

Consolidated Programs

Urbanized Area Formula Grants (5307)

The largest of FTA's grant programs, this program provides grants to urbanized areas³ to support public transportation. Funding is distributed by formula based on the level of transit service provision, population, and other factors. Total funding is \$4.9 billion in FY 2013 and \$5 billion in FY 2014 (includes the Growing States and High Density States formula). The program remains largely unchanged with a few exceptions:

Job access and reverse commute activities now eligible

Activities eligible under the former Job Access and Reverse Commute (JARC) program, which focused on providing services to low-income individuals to access jobs, are now eligible under the Urbanized Area Formula program. This includes operating assistance with a 50 percent local match for job access and reverse commute activities. In addition, the urbanized area formula for distributing funds now includes the number of low-income individuals as a factor. There is no floor or ceiling on the amount of funds that can be spent on job access and reverse commute activities.

Expanded eligibility for operating expenses for systems with 100 or fewer buses

MAP-21 expands eligibility for using Urbanized Area Formula funds for operating expenses. Previously, only urbanized areas with populations below 200,000 were eligible to use Federal transit funding for

² MAP-21 states that grants under this subsection are to "assist in financing comprehensive planning associated with an eligible project" and that "eligible project" means a new fixed guideway capital project or core capacity improvement project, as those terms are defined in [49 U.S.C. 5309 (Capital Investment Grants / "New Starts").]

³ An urbanized area is an area with a population of 50,000 or more that has been defined and designated in the most recent decennial census as an 'urbanized area' by the Census Bureau.

operating expenses. Now, transit systems in urbanized areas over 200,000 can use their formula funding for operating expenses if they operate no more than 100 buses. Systems operating between 76 and 100 buses in fixed route service during peak service hours may use up to 50 percent of their “attributable share”⁴ of funding for operating expenses. Systems operating 75 or fewer buses in fixed-route service during peak service hours may use up to 75 percent of their “attributable share” of funding for operating expenses. This expanded eligibility for operating assistance under the Urbanized formula program excludes rail systems.

New discretionary passenger ferry grants

\$30 million per year is set-aside from the Urban formula program totals to support passenger ferries. Funding will be awarded on a competitive selection basis.

New takedown for safety oversight

MAP-21 sets aside one half of one percent (approximately \$22 million per year) of Urbanized Area Formula funds for State safety oversight grants (see above section on safety).

Rural Area Formula Grants (5311)

This program provides capital, planning, and operating assistance to support public transportation in rural areas, defined as areas with fewer than 50,000 residents. Funding is based on a formula that uses land area, population, and transit service. Total funding is \$600 million in FY 2013 and \$608 million in FY 2014. The program remains largely unchanged with a few exceptions:

Job access and reverse commute activities eligible

Activities eligible under the former Job Access and Reverse Commute (JARC) program, which provided services to low-income individuals to access jobs, are now eligible under the Rural Area Formula program. In addition, the formula now includes the number of low-income individuals as a factor. There is no floor or ceiling on the amount of funds that can be spent on job access and reverse commute activities.

Tribal Program

The Tribal program now consists of a \$25 million formula program and a \$5 million discretionary grant program. Formula factors include vehicle revenue miles and the number of low-income individuals residing on tribal lands.

Appalachian Development Public Transportation Assistance Program

MAP-21 authorizes \$20 million each for FY 2013 and FY 2014 for grants to support public transportation in the Appalachian region.

⁴ Attributable share refers to the share of the urbanized area’s apportionment that is attributable to a transit system based on the transit system’s share of vehicle revenue hours in the urbanized area.

Other changes

The set-aside for States for administration, planning, and technical assistance is reduced from 15 to 10 percent. The cost of the unsubsidized portion of privately provided intercity bus service that connects feeder service is now eligible as in-kind local match.

Enhanced Mobility of Seniors and Individuals with Disabilities (5310)

This program provides formula funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each State's share of the targeted populations and are now apportioned to both States (for all areas under 200,000) and large urbanized areas (over 200,000). The former New Freedom program (5317) is folded into this program. The New Freedom program provided grants for services for individuals with disabilities that went above and beyond the requirements of the Americans with Disabilities Act (ADA). Activities eligible under New Freedom are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program.

Projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan; and the competitive selection process, which was required under the former New Freedom program, is now optional. At least 55 percent of program funds must be spent on the types of capital projects eligible under the former section 5310 -- public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining 45 percent may be used for: public transportation projects that exceed the requirements of the ADA; public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit; or, alternatives to public transportation that assist seniors and individuals with disabilities. Using these funds for operating expenses requires a 50 percent local match while using these funds for capital expenses (including acquisition of public transportation services) requires a 20 percent local match.

Repealed Programs

MAP-21 focuses on improving the efficiency of grant program operations by consolidating certain programs and repealing other programs. The following programs expire on September 30, 2012 and no new funding is authorized beyond fiscal year 2012:

- Alternatives Analysis (5339),
- Clean Fuels (5308),
- Job Access and Reverse Commute (JARC) (5316),
- New Freedom (5317),
- Transit in the Parks (5320), and
- Over the Road Bus (3038 of TEA-21).

As noted above, in lieu of the current Bus Discretionary Program (section 5309), a new formula-driven Bus and Bus Facilities Program (5339) is established in MAP-21. Eliminating these discretionary programs underscores the need for grantees to carefully prioritize the needs of their own systems and align their capital plans with the new streams of formula assistance provided under MAP-21. With regard to the Transit in the Parks (5320) program, public transportation investments serving National Parks and other Federal lands remain eligible under the Federal Lands Transportation Program administered by the Federal Highway Administration (FHWA). As noted above, job access and reverse commute activities are now eligible under the Urbanized Area Formula program (5307) as well as the Rural Area Formula program (5311). Activities eligible under the former New Freedom program are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program (5310).

Modified Programs

Fixed Guideway Capital Investment Grants (5309)

Also known as “New Starts / Small Starts,” this program awards grants on a competitive basis for major investments in new and expanded rail, bus rapid transit (BRT), and ferry systems. The program is funded at \$1.9 billion dollars for FY 2013 and FY 2014 subject to appropriations by Congress.

Core capacity projects now eligible

MAP-21 adds new eligibility for core capacity improvement projects, that is, projects that expand capacity by at least 10 percent in existing fixed guideway transit corridors that are at or above capacity, or are expected to be at capacity within five years.

Project development streamlined

MAP-21 streamlines the project development process for New Starts. It eliminates the alternatives analysis requirement and instead relies on the review of alternatives performed during the metropolitan planning and environmental review processes. It creates the “Project Development” phase, during which environmental reviews are completed. Project sponsors must complete this phase within two years, or seek an extension from FTA. MAP-21 reduces the number of FTA approval steps by consolidating the “Preliminary Engineering” and “Final Design” stages into a single “Engineering” step. It also requires FTA to develop an expedited review process for determining the technical capacity of project sponsors to undertake the proposed project if they have recently and successfully completed at least one other new fixed guideway or core capacity improvement project.

Project evaluation and rating

Under certain conditions, MAP-21 allows for the use of “warrants,” in other words, ways in which projects may qualify for automatic ratings on the project justification criteria. It also eliminates the operating efficiencies criterion and adds a congestion relief criterion. It requires FTA to evaluate the

benefits of a Small Starts⁵ project against the Federal share of the project, rather than the total project cost when developing the project justification rating.

Reorganization

The fixed guideway modernization and bus and bus facilities programs, which were previously funded under Section 5309, have now been restructured and moved to a new Section 5337 State of Good Repair Program and a new Section 5339 Bus and Bus Facilities Program.

Other Provisions

MAP-21 creates a competitive pilot program for expedited project delivery. In addition, it funds Small Starts projects through a single year grant or an expedited grant agreement. New Starts and core capacity projects are funded through a full funding grant agreement (FFGA). Congressional notification of grant award is 10 days for Small Starts projects and 30 days for New Starts and core capacity projects. MAP-21 requires FTA to issue policy guidance on the process and evaluation criteria within 180 days of enactment, and a rule within one year of enactment.

Metropolitan, Statewide, and Nonmetropolitan Planning Programs (5303, 5304, and 5305)

These programs provide funding and procedural requirements for multimodal transportation planning in metropolitan areas and States that is cooperative, continuous, and comprehensive, resulting in long-range plans and short-range programs of transportation investment priorities. \$127 million is authorized in FY 2013 and \$129 million in FY 2014. The planning programs are jointly administered by FTA and FHWA, which also provides additional funding.

Establishes a performance-based planning process

MAP-21 requires Metropolitan Planning Organizations (MPOs) and States to establish performance targets that address national performance measures issued by the U.S. DOT and are based on goals outlined in law – safety, infrastructure condition, congestion reduction, system reliability, economic vitality, environmental sustainability, reduced project delivery delays, transit safety, and transit asset management. Transportation Improvement Programs (TIPs) must include a description of the anticipated progress toward achieving the targets brought about by implementing the TIP. Five years after enactment of MAP-21, the U.S. DOT will report to Congress on the effectiveness of performance-based planning and assess the technical capacity of MPOs in smaller areas to undertake performance-based planning.

Requires transit representation on MPO policy boards in large areas

Within two years of the date of enactment, MPOs in urbanized areas designated as transportation management areas must include transit officials on their policy boards.

Supports optional scenario development

⁵ Small Starts projects have a net capital cost of less than \$250 million and a Federal share of less than \$75 million.

MPOs may undertake scenario development exercises in preparing the long-range transportation plan that consider alternative demographic growth, revenue options, and other factors.

Allows designation of regional transportation planning organizations

Regional transportation planning organizations comprised of volunteer local government and transportation officials may be designated to assist the State in addressing the needs of non-metropolitan areas. Accordingly, “statewide planning” has been renamed “statewide and non-metropolitan planning” to signify the important role local officials play in the development of statewide plans and programs in non-metropolitan areas of States.

Research, Development, Demonstration, and Deployment (5312)

Previous Section 5312 (Research, development, demonstration, and deployment projects) and Section 5314 (National research programs) are now consolidated into one program under Section 5312. MAP-21 authorizes \$70 million annually for FY 2013 and FY 2014 subject to appropriations by Congress. Funding supports public transportation research; innovation and development; and demonstration, deployment, and evaluation. Projects under this last category require a project evaluation within two years of award. MAP-21 creates a new low or no emissions vehicle deployment program. FTA is required to submit an annual report to Congress that includes a description of projects funded, an evaluation of each project described, and a proposed allocation of assistance for the next fiscal year. MAP-21 requires a local match of not less than 20 percent for Section 5312 projects.

Technical Assistance and Standards (5314)

MAP-21 authorizes \$7 million annually for FY 2013 and FY 2014 in discretionary funding subject to appropriations by Congress for a wide range of technical assistance activities and development of voluntary standards and best practices. (Previously, some of these activities were funded under research) A local match of not less than 20 percent is required for projects carried out using a grant. An annual report to Congress is required, similar to the one for the research section above.

Human Resources and Training (5322)

The act authorizes \$5 million subject to appropriations by Congress in each of FY 2013 and FY 2014 for human resource activities including: employment training and outreach programs; research on public transportation personnel and training needs; and training and assistance for minority business opportunities. MAP-21 authorizes a competitive grant program to support innovative public transportation workforce development. A 50 percent local match is required for this competitive grant program. FTA must submit a report to Congress on measurable outcomes and impacts of the programs funded.

