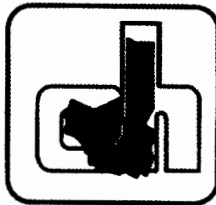


*Updated Coordinated
Public Transit-Human Services
Transportation Plan
For
Herkimer and Oneida Counties*

Adopted- June 2008

Updated- December 2012

Addendum- June 2014



Prepared by

Herkimer-Oneida Counties Transportation Study (HOCTS)

Boehlert Center at Union Station

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Program Director
Herkimer-Oneida Counties
Comprehensive Planning Program

HOCTS Resolution 2014-12

Resolution Approving the Coordinated Public Transit-Human Services Transportation Plan for Herkimer and Oneida Counties Amended Project Listing - 2014

WHEREAS, The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) transportation reauthorization was signed into law on August 10, 2005 requiring federal grantees to “locally develop a coordinated transit-human services transportation plan” that directs the coordination among recipients of federal funds for human services transportation, and to update that Plan every four years; and

WHEREAS, the U.S. Department of Transportation requires the development of a Human Service Coordinated Transportation Plan for each urbanized area under the direction of a Metropolitan Planning Organization in accordance with 49 USC 5303; and

WHEREAS, the Herkimer-Oneida Counties Government Policy and Liaison Committee (GP&L) was designated by the Governor of the State of New York as the Metropolitan Planning Organization (MPO) responsible for the comprehensive, continuing, and cooperative transportation planning process for Herkimer and Oneida Counties, including the Utica Urbanized Area; and

WHEREAS, the Herkimer- Oneida Counties Transportation Study (HOCTS) has developed a locally derived coordinated transit-human services transportation plan through a process that included representatives for public, private, non-profit transportation services, human service providers, interested parties, and the general public, and was approved by the GP&L in December 2012; and

WHEREAS, the HOCTS Transportation Coordination Committee (TCC), which includes representatives of public, private and non-profit agencies, and non-profit agencies and human services transportation providers, has developed a listing of potential projects to be undertaken by member agencies, as funding (Federal, State and local) becomes available. The project listing provided is illustrative and may be modified administratively to ensure projects meet funding source requirements and collaboration between agencies can easily occur; and

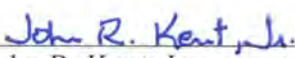
WHEREAS, the 2012 Coordinated Plan Update will continue to focus on federal programs and will adhere to MAP-21 program regulations and all forthcoming federal guidance; and

NOW, THEREFORE BE IT RESOLVED, that the GP&L Committee hereby approves the amended Project Listing - 2014 for the Coordinated Public Transit-Human Services Transportation Plan for Herkimer and Oneida Counties; and

BE IT FURTHER RESOLVED, the GP&L Committee hereby directs the secretary to communicate this action to the appropriate County, State, and Federal officials in the prescribed manner.



Anthony V. Picente, Jr.
Chairman

6-6-14
Date

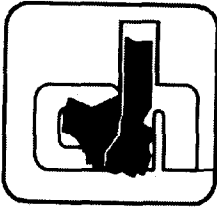

John R. Kent, Jr.
Secretary

6.6.2014
Date

Recommended by the Transportation
Planning Committee


Jay Ewanyk
TPC Chairman

6/3/14
Date



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HOCTS Resolution 2012-8

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Program Director
Herkimer-Oneida Counties
Comprehensive Planning Program

Resolution Approving the 2012 Update of the Coordinated Public Transit-Human Services Transportation Plan for Herkimer and Oneida Counties

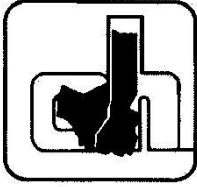
WHEREAS, The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) transportation reauthorization was signed into law on August 10, 2005 requiring federal grantees to “locally develop a coordinated transit-human services transportation plan” that directs the coordination among recipients of federal funds for human services transportation, and to update that Plan every four years; and

WHEREAS, the U.S. Department of Transportation requires the development of a Human Service Coordinated Transportation Plan for each urbanized area under the direction of a Metropolitan Planning Organization in accordance with 49 USC 5303; and

WHEREAS, the Herkimer-Oneida Counties Government Policy and Liaison Committee (GP&L) was designated by the Governor of the State of New York as the Metropolitan Planning Organization (MPO) responsible for the comprehensive, continuing, and cooperative transportation planning process for Herkimer and Oneida Counties, including the Utica Urbanized Area; and

WHEREAS, the Herkimer- Oneida Counties Transportation Study (HOCTS) has developed a locally derived coordinated transit-human services transportation plan through a process that included representatives for public, private, non-profit transportation services, human service providers, interested parties, and the general public, and was approved by the GP&L in June 2008; and

WHEREAS, the HOCTS Transportation Coordination Committee, which includes representatives of public, private and non-profit agencies, and non-profit agencies and human services transportation providers, has reviewed, commented, and recommended approval of the 2012 Coordinated Plan Update; and



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NYS Department of Transportation

JOHN L. BUONO, Chairman
NYS Thruway Authority

JOHN R. KENT, JR. (Secretary)
Program Director
Herkimer-Oneida Counties
Comprehensive Planning Program

HOCTS Resolution No. 2008-5

Resolution approving the locally developed Coordinated Human Services Transportation Plan for the use of New Freedom (Section 5317), Job Access and Reverse Commute (JARC) (Section 5316), and Elderly/Persons with Disabilities (Section 5310) funds.

WHEREAS, The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) signed into law on August 10, 2005 authorized the New Freedom Program (Section 5317), Job Access Reverse Commute (Section 5316) and Persons with Disabilities and Elderly (Section 5310) Program; and

WHEREAS, the New Freedom Program was established to "support new public transportation services and public transportation alternatives beyond those required by the "American with Disability Act of 1990"; and

WHEREAS, the JARC Program relates to the development and maintenance of transportation services to transport welfare recipients and low-income individuals to and from employment; and

WHEREAS, the Section 5310 Program provides funding for eligible capital expenses to support transportation provided by non-profit agencies to meet the needs of elderly persons and persons with disabilities; and

WHEREAS, SAFETEA-LU and the Federal Transit Administration (FTA) require that projects selected for 5317, 5316 and 5310 funding must be derived from a locally developed coordinated public transit-human services transportation plan (HSTP) and that the plan be developed through a process that includes representatives of the public, private and non-profit agencies and human services transportation providers;

WHEREAS, the HOCTS Coordinated Human Services Plan was developed through the HOCTS Transportation Coordination Committee that included representatives of public, private and non-profit agencies and public and private transportation providers;

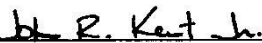
NOW THEREFORE BE IT RESOLVED, that the Governmental Policy and Liaison Committee approves the Coordinated Human Services Transportation Plan for the Utica Urbanized Area and rural Oneida and Herkimer Counties; and

BE IT FURTHER RESOLVED, that the GP&L Committee hereby directs the secretary to communicate this action to the appropriate County, State and Federal officials in the prescribed manner.


Raymond Smith
GP&L Chairman

6.26.2008

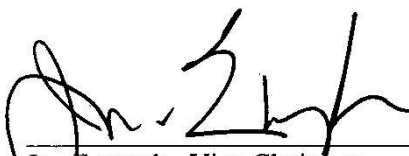
Date


John R. Kent, Jr.
GP&L Secretary

6.26.2008

Date

Reviewed by the Regional
Transportation Planning Committee


Jay Ewanyk, Vice Chairman
Chairman

6/19/08

Date

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Appendix A

*Herkimer and Oneida Counties Human Services Transportation Survey
and Comments*

Addendum

Enhanced Section 5310 2014-2015 Project List

Background and Purpose of Update

Federal Requirement

SAFETEA-LU

The current federal transportation legislation, The Safe, Affordable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), expired September 2009 and has been continuing under a number of federal extensions until a new federal transportation bill is enacted. Under SAFETEA-LU, the Federal Transit Administration (FTA) requires an update to the Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) every four years. The SAFETEA-LU legislation will expire on September 30, 2012.

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

On July 6, 2012 a new two-year transportation authorization bill was signed into law, MAP-21, which will take effect October 1, 2012. MAP-21 consolidates certain transit programs to improve their efficiency and provides significant funding increases specifically for improving the state of good repair of the nation's transit systems.

Under Map-21, the formula programs the Urbanized Area (Section 5307) and Rural (Section 5311) will now allow funding to be used for activities that were eligible under the Job Access and Reverse Commute Program. The JARC program will no longer be a stand alone program, but will be folded into these two programs. Also, the Elderly and Disabled Program (Section 5310) merges with the New Freedom Program (Section 5317), and funding formulas are modified in light of new eligibilities and program features.

Although the timing of the specific new guidance and requirements of MAP-21 are not available at the time of this update, another update to this Coordinated Plan may be necessary when specific guidance becomes available.

Locally Developed Plan

FTA recommends three key elements in the coordinated plan: 1) an assessment of available services; 2) as assessment of needs; and 3) strategies to address gaps for target populations. The Coordinated Plan focuses on three federal grant programs for project funding selection; Job Access and Reverse Commute (JARC, Section 5316), Elderly and Individuals with Disabilities (Section 5310), and New Freedom (Section 5317).

