

Coordinated
Public Transit-Human Services
Transportation Plan
Madison County, New York
May 2010



Coordination Transportation Work Plan

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Madison County, New York

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Executive Summary

The Madison County Coordinated Public Transit-Human Services Transportation Plan has been developed in response to federal law. The Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) requires the establishment of a “locally developed, coordinated public transit-human services transportation plan” for all Federal Transit Authority programs for underserved populations.

In its simplest form, the purpose of this effort is to ensure that adequate services are provided to the target populations of persons with disabilities, elderly populations, and individuals with low incomes. Additionally, this coordinated planning effort will result in the elimination of service duplications, better use of local, State, and Federal transportation dollars, and a general improvement in transportation services provided within the County. A steering committee comprised of transportation providers, County departments, local human service agencies, municipalities, and others have developed this plan over the past 10 months.

The Coordinated Plan Steering Committee has agreed to move forward with a new mobility program guided by a multi-agency system with public and private partnerships. Individual members will continue to operate our own programs, but agree to share rides, share buses where feasible, and enter into partnering agreements where practical. This plan proposes the development of a Transportation Steering Committee within the County that will consist largely of those that have participated in the plan development and others who may wish to sit at the table. The plan also proposes the development of a Transportation Policy Committee that will have decision making authority within our group for recommending actions for implementation within the County and for approval by member's respective boards and authorities. This Policy Committee will likely be made up of those who have financial resources in transportation and could include such entities as the County, Madison Cortland ARC, Heritage Farms, Office for the Aging, and Colgate University among others. Though this plan doesn't lay out the specific details of the new system, it does lay the foundation for our plan to coordinate transportation. These efforts will result in improved transportation services in the County and a more effective use of all funds, and will positively benefit the health and quality of life for Madison County's residents.

Section 1.0 – Introduction

The Madison County Coordinated Public Transit-Human Services Transportation Plan has been developed in response to federal law. The Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU)¹ requires the establishment of a “locally developed, coordinated public transit-human services transportation plan” for all Federal Transit Authority programs for underserved populations: the Elderly Individuals and Individuals with Disabilities program (Section 5310); the Job Access and Reverse Commute (JARC) program (Section 5316); and the New Freedom program (Section 5317). Projects proposed for funding under these programs must be selected from the aforesaid coordinated plan. The target date for the completion of these plans was October 1st, 2006. The plan is intended to identify and address transportation needs of individuals with disabilities, older adults, and residents with low incomes.

The provisions of SAFETEA-LU aim to improve transportation services for persons with disabilities, older Americans, and individuals with lower incomes. The provisions ensure that communities coordinate transportation resources provided through multiple Federal programs. A coordinated plan for human services transportation enhances transportation access, minimizes duplication of Federal services, and encourages the most cost-effective transportation possible. This is not an “all or nothing” process however; many levels of coordination are possible. Sharing rides, vehicles, and funding are the first steps. However, other needs exist that could lend themselves to coordination as well such as: sharing maintenance, training, listing services, information technology, intelligent transportation systems, etc.

To this end, Madison County has developed a Coordinated Transportation Plan Steering Committee and Sub Committee made up of representatives from County government, municipal governments, local service agencies, hospitals, elder care facilities, institutions of higher education, private consultants, and transit operators. The Committee met on a 4-6 week basis since the summer of 2009 to develop the plan and discuss transportation needs within the County. The following plan represents the current state of transportation in Madison County

¹ <http://www.fhwa.dot.gov/safeteal/>

and suggests goals for its improvement. This plan is intended to change over time and true coordination will only be fully realized if involved agencies and constituents continue to collectively work toward these goals in the future.