MAP-21 also authorizes \$5 million subject to appropriations by Congress in each of FY 2013 and FY 2014 for a national transit institute. Formerly authorized under Section 5315, this national transit institute is to develop training and education programs related to topics in public transportation and must be administered through a public, four-year degree-granting institution.

Other Notable Provisions

Buy America

FTA must submit an annual report to Congress on any Buy America waivers for transit grants.

Veterans Preference

MAP-21 includes veteran's preference for employment on transit construction projects.

Private Sector Participation

MAP-21 requires FTA to provide technical assistance requested by project sponsors and grantees on best practices and methods for using private providers of public transportation, and on how to use public-private partnerships for alternative project delivery of fixed guideway capital projects. MAP-21 also requires FTA to identify public transportation laws, regulations or practices that impede public-private partnerships or private investment in transit capital projects. FTA must also develop procedures through regulation to address these legal impediments, as well as procedures to protect the public interest and any public investment in public transportation capital projects that involves public-private partnerships or private investment. FTA must also develop guidance to promote greater transparency and public access to public-private partnership agreements. A new pilot program for expedited project delivery established under the "New Starts / Small Starts" section (5309) may provide opportunities for public-private partnerships. A new provision related to private providers of vanpool service expands what is eligible as local match and permits excess revenues to be used to acquire rolling stock for use in the service area.

Bus Testing

MAP-21 requires FTA to develop a new pass/fail standard for testing new model buses. Vehicles that do not receive a pass rating are not eligible to be purchased with Federal funds.

Transit Cooperative Research Program

MAP-21 authorizes \$7 million subject to appropriations by Congress in each of FY 2013 and FY 2014 to continue the Transit Cooperative Research Program (TCRP).

Government Share for Vehicles, Equipment and Facilities for Complying or Maintaining Compliance with the Americans with Disabilities Act or the Clean Air Act

An FTA grant used for acquiring vehicles to comply with or maintain compliance with the Americans with Disabilities Act (ADA) or the Clean Air Act can now cover 85 percent of net project costs. FTA grants for vehicle-related equipment or facilities needed to comply with or maintain compliance with the ADA or Clean Air Act remains at 90 percent of net project costs of the equipment of facilities attributable to compliance with the Act (the incremental cost).

For More Information

Additional information related to MAP-21 is available on the FTA website at <http://www.fta.dot.gov/map21>. As implementation of the new law progresses, more material will be posted.

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APPENDIX D: Results of “Thinking Regionally” Exercise

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THINKING REGIONALLY

Exercise Results

Client Committee Working Session

Wednesday, June 20, 2012

Keeping in mind the vision statement, the group members divided into two groups and considered each question below, listing answers that relate to achieving the study goals.

The answers were compiled on boards and each member selected their top two responses to each question by placing dots next to what they consider their highest priorities -- red for highest priority; green for second-highest priority. The results are as follows:

What are client/customer trip needs?

- Employment **8** ● **2** ●
- Expansion of system/services **3** ● **3** ●
- Cross-county trips **2** ● **1** ●
- Tourism **1** ●
- Aging population including medical **4** ●
- Social/quality of life **2** ●
- Student population & their families/after school **1** ●
- People with disabilities **1** ●
- Children
- Educational
- Public agencies that purchase trips
- Retired seniors, not medical

What is family of services that will meet needs?

- Transit connectivity **4** ● **2** ●
- Volunteer system/network **4** ● **1** ●
- Fixed route/demand response connections **25** ● ●
- Rideshare **2** ●
- Client specific issues **1** ●
- Non-emergency medical services **1** ●
- Flexible services **5** ●
- Accessible taxi service
- Universal Design

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- Private providers
- Book empty seats
- Zimride

How does availability of services get communicated?

- Regional call center6 ●1 ●
- Communication (operator-operator and operator-user)4 ● 2 ●
- Mobility managers website links or even a single site1 ● 4 ●
- One-stop-shop (transportation broker)2 ● 1 ●
- 511 and 2111 ● 2 ●
- Highly trained operators1 ●
- Technology1 ●
- Virtual system1 ●
- Trip inventory
- 511 vs. 211

How do providers of services collaborate?

- Specific projects will help identify players7 ●3 ●
- Create a “virtual single system”3 ●
- Communicate on a data level (211 or 511)1 ● 6 ●
- Get rid of silos1 2 ● ●
- Human services agencies need to know each other2 ●
- Sustaining transportation coalition2 ●
- Single “Transportation Debit Card”1 ●
- Peer-to-peer
- Connecting community mobility services into network

What would be the components of the system?

- Business models to connect services5 ● 2 ●
- Break away from county barriers4 ● 2 ●
- 211 would connect directly to provider2 ● 4 ●
- Simplified communication/collaboration2 ● 3 ●
- Governance1 ● 3 ●
- Incentives1 ●
- Trip planner
- Include all transportation options
- Mutually supportive
- Fill empty seats/reduce deadhead miles
- Universal design

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APPENDIX E: Working Group Meeting Summaries

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Regional Transportation Study Fixed Route Transit Working Group September 12, 2012

Meeting Summary

Attendees:

Joe Turcotte - General Manager, TCAT
Alice Eccleston – AGM, TCAT
Doug Swarts – Service Development Manager, TCAT
Mike Steele – GM, CTRAN
Tina Hager- Mobility Manager, Chemung County
Amber Simmons – Mobility Manager, Schuylers County Transit System
Jan Dempsey – Mobility Management Coordinator, Seven Valleys Health Coalition
Dan Dineen – Director of Planning, Cortland County
Dwight Mengel – Chief Transportation Planner, Tompkins County DSS
Rich Landerkin – Chief of Planning, CENTRO
Marlene Connor, Jim McLaughlin – Wendel
Jack Reilly- Jack Reilly Associates

Meeting Notes:

The meeting started with introductions and an overview of the agenda. Marlene Connor followed with a Power Point presentation (attached) that included the items on the agenda:

- Existing services and policies
- Areas of overlap/opportunities for connections
- Potential impact of Medicaid transportation modifications
- Technology: what you have now plus future plans
- Next Steps

Discussion items included the following:

- Comments were received about various destinations and other information contained on the slides
- There would be benefit in developing a table that included operating and financial information for all the operators in the RTS area

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- It was noted that there had been some discussion of a shared vehicle project in the Tahoe area and researching the status of that project might be useful for application in the RTS
- There is a study completed in the Finger Lakes region by the Sage Commission that we should be monitoring; it includes development of a business plan – the contact person for transportation is Bill McDonald
- Mike Steele and Jack Reilly will follow up to find more information regarding the routes of the inter-city operators
- It was observed that the potential for real regional service connections cannot be realized without some level of regional funding provide by the State
- The basic limitations are that funds are only going to be spent in the county that sponsors the service
- However, there should be easier ways to deal with the local agreement process. A recent need to formalize an agreement for STS to operate in Cayuga was cited as an example
- There should be a way to frame out corridors for service; for example connecting CENTRO with Cortland then meeting up with TCAT and extending to Tioga/Broome and CTRAN
- Connections between gaps can also be made by using demand response services; although not a “quality ride” option, it could create a network option to build on
- From an ITS perspective, it was noted that there is a regional architecture plan that CENTRO has been working with; they are phasing in a system that includes next bus, AVL and other components
- Some reported that values of ITS elements for smaller systems, such as trip scheduling and routing, may not be cost effective
- It was agreed that impending changes in Medicaid transportation will affect many of the operators; following up with more details about the system currently in operation in Cayuga would be of value
- There were some varying opinions about MAP – 21; on the one hand it will provide a stream of funds for TCAT, which had not been successful receiving discretionary grants under the prior 5309 process; on the other hand items such as TIFIA offered zero potential for smaller systems

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Regional Transportation Study Mobility Managers Working Group September 13, 2012

Meeting Summary

Attendees:

Tina Hager- Mobility Manager, Chemung County
Amber Simmons – Mobility Manager, Schuyler County Transit System
Jan Dempsey – Mobility Management Coordinator, Seven Valleys Health Coalition
Dwight Mengel – Chief Transportation Planner, Tompkins County DSS
Cynthia Klopfer- Mobility Manager, Tompkins County
Ray Weaver- Way 2 Go, Tompkins County
Marlene Connor, Jim McLaughlin, Fred Frank – Wendel

Meeting Notes:

The meeting started with introductions and an overview of the agenda:

- RTS Public Meeting process: project sustainability
- Mobility Manager roles in study area
- Technology: what you have now plus future plans
- Next steps

Marlene Connor initiated the discussion regarding the primary issue, the coordination of the virtual Town Hall meeting scheduled for October. The group agreed on the date of October 11 and, after considering various alternatives, believed the meetings should be set from 2 – 4 and 6 – 8 PM. It was requested that the Mobility Manager for each county would secure the site for the meeting and work with the staff for that site to ensure the availability of internet connections and a projection screen (which are the only IT requirements). Wendel will communicate with several others to determine the central broadcast location.

Another discussion ensued regarding how to get the word out, who to invite and what were the goals for the meeting. It was agreed that developing a central theme, one that was not technical in nature (for example did not say mobility infrastructure, etc.), but could be made more focused for individual counties would be best. The theme “What moves you?” was suggested and it was also agreed that Arch Street Communications would work to finalize that theme, as well as to

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develop a poster format that could be used for multiple venues. It was suggested that the list of invitees could begin with representatives of the task forces that updated the local coordination plans. Other local and civic groups were also suggested and it was noted to connect with the colleges and universities.

With respect to the format and the goals of the meeting, it would begin with an overview presentation by Marlene Connor and then transition into opportunities for input from those in attendance at the various county sites and those participating via the internet. There were several ideas about adding in interactive communications during the meeting and Wendel will research those options further. However, it appeared important to maintain a central control, yet allowing for meaningful public input. That could result in the Mobility Managers leading the input process at the county sites while Wendel staff would interact with those participating on the internet. In subsequent discussions it was agreed that hosting a “dry run” of the process would be a good idea.

The Wendel team had asked for email lists to use via the Constant Contact process. It was noted that the emails would be better received if they came from the local staffs as opposed to the consultant team. Cyd Averill will follow up with each county to implement the email notifications.

The next item for discussion centered on the thought that one way for the RTS concept to sustain beyond the study time frame was to include the various plans and programs within the Mobility Management agendas, which would require the Mobility Manager positions to be sustained. MAP – 21 rearranges various funding sources, for example eliminating specific JARC and New Freedom funds, which have been used to fund all the Mobility Manager positions in the RTS area. Those positions include some funded with urban and some funded with rural sources. The urban funds will be administered by FTA designated recipients; while NYSDOT will still administer the rural funds. Part of the overall RTS strategy will be to seek additional clarification about the funding for these positions.

There was a general discussion regarding MAP 21 and pending changes to funding at the state and federal level in transportation funding which may result.

Updates were provided on efforts including IT projects in individual counties, ITN Everywhere, and other efforts regarding rural ITS training offered by NTI.