As the staff to the MPO, the Herkimer-Oneida Counties Transportation Study (HOCTS) prepared the locally developed 2008 Coordinated Human Services Transportation Plan (Coordinated Plan). The year long planning process culminated in the adoption of the current plan document that was approved by the policy making body, the Governmental Policy & Liaison Committee (GP&L), in June 2008. The Coordinated Plan has been used in support of transportation projects and services; and has provided guidance for various transportation planning documents.

The 2008 Coordinated Plan links and guides the project selection process for the three federal

programs JARC, New Freedom, and the Elderly and Individuals with Disabilities. The Plan also documented the history of regional transit coordination efforts, human services coordination efforts, current transportation services profile, 2006 transportation survey results, and the Transportation Coordination Committee (TCC) minutes. The 2008 Coordinated Plan can be found on the HOCTS' website at: <http://www.ocgov.net/oneida/planning/hocts/docs>.

The goals of the past and current Coordinated Plan are to:

1. Document past regional transit and human services transportation coordination efforts.
2. Inventory current transportation services and identify areas of redundant services and gaps in services.
3. Identify transportation needs and gaps of individuals with disabilities, older adults, and persons with limited incomes.
4. Develop realistic strategies that address the gaps and needs in transportation service for the target populations.
5. Identify coordination actions to eliminate or reduce duplication of services and develop strategies for more efficient and effective utilization of resources.

Local Plan Update

It is the intent of the 2012 Coordinated Plan Update to augment the 2008 Coordinated Plan while continuing to rely upon the significant background information of the 2008 Plan. The following are some augmented visions for the 2012 Coordinated Plan Update:

1. To shift the focus of transportation services from static transit operator schedules to quality customer focused transportation services for individuals and targeted populations, by developing a community transportation system. This includes the human service and volunteer transportation programs, taxi and livery services and specialized transportation services for the disabled, as well as traditional transit modes such as buses.
2. Encourage the coordination of resources for federally-assisted grantees to reduce duplication, increase service efficiency, maximizing the use of federally-funded assets, and to increase access for the low-income, older adults, and persons with disabilities.
3. Raise public awareness of the Coordinated Plan through the strengthening of the Transportation Coordination Committee, by public education of mobility services, and expanded participation in community efforts of mobility management of transportation services.

2012 Coordinated Plan Update Process

The tasks for accomplishing of the 2012 Update are:

1. Document coordination activity since 2008 including the summary of JARC and New Freedom awards and their outcome achievements.
2. Document a revised project application and solicitation process in conjunction with NYSDOT.

3. Update the county-wide demographics to reflect the 2010 US Census and/or the 5 year American Community Survey data for the target populations.
4. Document the 2011 Herkimer and Oneida Counties Human Services Transportation Survey with input for the 2012 Plan Update. A related task would be to create a database, with the data from the survey, of transportation related information to assist in efforts to better coordinate transportation services.
5. Review and identify any new unmet transportation needs, gaps, and barriers for the targeted populations while validating those previously identified.
6. Review and evaluate strategies for accomplishment and develop tasks to achieve unmet strategies.
7. Form transportation coordination priorities and strategies for 2012 to 2016.

Coordination Activity since 2008

Summary of JARC/New Freedom Awards 2009-2011

In 2006, Oneida County became the Designated Recipient (DR) for two Federal Transit Administration (FTA) funding programs, Job Access and Reverse Commute (JARC) and New Freedom. The HOCTS Transportation Coordination Committee-Selection Committee awarded grants for the JARC projects as follows: 1) 2009 Award for 2007 funds, 2) 2010 Award for the combined 2008 and 2009 JARC funds, and 3) a 2011 Award for 2010 and 2011 funds. Also, there was a New Freedom Grant Award in 2011. The selection process for the projects adhered to the guidance and procedures established in the 2008 Coordinated Plan. The details of the JARC and New Freedom Grant Awards are as follows:

JARC

2009 JARC Award (2007 funds)

Centro of Oneida was awarded the 2009 JARC allocation amount of \$60,000 for Transit Enhancements for late night and weekend employment sites for low-income workers and people with disabilities. These Transit Route Enhancements (service hours and/or additional stops) specifically designed for access to entry level jobs. The City of Utica's Transit Routes were developed to specifically serve major employment sites heavily focused on retail, healthcare and service sectors. The Route 111 and 114 transit routes provide employment transportation between the hours of 5:30 am and 11:30 pm. This allows most shifts in the healthcare, retail and service areas to be covered by bus service. Prior to these routes being implemented in 2007, service to these commercial and healthcare areas was day service only. These routes changed focus from providing opportunities for the public to do their shopping and access medical appointments, to routes providing access to a variety of job opportunities. This also shifts service focus from passengers using the bus once or twice a week, to once or twice a day.

Employers on the Mohawk Burrstone Route #114 are as follows: APAC customer service, AFSA data, administrative offices of the Utica School District, Hannafords, Mohawk Valley Community College, Faxton/St. Lukes Hospital, Utica College, St. Luke's Hospital, Blue Cross/Blue Shield in the Utica Business Park, and Consumer Square retailers including Wal-Mart, Best Buy, and other larger retailers in Sangertown Square.

Employers on the New York Mills Route #111 are as follows: APAC customer services, Utica National Insurance company, #3 Mill, Fountain Head, Consumer Square-Best Buy, Walmart, TJ Max, Staples, Old Navy, Pier 1, Bed Bath Beyond, Michaels, Barnes and Noble, and other small retail stores-K-Mart Plaza, Tehans Plaza-Hannafords, Dollar Tree, Price Chopper Plaza, The Orchards- Gander Mountain, Cinema theaters, and national chain restaurants, Sangertown Square.

2010 JARC Award (2008 & 2009 funds)

Centro of Oneida was awarded the 2010 JARC allocation amount of \$253,000, which is the combined 2008 and 2009 JARC funds, to continue to support the Transit Enhancements for late night and weekend employment sites for low-income workers and people with disabilities for Route 111 and Route 114.

The Route 111 and 114 transit routes provide employment transportation between the hours of 5:30 am and 11:30 pm. This allows most shifts in the healthcare, retail and service areas to be covered by bus service. In November 2009, Centro conducted an on-board survey of all passengers on these routes and approximately 36% are low income and using the route for employment purposes. Prior to these routes being implemented in 2007, service to these commercial and healthcare areas was day service only.

2011 JARC Award (2010 and 2011 funds)

The 2011 JARC grant award is for the 2010 and 2011 allocations totaling \$274,723 for the continuation of funding for the Enhanced Transit Service for Low Income Workers Project. The project was scheduled to begin October 1, 2011 and end September 30, 2013.

The objective of the project is to enable low income workers and people with disabilities who do not drive access to employment opportunities. As these populations gain employment, their reliance on public assistance programs is reduced or eliminated and their self sufficiency improves. Therefore, employers have a larger pool of potential employees as they are not limited to those with personal automobiles. The use of public transportation benefits additional regional goals by reducing road congestion, pollutants and lowering individual transportation costs.

New Freedom

2007-2010 New Freedom Awards

There were no applicants for the New Freedom funds for 2007, 2008, 2009, and 2010. Applicant reasons that were cited were a lack of sustainable long-term funding beyond grant award, difficulty in meeting the 50/50 match for operating assistance, and difficulty in meeting the application deadlines.

2011 New Freedom Award (2008-2011 funds)

The 2011 New Freedom grant award is for the 2008, 2009, 2010, and 2011 allocations for totaling \$347,990 for CAD/AVL/Real-time Traveler Info Installation on Centro Utica buses. The project was scheduled to begin October 1, 2011 and end September 30, 2012.

This CAD/AVL project introduces Intelligent Transportation Systems technology to the Utica area for the first time, providing real-time transit information to riders. The project will yield information regarding anticipated bus arrival times at bus stops and remotely for Centro's Utica area bus routes on a real-time basis. This Computer Aided Dispatch (CAD)/Automated Vehicle Locator (AVL) system will assist in the management of Centro's fixed route and paratransit operations, allowing the agency to fine tune its service and quickly identify and respond to operating anomalies.

The primary goal of this project is to provide additional tools to overcome existing barriers facing Americans with disabilities in the Utica metropolitan area. To achieve this, the ability of the disabled to integrate into the work force needs to be enhanced and promotion of full participation in society encouraged. The project will yield information regarding anticipated bus arrival times at bus stops and remotely for Centro's Utica area bus routes on a real-time basis.

This is a new public transportation service for the citizens of Utica, which is beyond the mandate of the Americans with Disabilities Act of 1990 (ADA) (42 U.S.C. 12101 et seq.). It will assist individuals with disabilities in obtaining reliable transportation, including transportation to and from jobs and employment support services.

Section 5310, Elderly and Individuals with Disabilities Program

Section 5310 is a federally funded program to meet the special needs of elderly individuals and individuals with disabilities. The New York State Department of Transportation (NYSDOT) in New York State administers and makes final selection of projects to be funded for the Section 5310 program. Funds for this program can only be used to purchase vehicles in NYS on an 80% federal and 20% local (Agency) matching basis.