Funding Programs

Federal Section 5310 – Transportation for Elderly Persons and Persons with Disabilities

This program (49 U.S.C. 5310) provides formula based funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are determined based on each State's share of population for these groups of people.² Capital assistance is provided on an 80 percent Federal, 20 percent local matching basis. Those eligible to receive Section 5310 funding include private non-profit agencies, public bodies approved by the state to coordinate services for elderly persons or persons with disabilities, or public bodies which certify that no nonprofit corporations or associations are readily available to provide the service. Madison Cortland ARC, Inc. is the sole recipient of these funds in Madison County. Funds that are awarded are used to purchase buses to provide transportation services to the ARC's clients.

Federal Section 5311 – Rural and Small Urban Areas

The Federal Transit Administration (FTA) describes the 5311 program as follows: "This program (49 U.S.C. 5311) provides formula funding to states for the purpose of supporting public transportation in areas of less than 50,000 populations. Eighty percent of the statutory formula is based on the non-urbanized population of the States. Twenty percent of the formula is based on land area. No State may receive more than 5 percent of the amount apportioned for land area. In addition, FTA adds amounts apportioned based on non-urbanized population according to the growing States formula factors of 49 U.S.C. 5340 to the amounts apportioned to the States under the Section 5311 program. Funds may be used for capital, operating, and

² http://www.fta.dot.gov/funding/grants/grants_financing_8348.html.

administrative assistance to state agencies, local public bodies, Indian tribes, and nonprofit organizations, and operators of public transportation services.³

Madison County is a recipient of FTA Non-Urbanized Area Grant Program funding to support the Madison Transit System (MTS). Under this program, the Madison County receives operating assistance to support operations, as well as capital assistance funding to purchase buses used to provide MTS service. While the Section 5311 program is not subject to the requirement that candidate projects must be derived from a locally developed, coordinated public transit-human services transportation plan, “Executive Order 13330, “Human Service Transportation coordination,” ... directs Federal agencies funding human services transportation services to undertake efforts to reduce transportation service duplication, increase efficient transportation services delivery, and expand transportation access for seniors, persons with disabilities, children, low-income persons and others who cannot afford or readily use automobile transportation.” The utilization of the MTS system to enhance mobility options for underserved population groups is consistent with the Executive Order. While Madison County is the recipient, Birnie Bus Lines, Inc. has received the benefit of 5311 capital assistance funding to purchase buses used to deliver Madison Transit System bus services. Typically, Birnie Bus Services, Inc. provides the ten percent (10 %) local share to the County’s application for 5311 capital funding for bus replacement.

Jobs Access Reverse Commute (5316):

Job Access Reverse Commute (JARC) is a FTA formula program for projects relating to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment.⁴ Additionally, it can assist public transportation projects designed to transport residents of urbanized areas and non- urbanized areas to suburban employment opportunities. Eligible recipients are governmental agencies and non-profit entities that offer job access and reverse commute services to transport welfare recipients and low-income individuals to and from jobs, training, and child care; and to develop transportation services for residents rural

³ http://www.fta.dot.gov/funding/grants/grants_financing_3555.html

⁴ http://www.fta.dot.gov/funding/grants/grants_financing_3550.html

and suburban areas to suburban employment opportunities. Job Access grants may finance capital projects and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs; promoting use of transit by workers with nontraditional work schedules; promoting use of employer-provided transportation including the employee transit pass benefit program; and mobility management or transportation brokerage expenditures. For Reverse Commute grants, operating costs, capital costs, and other costs associated with reverse commute by bus, carpool, vans, or other transit service are eligible. The Federal/local share is 80 percent/20 percent for capital projects, which include mobility operations, and 50/50 for operating projects. New York State Department of Transportation utilizes a competitive selection process to award grants under JARC.

New Freedom Program (Section 5317):

The New Freedom Program is a FTA formula grant program for new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) that assist individuals with disabilities with transportation, including transportation to and from jobs and employment support services (49 U.S.C. 5317).⁵

Funds can be used for associated capital and operating costs to provide new services. Examples of projects and activities that might be funded under the program include: purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs; providing paratransit services beyond minimum requirements (3/4 mile to either side of a fixed route), including runs that operate seasonally; making accessibility improvements to transit stations; supporting voucher programs for transportation services offered by human service providers; supporting volunteer driver and aide programs; supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. The Federal share of the net project capital cost may be up to 80 percent, and not more than 50 percent of the net operating cost of a project.