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Regional Transportation Study Client Committee Working Session September 13, 2012

Meeting Summary

Attendees:

Joe Turcotte - General Manager, TCAT
Doug Swarts – Service Development Manager, TCAT
Tina Hager- Mobility Manager, Chemung County
Amber Simmons – Mobility Manager, Schuyler County Transit System
Jan Dempsey – Mobility Management Coordinator, Seven Valleys Health Coalition
Dan Dineen – Director of Planning, Cortland County
Dwight Mengel – Chief Transportation Planner, Tompkins County DSS
Cynthia Kloppel- Mobility Manager, Tompkins County
Tanya Husick, Senior Transportation Planner, Cornell University
Larry Roberts- Finger Lakes Independence Center
Nancy Hares- Mobility Manager- Seneca Cayuga ARC
Marlene Connor, Jim McLaughlin – Wendel
Ginger Mold – Arch Street Communications

Meeting Notes:

The meeting started with introductions and an overview of the agenda. Marlene Connor followed with a Power Point presentation (attached) that included the items on the agenda:

- Study updates- results from “thinking regionally” exercise
- Public meeting process
- Inter-County gaps: service and policy
- Next steps

Discussion items included the following:

- While employment transportation was highly rated as a trip purpose in the thinking regionally exercise, it is also important to understand out of county travel needs for medical and other human service services
- Basic connectivity should include the networks of volunteer and rideshare markets

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- Discussion regarding the medical destinations and how these relate to fixed route services needs also to consider the ability of users to access fixed route services
- Comments were received about various destinations and other information contained on the slides
- Discussion regarding intercity services and how these need to be part of the mix of services
- It was noted that Cornell operates service to the New York City area and other places – additional information to be sought from Tanya
- What the gap map shows is that there is no transit connectivity. Cobbling together connections does not make a system that anyone would want to
- The system concept should show the location of transit centers, e.g. Ithaca, Binghamton, Syracuse, Elmira, these centers could be nodes for transfers (and more of these centers could be developed)
- There were some varying opinions about MAP – 21; on the one hand it will provide a stream of funds for TCAT, which had not been successful receiving discretionary grants under the prior 5309 process; on the other hand items such as TIFIA offered zero potential for smaller systems; Mobility Manager positions are funded with JARC and New Freedom and the process for those funds will change; the RTS area does include some potential Appalachian funds for 5 of the Counties
- It was discussed that impending changes in Medicaid transportation will affect many of the operators
- In addition to spatial and temporal gaps, some services only operate in one direction during times of the day
- Out of region travel demand destinations also include New York, Philadelphia and Washington; Amtrak connections should also be included
- Airport limousine service provides medical trips to Syracuse
- With respect to the virtual town hall process, there was concurrence on the October 11th date with two sessions to be held, one from 2-4 PM, one from 6-8 PM
- The mobility managers will take the lead in coordinating the site selection and the email communication to their networks of contacts and agencies, working in conjunction with Arch Street Communications

Final Report: Regional Transportation Study

- The Wendel Team will be sending out additional information and clarifications as well as posters, and flyers for distribution regionally, and press releases to local media outlets


Final Report: Regional Transportation Study

APPENDIX F: October 11, 2012 Town Hall Meeting (attached)

REGIONAL TRANSPORTATION STUDY

Tompkins • Tioga • Cortland • Chemung • Cayuga • Seneca • Schuyler

WHAT MOVES YOU



THURSDAY
OCTOBER 11
2012

REGIONAL TOWN HALL MEETING:

How do you get to medical appointments, work, school and social activities? Share your ideas about improving access to transportation services in the region.

Join people from transit, human services, higher education and other county agencies for this Town Hall Meeting of the Regional Transportation Study.

**PLEASE PLAN TO JOIN US,
YOUR IDEAS COUNT!**

CHOOSE A CONVENIENT LOCATION, OR ATTEND ONLINE!

TOMPKINS COUNTY

2:00-4:00 PM, 6:00-8:00 PM
TC3, Sprole Conference Room #204
170 North Street, Dryden

TIOGA COUNTY

2:00-4:00 PM, 6:00-8:00 PM
Health and Human Services Building
1062 Route 38, Owego

CAYUGA COUNTY

2:00-4:00 PM
Cayuga County Office Building
Legislative Chambers, 6th floor
160 Genesee St., Auburn

SCHUYLER COUNTY

2:00-4:00 PM, 6:00-8:00 PM
Arc of Schuyler
210 12th St., Watkins Glen

TOMPKINS COUNTY

2:00-4:00 PM
Cornell Cooperative Extension
Room A, 615 Willow Ave., Ithaca

CORTLAND COUNTY

2:00-4:00 PM, 6:00-8:00 PM
Main St., SUNY Cortland (Beard Bldg.)
9 Main St., Cortland

CAYUGA COUNTY

6:00-8:00 PM
BOCES, Distance Learning Room
1879 West Genesee Street Rd., Auburn

ATTEND ONLINE

2:00-4:00 PM, 6:00-8:00 PM
www.tompkins-co.org/itctc/RTS/indexRTS_projectsite.html
(Instructions for online participation posted on project webpage)

TOMPKINS COUNTY

6:00-8:00 PM
GIAC, (GIAC Gym)
301 W. Court St., Ithaca

CHEMUNG COUNTY

2:00-4:00 PM, 6:00-8:00 PM
Chamber of Commerce Building
400 East Church St., Elmira

SENECA COUNTY

2:00-4:00 PM, 6:00-8:00 PM
Seneca County Office Building
1 DiPronio Dr., Waterloo


The Regional Transportation Study (RTS) is a planning project led by the Ithaca-Tompkins County Transportation Council and its partners in the Regional Transportation Planning Coalition to study transportation in the seven-county area including the counties of Cayuga, Cortland, Tioga, Chemung, Schuyler, Seneca and Tompkins

Questions? 845 855 7077

REGIONAL TRANSPORTATION STUDY

Tompkins • Tioga • Cortland • Chemung • Cayuga • Seneca • Schuyler

WHAT MOVES YOU



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CAYUGA COUNTY

2:00-4:00 PM
Cayuga County Office Building
Legislative Chambers, 6th floor
160 Genesee St., Auburn

SCHUYLER COUNTY

2:00-4:00 PM, 6:00-8:00 PM
Arc of Schuyler
210 12th St., Watkins Glen

TOMPKINS COUNTY

2:00-4:00 PM
Cornell Cooperative Extension
Room A, 615 Willow Ave., Ithaca

CORTLAND COUNTY

2:00-4:00 PM, 6:00-8:00 PM
Main St., SUNY Cortland (Beard Bldg.)
9 Main St., Cortland

CAYUGA COUNTY

6:00-8:00 PM
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400 East Church St., Elmira

SENECA COUNTY

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Seneca County Office Building
1 DiPronio Dr., Waterloo

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Questions? 845 855 7077



Regional Town Hall Meetings Summary

October 25, 2012

► Overview

The Ithaca-Tompkins County Transportation Council and its partners in the Regional Transportation Planning Coalition held its first series of Town Hall Meetings in each of the seven counties in the Regional Transportation Study (RTS) area on October 11th. The purpose of the meetings was to present to the public the RTS goals and vision statement, discuss what has been done to date, and receive stakeholder feedback to advance the study. The online Town Hall was a first-of-its-kind approach to public outreach in Ithaca-Tompkins and provided a web-based mechanism to engage a geographically diverse audience. The virtual meetings originated from Tompkins County and were broadcast to six additional counties in the region, providing convenient access for residents of each county, as well as online. Participants had the choice of two meeting times: 2:00 to 4:00 PM and 6:00 to 8:00 PM. Over 65 people participated.

► Meeting Announcements

The theme for the Town Hall Meetings was “What Moves You?” with the messaging: *How do you get to medical appointments, work, school and social activities? Join people from transit, human services, higher education and other county agencies and share your ideas about improving access to transportation services in the region. Plan to join us. Your ideas count!*

To encourage attendance, the team distributed individual email templates for the mobility managers of each of the seven counties to forward to their lists of stakeholder. The team also designed an email with *all* of the meeting locations and sent it on October 1st to a seven-county stakeholder list, including municipal offices and libraries. Additionally, a reminder to all stakeholders was sent out the day before the meeting.

► Town Hall Meeting

Consultant Team: Marlene Connor, Wendel, Host facilitator broadcasting from TC3
Jacob Needle, Wendel
Frederick Frank, Wendel
Cyd Averill, Arch Street Communications
Ginger Mold, Arch Street Communications

Appendix: An Excel notebook accompanies this report and contains: sign-in sheet list, public comments from the meetings, WebEx chat and public comments received through the website.





Meeting locations:

Tompkins County: Three locations

Both times - TC3, Sprole Conference, Room # 204, 170 North St., Dryden

WebEx point of origin – Marlene Connor – Presenter

2:00-4:00 PM - Cornell Cooperative Extension, (Room A), 615 Willow Ave., Ithaca

6:00-8:00 PM - GIAC, GIAC Gym, 301 W. Court St., Ithaca

Cynthia Kloppel, Facilitator

Tioga County: Health and Human Services Building, 1062 Route 38, Owego

Shawn Yetter, Facilitator

Cortland County: Main Street, SUNY Cortland, Beard Bldg., 9 Main Street, Cortland

Jan Dempsey, Facilitator

Chemung County: Chamber of Commerce Building, 400 East Church Street, Elmira

Tina Hager, Facilitator

Cayuga County: Two locations

2:00-4:00 PM - Cayuga County Office Building, Legislative Chambers, 160 Genesee Street, Auburn

Gabriel Holbrow, Facilitator

6:00-8:00 PM - BOCES, Distance Learning Room, 1879 West Genesee Street Road, Auburn

Cyd Averill, Facilitator

Seneca County: Seneca County Office Building, 1 DiPronio Dr., Waterloo

Frederick Frank, Facilitator

Schuyler County: Arc of Schuyler, 210 12th Street, Watkins Glen

Amber Simmons, Facilitator

Link to attend online: http://www.tompkins-co.org/itctc/RTS/indexRTS_projectsite.html

Meeting Format:

Meeting facilitators welcomed and signed in attendees at each location. Facilitators explained the virtual WebEx meeting format and how attendees could participate and contribute input.

Marlene Connor led the Town Hall Meeting with a presentation from TC3 in Tompkins County. She explained the RTS goals and vision statement. She described the process to date, the partners, the client committee, and explained community mobility and the elements of a regional network. The presentation was interactive and used online polling as a public outreach strategy to encourage participants and solicit their input on 10 poll questions interspersed in the presentation.

Following is the list of questions and the data with poll results. Many of the questions were check-all-that-apply questions, and facilitators typed in additional participant comments and sent them to the host. The comments (WebEx chat) are found in the appendix of this report.