As of 2007 in New York State, private not-for-profit transportation providers are eligible to participate and must demonstrate that they address coordination activities and strategies of the locally developed Human Services Transportation Coordination Plan. According to SAFETEA-LU requirements, applicants must document that they addressed the 2008 Coordination Plan identified transportation needs, gaps, and strategies when applying for funds. This requirement resulted in additional communication and coordination between human service agencies, and also increased the HOCTS Transportation Coordination Committee (TCC) membership.

Transportation Coordination Committee

The Transportation Coordination Committee (TCC) was formed in 2007 and helped shape the *2008 Coordinated Human Services Transportation Plan for Herkimer and Oneida Counties*, which was adopted in June of 2008. The committee's purpose is to foster cooperation and facilitate a coordinated process of comprehensive transportation planning on behalf of the target populations. Its members include public and private transportation providers, not-for-profit transportation providers, human service providers, governmental social service agencies, transportation planning agencies, the general public, and other stakeholders. A total of 29 human services agencies, transit operators, and state and local government representatives attended the initial TCC meeting in 2007. As of June 2012, the TCC membership has grown to a total of 40 agencies and 52 members. A list of the current agency membership can be found in Table 1.

Although, the TCC has been dormant for the past few years, there is a resurgence of the need of more coordination in the communities in Oneida and Herkimer Counties. HOCTS staff has received comments from the community on the need for more coordination, transportation options, partnerships, and cost-cutting measures in the delivery of transportation services for customers. There is a growing necessity for a more of a holistic approach to transportation options and modes to move people to where and when they need to go. Mobility management is that strategic approach for managing and delivering coordinated transportation services to a designated area. It connects individuals with their unique mobility needs to the most appropriate transportation mode and provider.

This increased interest in mobility management will be a catalyst for future guidance of the committee and coordination activities. Future coordination priorities and committee direction is outlined later in this update.

TABLE 1
Agencies represented on the HOCTS Transportation Coordination Committee
As of June 2012

1. The ARC, Oneida-Lewis Chapter, NYSARC
2. Ava Dorfman Senior Center
3. Birnie Bus Services, Inc.
4. Catholic Charities of Herkimer County
5. Central Association for the Blind & Visually Impaired
6. Central New York Labor Agency
7. Central New York Regional Transportation Authority
8. Central New York Veteran's Outreach Center
9. CENTRO of Oneida
10. Commission for the Blind and Visually Handicapped
11. Community Transportation Service
12. Cornerstone Community Church
13. Faxton Sunset – St. Luke's Health Care Center
14. Folts Home
15. Herkimer Area Resource Center
16. Herkimer County Department of Social Services
17. Herkimer County HealthNet, Inc.
18. Herkimer County Office for the Aging
19. Human Technologies Corporation
20. Kids Oneida Inc.
21. LutheranCare
22. Medical Answering Services
23. Mohawk Homestead
24. Mohawk Valley Healthcare Center
25. Mohawk Valley Resource Center for Refugees
26. NYS Department of Transportation Region 2 & Main Office
27. Oneida County DSS Medicaid Unit
28. Oneida County Office for the Aging and Continuing Care
29. Oneida-Indian Nation & Nation Legal Dept.
30. Presbyterian Home
31. Rescue Mission
32. Resource Center for Independent Living
33. Parkway Senior Center
34. Rome Memorial Hospital
35. Sitrin Health Care Center
36. St. Joseph's Nursing Home
37. Valley Health Services, Inc.
38. Vocational & Educational Services for Individuals with Disabilities (VESID)
39. Workforce Investment Board

Updated Regional Demographic Profile¹

The update of demographic data from the 2010 US Census is a foundational component of the Coordinated Plan Update development. It provides an understanding and focal points of where the transportation-challenged and underserved populations dwell. Much of the information and mapping was drawn from HOCTS' Environmental Justice Analysis Update data, which is based on the 2010 US Census data or, as footnoted, from the 2010 American Community Survey 1-Year Estimates or the 2007-2009 American Community Survey 3-Year Estimates.

The federally-funded grant programs of the Coordinated Plan focuses on the target populations of Low-Income, Elderly (65+), and Individuals with Disabilities. For a more comprehensive profile, this update also includes the population groups of Non-Hispanic Minorities, Hispanic Minorities, Limited English Proficiency (LEP), and Households without Vehicles. The maps used in this update were generated for the 2012 Environmental Justice Analysis Update Report and used statistical thresholds to establish a meaningful assessment of the potential Environmental Justice impact of regional projects.

Regional Profile

The two-county planning area is comprised of a mix of urban and rural areas covering a total of about 2,699 square miles. Within Oneida County there are 26 towns, 19 villages, and 3 cities, and within Herkimer County there are 19 towns, 10 villages, and 1 city.

Oneida County

In 2010, the two largest cities had a combined population of almost 96,000. This represents about 41% of the county's total population (234,878). Another 27,000 people live in villages and other areas immediately surrounding these cities. All told, more than 50% of the county's population live either in urban city type settings or incorporated villages generally surrounding these cities. The remaining population lives in more rural settings both north and south of the Mohawk Valley corridor.

The total population in 2010 was 234,878. During the 1990s, the County lost 6% of its population, dropping from 250,836 in 1990 to 235,469 people in the year 2000. In the last decade, the population appears to have stabilized, with a change of less than a quarter of a percent. The median age of the county's population jumped from 33.8 in 1990 to 38.2 in 2000. This reflected the loss of many younger segments of the population due to the impacts of the closure of Griffiss Air Force Base in the mid-nineties. In 2010, the median age of Oneida County now stands at 40.9* years of age. In the year 2010, approximately 5.7% of the population was under the age of five; 21.9% were less than age eighteen; 73.5% were age twenty-one or older; and 16.3% were age sixty-five or older. These are somewhat similar to the 2000 age distributions.

¹ Source: HOCCPP 2011: All data (except for enrollments) from the 2010 Census unless noted below:

*Data comes for the 2010 ACS 1-Year Estimates

**Data comes from the 2007-2009 ACS 3-Year Estimates

Herkimer County

According to the 2010 Census, the three largest towns had a combined population of more than 31,000. This represents about 48% of the county's total population (64,519). Another 4,946 people live in City of Little Falls. All told, 48% of the county's population live either in urban city type settings or incorporated villages generally running along the southern part of the county. The remaining population lives in more rural settings both north and south of the Mohawk Valley corridor.

The total population in 2010 was 65,519. During the 2000s, the County's population remained relatively stable, gaining about 100 people over the decade. The median age of the county's population jumped from about 39 years old in 2000 to 42.1 years old in 2010. According to the census, 5.6% of the population was under the age of five; 22.2% were less than age eighteen; 73.1% were age twenty-one or older; and 16.8% were age sixty-five or older. Some of these groups have seen significantly changes from the 2000 age distributions. The number of youth under the age of eighteen has decreased about 2 percentage points from what it was in the 2000 Census. In contrast, the number of persons age 21 and over has grown by 2 percentage points. While it is typically assumed that most of that growth has taken place within the elderly (age 65 and over), that in fact is not the case. While the growth is among those between the ages of 20 and 65, persons age 65 and over continue to make up about 17% of the population.

Demographic Profile Update of Targeted Populations

Low-Income

The 2006-2010 American Community Survey (ACS) Estimates indicate that 14.9% of the total population in Oneida County, or 34,997, live below the poverty level. This is an increase of 2.7% from the 2000 Census. Map 1 presents the Threshold of People in Poverty by Census Block Group in Oneida County, using the threshold of 28.9 %. The map shows that within the City of Rome, the southwest portion of the inner city area, as well as an eastern portion of the city adjacent to the Griffiss Business Park show higher concentrations of persons in poverty. The eastern portion of the city adjacent to the Griffiss Business Park shows a high percentage of concentration of single mothers housed in older housing. Within the greater Utica area on the map, large portions of east, west and central Utica, as well as the Cornhill area, show higher concentrations of persons in poverty. A block group in the southeastern portion of the city meets the poverty threshold as a result of a high concentration of low income housing along Culver Avenue. Other notable areas of poverty in Oneida County include the northern half of the town of Annsville, and the northwest part of the Village of Whitesboro, including areas surrounding this portion of the village.

In Herkimer County, the 2006-2010 ACS Estimates indicate that 12.8% of the total population, or 8,258, live below the poverty level. This is an increase of only less than 1% from the 2000 Census. Map 2 presents the Threshold of People in Poverty by Census Block Group in Herkimer County, using the threshold of 24.4%. Within Herkimer County, there are two main areas meeting the poverty thresholds within highly populated areas. The first involves portions of the Village of Herkimer south of Route 5. Also, the center of the village, between Washington and Prospect Streets, is noted as a high concentration of persons in poverty. The second large concentration of persons in poverty is just west of the Village of Ilion. This includes a large low

income complex contained within the village limits, as well as several trailer parks just outside of the village limits.