⁵ http://www.fta.dot.gov/funding/grants/grants_financing_3549.html

New York State Statewide Mass Transportation Operating Assistance (STOA)

In 1975-1976, the State Legislature of the State of New York enacted the Section 18-b Law, which created an ongoing and permanent STOA program. In upstate New York, the STOA program is funded solely by the Petroleum Business Tax (PBT), a tax on petroleum businesses based on the quantity of petroleum products sold or used. Statewide Mass Transportation Operating Assistance funds are used to pay out about \$3 billion annually to approximately 130 transit operators.⁶ Section 119-r of the General Municipal Law of NYS authorizes Counties to enter into agreements with private bus companies for the performance of certain mass transportation operations. STOA funds, in addition to County tax dollars, are a prime component of the funding source for the Madison Transit System and other services within the County.

Medicaid

Medicaid is a Federally mandated health program for individuals or families of low incomes and resources. It is funded by the Federal Government and managed by the States. For those served by Medicaid, the program includes payment for transportation to and from medical appointments, which can include payment for the use of public transportation. In Madison County in 2008, over \$690,000 was spent on non emergency invalid coach and taxi type service for Medicaid recipients.

Flexible Fund for Family Services (FFFS)

Flexible Funds for Family Services is federal funding available to local social service districts to be used for Temporary Assistance for Needy Families (TANF) eligible clients. These funds can be used for a wide range of activities that include work related transportation expenses, non-assistance employment programs, EAF-FC JD-PINS costs, Domestic Violence Screening and Assessment, Drug and Alcohol Assessment and Monitoring, PINS Prevention Detention Diversion Services and other allowable TANF related expenditures. This large non-designated allocation of money is given to each county, annually. It replaced the Temporary

⁶ <https://www.nysdot.gov/divisions/policy-and-strategy/transit-bureau/public-transportation/state-transit-operating-assistance>

Assistance to Needy Families (TANF) Services Fund. The big difference between the two programs is that TANF earmarked certain amounts for each particular program, while FFFS assigns block grants. The 100% federal funding can be used by counties as discretionary funds to develop programs that meet the specific needs of the individual county target population groups. Program needs that meet the original set of TANF criteria set forth in the federal Welfare Reform Act of 1996 continue to be eligible. They are:

- 1) Assist needy families so that children may be cared for in their home or in the homes of relatives
- 2) End the dependence of needy parents on governmental benefits by promoting job preparation, work and marriage
- 3) Prevent and reduce the incidence of out-of-wedlock pregnancies
- 4) Encourage the formation and maintenance of two-parent families

Community Solutions for Transportation

Community Solutions for Transportation Funding has been available to local social service districts for approximately ten years and has been an integral part of local welfare-to-work efforts. The types of services offered through CST vary from county to county and reflect locally-identified transportation needs. Local districts have collaborated with other human services and transportation providers in the public and private sectors to specifically address unmet transportation needs with the primary goal of enabling TANF-eligible individuals to obtain and/or retain employment. This year's funding is being allocated based on county population statistics showing how many families or individuals in that county fall below 200%-of-poverty (Approximately \$44,000 for a family of four).

Section 2.0 – Plan Development Overview

SAFETEA-LU requires that projects selected for funding under some of the programs described above must be derived from a locally-developed human services transportation coordinated plan, and that the plan be developed through a process that includes representation of public, private, and non-profit transportation and human services providers, as well as public participation. In Madison County, the intended purpose was also to establish relationships and foster cooperation among planning agencies, public and private transportation providers, non-profit transportation providers, human service providers, governmental social services agencies, the general public, and other stakeholders – on behalf of the target populations.