Poll questions and results

	Session:	2:00 – 4:00 PM	6:00 – 8:00 PM
1. How would you describe your interest in this topic?			
a. interested person		5/16 (31%)	4/9 (44%)
b. public transportation customer		3/16 (19%)	2/9 (22%)
c. bike/ped advocate		5/16 (31%)	2/9 (22%)
d. human service professional		9/16 (56%)	6/9 (67%)
e. transportation professional		10/16 (63%)	1/9 (11%)
f. other		6/16 (38%)	1/9 (11%)
2a. How did you get to the meeting tonight?			
a. car (alone)		10/16 (63%)	6/9 (67%)
b. carpool		2/16 (13%)	1/9 (11%)
c. bus		1/16 (6%)	0/9 (0%)
d. taxi		0/16 (0%)	0/9 (0%)
e. paratransit		0/16 (0%)	0/9 (0%)
f. biking		1/16 (6%)	1/9 (11%)
g. walking		4/16 (25%)	3/9 (33%)
2b. For online participants: Was access to transportation a factor in your decision?			
a. yes		1/16 (6%)	1/9 (11%)
b. somewhat		1/16 (6%)	0/9 (0%)
c. no		6/16 (38%)	0/9 (0%)
No Answer		8/16 (50%)	8/9 (89%)
3a. What is your primary mode of travel?			
a. car (alone)		14/16 (88%)	7/9 (78%)
b. carpool		3/16 (19%)	1/9 (11%)
c. bus		3/16 (19%)	0/9 (0%)
d. taxi		0/16 (0%)	0/9 (0%)
e. paratransit		0/16 (0%)	0/9 (0%)
f. biking		2/16 (13%)	2/9 (22%)
g. walking		2/16 (13%)	3/9 (33%)
3b. What is your secondary mode of travel?			
a. car (alone)		3/16 (19%)	2/9 (22%)
b. carpool		9/16 (56%)	2/9 (22%)
c. bus		4/16 (25%)	4/9 (44%)
d. taxi		1/16 (6%)	0/9 (0%)



REGIONAL TRANSPORTATION STUDY

Tompkins • Tioga • Cortland • Chemung • Cayuga • Seneca • Schuyler

e. paratransit	0/16 (0%)	0/9 (0%)
f. biking	5/16 (31%)	3/9 (33%)
g. walking	10/16 (63%)	5/9 (56%)
4. What transportation services are available in your area?		
a. rideshare	7/17 (41%)	4/10 (40%)
b. carpool	11/17 (65%)	5/10 (50%)
c. bus	16/17 (94%)	8/10 (80%)
d. taxi	14/17 (82%)	7/10 (70%)
e. paratransit	14/17 (82%)	5/10 (50%)
f. not sure	0/17 (0%)	0/10 (0%)
5. What is the most important consideration in choosing how you travel?		
a. cost	8/17 (47%)	4/10 (40%)
b. connections	9/17 (53%)	6/10 (60%)
c. convenience	14/17 (82%)	6/10 (60%)
d. having options	9/17 (53%)	1/10 (10%)
e. other	3/17 (18%)	2/10 (20%)
6. How do you find out about transportation services in your area?		
a. internet/website	N/A	5/10 (50%)
aa. word of mouth	10/17 (59%)	5/10 (50%)
b. radio/TV/newspaper	7/17 (41%)	3/10 (30%)
c. service agencies	10/17 (59%)	7/10 (70%)
d. community organizations	6/17 (35%)	4/10 (40%)
e. other	10/17 (59%)	0/10 (0%)
7. Do you drive friends, neighbors and relatives to work, events and appointments?		
a. often	5/17 (29%)	4/10 (40%)
b. sometimes	12/17 (71%)	4/10 (40%)
c. never	4/17 (24%)	2/10 (20%)
8. What do you feel is the highest priority improvement?		
a. reduce costs	1/17 (6%)	1/10 (10%)
b. increase options	8/17 (47%)	4/10 (40%)
c. improve connections	10/17 (59%)	8/10 (80%)
d. other	4/17 (24%)	0/10 (0%)



► **Media Results**

The team developed a press release and distributed it on October 2nd. Team members made follow-up calls with the media, resulting in placements in print and online media outlets. Marlene Connor was interviewed by Tiffany Collinsworth at Finger Lakes Radio Group in Geneva.

Coverage with links below is as follows:

- Pre-event
 - 1 – Transportation website
 - 4 – Online media outlets
 - 2 – Radio coverage/online article
- Post event
 - 1 – Online media
 - 1 – Newspaper

Date	Outlet	Title of Article
10/1/12	TCAT (website)	What Moves You?
10/2/12	ChemungCounty.com	Chemung County Participates in Regional Transportation Study
10/4/12	IthacaJournal.com	Regional Planners Seek Transit Ideas
10/5/12	AuburnPub.com	Regional Meetings on Transportation to be Held
10/10/12	Ithaca.com	Tompkins County: Officials seeking input for eight-county sustainability plan
10/11/12	WHCU 870 AM	Regional Transportation Study Featured in Webinar
10/11/12	WYXL	Regional Transportation Study Featured in Webinar
10/12/12	AuburnPub.com	Meeting addressed transportation needs among seven counties
10/12/12	The Citizen (print)	Meetings address region’s needs

[The Citizen – 10/12 front page coverage:](#)



Timestamp	Comments
4/2/12	<p>Please add us to the mailing list: Nancy Siefka, Director Cayuga County Office for the Aging 160 Genesee Street Auburn, NY 13021</p>
6/27/12	<p>I am a non-driver who has lived in Watkins Glen for almost six years. Much as I love this village, it often feels like a prison because of the lack of public transportation. We have a shuttle bus that has no weekend or evening hours and does not go anyplace I would like or need to go. There is no taxi service. I have spent thousands of dollars buying things online that I would much rather have bought locally (pet supplies, clothes, food, crafts...) because the shipping costs are much lower than the roundtrip fare I would have to pay an Ithaca- or Elmira-based taxi (\$100-\$140). If our Schuyler County Transit system had a cooperative arrangement with the transit systems in Tompkins and Chemung counties and if there were weekend service, however limited, I would have access to everything I need. I would also be able to attend the many concerts, lectures and films I read about but cannot afford to attend (because of the taxi fare). It is very frustrating to live in an area that has such extraordinary resources—natural, cultural, culinary—and be able to take advantage of so few of them. I realize that my situation is not common; almost all of my neighbors are drivers. But I have also learned that I am not unique. And even people who have their own cars would sometimes prefer to take public transportation, especially when the weather is bad</p>
7/23/12	<p>I work in Ithaca, however, cannot take advantage of public transportation since Cortland Transit does not offer routes that coincide with a 5 p.m. quitting time</p>
7/24/12	<p>No comment, just signing up for updates.</p>
10/2/12	<p>I live in Van Etten NY. There is an excellent regional hospital the Guthrie Clinics and Robert Packer Hospital and clinic about 20 miles due south of us in Waverly/ Sayre, yet no public transportation to get there nor get home. This is not just a matter of convenience- but sometimes (in my case now and recently) has been a matter of life or death. Being unusual in acting out priorities, I have hitch-hiked to medical procedures fairly successfully because I am female (perceived as non-dangerous) and because so many private cars are going to Robert Packer. Most older people on a fixed income will do without medical care rather than hitch-hiking. I think there needs to be a shuttle.</p>
10/6/12	<p>Yes , I will be attending the call in</p>
10/10/12	<p>Interested in updates Concerned about access to transportation in rural areas.</p>
10/10/12	<p>Interested in updates Concerned about access to transportation in rural areas.</p>

10/12/12

I was unable to attend a meeting. I live in Burdett and work at Cornell. I would love to see bus service from Watkins Glen to Ithaca reinstated. I and my former bus buddies are all willing to pay more than we had been for TCat to provide the 2 runs to Watkins Glen each morning and evening. TCat provided excellent service. It would be very helpful to have a bus run from Watkins to Corning as well. I currently drive to T-burg or Jacksonville and catch the bus there. Many times the bus is overcrowded - which is great to have so many using the service - but a danger for everyone, especially those who are standing in the aisles. It is disheartening to stand on Route 96 in the morning and watch car after car drive past with only one person in them - all heading to the same destination. It is so wasteful and self-centered. I do not know how to convince people that everything we do has a consequence. Driving cars is harmful in many ways - to the environment, to our stress levels, to our safety/longevity - not to mention wildlife safety, and to our dominance of oil producing regions. It is a shame that we ripped up all the rail lines in this country. It would be so pleasant to take a train to work and then home again; that would be ideal - especially if it was an environmentally friendly train.

Comment from (County)	Comments typed in during meetings
from Chemung:	We have two participants here in Chemung at Chamber of Commerce. We can hear Marlene well.
from Tompkins:	9 persons attending counting Dwight 7 is
from Tompkins:	Tompkins we have 4 cars, 1 bus, 3 bike & 4 walks for 9 people.
from Tioga:	We have a participant who arrived using a rental vehicle.
from Tompkins:	Tompkins- we also use Carsharing with
from Seneca:	no destinations from Ontario cnty listed
from Tioga:	Taxi Service is limited in rural areas.
from Tompkins:	Tompkins- we have Gadabout , FISH volunteer network & car share & can telecommute for some employers! mostly not available to telecommute
from Seneca:	Seneca Counties largest employer is ITT in Seneca Falls and was not mapped
from Tompkins:	Tompkins- also can avoid
from Schuyler:	The first question is a little vague. What's available is not the same as what's specific to this area. For example, Taxi can be called to Schuyler, but it's not located within the county.
from Tompkins:	travel by using Skype or WebEx virtual meetings
from Tioga:	There are 4 separate "Neighbors Helping Neighbors" volunteer transportation organizations for the elderly, disabled and chronically ill in Tioga County.
from Seneca:	Major housing complexes (especially Sr.) should be included
from Tompkins:	Tompkins- we have & could develop more walking infrastructure
from Cayuga:	SCAT van for over 60 and under 60 disabled, Fixed Route, Medicaid
from Cortland:	Car insurance with carpooling is an issue that prevents carpools with threat of accident or lawsuit.
from Seneca:	High/Middle schools need to be considered in Community mapping
from Chemung:	Van Etten residents experience buses that do not come through with enough frequency. Time is only twice per day, reflecting only commuting patterns.
from Chemung:	What is the difference between rideshare and carpool?
from Cayuga:	Bus routes and schedules very difficult to understand
to Chemung:	they are interchangeable
from Cayuga:	Access to food and grocery stores is difficult
	I also consider the lowest carbon emission option (prioritize bike/bus), and health/exercise(prioritize bike)
from Schuyler:	It depends, on the person. Where choice is so limited the real answer is what's available.
from Cortland:	Cleanliness of transportation options (Taxis, busses specifically mentioned) is a major determinant of choice
from Tompkins:	Tompkins: New Roots School- the cost & connections is the most important; spend \$900 per month for 15 students to use Tioga Transit to get to school This does not include other county systems
from Cortland:	Safety is also a consideration
from Cayuga:	Food security assessment