Elderly (65+)

According to the current census data, 15.8% of the total population in Oneida County, or 37,013, are age 65 or older. This is a decrease of less than 1% from the 2000 Census. Map 3 presents the Threshold of Elderly Population by Census Block Group in Oneida County, using the threshold of 24.7%. The inner City of Rome has a few block groups with higher concentrations of elderly residents. These are mainly in the northern and northeastern parts of the city. In addition, a portion of the center city also shows an unusually high concentration of older persons. Within the City of Utica, high concentrations of elderly populations can be found mainly in two areas – north Utica and an area in the southeast part of the city. Areas immediately west of Utica, as well as parts of New Hartford also show high concentrations of elderly residents. There is an area in the eastern part of the Town of Kirkland that shows a high concentration of elderly. This is probably reflective of the nursing homes found in that area. The western portion of the City of Sherrill also shows an unusually high concentration of elderly residents.

In Herkimer County, the current census data indicates that 15.7% of the total population, or 10,144, are age 65 or older. This is a decrease of 1.1% from the 2000 Census. Map 4 presents the Threshold of Elderly Population by Census Block Group in Herkimer County, using a threshold of 21.4%. In Herkimer County, there are three notable areas with higher concentrations of elderly residents. In the City of Little Falls the southern part of the city is one area that meets the threshold value for the county. The western part of the Town of Schuyler adjacent to the border with the City of Utica shows a higher concentration of elderly. And lastly, a small part of the Village of Herkimer, representing one of the only assisted care facilities in that area has a high number of elderly residents within that block group.

Individuals with Disabilities

There is no current Census data available for this target population, therefore the 2000 Census data will continue to be used this target population. According to the 2000 Census data, 18.7% of the total population in Oneida County, or 44,106, are individuals with disabilities. Map 5 presents the Threshold of Individuals with Disability by Census Block in Oneida County, using a threshold of 35.4%. The map shows that the southwestern portion of the inner City of Rome shows higher concentrations of persons reporting disabilities. This is mainly along the James Street and Dominick Street intersection. The area in the outer city district that comprises the State prisons contains no private housing units and is therefore not an area of focus. In the greater Utica area there are areas that meet the thresholds specifically in the block groups between Route 12 east and Route 5S north to areas surrounding Herkimer Road. In addition the center city area, as well as some areas in the western portion of the city surrounding the former grounds of the State hospital, show higher concentrations of people with disabilities as well. This concentration also extends into the village of New York Mills. A portion of northwest Whitesboro also meets the thresholds.

In Herkimer County, the 2000 Census data reports 11,689 individuals with disabilities, or 18.1% of the total population. Map 6 presents the Threshold of Individuals with Disabilities by Census Block in Herkimer County, using a threshold of 25.2%. The map shows concentration areas for

persons with disabilities are along the Route 5S and Route 5 corridors, from Frankfort through Ilion, Mohawk, and Herkimer. In addition, the northern half of the town of Norway also has a high concentration of persons with disabilities.

Additional Socio-Demographic Populations

Limited English Proficiency (LEP) Population

According to the current census data, 3.98% of the total population in Oneida County, or 9,366, consider themselves as having Limited English Proficiency. Map 7 represents the Threshold of Concentration of LEP by Census Block Group in Oneida County, using the threshold of 11.8 %. In Oneida County, the pockets where the residents show unusual levels limited English proficiency are all in the City of Utica. Specifically the tracts meeting the threshold values are largely in the center city, including Cornhill, and in east Utica. Limited English proficiency includes all persons who fall below the level of speaking English “well” according to census data.

In Herkimer County, 1.6% of the total population, or 1,034, consider themselves as having Limited English Proficiency. Map 8 represents the Threshold of Concentration of LEP by Census Block Group in Herkimer County, using the threshold of 3.4%. The only Herkimer County area showing higher than expected concentrations of limited English proficiency was in the Town of Schuyler.

Household without Vehicles

According to the current census data, 1.5% of the total population in Oneida County, or 3,445, have no vehicle access. This is a decrease of 30.9% from the 2000 Census. Map 9 presents the Threshold of Lack of Available Vehicle in Households by Tract Level Data in Oneida County, using the threshold of 13.3%. Map 9 shows that within the city of Rome, the tracts making up the center city and southwest portion of the city have unusually high concentrations of households without vehicles. In addition, the tract comprising Griffiss Business Park also meets our threshold values. This is probably largely due to a block group in the southwest portion of this tract that has a high concentration of persons in poverty. Within Utica, portions of east, west and central Utica, as well as the Cornhill area, show higher concentrations of households without vehicles.

According to the current census data, 1.4% of the total population in Herkimer County, or 926, have no vehicle access. This is a decrease of 35.7% from the 2000 Census. Map 10 presents the Threshold of Lack of Available Vehicle in Households by Tract Level Data in Oneida County, using the threshold of 6.3%. Within Herkimer County the main areas meeting the thresholds for households without vehicles the southern part of the Village of Herkimer, and the eastern part of the City of Little Falls.

Travel Characteristics

Figure 1 uses U. S. Census Bureau data from 2000 to 2010 to compare travel characteristics and illustrates the populations percentages of those characteristics for Herkimer and Oneida Counties.

Figure 1: Mode Characteristics Comparison 2000 to 2010

HERKIMER			ONEIDA		
	CHANGE 2000 to 2010			CHANGE 2000 to 2010	
Characteristic	2000 %	2008-2010 ACS %	Characteristic	2000 %	2008-2010-ACS %
Drove Alone	77.3	81.7	Drove Alone	80.2	82.6
Carpooled	12.5	8.4	Carpooled	11.3	8.4
Public Transportation	1.1	0.3	Public Transportation	1.5	1.2
Bicycled or Walked	5.4	4.8	Bicycled or Walked	4.0	4.4
Work at Home	3.4	4.7	Worked at Home	2.4	3.3

Source: U.S. Census Bureau

The ten-year comparison revealed an increase in people driving alone to work. There was a reduction in the occurrence of workers carpooling to work. However, the use of public transportation decreased in Herkimer County while in Oneida County it marginally decreased. Interestingly, people bicycling or walking to work increased in Oneida County and decreased in Herkimer County. The existing public transit in the HOCTS planning area is primarily the cities of Utica and Rome, parts of rural Oneida County, the city of Little Falls, and the Mohawk Valley corridor. This public transportation system is the only transportation available for many of the elderly, disabled, working poor, students, and commuters of the two-county area.

Population Diversity

The Mohawk Valley Resource Center for Refugees (MVRRCR), located in Utica, New York, continues to resettle people from numerous countries. MVRRCR is one of the largest resettlement agencies in the country and boasts that Oneida County has the fourth highest concentration of refugees (about 4% of the total population) in the United States, and the City of Utica refugees make up over 11% of the total population. MVRRCR recognizes that the region is poised to become a leader as a multi-cultural institute and remains a nationally recognized leader in refugee services. Since its inception, MVRRCR has assisted refugees from more than 31 countries, including Bosnia, Cambodia, Czechoslovakia, Haiti, Hungary, Laos, Poland, Romania, the former Soviet Union, Vietnam, Sudan, Somalia, Afghanistan, Iraq, Iran, China, Burma and others. Today the refugee population being resettled is increasingly diverse with individuals and families from the former Soviet Union, Afghanistan, Burma, Somalia and Liberia. Utica's growing immigrant community includes many from Latin America.

HOCTS staff will continue to work with the Mohawk Valley Resource Center for Refugees on any refugee transportation issues in Herkimer and Oneida Counties. Any major fluctuation in the refugee population effects the transportation planning for the region.

Limited English Proficiency (LEP) Statistics

There is not an updated state-wide LEP comparison data and maps from NYSDOT for the 2010 Census. Therefore the LEP statistical data comparisons from NYSDOT using 2000 Census data which was used in the 2008 Coordinated Plan will remain the same until new comparison data

and maps are updated from NYSDOT. Once new comparison data and maps are made available by NYSDOT, HOCTS staff will update this document with the appropriate information.

Local LEP Efforts

According to the Civil Rights Office at the U.S. Department of Transportation, individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be Limited English Proficient, or “LEP”. These individuals may be entitled language assistance with respect to a particular type of service, benefit, or encounter.

The enactment of Executive Order 13166: *Improving Access to Services for Persons With Limited English Proficiency* (LEP) August 16, 2000, was to clarify Title VI of the Civil Rights Act of 1964 by ensuring accessibility to all federally conducted programs and activities to individuals whom English is not their primary language and who might have a limited ability to read, speak, write or understand English. The Executive Order applies to all federal agencies and all programs and all operations of entities that receive funding from the federal government, including state agencies, local agencies and governments including the MPO, private and non-profit entities and subrecipients.

The MPO continues to adhere to this executive order by working with the Mohawk Valley Resource Center for Refugees (MVRRCR) in Utica, NY. The MPO has and will continue efforts to have any transportation document translated into the language needed to provide the LEP population meaningful access to services. The MPO does not deny access to any transportation planning process, meeting, or document. The MPO transportation planning meetings are always planned at locations that are on a public transit route, and a translator is available upon request for any particular meeting through MVRRCR.