A true coordinated effort must look at a number of transportation issues within a county, which should include: assessing services currently available, assessing the needs of the community, assessment of gaps in transportation services for target populations, steps to minimize the duplication of services, and a prioritization of goals and implementation steps. To meet these goals, Madison County's first step was to hire a transportation consultant to guide the committee through the planning process. The consultant selected was VMC Group, Inc. who has experience in many aspects of transportation, including: preschool age disabled child transport, vehicle routing and routing software, field inspections, and coordinated planning. With the help of VMC, the County Planning Department and the Madison County Board of Supervisors chairman, John Becker, a kickoff plan development meeting was held in November, 2008. Representatives from approximately 10 organizations attended the first meeting, which began participation in the planning process.

The process was delayed for a period of time with activities recommencing in July 2009. At this point, a list of Steering Committee members was identified and invited to participate in the coordinated planning process. Consistent with coordinated plan development requirements, the Committee is comprised of representatives from member agencies that provide, schedule, or use transportation in the modes of: for-profit providers, non-profit providers, public providers, County human service agency providers, volunteers, and other transportation related agencies.

The steering committee has met on a regular basis – approximately every 6 weeks – to assess the current modes of service, develop the plan, and address the possibility of expanding or modifying the current County system (APPENDIX A). The long term goal of this group is to provide a county-wide system by coordinating the existing services available and utilizing new funding opportunities at both the state and federal level.

The initial meetings centered on developing a plan to gather information concerning a wide variety of topics. Each service agency completed a survey that included questions on transportation costs, fleet makeup, type of transportation, days of operation, and annual statistics. A copy of this survey can be found in APPENDIX B.

The gathering of information was a useful process, deemed essential to both the completion of the Coordinated Transportation Plan and making more efficient the existing transportation options throughout the County. As part of the planning process, members of the County Planning Department met repeatedly with service agencies and transportation providers who openly shared their data and time.

The development of the plan provided the opportunity for public participation by soliciting comments through various avenues. As the final draft of the plan was distributed to members of the Transportation Coordinated Plan Steering Committee, it was made available for public comment through Madison County's website. A hard copy of the plan was also made available for public viewing in the Planning Department. The Steering Committee will continue to meet to update the status of evolving needs and the implementation of the plan. These meetings will provide an opportunity for continuous public participation in the planning process. Due to local media coverage of public transportation issues over the past few months, the plan itself has received local attention and discussion, particularly in the City of Oneida (APPENDIX C).

Section 3.0 – Partnering Agencies

Though the plan development initially set out with guidance from a formally invited steering committee, the attempt was made to include as many interested people as we could in

our meetings. The following lists represent the core participants in the transportation planning process.

Coordination Steering Committee Members:

<u>Name</u>	<u>Department</u>	<u>Phone</u>	<u>E-mail</u>
Sherry Allen	Stoneleigh Apartments	697-2847	saservicecord@yahoo.com
Julie Dale	MC Community Action	684-3144	jdale@capmadco.org
Theresa Davis	MC Office of the Aging	697-5700	Executivedirector@ofamadco.org
Joanne Eddy	MC Youth Bureau	366-2574	Joanne.eddy@co.madison.ny.us
Eric Faisst	MC Dept. of Health	366-2501	<u>Eric.faisst@co.madison.ny.us</u>
Mike Fitzgerald	MC Dept of Social Services	366-2345	25a250@dfa.state.ny.us
Leo Matzke	Mayor, City of Oneida	363-4800	lmatzke@oneidacity.com
Raymond Lewandowski	Madison-Cortland ARC	363-3389	
Gene Morreale	Oneida Healthcare Center	363-6000	gmorreale@oneidahealthcare.org
Lorraine Schmidtka	MC Employment & Training	363-2400	lorraine.schmidtka@co.madison.ny.us
Jim Simmons	Heritage Farm, Inc.	893-1889	
Dr. Jim Yonai	MC Dept of Mental Health	366-2335	james.yonai@co.madison.ny.us