from Seneca:	Connections between counties is very important Seneca has particular concerns with connection to Tompkins, Cayuga, Ontario and Wayne
from Cayuga:	bus routes and times are limited
from Seneca:	local transportation needs to connect to major transportation i.e. bus station in Ithaca etc
	also, the amount of total travel time factors in
from Seneca:	Buses do not run on convenient time schedules for person commuting to work
from Cortland:	Length of trip can be longer than expected by taxi- extra stops on the way
from Tompkins:	Tompkins- hard to get to the bus. bus does not go the end of the county line example Danby
from Tompkins:	Tompkins- lack of Guaranteed Ride home for all
from Cortland:	Found out about transportation services online
	I always go online when visiting a community
from Seneca:	posted schedules in Sr housing
from Tioga:	Internet - Computer
	computer but would like to use a mobile phone if there is a going ap
from Cortland:	...use computer internet, but would use phone applications if they were available
	internet - direct from each provider's website.
	I usually use a lap top - there may be an app for that but haven't looked. .
from Town of Ithaca:	we use both the computer and phones
from Seneca:	for internet - computer
from Tompkins:	Tompkins: internet use is by 9 of 10 and phone app is 1 of 10.
from Tioga:	Broome Tioga Mobility Mgmt Project - Call Center, Travel Planning Assistance
from Schuyler:	Brochures and flyers available in public and elsewhere. Visitor Center
from Cayuga:	Office of the Aging, PennySaver, church bulletins
from Tioga:	Broome Tioga Mobility Mgmt provides free info on public transit, carpooling volunteer trans, rides to work and more
from Chemung:	
	Need central call center where a patient/rider will be able to have transportation questions answered.
from Tioga:	It's called Point A to Point B Trip Planning
	generally only share a ride with my spouse
from Seneca:	Safe Park and ride areas enhances the ability for persons to rideshare
from Cortland:	Schedules are hectic when car sharing.
	I think incentivized real-time ridesharing has HUGE potential. If I could look at something 10 minutes before leaving to see if I should pick someone up I'd be way more likely to do it, since my travel schedule and modes change day to day. The advance planning is what makes it not work for me.
from Tompkins:	
	Tompkins: 8 sometimes provide rides. We also use Zimride as an event planning 7 transportation tool.
from Seneca:	
	Having to depend on an individual for ride to work can be a problem for persons with out other options

from Tompkins:	Tompkins: ridesharing is encouraged by coaches
from Cayuga:	Lots of situations where people help each other out
from Chemung:	Van Etten area has volunteer organization SIRS (senior information referral service) that provides rides to seniors. Non-profit through Inspire.
	Develop more effective carpooling/ridesharing networks
from Schuyler:	Education: Options can be increased, but if people don't know how to use or what's available it's not useful.
	Highest priority is true collaboration/coordination. too many silos, duplicate of services and some cases lack of accountability.
from Chemung:	Marketing to users and human services agencies is very important. Also communicate services to town and village municipalities.
from Cayuga:	increase options for people outside of the cities, and reducing the cost for those in rural areas - a one-way trip can be \$15 That \$15 is for taxi
from Cortland:	Out of four participants, priorities were two for increased options, two for improved connections
from Town of Ithaca:	"other" would be to try to avoiding doing transportation planning in isolation of other planning and environmental-related issues.
from Tompkins:	Tompkins: also very priority of increasing transportation options & having bus shelters
from Cortland:	-In between county transportation to Syracuse, Binghamton, Ithaca high priority- very difficult to get transportation unless at odd hours through Greyhound bus
from Cayuga:	Sidewalks are a huge issue in Auburn. 40% no-show rate in Cayuga Cty Mental Health appointments are due to lack of transportation
from Cortland:	...Greyhound bus station (the outside bench) in Cortland makes riders feel unsafe and uncomfortable (outdoor waiting area)
from Tompkins:	Tompkins: FYI- doctor's offices may have a flag system upon check in that the patient needs to catch a certain bus.
from Seneca:	Connections between STS and TCAT needs to be made!!!!!!!!!!!!!!!!!!!!!!
	on your last slide "framework" is a little vague to me. Can you say more?
from Tioga:	Have you done an assessment on Employment and Service Providers and common interests on transportation?
from Tioga:	Have you done an assessment on Employment and Service Providers and common interests on transportation?
from Cayuga:	Yes we have one
from Cayuga:	has a regional study been done elsewhere and what is the outcome
from Chemung:	Did you talk to the Chamber of Commerce outside of Tompkins County?
from Tioga:	Has an "inventory" of County Policy and Procedure on transportation been done?
to Cayuga:	can you define what you mean by regional study?
from Cayuga:	A multi county study
from Cortland:	City of Cortland has price control on taxi fares, and does this contribute to poor conditions of taxis?

Location	Comment
New Roots Charter School, Ithaca	Working with a Charter School trying to arrange transportation for 192 students in 19 counties, we need more options connecting surrounding counties to Ithaca. Cost is a concern as we are not for profit.
Ithaca	The survey results can not be used - there were five participants in our meeting, but no way to identify how many people voted for each option. In future surveys you could have a sub question for each question asking how many people responded that way. I think the virtual/physical meeting combination is a neat idea to use again.
Niles	I am glad there is an attempt to study transportation issues at the very least!
Auburn	Interesting and would like to see/learn more
Syracuse	A concern I have is where would the money come from to implement and maintain the system?
Auburn	County-wide (Cayuga) public transportation system does not exist. Improve options for people living outside the City of Auburn and improve connections. Lack of transportation - impacts ability to go to work, medical/health services, grocery stores, shopping and entertainment options. Bike lanes and sidewalks are important so that people can safely access public transportation or safely bike or walk to their destinations. Complete streets - more education to elected officials. Many local elected officials are not supportive of sidewalks, they can't decide who is responsible for installing, improving and maintaining them.
Auburn	So glad to be involved. This is an on-going issue with our clients and would like to better serve them so they can have access to services. I would like to be involved with any further meetings.
	"Town Hall" meeting was mostly other county or agency employees. Webinar meeting is not as good as an in-person meeting. More boring and easier to tune out.
Homer	Submitted drawing Establishing Smart Growth/Development plans in the member counties and beyond, particularly in large employment/residential hubs is <u>essential</u> . Things like commuter buses and passenger rail become much more feasible then, even and especially for the rural areas in between, similarly, affordable housing and senior housing should be included in TOD communities, which would reduce isolation and allow aging in place, better connectivity and access, and more mobility options -- not just for people who can not drive but those who wish they didn't have to.
Village of Van Etten	Although the Chamber of Commerce in cities is a good organization to use for communicating to the public, the towns and village of many rural areas have no chamber and never hear from the County Chamber, therefore communicating with the town and village boards of trustees or clerks is necessary.

APPENDIX G: Major Activity Centers

Final Report: Regional Transportation Study

The identification of major activity centers throughout the seven-county region was started in Tech Memo 1. This list has been updated based on input from the Client Committee and the Town Hall Meeting.

Identifying major activity centers is important in determining areas that act as major trip generators and likely have an increased demand for access. They are chosen because of their concentrations of population, employment, retail, healthcare services, educational facilities, and government/ community facilities. Major activity centers in the seven-county region are broken out by county and include:

3.1 Cayuga County

- Downtown Auburn
- City/ County office buildings
- County House Road government facilities
- Auburn Memorial Hospital on North Street
- Technology Park Boulevard
- Cayuga Community College
- Villages of Fair Haven, and Weedsport
- Village of Moravia/ Cayuga Correctional Facility
- Finger Lakes Mall
- Wells College in the Village of Aurora

3.2 Chemung County

- Downtown Elmira/ Downtown Elmira Transportation Center
- City/County office buildings
- Elmira Corning Regional Airport
- Arnot Mall/ shopping at I-86 exit 51A – Transit Transfer Point
- Southern Tier Crossing area on Big Flats Road near Corning Road
- Airport Corporate Park
- Village of Horseheads Town Complex on Wygant Road
- Grand Central Plaza in Horseheads – Transit Transfer Point
- Elmira College

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- Arnot-Ogden Medical Center
- Elmira Correctional Facility
- St. Joseph's Hospital
- Corning Community College
- Village of Van Etten
- Big Flats

3.3 Cortland County

- Downtown Cortland
- City/ County office buildings
- Greyhound Bus Station
- SUNY Cortland
- Campus apartments and shopping along West Road and State Route 13
- Cortland Regional Medical Center
- Cortland Health Center
- JM Murray Center
- Cortlandville Crossing Mall
- Town of Cincinnatus
- Villages of McGraw and Marathon
- Greek Peak Resort

3.4 Schuyler County

- Village of Watkins Glen/ County office buildings
- Village of Montour Falls
- Walmart on 4th Street in Watkins Glen
- Cargill Salt Mine
- Schuyler Hospital
- Human Services Complex in Montour Falls
- Villages of Burdett and Odessa

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3.5 Seneca County

- Village of Waterloo/ County office buildings
- Seneca Falls
- ITT
- Waterloo Premium Outlets on State Route 318
- New York Chiropractic College on State Route 89
- Villages of Romulus, Lodi, and Interlaken

3.6 Tioga County

- Village of Owego/ County office buildings
- Village of Waverly
- Tioga Downs Casino & Race Track
- Health and Human Services Complex on State Route 38
- Industrial Park near I-86 exit 65

3.7 Tompkins County

- Downtown Ithaca
- City/ County office buildings
- Ithaca College
- Cornell University
- Shops at Ithaca Mall
- Ithaca Tompkins Regional Airport/ Cornell Business & Technology Park
- Ithaca Shopping Plaza and Walmart on State Route 13
- Cayuga Medical Center- Ithaca on Trumansburg Road
- Village of Trumansburg
- Village of Groton
- Town of Lansing
- Village of Dryden/ Tomkins Cortland Community College
- Franziske Racker Center on Wilkins Road

APPENDIX H: Fixed Transit Route Service Span

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Transit Service	Route	Route Name	Before 7am	7- 9am	9- 11am	11am- 1pm	1- 3pm	3- 5pm	5- 7pm	After 7pm	Sat	Sun
Centro of Cayuga	1	West Genesee	•	•	•	•	•	•	•	•	•	
	2	Franklin	•	•	•	•	•	•	•	•	•	
	3	North Street	•	•	•	•	•	•	•	•	•	
	4	State	•	•	•	•	•	•	•	•	•	
	5	Lake		•	•	•	•					
	7	Auburn-Welch Allyn	•				•			•		
	8	Auburn-Moravia	•	•			•	•				
	38	Auburn- Syracuse	•	•				•	•			
	138	Auburn- Syracuse	•	•	•			•	•			
	236	Auburn-Syr.		•	•	•	•	•	•		•	•
CTRAN	1	Southtown	•	•	•	•	•	•	•			
	2	St. Joseph's Hospital	•	•	•	•	•	•	•		•	
	3	Bulkhead	•	•	•	•	•	•	•		•	
	4	Arnot Ogden Medical	•	•	•	•	•	•	•		•	
	5	Golden Glow	•	•	•	•	•	•	•		•	
	6	Lake Road	•	•	•	•	•	•	•		•	
	7	Shopper Shuttle		•	•	•	•	•	•		•	•
	8	Grand Central	•	•	•	•	•	•	•	•	•	
	9x	Mall Express	•	•	•	•	•	•	•	•	•	•
	10	Wellsburg- Waverly-Sayre	•	•	•	•	•	•	•			
	12	Southside Loop	•	•	•	•	•	•	•	•	•	•
	20	Elmira/ Corning Comm. College	•	•	•	•	•	•	•	•	•	
	30x	Chemung/ Ithaca/ Cornell	•	•					•	•		