The MPO does not provide direct services (such as food, shelter, medical assistance) therefore any involvement in MPO transportation planning activities by citizens is voluntary. However, the MPO’s Public Participation Policy ensures all population groups, including LEPs, have the opportunity to be involved in the transportation planning process.

NEPA and Environmental Justice assessments are done on the NYSDOT Regional level for all highway, bridge, and pavement projects.

The MPO will continue to monitor the feasibility of translating all transportation documents into multi-language translations. At this time it is not warranted, but will always be made available upon specific requests. The MPO may explore more outreach opportunities, such as Google Translator for website translation, and engaging in MVRRCR meetings that relate to transportation issues.

New Project Selection Process

A Change in the Application Solicitation Process

In April 2010, there was a change in the Utica Urban Area/HOCTS funding application process for the 2010 JARC and New Freedom Grant Programs.

New York State Department of Transportation (NYSDOT) invited Small Urban Areas (50,000 to 200,000) along with the non-urbanized areas (populations less than 50,000) in its solicitation of project proposals for the JARC and New Freedom programs. The Utica Urban Area/HOCTS was one of the three Small Urbanized Areas that was included in the solicitation; the other two were Binghamton and Glen Falls. The MPO's Selection Committee continued to rank, score, and award the 2010 applications for the Utica Urban Area. The MPO will continue to determine the selection committee based on the Coordinated Plan and stakeholders identified in the plan.

NYSDOT has continued the solicitation process of JARC and New Freedom grant programs for 2011 and 2012, which continues to include several of the Small Urban Areas along with the non-urbanized areas. It is anticipated that future project solicitations will be conducted by the State for the Utica Area/HOCTS applications.

2011 Herkimer and Oneida Counties Human Services Transportation Survey

During the development of the 2008 Coordinated Plan, the Herkimer-Oneida Counties Transportation Study (HOCTS) staff conducted a Human Services Transportation Plan Survey in 2007 to identify regional transportation needs, gaps, barriers to coordination, and to identify strategies to resolve them. The survey was mailed to a variety of human service agencies and public transit operators that provide, use, or are in need of transportation services in Oneida and Herkimer Counties. Typically, the agencies' customers include low-income individuals, individuals with disabilities, and the elderly. The survey results were the foundation and guidance of the *2008 HOCTS Coordinated Human Service Transportation Plan*. The *2008 Plan* was developed to be a living and flexible document that can adapt to changing community needs and to new federal requirements.

In November 2011, HOCTS staff designed the 2011 survey to ask more specific and pertinent transportation related questions of the area's transportation providers, and conducted the *2011 Herkimer and Oneida Counties Human Services Transportation Survey* online. The purpose of this survey is two-fold, 1) to provide input that will help guide the 2012 Updated Plan, and 2) will help HOCTS create a database of transportation related information to assist in efforts to better coordinate transportation services for the human services community and their customers. A mailing was sent to the forty-three Transportation Coordination Committee members directing them to the online *2011 Herkimer and Oneida Counties Human Services Transportation Survey*, and a follow-up mass email was also sent to all the members. Forty-nine percent, or twenty-one out of forty-three organizations completed the HOCTS on-line survey.

2011 Survey Summary

In general, respondent's answers to the survey varied and were notably agency specific. However, there were some common threads that emerged. These common threads were: the continuing increase of unmet transportation needs, lack of coordination among transportation-related agencies, lack of guidance to coordinate transportation services; and changes needed to improve transportation collaboration.

The majority of agencies surveyed noted the increasing amount and varied types of transportation needs that they cannot serve due to a) unavailability of transportation for medical appointments out of the counties, b) not enough local service to meet the growing need, c) not enough volunteer drivers, e) underserved rural areas in both counties, and e) the unavailability of late night and weekend service options. The responses to the collaborative efforts questions showed a greater need for coordination efforts among human service agencies and transportation providers. Although some surveyed agencies coordinate with other agencies, or are willing to coordinate, the majority do not participate in any transportation coordination arrangements or efforts. The majority of the agencies' most important changes centered around improving collaboration including: increased volunteer drivers, sustainable funding streams, more transportation options, expanded bus routes, eliminate the duplication of services, public education of current transportation options, increased rural service, accessibility options, one-

stop call center for all transportation options, and affordability options for any population.

The survey showed that a core group of four human service agencies are willing to participate in six to eight areas of the potential coordination efforts. The other surveyed agencies are willing to participate in coordination efforts on some level. One senior center/volunteer agency is willing to participate in coordination efforts to provide transportation for other agency clients, share transportation scheduling and dispatching efforts and resources, and share a pool of volunteer or hired drivers with another organization. The public transit provider and the private transit operator responded that they currently do participate in some levels of coordination efforts with local human services agencies, and have given input to improve local collaboration and mobility management.

Identified Needs, Gaps, and Strategies to Implement

Addressed Needs and Gaps

Job Access and Reverse Commute (JARC)

Centro of Oneida was awarded the first JARC grant in 2009 for the project to “Provide transportation service during evenings, weekends, holidays and non-traditional work hours.” The Centro project addressed the identified need and gap in the 2008 Coordinated Plan of “transit enhancements for late night and weekend employment sites for low-income workers and people with disabilities.” Subsequent JARC grant were awarded to Centro of Oneida in 2010 and 2011 for continued funding of the needed transit enhancement service.

New Freedom

As state earlier, there were no applicants for the New Freedom funds for 2007, 2008, 2009, and 2010. The 2011 New Freedom grant was awarded to Centro of Oneida which addressed two additional identified needs and gaps of the 2008 Coordinated Plan, which are 1) easy to obtain information on available transit services, including non-English (High Importance) and 2) being able to track the location of buses on computer, automate trip schedules, dispatching and billing (Low Importance). Centro’s New Freedom project was for CAD/AVL/Real-time Traveler Info Installation in Utica.

Transportation Coordination Committee input on Coordinated Plan Update

On August 16, 2011, a letter from HOCTS was sent to all current Transportation Coordination Committee members requesting review and input on the Plan’s *Identified Transportation Needs, Gaps, and Redundancies* and the *Strategies to Implement* sections. The responses received indicated that the needs, gaps, and barriers identified in the 2008 Coordinated Plan are still valid in 2011.

2011 Survey Identified Additional Needs and Gaps

In November 2011, HOCTS staff conducted an online *2011 Herkimer and Oneida Counties Human Services Transportation Survey*. The responses will aide in creating a database of transportation related information to assist HOCTS in better coordinating transportation services for the human services community. The survey results identified some additional needs and gaps, while validating the current needs, gaps, and barriers identified in the 2008 Coordinated Plan. The newly identified needs, gaps, and barriers for the 2011 survey are as follows:

- Increased coordination between agencies/programs.
- Establish a forum to collaborate with multiple providers and facilities and establish initiative to encourage coordination.
- Establish county level one call center, contract with local volunteer programs and private providers to offer demand response service outside public transportation service area, establish sustainable funding stream for center and services.
- Establish central dispatching programs.
- Increase the pool of volunteer/volunteer recruitment drivers through coordination efforts of human service agencies and transportation providers.

- Implementation strategy that includes cost effective measures to provide area transportation.
- Additional Funding for transportation vehicles and services.
- Increase senior transportation options from Herkimer County to Utica/Cooperstown for medical appointments.
- Increase accessible and individualized transportation services for individuals with physical limitations, including blindness, who live in Herkimer County.
- Need Travel Training/Transportation Educators for current transportation options.
- Need to expand transportation options in both counties.
- Expansion of Valley bus routes to more rural areas of Herkimer County.
- Low cost transportation with volunteer drivers for residents of adult care facilities.
- Decrease the duplication of services as opposed to lessen services.
- Increase service to remote locations within Herkimer County rural area.
- Increasing elderly transportation services are needed; hospital should provide local transport and transportation options to patients; separate dedicated funds.
- Improved and increased transportation options for Herkimer County residents traveling into Oneida County.
- Move/create bus stops closer to larger residential facilities.

2011 Survey Identified Additional Strategies

The *2011 Herkimer and Oneida Counties Human Services Transportation Survey* results also identified additional strategies, while validating the current strategies identified in the 2008 Coordinated Plan. The newly identified strategies to address the needs and gaps from the 2011 survey are as follows:

- Provide Travel Training/Transportation Educators for current transportation options.
- Increase senior transportation options from Herkimer County to Utica/Cooperstown for medical appointments.
- Increase accessible and individualized transportation services for individuals with physical limitations, including blindness, who live in Herkimer County.
- Low cost transportation with volunteer drivers for residents of adult care facilities.
- Need to expand transportation options and services in both counties.
- Expansion of Valley bus routes to more rural areas of Herkimer County and increase service to remote locations within Herkimer County rural area.
- Move/create bus stops closer to larger residential facilities.
- Establish county level one call center, contract with local volunteer programs and private providers to offer demand response service outside public transportation service area, establish sustainable funding stream for center and services.
- Decrease the duplication of services as opposed to lessen services.
- Establish a Forum to collaborate with multiple providers and facilities and establish initiative to encourage coordination.
- Implementation strategies that includes cost effective measures to provide area transportation.