Coordination Steering Sub-Committee Members:

<u>Name</u>	<u>Department</u>	<u>Phone</u>	<u>E-mail</u>
Steve Burrell	Cazenovia Resident		Sburrell0@earthlink.net
Dennis Carney	Birnie Bus	824-1260	dennisc@birniebus.com
Steve Chaires	MC Dept of Social Services	366-2244	Steven.Chaires@dfa.state.ny.us
Robert Crossway	Madison-Cortland ARC	363-3389	Rob.Crossway@madisoncortlandarc.org
Dr. Charles Ganim	VMC Group Inc.	(716) 285-6000	cjg@vmcgroup.com
Terry Inkawhich	Birnie Bus	824-1260	terryi@birniebus.com
Mike Labello	NYS DOT	(518) 457-8347	mlabello@dot.state.ny.us
Cassie Rose	City of Oneida Planning	633-9333	crose@oneidacity.com
Mary Ellen Rose	MC Planning Department	366-2376	maryellen.rose@co.madison.ny.us

Karolyn Sayles	MC Dept of Mental Health	366-2335	karolyn.sayles@co.madison.ny.us
Vito Sportelli	VMC Group Inc.	(716) 689-2252	vitosportelli@yahoo.com
Nancy Verro	Community Action	684-3144	nverro@capmadco.org
Brenda White	MC Planning Department	366-2376	brenda.white@co.madison.ny.us