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Transit Service	Route	Route Name	Before 7am	7- 9am	9- 11am	11am- 1pm	1- 3pm	3- 5pm	5- 7pm	After 7pm	Sat	Sun
Cortland Transit	1	East	•	•	•	•	•	•	•			
	2	West	•	•	•	•	•	•	•			
	3	Homer	•	•	•	•	•	•	•			
	4	SUNY Cortland	•	•	•	•	•	•	•			
	5	Rural Cincy- Marathon	•	•			•	•	•			
	6	TC3	•	•	•	•	•	•	•			
	7	Cornell Commuter	•	•				•	•			
Schuyler Co. Transit		Burdett-Odessa		•	•	•	•	•	•			
		Odessa-Burdett		•	•	•	•	•	•			
STS	1	Seneca Falls		•	•	•	•	•	•			
	4	Waterloo/ Geneva		•	•	•	•	•	•			
	5	Neighborhood	•	•	•		•	•				
	5	Southbound		•	•	•	•	•	•			
Ride Tioga	1	Waverly-Ithaca- Cornell	•	•				•	•			
	2	Owego-Candon- Spencer		•	•	•	•					
	3	Owego-Ithaca	•	•	•			•	•			
	4	Owego-Newark- Dryden	•	•				•	•			
	5	Waverly-Sayre- Owego	•	•				•	•			
	6	Owego-Endicott- Vestel	•	•	•	•	•	•	•			
	8	Owego-Waverly- Sayre	•	•	•	•	•	•	•			
	9	Owego-Newark- Ithaca	•	•				•	•			

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Transit Service	Route	Route Name	Before 7am	7- 9am	9- 11am	11am- 1pm	1- 3pm	3- 5pm	5- 7pm	After 7pm	Sat	Sun
TCAT	10	Cornell Shuttle		•	•	•	•	•	•	•		
	11	Ithaca College	•	•	•	•	•	•	•	•	•	•
	13	Fall Creek-Mall- Commons		•	•	•	•	•	•	•	•	
	14	West Hill- Hospital- Commons	•	•	•	•	•	•	•	•	•	•
	15	Southside Shopper		•	•	•	•	•	•	•	•	•
	17	Fall Creek- Commons	•	•	•	•	•	•	•	•	•	•
	20	Enfield	•	•		•		•	•		•	•
	21	Trumansburg	•	•		•	•	•	•	•	•	•
	30	Cornell-Shops at Ithaca Mall	•	•	•	•	•	•	•	•	•	•
	31	Cornell- Convenient Care		•	•	•	•	•	•	•		
	32	Airport-Cornell		•	•	•	•	•	•	•		
	36	South Lansing- Cornell	•	•				•	•			
	37	North Lansing- Cornell	•	•				•	•			
	40	Groton- Freeville-Cornell	•	•				•	•			
	41	DAR Service		•	•	•		•	•			
43	TC3-Varna- Cornell	•	•	•	•	•	•	•	•			
51	Cornell-Eastern Heights	•	•	•	•	•	•	•	•	•	•	
52	Caroline- Brooktondale	•	•	•		•	•	•	•	•		

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Transit Service	Route	Route Name	Before 7am	7- 9am	9- 11am	11am- 1pm	1- 3pm	3- 5pm	5- 7pm	After 7pm	Sat	Sun
	53	Ellis Hollow- Brooktondale		•				•	•			
	65	Danby	•	•	•	•	•	•	•		•	
	67	Newfield	•	•		•	•	•	•		•	•
	70	Cornell-Shops at Ithaca Mall									•	•
	72	Airport-Cornell									•	•
	74	Groton- Freeville-Shops at Ithaca Mall									•	•
	75	TC3-Dryden- Shops at Ithaca Mall									•	•
	77	Warren-Farrel- Shops at Ithaca Mall									•	
	81	Cornell Daytime Campus	•	•	•	•	•	•	•			
	82	Cornell-East Hill Office		•	•	•	•	•	•			
	83	Cornell		•	•	•	•	•				
	90	Ithaca-Cornell								•		
	92	Cornell Campus-Night								•	•	•
	93	Cornell Campus-Night								•		

APPENDIX I: RTS Regional Corridor Network

Preliminary Operating Characteristics and Costs for a Regional Fixed Route Service Design

The following contains basic operating information to develop an intraregional transit service for the seven county RTS area. Essentially, a number of routes were created and, using industry standard methods, a schedule for each was developed which met a specific service objectives. Finally, a cost assessment for the alternatives was developed. The procedure included: selection of route alignments, estimation of travel speeds, development of service design objectives, creation of service schedules, preparation of a cost estimating model, and application of the cost model to the service schedules.

1. Service Design

This section describes a service network configuration for transit routes which connect the communities in the study area. Based on discussion with the Client Committee and other data, a network design as shown in figure 3 was selected. Table 1 below shows a brief description of the routes. The routes are characterized (except route 7) by long trip distances. Speed estimates were determined by scheduled speeds of intercity carriers in the study area. These are replicated in the table 2 below.

Table 1 Description of Routes

Route	Terminals	One way distance (mi.)	Speed	One-way time (min.)	Round Trip Time (min.)	Round Trip Time (hrs.)
1	Elmira - Syracuse	91.4	40	151	302	5.03
2	Geneva - Syracuse	56.5	40	93	186	3.11
3	Elmira - Binghamton	56.6	50	75	149	2.49
4	Waterloo - Ithaca	41.6	40	69	137	2.29
5	Owego - Ithaca	29.1	40	48	96	1.60
6	Auburn - Ithaca	37.8	40	62	125	2.08
7	Watkins Glen - Alpine	12.5	40	21	41	0.69

Table 2 Travel Speed Estimates

City Pair	Carrier	Distance	Time	Speed	Road Type
Owego-Ithaca	Short Line	29.1	36	48.5	Rural highway
Elmira-Binghamton	Short Line	56.6	80	42.5	Rural highway
Cortland-Syracuse	Short Line	36.0	40	54.0	Interstate
Ithaca-Geneva	Trailways	48.3	75	38.6	Rural highway

This table shows that existing running speeds are about 40 miles per hour on rural highways and about 55 miles per hour when interstate highways are used. These speeds will be used in the assessment of routes.

2. Service Design Standards

The basic objectives of the study design were as follows: provide at least one round trip per day on each route connecting residential market sheds with employment centers in Ithaca, Binghamton and Syracuse; provide one midday trip to enable residents to travel to the larger communities (Syracuse, Ithaca and Binghamton). Two levels of service were assessed. The first (basic service) included one round trip in each peak period with a midday trip. The second (enhanced service) included two peak hour round trips with the midday trip. Actual schedules for both the basic and enhanced plan are shown in Appendix B and C; in each of the schedules, the bus assigned to each trip is shown and designated by a letter.

3. Cost Allocation Model

Table 1 below shows detailed financial data from the Tompkins Consolidated Area Transit (TCAT) for the calendar year 2010 (Source: National Transit Database). These data are used to derive a fully allocated transit operating cost model. The model is a standard method of apportioning transit operating costs among transit routes and for forecasting the cost of new services. The model takes all transit costs and places them into three categories, (1) costs which are fixed in the short run, (2) costs which vary roughly according to the number of hours operated and (3) costs which vary according to the number of miles operated. After assigning costs to cost categories (vehicles, miles and hours), a coefficient was developed which represents the average cost per unit in that category. It is obtained by dividing the costs for the category by the number of units. The 2010 data were adjusted upward according to the consumer price index of urban wage earners. This was 6.3% between 2010 and 2013. In the model below, the cost coefficients are \$50,310 per vehicle per year, \$2.38 per miles and \$46.11 per hour. This model will be used to estimate operating costs of alternatives. For each alternative, the number of miles, vehicles and hours will be determined and the coefficients applied to estimate annual costs.

Table 3 Cost Allocation Model Development

Cost Category	Total	Hours	Miles	Vehicle
Operations				
Operator Wages	\$3,374,579	\$3,374,579		
Other Wages	\$386,483	\$386,483		
Fringe Benefits	\$1,607,013	\$1,607,013		
Service Costs	\$17,582	\$17,582		
Fuels and Lubricants	\$1,219,080		\$1,219,080	
Tires and Tubes	\$83,903		\$83,903	
Miscellaneous	\$55,038	\$55,038		
Maintenance				
Other Wages	\$809,222		\$809,222	
Fringe Benefits	\$356,036		\$356,036	
Service Costs	\$15,633		\$15,633	
Fuels and Lubricants	\$12,458		\$12,458	
Tires and Tubes	\$4,416		\$4,416	
Other Materials and Supplies	\$814,173		\$814,173	
Miscellaneous	\$55,038		\$55,038	
Non-Vehicle Maintenance				
Other Wages	\$125,087			\$125,087
Fringe Benefits	\$58,455			\$58,455
Miscellaneous	\$126,371			\$126,371
General Administration				
Other Wages	\$818,699			\$818,699
Fringe Benefits	\$278,021			\$278,021
Service Costs	\$165,830			\$165,830
Utilities	\$152,061			\$152,061
Casualty and Liability	\$460,621		\$460,621	
Tax	\$5,516			\$5,516
Miscellaneous	\$305,108			\$305,108
Total	\$11,306,423	\$5,440,695	\$3,830,580	\$2,035,148

Total Revenue Hours		125,414		
Total Revenue Miles			1,712,994	
Total Peak Vehicles				43
Cost Coefficients		\$43.38	\$ 2.24	\$47,329.02
adjust to 2013 by 6.3%		\$46.11	\$ 2.38	\$50,310.75

4. Service Analysis

Efficient provision of service on this network is impeded by long one-way distances. This results in buses not being available to make a second round trip during the peak hour and the requirement for significant deadhead miles, if vehicles are dispatched from a single facility. The best method of operating the services as proposed in the schedules in Appendices A and B are to distribute the vehicles throughout the network. The table below shows the proposed location of each vehicle assigned to the service. The vehicle assignment is keyed to the route number (1-7) and the bus assignment (block) within the route (letters A-F). The table below shows proposed assignment locations.

Table 4 Garage Assignments for Basic Service

Route	Block	Start Time	Start Location
1	A	5:15 AM	Elmira
1	B	7:10 AM	Elmira
1	C	6:35 AM	Syracuse
1	D	7:05 AM	Syracuse
2	A	6:03 AM	Geneva
3	A	6:20 AM	Elmira
4	A	6:48 AM	Waterloo
5	A	6:42 AM	Owego
6	A	6:30 AM	Auburn
7	A	6:30 AM	Watkins Glen

Table 5 Garage Assignments for Enhanced Service

Route	Block	Start Time	Start Location
1	A	5:15 AM	Elmira
1	B	5:45 AM	Elmira
1	C	7:10 AM	Elmira
1	D	7:40 AM	Elmira
1	E	6:35 AM	Syracuse
1	F	7:05 AM	Syracuse
2	A	6:03 AM	Geneva
2	B	6:33 AM	Geneva
3	A	6:20 AM	Elmira
3	B	6:50 AM	Elmira
4	A	6:48 AM	Waterloo
4	B	7:18 AM	Waterloo
5	A	6:42 AM	Owego
5	B	7:12 AM	Owego
6	A	6:30 AM	Auburn
6	B	7:00 AM	Auburn
7	A	6:00 AM	Watkins Glen

5. Cost Assessment

Appendix A shows an estimate of the vehicles miles and hours associated with each route and service plan (basic and enhanced). The table below shows an estimate of the annual direct operating cost of each of the routes in each of the service plans.