Establishing Plan Priorities for 2012-2016

Review

The Coordinated Plan's overall goal is to improve transportation access for the under-served, transportation-disadvantaged individuals of the low-income, senior and persons with disabilities populations. It encourages local human services agencies and transit operators, both public and private, to work collaboratively in transportation planning efforts that would avoid service duplication, coordinate resource for maximum efficiency, and increase service accessibility to the targeted populations. The Transportation Coordination Committee (TCC), comprised of local transportation stakeholders, was formed to coordinate transportation planning efforts of local human services agencies and public transit. The Committee members helped develop the Coordinated Plan by identifying service needs and gaps, identifying current transportation services, and developing implementation strategies.

Recommendations

This second generation coordination plan has the opportunity to build upon the initial Coordinated Plan with a more comprehensive vision of coordination, sustainability, and desired future mobility options to address the Plan's identified needs and gaps. The 2012 Update process identified strategies to implement grouped into four priority areas: 1) Organizational and Visionary, 2) Consumer-Focused Services, 3) Operational, and 4) Current Resources. The following recommended committee priorities are centered on these four inter-woven themes.

1. Organizational and Visionary: Strengthen Partnerships and a Regional Vision

Reestablish and develop the Transportation Coordination Committee (TCC) as a more valuable and much needed forum for transportation coordination planning and networking. This priority addresses the identified strategy of improving agency and service collaboration, planning, and communication. It focuses on the encouragement and development of committee members to be more informed and more active in regional transportation planning that would result in working partnerships, improved coordination, and foster innovative ways to address the regional unmet transportation needs. By strengthening partnerships, encouraging networking, and supporting innovative opportunities that expand mobility options in Oneida and Herkimer Counties, the TCC can improve mobility services that address the regional transportation gaps and needs. Having a strong forum for transportation coordination planning will ensure the implementation of the Plan's strategies and improve the mobility of all populations.

2. Consumer-focused Services: Mobility Management

A shift is needed from mode-centered services to a more efficient consumer-orientated mobility service network that includes all modes of transportation. This priority focus would entail a more strategic planning approach that would help implement a group of the related identified strategies. The Mobility Management concept would address the identified strategies of eliminating the duplication of services, public education of current transportation options, a single point of access for all transportation options, and more accessible transportation options. It would also address the identified strategies of increased rural service, affordability for any population, increased volunteer drivers,

expanded bus routes, and sustainable funding streams. This concept would be achieved by the development of a mobility management transportation network that could accommodate individualized transportation options involving multiple modes of transportation. The foundation of this transportation network of service will continue to be targeted populations of the three federal grant programs for the low-income, seniors, and persons with disabilities.

Mobility Management is a strategic customer-orientated approach for managing and delivering coordinated transportation services to a designated area, while enhancing [the ease of use and accessibility of transportation service networks. It expands the range of viable transportation options that communities have and makes visible improvements to the effectiveness, efficiency, and quality of all transportation service being delivered. This approach would improve and enhance the mobility of individuals, and provide sustainability and economic vitality in a time of unknown future federal and state funding levels. It would increase the coordination of mobility options for a more mobile and cost conscious community. Mobility Management includes: coordinated service promotion and marketing to improve public awareness of available transportation; providing a single point of contact for transportation services; bringing public and private sectors together in planning; and access additional transportation resources.¹ Mobility Management is an eligible project for Section 5310, Section 5316, and Section 5317 grant funding and local match is required.

3. Operational: Transit Improvements

Further develop current working partnerships with public and private transit operators to address the two groups of identified strategy areas for improvement, which are 1) Service, and 2) Use of Technology.

Strategies to increase or enhance service included strategies which called for the expansion of bus routes; increased transit service to medical facilities, employment centers, and social activities for both paratransit and fixed route service; expanded service on holidays and weekends; more direct service; create bus stops in residential facilities; increased rural service; and support bus-feeder routes.

Strategies to increase use of technology included the installation of Automatic Vehicle Location (AVL) tracking systems on all buses to obtain real time vehicle location to aid in scheduling trips; the utilization of Smart Cards to unify multiple systems under one fare payment method; the use of GIS and ITS to enhance and expedite the coordination of trips; and the use of computer-aided transportation dispatching and automated scheduling to alleviate current complex system and decrease operating costs.

4. Current Resources: Inventory and Strategize Assets

In order to establish a mobility management system, current transportation services and assets need to be inventoried and evaluated. Once inventoried, the resources will then be evaluated to create a full range of well synchronized mobility services for the region. This inventory list would entail current financial funding and budgets, transit and human

¹ Institute for Human Services, Inc., www.ihnsnet.org

service agency providers; agency partnerships, and innovative mobility ideas to implement to achieve regional consumer-focused services.

As part of this anticipated inventory list, the following are some innovative mobility projects and ideas that are currently being developed in the community:

- a. In April 2012, the Parkway Senior Center Department of Regional Volunteer Services received a grant award from the National Center on Senior Transportation for a senior transportation project that demonstrates innovative and effective approaches for providing mobility management to benefit older adults. PSC's Senior Transportation Project is a peer-to-peer volunteer based mobility management program to train area seniors to become knowledgeable in all of the transportation programs and services in Oneida County. Afterwards, these volunteer mobility managers will work in their respective communities training other older adults how to comfortably use these resources so that they can maintain their independence. The grant will also fund a feasibility study for a Car Share program in Oneida County.
- b. An innovative mobility idea to implement would be the establishment of a regional Mobility Manager who will develop an overall Mobility Management Strategy using the components of goals, planning, mobility programs, resources, and outcomes. The committee members and the HOCTS MPO will provide technical assistance and support to the community agencies on the development and funding of a Regional Mobility Manager position.
- c. A potential long-term innovative mobility project would be to monitor the current research and development of Ithaca's ITNEverywhere pilot program and explore the feasibility and development of an ITNEverywhere rural affiliate in Oneida and Herkimer Counties. ITNEverywhere: Ithaca-pilot, which began in 2010, is currently in a research and development stage, along with four national pilots, to expand into Rural and Small Community Transport. Once the pilot project is complete within two years, the implementation model and software will be available for the public use. According to ITNAmerica, ITNEverywhere takes the core business innovations of the original ITN model for seniors – personal transportation accounts, and a flexible approach to private resources, including traded vehicles, volunteer credits, cash, co-payments, and gift certificates – and expands them to include the population as a whole in conjunction with a suite of software programs designed to document, track and access multiple forms of unused private capacity. Advantages include, but not limited to fills the gap of middle class to suburbia individuals; reduces accident exposure; door to door service; being a part of the larger mobility management solution; addresses the ware of baby boomers coming of age who still are able to drive who want to bank their hours of service for themselves, a form of “elder care” for themselves and at the same time provides a needed gap of “elder care” now; Inter-county friendly versus strict territories of public transit; and a sustainable model requiring the weaning off of all government funding within 5 years.

- d. Currently, the Syracuse metropolitan region and the Elmira region in the Southern Tier are pilot programs being developed by NYSDOT to design a rural component of the State's 511NY Rideshare system. A mobility project would be to expand and strengthen the partnership with the Syracuse pilot program of the 511NY Upstate Ridesharing Tool to develop an Oneida-Herkimer Counties connection. According to NYSDOT, the 511NY Rideshare is a travel demand management (TDM) program and is a subset of 511NY. Integrated within 511NY system is the KOMOTOR ridematching technology, whose features span beyond traditional ridematching to bike partners and transit route matching and running route-based, radius-based, company-only, and corporate park matching. The purpose of the Upstate Ridesharing Tool Pilot Program expansion is to develop and deploy localized versions of a ridesharing tool in the Southern Tier and Syracuse metropolitan regions as test cases in upstate New York.

Appendix A

Herkimer and Oneida Counties Human Services Transportation Survey and Comments

2011 Herkimer and Oneida Counties Human Services Transportation Survey

The Herkimer-Oneida Counties Transportation Study (HOCTS) developed the *2008 Coordinated Human Services Transportation Plan* for Herkimer and Oneida Counties and is in the process of updating the Plan.

HOCTS is creating a database of transportation related information to assist us in efforts to better coordinate transportation services for the human services community. Thank you for taking the time to complete this short survey. If you have any questions about the survey, please contact Barb Hauck at HOCTS at 798-5710 or by email at bhauck@ocgov.net.

**Please note: All answers in this survey are for informational purposes, for reports, and analyses only.
No personal information will be distributed.**

1. Contact Information:

Organization Name: _____
Mailing Address: _____
City: _____ Zip Code: _____
Website: _____
Contact Person: _____
Contact Phone: _____ Contact Fax number: _____
Contact Email: _____

2. Is your agency/organization:

Public Private for-profit
 Private non-profit Other (please specify) _____

3. Indicate which population age group(s) your agency serves? (Check all that apply)

Under 9 19 to 59 65 and older
 9 to 18 60 to 64 Any age

4. How does your organization provide transportation? (Check all that apply)

Operate our own vehicles
 Purchase service from another entity
 Reimburse staff to use personal cars
 Use volunteers, parents and guardians
 Provide vouchers or other assistance to clients or members
 Other method (please specify: _____)
 This organization does not provide transportation

5. During the average week, how many customers use your organization's transportation services?

6. During 2010, how many one-way passenger trips per week did your organization provide?
(Each passenger pick up and drop off is counted as a one-way passenger trip)

7. How do you maintain your vehicle fleet? (Check all that apply)

- Performed in-house
- Contracted to outside vendor
- Other (please specify) _____

8. Please indicate the number of vehicles used for customer transportation provided by your agency.

	Number of Vehicles	Vehicle Capacity
Buses	_____	_____
Vans	_____	_____
Cars	_____	_____
Truck/SUVs	_____	_____
Others	_____	_____

9. Do you restrict the use of your transportation service only to consumers of your own organization's programs and services? Yes No

8a. If yes, is the restriction an agency policy or funding source restriction?