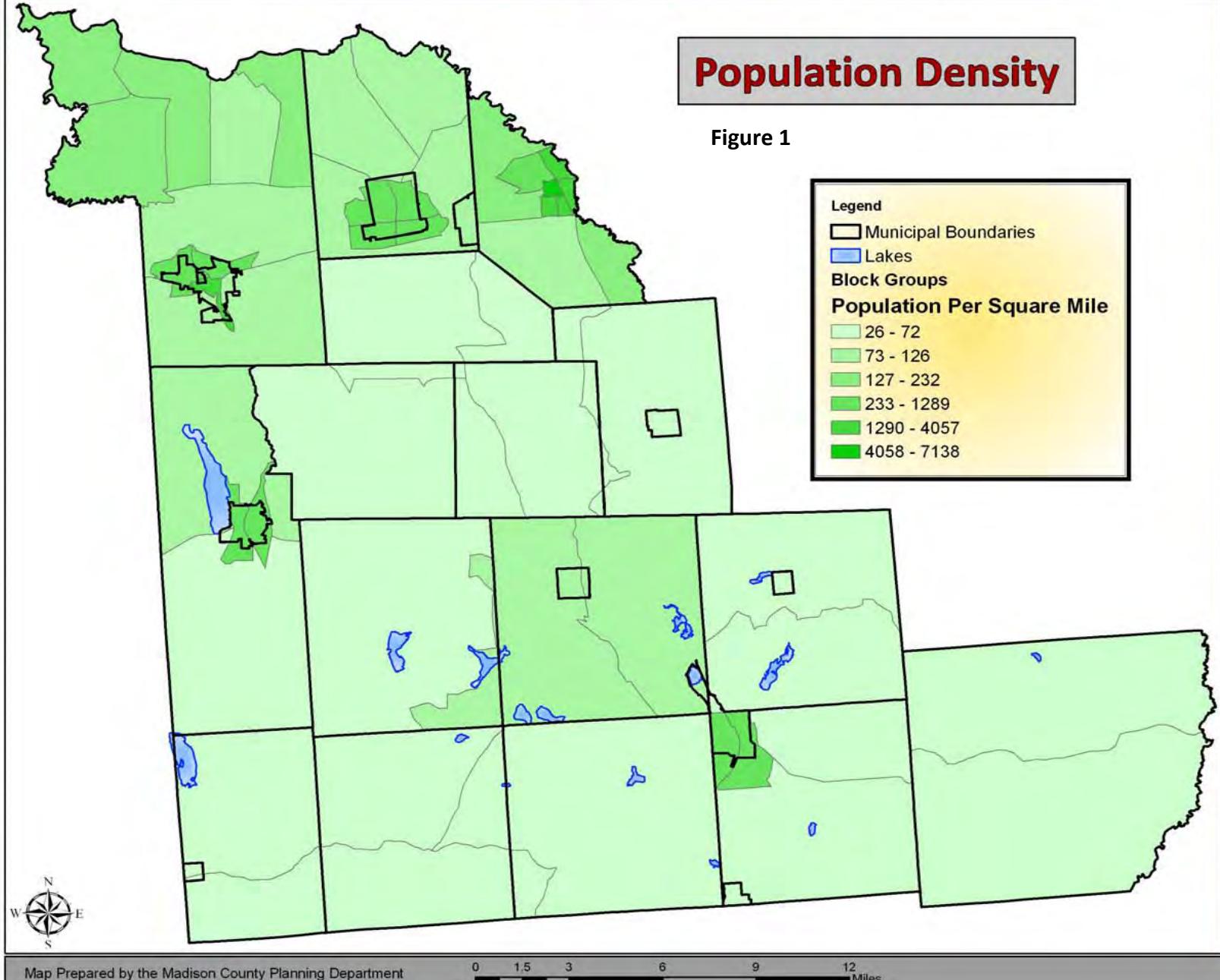
Section 4.0 – Demographic Analysis

Coordinated Planning requires an analysis of demographic data to determine the locations of target population groups, which include: older adults, individuals with disabilities, and persons with low incomes. A wide variety of mappable Census 2000 data exists, and though for a relatively small rural County like Madison it is often difficult to identify trends at small geographic levels, the data can be used at the block group level to identify trends and potential underserved populations. Through the use of GIS software, locally collected data, and Census 2000 data, it was possible to examine five important demographic categories of data for Madison County. These categories consist of: Population Density, Senior Population, Low Income Populations, Mobility Limited Population, Major Employers, and Medical Facilities.

Population Density

Highest population densities are located in downtown Oneida and the center of the Village of Chittenango (Figure 1). High densities were also found in the Villages of Canastota, Cazenovia, and Hamilton as well as several northern neighborhoods in the Town of Sullivan and the City of Oneida.

Madison County Coordinated Public Transit-Human Services Transportation Plan



Coordinated Plan
Steering Committee

1. Community Action
Partnership
2. Oneida Healthcare
Center
3. Community Memorial
Hospital
4. City of Oneida
5. Madison-Cortland
NYSARC
6. Madison County
Health Department
7. Madison County
Mental Health
Department
8. Madison County
Department of
Social Services
9. Madison County
Office for the Aging
10. Madison County
Employment and Training
11. Stoneleigh Apartments
12. Madison County
Planning Department
13. Heritage Farms