Route	Terminals	Basic	Enhanced
1	Elmira - Syracuse	\$ 843,000	\$ 1,003,000
2	Geneva - Syracuse	\$ 353,000	\$ 510,000
3	Elmira - Binghamton	\$ 333,000	\$ 479,000
4	Waterloo - Ithaca	\$ 247,000	\$ 372,000
5	Owego - Ithaca	\$ 209,000	\$ 313,000
6	Auburn - Ithaca	\$ 254,000	\$ 373,000
7	Watkins Glen - Alpine	\$ 97,000	\$ 137,000
	Total	\$ 2,336,000	\$ 3,187,000

While these are sizable costs, there may be some methods of cost reduction including substituting small vehicles on some of the routes, more advanced scheduling practices

Table A
Service Details

Basic Service

Route	Block	Start Time	Start Location	End Time	End Location	Type	Hours	Miles
1	A	5:15 AM	Elmira	7:30 AM	Syracuse	Revenue	2.25	91.4
1	A	5:15 PM	Syracuse	7:30 PM	Elmira	Revenue	2.25	91.4
1	B	7:10 AM	Elmira	8:00 AM	Ithaca	Revenue	0.83	33.4
1	B	5:15 PM	Ithaca	6:05 PM	Elmira	Revenue	0.83	33.4
1	C	6:35 AM	Syracuse	8:50 AM	Elmira	Revenue	2.25	91.4
1	C	10:00 AM	Elmira	12:15 PM	Syracuse	Revenue	2.25	91.4
1	C	12:30 PM	Syracuse	2:45 PM	Elmira	Revenue	2.25	91.4
1	C	4:25 PM	<i>Elmira</i>	5:15 PM	<i>Ithaca</i>	<i>Deadhead</i>	0.83	33.4
1	C	5:15 PM	Ithaca	6:40 PM	Syracuse	Revenue	1.42	58.0
1	D	7:05 AM	Syracuse	8:30 AM	Ithaca	Revenue	1.42	58.0
2	A	6:03 AM	Geneva	7:30 AM	Syracuse	Revenue	1.45	56.5
2	A	7:30 AM	<i>Syracuse</i>	8:57 AM	<i>Geneva</i>	<i>Deadhead</i>	1.45	56.5
2	A	11:00 AM	Geneva	12:27 PM	Syracuse	Revenue	1.45	56.5
2	A	12:40 PM	Syracuse	2:07 PM	Geneva	Revenue	1.45	56.5
2	A	3:12 PM	<i>Geneva</i>	4:45 PM	<i>Syracuse</i>	<i>Deadhead</i>	1.55	56.5

5	A	4:45 PM	<i>Ithaca</i>	5:33 PM	Owego	Revenue	0.80	29.1
6	A	6:30 AM	Auburn	7:30 AM	Ithaca	Revenue	1.00	37.8
6	A	7:30 AM	<i>Ithaca</i>	8:30 AM	<i>Auburn</i>	<i>Deadhead</i>	1.00	37.8
6	A	11:10 AM	Auburn	12:10 PM	Ithaca	Revenue	1.00	37.8
6	A	12:40 PM	<i>Ithaca</i>	1:40 PM	Auburn	Revenue	1.00	37.8
6	A	3:45 PM	Auburn	4:45 PM	Ithaca	<i>Deadhead</i>	1.00	37.8
6	A	4:45 PM	<i>Ithaca</i>	5:45 PM	Auburn	Revenue	1.00	37.8
7	A	6:30 AM	Watkins Glen	7:10 AM	Watkins Glen	Revenue	0.67	26.0
7	A	4:55 PM	Watkins Glen	5:35 PM	Watkins Glen	Revenue	0.67	26.0

2	A	3:18 PM	Geneva	4:45 PM	Syracuse	Deadhead	1.45	58.0
2	A	4:45 PM	Syracuse	6:12 PM	Geneva	Revenue	1.45	58.0
2	B	6:33 AM	Geneva	8:00 AM	Syracuse	Revenue	1.45	58.0
2	B	5:15 PM	Syracuse	6:42 PM	Geneva	Revenue	1.45	58.0
3	A	6:20 AM	Elmira	7:30 AM	Binghamton	Revenue	1.17	57.0
3	A	7:30 AM	<i>Binghamton</i>	8:40 AM	<i>Elmira</i>	<i>Deadhead</i>	1.17	57.0
3	A	11:00 AM	Elmira	12:10 PM	Binghamton	Revenue	1.17	57.0
3	A	12:40 PM	Binghamton	1:50 PM	Elmira	Revenue	1.17	57.0
3	A	3:35 PM	<i>Elmira</i>	4:45 PM	<i>Binghamton</i>	<i>Deadhead</i>	1.17	57.0
3	A	4:45 PM	Binghamton	5:55 PM	Elmira	Revenue	1.17	57.0
3	B	6:50 AM	Elmira	8:00 AM	Binghamton	Revenue	1.17	57.0
3	B	5:15 PM	Binghamton	6:25 PM	Elmira	Revenue	1.17	57.0
4	A	6:48 AM	Waterloo	7:30 AM	Ithaca	Revenue	0.70	41.6
4	A	7:30 AM	<i>Ithaca</i>	8:12 AM	<i>Waterloo</i>	<i>Deadhead</i>	0.70	41.6
4	A	11:28 AM	Waterloo	12:10 PM	Ithaca	Revenue	0.70	41.6
4	A	12:40 PM	Ithaca	1:22 PM	Waterloo	Revenue	0.70	41.6
4	A	3:18 PM	<i>Waterloo</i>	4:45 PM	<i>Ithaca</i>	<i>Deadhead</i>	1.45	41.6
4	B	4:45 PM	Ithaca	5:27 PM	Waterloo	Revenue	0.70	41.6
4	B	7:18 AM	Waterloo	8:00 AM	Ithaca	Revenue	0.70	41.6

7	A	4:55 PM	Watkins Glen	6:05 PM	Watkins Glen	Revenue	1.17	50.0
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Table B Basic Schedules

Route 1- Elmira - Syracuse

Northbound

City	Time	A	B	C	C
Elmira		5:15 AM	7:10 AM	10:00 AM	
Ithaca	50	6:05 AM	8:00 AM	10:50 AM	5:15 PM
Cortland	40	6:45 AM		11:30 AM	5:55 PM
Syracuse	45	7:30 AM		12:15 PM	6:40 PM
	135	Park in Syracuse			

Southbound

City	Time	C	D	C	B	A
Syracuse		6:35 AM	7:05 AM	12:30 PM		5:15 PM
Cortland	45	7:20 AM	7:50 AM	1:15 PM		6:00 PM
Ithaca	40	8:00 AM	8:30 AM	1:55 PM	5:15 PM	6:40 PM
Elmira	50	8:50 AM		2:45 PM	6:05 PM	7:30 PM
	135			Deadhead to Ithaca		

Route 2 Geneva - Syracuse

Eastbound

City	Time	A	A
Geneva		6:03 AM	11:00 AM
Auburn	42	6:45 AM	11:42 AM
Syracuse	45	7:30 AM	12:27 PM
	87	Deadhead to Geneva	

Westbound

City	Time	A	A
Syracuse		12:40 PM	4:45 PM
Auburn	45	1:25 PM	5:30 PM
Geneva	42	2:07 PM	6:12 PM
	87	Deadhead to Syracuse	

Route 3 – Elmira - Binghamton

Eastbound

City	Time	A	A2
Elmira		6:20 AM	11:00 AM
Owego	42	7:02 AM	11:42 AM
Binghamton	28	7:30 AM	12:10 PM
	70	Deadhead to Elmira	

Westbound

City	Time	A	A2
Binghamton		12:40 PM	4:45 PM
Owego	28	1:08 PM	5:13 PM
Elmira	42	1:50 PM	5:55 PM
	70	Deadhead to Binghamton	

Route 4 - Waterloo - Ithaca

Southbound

City	Time	A	A2
Waterloo		6:48 AM	11:28 AM
Ithaca	12:00 AM	7:30 AM	12:10 PM
		DH to Waterloo	

Northbound

City	Time	A	A2
Ithaca		12:40 PM	4:45 PM
Waterloo	42	1:22 PM	5:27 PM
		DH to Ithaca	

Route 5 - Owego - Ithaca

Northbound

City	Time	A	A2
Owego		6:42 AM	11:22 AM
Ithaca	48	7:30 AM	12:10 PM
		DH to Owego	

Southbound

City	Time	A	A2
Ithaca		12:40 PM	4:45 PM
Owego	48	1:28 PM	5:33 PM
		DH to Ithaca	

Route 6 - Auburn - Ithaca

Southbound

City	Time	A	A2
Auburn		6:30 AM	11:10 AM
Ithaca	60	7:30 AM	12:10 PM
		DH to Auburn	

Northbound

City	Time	A	A2
Ithaca		12:40 PM	4:45 PM
Auburn	60	1:40 PM	5:45 PM
		DH to Ithaca	

Route 7 - Watkins Glen - Alpine

Note: Bus meets Route 1 - Elmira to Syracuse for all trips

Southbound

City	Time	A
Watkins Glen		6:30 AM
Alpine	20	6:50 AM

Northbound

City	Time	A
Alpine		5:15 PM
Watkins Glen	20	5:35 PM

Table C
Enhanced Schedules

Route 1- Elmira Syracuse

North

City	Time	A	B	C	D	E	E	F
Elmira		5:15 AM	5:45 AM	7:10 AM	7:40 AM	10:00 AM		
Ithaca	50	6:05 AM	6:35 AM	8:00 AM	8:30 AM	10:50 AM	4:45 PM	5:15 PM
Cortland	40	6:45 AM	7:15 AM			11:30 AM	5:25 PM	5:55 PM
Syracuse	45	7:30 AM	8:00 AM			12:15 PM	6:10 PM	6:40 PM
	135	park in Syracuse	park in Syracuse					

South

City	Time	E	F	E	C	D	A	B
Syracuse		6:35 AM	7:05 AM	12:30 PM			4:45 PM	5:15 PM
Cortland	45	7:20 AM	7:50 AM	1:15 PM			5:30 PM	6:00 PM
Ithaca	40	8:00 AM	8:30 AM	1:55 PM	4:45 PM	5:15 PM	6:10 PM	6:40 PM
Elmira	50	8:50 AM		2:45 PM	5:35 PM	6:05 PM	7:00 PM	7:30 PM
	135							

Route 2 Geneva-Syracuse

East

City	Time	A	B	A
Geneva		6:03 AM	6:33 AM	11:00 AM
Auburn	42	6:45 AM	7:15 AM	11:42 AM
Syracuse	45	7:30 AM	8:00 AM	12:27 PM
	87	DH to Geneva	Park in Syracuse	

West

City	Time	A	A	B
Syracuse		12:40 PM	4:45 PM	5:15 PM
Auburn	45	1:25 PM	5:30 PM	6:00 PM
Geneva	42	2:07 PM	6:12 PM	6:42 AM
	87	DH to Syracuse		

Route 3 - Elmira Binghamton

Eastbound

City	Time	A	B	A
Elmira		6:20 AM	6:50 AM	11:00 AM
Owego	42	7:02 AM	7:32 AM	11:42 AM
Binghamton	28	7:30 AM	8:00 AM	12:10 PM
	70	DH to Elmira	Park in Binghamton	

Westbound

City	Time	A	A	B
Binghamton		12:40 PM	4:45 PM	5:15 PM
Owego	28	1:08 PM	5:13 PM	5:33 PM
Elmira	42	1:50 PM	5:55 PM	6:25 PM
	70	DH to Binghamton		