8b. Please briefly explain the restriction: _____

10. Please provide a brief description of your transportation service area, including service boundaries and the time periods of operation.

11. How are customers scheduled to receive transportation services? (Check all that apply)

- Fixed Route
- Provider scheduled
- Standing order trips (a scheduled reservation for trips to the same place at the same time, for at least once a week, for a set time period, without calling in the reservation on a daily or weekly basis)
- Demand response: reserve _____ hours beforehand
- Other (please specify) _____

12. How are the transportation services funded at your agency/organization?

(Check all that apply)

- Charging customers. If so, how much? _____
- City, county, or special transportation district
- Donations, United Way, fundraising, volunteer
- Federal Funds (what category) _____
- State Funds (what category) _____
- Other (please specify) _____

13. Do your customers routinely have transportation needs that you cannot serve?

- Yes No

Please explain the answer: _____

14. Do you currently participate in a transportation coordination arrangement with another transportation agency or provider? (Definition of transportation coordination: Cooperation in the delivery of transportation services; i.e. working together to improve transportation-related activities through joint action, such as sharing buses with another agency when they'd otherwise be parked, etc.)

- Yes No

If yes, please describe the arrangement and specify the type of trip and number of customers and any other cooperative activities, such as joint training, joint grant writing, etc.

2011 Survey Comments

In November 2011, HOCTS conducted an online 2011 Herkimer and Oneida Counties Human Services Transportation Survey. This survey will be used in updating the 2008 Plan and help in creating a database of transportation related information to assist HOCTS in efforts to better coordinate transportation services for the human services community. Some specific, additional identified needs/gaps comments from this survey are:

- “Seniors especially need assistance with transportation from Herkimer County to Utica/Cooperstown for medical appointments. Herkimer County RSVP has extremely limited volunteers.”
- “Volunteer recruitment, coordination between agencies/programs, funding.”
- “Herkimer County is a difficult county for individuals with Legal Blindness to reside in, as they have no structured way to get to the grocery store or the department stores. There should be some transportation services provided to the individual diagnose.”
- “Need to have more options for people then what currently exists. Need to know what is out there.”
- “Low cost transportation with volunteer drivers for residents of adult care facilities.”
- “Would like to see the Valley bus route expanded to more rural areas, even if it is limited to certain days and hours.”
- “Establish county level one call center, contract with local volunteer programs and private providers to offer demand response service outside public transportation service area, establish sustainable funding stream for center and services.”
- “Over the past several years the number of facilities providing their own transportation has increased which ultimately seems to be creating more duplication of services as opposed to less. North and South transportation in Herkimer County is very limited.”
- “Service to remote locations within Herkimer County rural area; central dispatching programs, and funding.”
- “More vehicles and agencies are needed as transportation services for the elderly are vastly increasing; transportation should be included in hospital stay if no other option is available and hospital should provide local transport; separate dedicated funds.”
- “Move a bus stop closer to larger residential facilities.”
- “Funding for transportation vehicles; Forum to collaborate with multiple providers and facilities; Implementation strategy that includes cost effective measures to provide area transportation.”
- “Better program times to allow for better coordination; Stricter enforcement of existing transportation policies; More initiative to encourage coordination.”
- “Better transportation available for Herkimer County residents into Oneida County; Longer transportation hours; Easier bus routes.”

Addendum

*Enhanced Section 5310
2014-2015 Project List*

1. Agency: **Valley Health Services**

Requesting: Valley Health Services is seeking two (2) Type I – 12 passenger buses to accommodate the transportation of elderly, lower income individuals residing in their new assisted living facility slated opening in July 2014.

Project

Description: These transportation vehicles are for the new assisted living facility project's elderly, lower income residents. The supportive housing facility, located in East Herkimer, will become home to 48 older adults who are in need of minimal assistance with activities of daily living in order to remain living independently. These people will be in need of transportation to medical appointments as well as for general errand running in addition to the outings planned by facility staff. The vehicles will be shared with the 160 elderly residents of Valley Health Services' skilled nursing facility for scheduled outings as planned by the organization's activities department staff when not transporting assisted living facility residents.

Coordination Efforts:

Valley Services will network and seek coordination opportunities with other human services agencies to make better use of 5310 vehicles' off hours when the vehicles are not in use.

Funding

Comments: While this 5310 grant request will be for the residents of the new assisted living program located at a new site, Valley Health Services received 5310 grant transportation vehicles in 2000 (replaced in 2009 by the 5310 program) to transport adult day health care registrants to and from the Herkimer-based program. Two additional transportation vehicles were awarded for the new adult day health care program that opened in Little Falls in 2010. It is anticipated that funding through the 5310 program will be sought when the vehicles are in need of replacement. Valley Health Services has relied solely on the 5310 program for the funding of the vehicles.

Contact person: Kathy Eisenhut, Assistant Administrator
Valley Health Services, Inc.
690 W. German Street
Herkimer, New York 13350
Phone: 315-866-3330, ext. 2245
Fax: 315-866-6546
keisenhut@valleyhealthservices.org

2. Agency: **The Arc, Oneida-Lewis Chapter, NYSARC**
- Requesting: The Arc intends to purchase three (3) Type IV buses to be used for daily transportation to and from day programs for adults with intellectual disabilities, physical disabilities, maybe elderly and require support of staff for transport in Oneida and Lewis Counties.
- Project Description: Approximately 98 persons will be served who reside throughout Oneida and Lewis Counties. Persons using these buses are not only intellectually disabled; many have physical disabilities, are elderly and need support of staff for transport. The buses will be used by The Arc, through a contract with Birnie Bus, providing fixed route transportation services to persons who cannot use public transportation, private bus or taxi service for the following reasons:
- in some instances, no public transportation exists;
 - taxi service, where it is available, would be cost prohibitive;
 - many of the people who would use the buses are non-ambulatory and require vehicles equipped with lifts and tie downs, along with door to door service;
 - many persons are severely disabled and cannot be taught to travel safely on their own; and
 - many persons are on strict medication regimes and require a provider such as The Arc who cannot only coordinate transportation/medication effort, but has a great deal of experience doing so.
- Coordination Efforts: The Arc contracts with Birnie Bus for transportation services and supports not only people who receive services from The Arc, but also Upstate Cerebral Palsy, Central New York DDSO and other human service agencies. Via this contract over 500 roundtrips are provided daily, Monday – Friday.
- Funding Comments: The Arc, Oneida-Lewis Chapter intends on participating in the next round of funding for Section 5310.
- Contact person: Gail Miskowiec
Vice President of Operations
The Arc, Oneida-Lewis Chapter, NYSARC
245 Genesee Street Utica , NY 13501
Telephone: (315) 272 -1543
Fax: (315) 272-1783
Mobile:
GFMISKOWIEC@thearcolc.org

3. Agency: **Parkway Center**

Requesting: Parkway Center is seeking operating assistance funds for the continuation of the Mobility Management project in Herkimer and Oneida Counties. Parkway Center has developed a mobility management program that educates seniors, disabled, Limited English Proficiency, and low income individuals about programs and services that allow individuals to use alternative forms of transportation other than a personal auto.

Project Description: The goal of the Oneida and Herkimer County mobility management program is to provide education to individuals about the available programs and services within the Counties that will enable them to meet their basic needs. The objectives of this program are to develop program materials, including online resources, printed materials and workshop curriculums, meet with local program and service providers in the transportation sector and pilot educational workshops in the community. PSC proposes a mobility management program that would educate constituents about these programs and services and would allow individuals to use alternative forms of transportation. This would increase accessibility to services and reduce single-occupancy vehicle usage. Education would take place in the form of workshops, one on one peer delivered travel training, online resources and collaboration with transportation program and service providers. The project will serve seniors, disabled, Limited English Proficiency, and low income individuals.

Coordination Efforts: The Mobility Manager has been reaching out to public, private and nonprofit organizations that provide transportation services throughout Oneida and Herkimer counties.

Funding Comments: Funding will service as leverage for the continuation of the Mobility Management project in Herkimer and Oneida Counties.

Contact person: Kari Johnson
Director of Volunteer Services
Parkway Center
220 Memorial Parkway
Utica, NY 13501
Phone 315-223-3973
Fax: 315-223-3975

4. Agency: **Herkimer County Chapter of NYSARC, Inc.**

Requesting: Herkimer County Chapter of NYSARC, Inc. will be applying for three (3) Type IV replacement buses in 2014-2015 and two (2) Type IV replacement buses in 2015- 2016. All five buses will have varying seating configurations. These buses will be used for the purpose of transporting people with mental and/or developmental disabilities within Herkimer County.