Route 4 - Waterloo - Ithaca

Southbound

City	Time	A	B	A
Waterloo		6:48 AM	7:18 AM	11:28 AM
Ithaca	42	7:30 AM	8:00 AM	12:10 PM
		DH to Waterloo	Park in Ithaca	

Northbound

City	Time	A	A	B
Ithaca		12:40 PM	4:45 PM	5:15 PM
Waterloo	42	1:22 PM	5:27 PM	5:57 PM

Route 5 - Owego – Ithaca

Northbound

City	Time	A	B	A
Owego		6:42 AM	7:12 AM	11:22 AM
Ithaca	48	7:30 AM	8:00 AM	12:10 PM
		DH to Owego	Park in Ithaca	

Southbound

City	Time	A	A	B
Ithaca		12:40 PM	4:45 PM	5:15 PM
Owego	48	1:28 PM	5:33 PM	6:03 PM
		DH to Ithaca		

Route 6 - Auburn – Ithaca

Southbound

City	Time	A	B	A
Auburn		6:30 AM	7:00 AM	11:10 AM
Ithaca	60	7:30 AM	8:00 AM	12:10 PM
		DH to Auburn	Park in Ithaca	

Northbound

City	Time	A	A	B
Ithaca		12:40 PM	4:45 PM	5:15 PM
Owego	60	1:40 PM	5:45 PM	6:15 PM
		DH to Ithaca		

Route 7 - Watkins Glen – Alpine

Note: Bus meets Route 1 - Elmira to Syracuse for all trips

Southbound

City	Time	A	A
Watkins Glen		6:00 AM	6:30 AM
Alpine	20	6:20 AM	6:50 AM

Northbound

City	Time	A	A
Alpine		5:15 PM	5:45 PM
Watkins Glen		5:35 PM	6:05 PM

APPENDIX J: RTS Preliminary Project Cost Estimates

**RTS
Cost Estimates by Project Type**

	Est. Cost	Fiscal Year	Lead Agency	Notes
Operations- Short Term				
1 Coordinate schedules	\$ 1,000	2013	TCAT	use existing information to develop consistent schedules at locations where services intersect
2 Develop consistent fare/transfer policies/agreements	\$ 1,000	2013	ITCTC- TCAT	Work with operators to compile existing information on fare policies and other restrictions to coordinationschedules for key locations
3 Communicate changes to customers	\$ 5,000	2013	TCAT	Schedule connections and transfer locations
4 Examine opportunities to modify services (e.g. late night connector to TC3)	\$ 1,000	2013	TCAT	Develop regional transfer policy
5 Develop interlocal/inter county agreements for service coordination	<u>\$ 5,000</u>	2014	ITCTC- TCAT	Coordinate with County stakeholders
Operations Short Term Subtotal	\$ 13,000			
Operations- Long Term				
1 Develop preliminary plan to implement priority (Elmira-Syracuse) Red Line corridor and connector service	\$ 35,000	2014	ITCTC- TCAT	Survey corridor for parkand ride locations, roadway geometry, traffic, consider connections/meet with affected other local and regional operators and human service agencies and policy makers
2 Implement Red Line: Operation for for first year*	\$ 1,140,000	2015	TCAT	First year operation for initial corridor and connector- includes two am and two pm round trips plus one mid day trip
3 Implement supporting capital infrastructure for transfer/mobility hub connections	\$ 120,000	2015	TCAT	\$20,000 per mobility hub- 6 hubs capital cost
4 Develop operating plan for Green Line service (connecting Owego, Auburn and Waterloo with Ithaca and including Trumansburg - Watkins Glen connector) and Blue Line service (connecting Elmira-Binghamton and Geneva-Syracuse) *	\$ 25,000.00	2016	ITCTC- TCAT	Survey corridor for parkand ride locations, roadway geometry, traffic, consider connections/meet with affected other local and regional operators and human service agencies and policy makers
5 Implement service: Operation for first year Green and Blue Lines	\$ 2,047,000	2016	TCAT	First year operation for next tiers of corridors and connectors, includes 2 am and 2 pm round trips, plus one mid day trip
6 Implement supporting capital infrastructure for transfer/mobility hub connections	<u>\$ 160,000</u>	2016	ITCTC- TCAT	\$20,000 per mobility hub-8 hubs capital cost
Operations Long Term SubTotal	\$ 3,527,000			
Operations Total	<u>\$ 3,540,000</u>			

	Est. Cost	Fiscal Year	Lead Agency	Notes
Human Services Transportation				
1 Create shared data base for customers and services	\$ 1,000	2013	ITCTC-Mobility Managers	Mobility Managers should select a lead amongst the group
2 Draft regional process for long distance medical trips	\$ 5,000	2013	ITCTC-Mobility Managers	
3 Develop methodology to communicate long distance medical needs	\$ 3,000	2013	ITCTC-Mobility Managers	Communicate with customers, stakeholders regarding availability, etc
4 Develop/operate pilot corridor service to medical center (Syracuse)	\$ 36,832	2014	Mobility Managers- TCAT	Planning \$10,0000// \$64.50 = cost per hour, average 4 hours per round trip= \$258/2 trips per week
5 Monitor changes in State NEMT process	\$ -	2013	ITCTC-Mobility Managers	Should be part of current work program
6 Review eligibility processes for ADA and other services	\$ 1,000	2014	Mobility Managers- TCAT	
7 Develop consistent ADA and other eligibility requirements for service	<u>\$ 5,000</u>	2015	Mobility Managers- TCAT	
Human Services Transportation Total	\$ 51,832			
ITS Program				
1 Create platform for linked connections to some or all websites	\$ 50,000	2014	ITCTC/Client Committee	
2 Migrate information to collaborative website	\$ 5,000	2015	ITCTC/Client Committee	
3 Examine 211 opportunities	\$ 1,000	2013	ITCTC/Client Committee	
4 Develop longer term strategy for inter-operability	\$ 1,000	2015	ITCTC/Client Committee	
5 Build regional virtual call center	<u>\$ 500,000</u>	2017	ITCTC, Mobility Managers, TCAT	Order of Magnitude estimate of capital and implementation for multi county MSA, incl one year of license fees
ITS Program Subtotal	\$ 557,000			
Ridesharing Program				
1 Continue working group activities regarding adaptation of NYSDOT 511 to consortium of Counties in the RTS	\$ -	2013	ITCTC/Client Committee	
2 Zimride Consortium to decide on future of program	\$ -	2014	ITCTC	
3 Consider connecting multiple rideshare programs into a regional collaborative	<u>\$ -</u>	2015	ITCTC/Client Committee	
Ridesharing Program Subtotal	\$ -			
Marketing and Branding				
1 Decide on brand	\$ -	2014	Client Committee	including what will be included and represented as part of brand
2 Develop and conduct education and marketing campaign	<u>\$ 30,000</u>	2015	Client Committee	develop materials, outreach campaign e.g.create speakers bureau
Marketing and Branding Subtotal	\$ 30,000			
TOTAL PROJECT COST ESTIMATES	\$ 4,178,832			

Estimates should be reviewed each year to adjust cost variations or program scope changes.

*Fully allocated operating costs were estimated using TCAT reported operational information from 2010

**Tompkins Regional Transportation Study(RTS)
Estimated Project Schedule**

WBS	Task Name	2012	2013	2014	2015	2016	2017	2018
1	Operations - Short Term		[Summary Bar: 2013-2014]					
1.1	Coordinate schedules	1/1	[Bar: 1/1-12/31]	12/31				
1.2	Develop consistent fare/transfer policies/agreements	1/1	[Bar: 1/1-12/31]	12/31				
1.3	Communicate changes to customers	1/1	[Bar: 1/1-12/31]	12/31				
1.4	Examine opportunities to modify services (e.g. late night connector to TC3)	1/1	[Bar: 1/1-12/31]	12/31				
1.5	Develop interlocal/inter county agreements for service coordination		1/1	[Bar: 1/1-12/31]	12/31			
2	Operations- Long Term		[Summary Bar: 2013-2015]					
2.1	Develop preliminary plan to implement priority (Elmira-Syracuse) Red Line corridor and connector service		1/1	[Bar: 1/1-12/31]	12/31			
2.2	Implement Red Line: Operation for first year*			1/1	[Bar: 1/1-12/31]	12/31		
2.3	Implement supporting capital infrastructure for transfer/mobility hub connections			1/1	[Bar: 1/1-12/31]	12/31		
2.4	Develop operating plan for Green Line service (connecting Owego, Auburn and Waterloo with Ithaca and including Trumansburg - Watkins Glen connector)				1/1	[Bar: 1/1-12/31]	12/31	
2.5	Implement service: Operation for first year Green and Blue Lines				1/1	[Bar: 1/1-12/31]	12/31	
2.6	Implement supporting capital infrastructure for transfer/mobility hub connections				1/1	[Bar: 1/1-12/31]	12/31	
3	Human Services Transportation		[Summary Bar: 2013-2015]					
3.1	Create shared data base for customers and services	1/1	[Bar: 1/1-12/31]	12/31				
3.2	Draft regional process for long distance medical trips	1/1	[Bar: 1/1-12/31]	12/31				
3.3	Develop methodology to communicate long distance medical needs	1/1	[Bar: 1/1-12/31]	12/31				
3.4	Develop/operate pilot corridor service to medical center (Syracuse)		1/1	[Bar: 1/1-12/31]	12/31			
3.5	Monitor changes in State NEMT process	1/1	[Bar: 1/1-12/31]	12/31				
3.6	Review eligibility processes for ADA and other services		1/1	[Bar: 1/1-12/31]	12/31			
3.7	Develop consistent ADA and other eligibility requirements for service			1/1	[Bar: 1/1-12/31]	12/31		
4	ITS Program		[Summary Bar: 2013-2017]					
4.1	Create platform for linked connections to some or all websites		1/1	[Bar: 1/1-12/31]	12/31			
4.2	Migrate information to collaborative website			1/1	[Bar: 1/1-12/31]	12/31		
4.3	Examine 211 opportunities	1/1	[Bar: 1/1-12/31]	12/31				
4.4	Develop longer term strategy for inter-operability			1/1	[Bar: 1/1-12/31]	12/31		
4.5	Build regional virtual call center					1/1	[Bar: 1/1-12/31]	12/31
5	Ridesharing Program		[Summary Bar: 2013-2015]					
5.1	Continue working group activities regarding adaptation of NYSDOT 511 to consortium of Counties in the RTS	1/1	[Bar: 1/1-12/31]	12/31				
5.2	Zimride Consortium to decide on future of program		1/1	[Bar: 1/1-12/31]	12/31			
5.3	Consider connecting multiple rideshare programs into a regional collaborative			1/1	[Bar: 1/1-12/31]	12/31		
6	Marketing and Branding		[Summary Bar: 2013-2015]					
6.1	Decide on brand		1/1	[Bar: 1/1-12/31]	12/31			
6.2	Develop and conduct education and marketing campaign			1/1	[Bar: 1/1-12/31]	12/31		

Project: Project schedule Date: Fri 4/26/13	Task		External Tasks		Manual Task		Finish-only	
	Split		External Milestone		Duration-only		Progress	
	Milestone		Inactive Task		Manual Summary Rollup		Deadline	
	Summary		Inactive Milestone		Manual Summary			
	Project Summary		Inactive Summary		Start-only			