Project

Description: All of our vehicles are used for the purpose of transporting approximately 350 people with mental or developmental disabilities within Herkimer County. The vehicles being replaced primarily operate in the villages of Dolgeville, Little Falls, Poland, Newport, Middleville, Richfield Springs, Herkimer, Mohawk, Ilion, and surrounding areas.

Coordination Efforts:

To address the Coordination aspect, we provide transportation for folks to various programs within HARC, a number of employers within Herkimer County, CNYDSO, and Valley Health Services. We also encourage folks that are able to do so, to ride the Birnie Bus public transportation line through the valley. Currently we have available seating on the route coming to the valley from area of Richfield Springs and from the Newport/Middleville area and welcome the opportunity for other providers to contract with us for transportation from those areas and possibly others.

Funding

Comments: Herkimer County Chapter of NYSARC, Inc. will be applying for Section 5310 funding once the application becomes available therefore would like to be included in the Herkimer / Oneida Counties Coordinated Plan update. As far as we know now our scope of service and ridership should remain consistent over the next several years therefore we will not be requesting funding for any additions to our fleet. We do however have a number of vehicles previously funded through Section 5310 that have met or will be meeting the end of their "useful life" as outlined in the Section 5310 guidelines and will be applying for replacements for those vehicles.

Contact person:

Dean Jones
Transportation Manager
HARC Transportation
315-574-7980
djones@herkimerarc.org

5. Agency: **Presbyterian Homes & Services, Inc.**

Requesting: Presbyterian Homes & Services is seeking one (1) Type I – 12 passenger bus with an electric wheelchair lift for residents' on and off campus transportation needs. This includes medical appointments, outpatient services, social day care services, and independent-quality of life transportation needs.

Project

Description: The requested vehicle would be used for the 236 residents of our skilled nursing facility; 96 Adult Day Care Assisted Living Residents; approximately 158 residents of the Meadows at Middle Settlement; our independent living residents. Residents consist mainly of the elderly and disabled population; many of whom use wheelchairs. We have also had residents and participants in our day care programs that have had English speaking limitations in the past. We currently serve Oneida, Madison, Herkimer, Otsego and Onondaga counties.

Our busses are constantly on the road providing transportation for our two (2) adult day care programs; medical; (which is housed in our skilled nursing facility; Presbyterian Home for Central New York Inc.) and social; (which is housed in our assisted living/adult care facility; Presbyterian Residential Care facility to which we provide transportation back and forth to both programs. We also provide outpatient services for physical therapy, occupational therapy and speech therapy and provide transportation for those needing these services on our campus which includes Presbyterian Residential Community, Meadows at Middle Settlement (independent living) and Preswick Glen (independent living). Transportation is also provided for resident medical appointments to physician's offices, for hospital testing as needed; for dialysis and other medical necessities as warranted.

We also provide transportation for various activities programs; very active programs at both Presbyterian Home and Presbyterian Residential Community. These trips include trips to other facilities, shopping trips, luncheons and dinners out, Men's Club trips, picnics, fishing trips, seasonal outings such as leaf viewing, Wonderland of Lights and trips to various other activities off campus. Every attempt is made to accommodate all transportation needs of our residents' which includes trips to banks, attorneys, financial advisors, family functions which are arranged around other appointments and day care transports; as appropriate.

Any assistance and supervision need by participants is provided on all trips. Each day our campus serves well over 500 elderly individuals with difficult levels of disability and the numbers continue to grow. Updating our current fleet will allow us to accommodate residents' numerous and varied transportation needs. It also allows them greater independence and access to a broader range of activities.

Coordination

Efforts: Presbyterian Homes is partnering with Parkway Center in Utica for coordinating medical needs appointments and transporting customers to participate in their programs hosted by them.

Funding

Comments: Previous vehicles were funded by Section 5310 funds.

Contact person:

Mary Austin Pratt
Director of Human Resources
Presbyterian Homes & Services

6. Agency: **Herkimer County Office for the Aging**

Requesting: Herkimer County Office for the Aging is seeking to apply for one (1) eight passenger van with availability for one wheelchair. This vehicle will provide transportation for any Herkimer County residents 60 and older who cannot utilize a personal automobile.

Project Description: Herkimer County Office for the Aging intends to apply for funding from NYSDOT 2014-2015 5310 grants. We provide approximately 4,500 rides per year. We currently have two wheelchair accessible vans. One van has over 125,000 miles and we are looking to replace this van due to age and the number of miles. Our transportation service is by appointment only. We provide curb side to curb side service. We provide transportation for all medical appointments, physical therapy, blood work, banking, grocery shopping, drug stores, post office, beauty and barber appointments, Senior Citizens meetings, and social functions for seniors.

Coordination Efforts: We currently are collaborating with Senior Housing and Senior Citizen groups within Herkimer County. We will continue to look for other agencies in the community that we can collaborate with to improve transportation services for individuals in Herkimer County.

Funding Comments: Our transportation program is currently funded by NYS Office for the Aging. This funding allows our agency to cover the operating expenses at current program levels but we do not have funding to purchase a new van. Our agency has never applied for funding through the NYSDOT for 5310 funds.

Contact person: Kathy Fox, Director
Herkimer County Office for the Aging
109 Mary Street Suite 1101
Herkimer, NY 13350
(315) 867-1121
kathyfox@herkimercounty.org

7. Agency: **Birnie Bus Tours, Inc.**

Requesting: Birnie Bus Tours, Inc. is seeking to acquire the Bus-Time/Real-Time Arrival Passenger Information System as provided by Clever Devices Ltd and will be applying for funding for this project. The project will help meet the needs of the elderly and disabled by providing a more accurate and current means to communicate the transportation opportunities available to the public, agencies and service providers, not only in Oneida and Herkimer Counties, but in the four surrounding counties.

Project Description: The system uses GPS technology and scheduled routing data to calculate live bus arrival times which are communicated to passengers via the web, electronic signage, a smartphone application and text messaging. Ideally, the project will help meet the needs of the elderly and disabled by providing a more accurate and current means to communicate the transportation opportunities available to the public in these regions.

Coordination Efforts: As a means to calibrate and expand upon the work that is already in development with Centro, Central New York Regional Transportation Authority, this project will not only service the estimated 233,585 persons living in the Oneida County region but also those living in select areas of Lewis, Madison, Herkimer, Onondaga and Ilion Counties as opportunities for collaboration increases.

Funding Comments: The current hope is to fund this project using monies awarded through the 5310F application and privately as needed.

Contact person: Calla M. Perrilloux Billie Jo Lusby
Financial Assistant
Birnie Bus Tours, Inc.
248 Otis Street / PO Box 630
Rome, NY 13442-0630
PH: 315-336-3950 ext. 228
EM: callap@birniebus.com

8. Agency: **St. Luke's Home Center for Rehabilitation & Continuing Care Services**

Requesting: St. Luke's Home is seeking to apply for five (5) vehicles (4-Cargo vans E250's, 1-Bus E450) to add to their fleet; some are replacement vehicles and some are additions to their fleet to keep up with the demands of growing services and members. Vehicles provide medically required transportation services for clients of St. Luke's Home.

Project Description: Mohawk Valley Health systems have consolidated all of its Transportation needs into one centralized Transportation department within the system. This allows all of its entities to schedule rides from one location for all of its patients, members, residents and registrants. This currently covers members currently residing in both Oneida and Herkimer counties. The scheduled medical appointments currently are located between Albany, Cooperstown, Old Forge all the way to Buffalo and all of the areas in between. The transportation system serves elderly, disabled and limited English speaking members.

Coordination Efforts: All entities of Mohawk Valley Health System include:
St. Luke's Home – 202 Residents
Adult Day Health Care – 40 to 50 Registrants
Senior Network Health – Currently at 465 members with enrollment increasing monthly
Faxton Cancer Center – 10+ patients
Faxton St. Luke's Healthcare – as needed (including Sub acute Rehabilitation)
St. Elizabeth Medical Center – as needed
In addition to the coordination efforts of the above entities, We also contract rides for our members when our transportation is simply inundated with rides or when vehicles are in for repair. We currently utilize the following agencies on a case to case, day to day basis, as needed and as an out of pocket expense:
Adonis Avante out of Herkimer
Edwards Ambulance
Birnie Bus
D & T Transport
Community Transport Services of Old Forge
Capital District Transport out of Albany

Funding Comments: Prior to the consolidation of the Centralized transportation departments both the St. Luke's Home and Senior Network Health had individually taken advantage of the 5310 grant in 2008 and again in 2011. We currently have 4 vehicles in our fleet from the 5310 program. All transportation costs are currently absorbed out of the internal transportation budget without funding from other sources.

Contact person: Karon Weiler
Director of Plant Operations
St. Luke's Home
Center for Rehabilitation & Continuing Care Services
1650 Champlin Ave., Utica, NY 13502
kweiler@mvnhealth.com 315-624-8670