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Senior Population

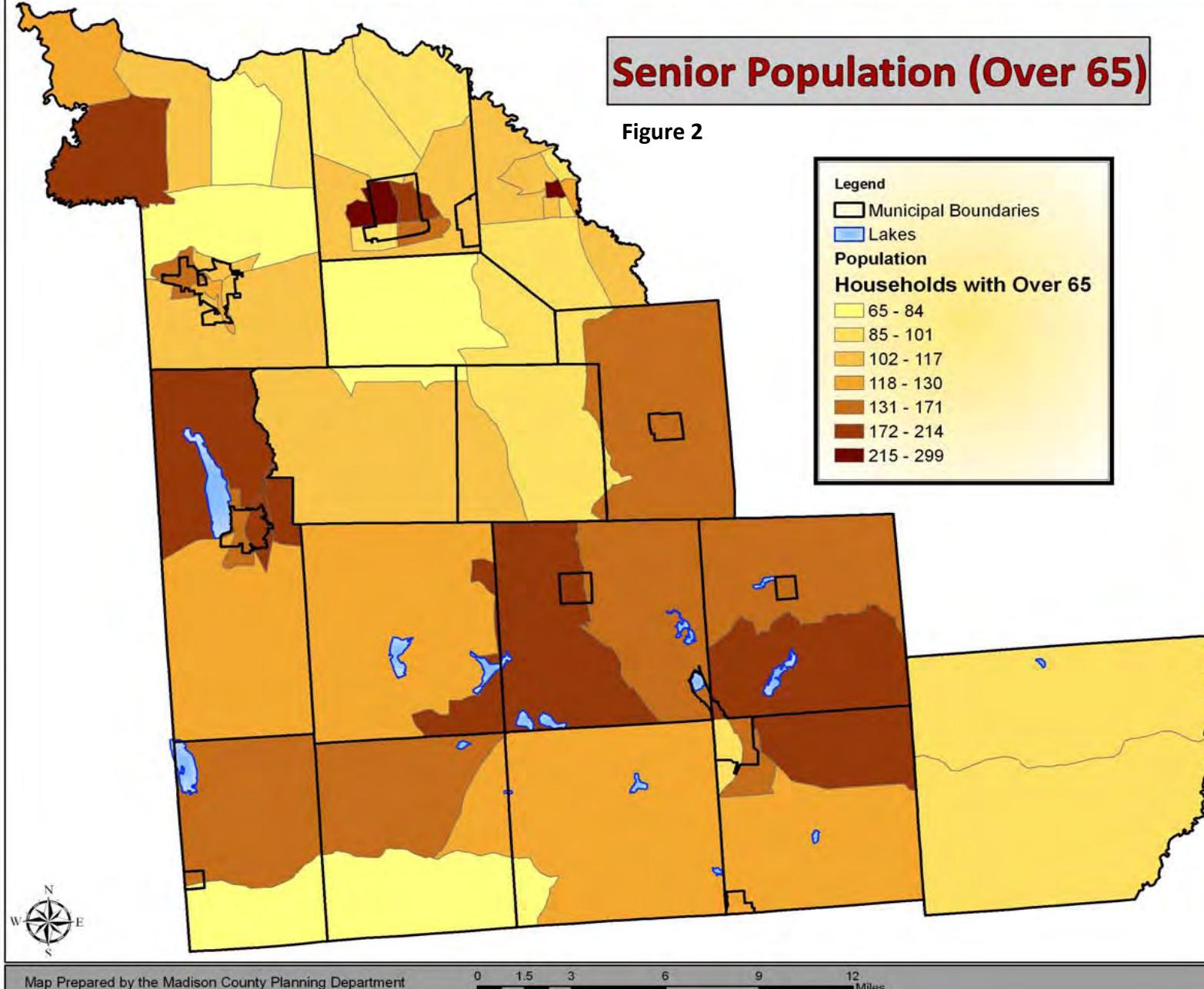
Approximately twelve percent of Madison County's population is 65 years old or over. Many elderly individuals are representative of the transit-dependent population. While elderly people are located throughout the County, the highest concentrations of such residents are located in neighborhoods in the Village of Canastota and the City of Oneida. Sections of the Towns of Sullivan, Cazenovia, Eaton, Madison, and Hamilton also exhibit a fairly high density of elderly population (Figure 2).

Low Income Populations

The low income – or below poverty level – population typically depend on public transportation to a greater extent than individuals with a higher level of disposable income. In Madison County, approximately ten percent of the population reported their income below poverty level. The highest densities of this low income population are located in neighborhoods in the Village of Canastota and the City of Oneida. Other areas with high densities of population below poverty level are Stockbridge, Smithfield, Madison, Eaton, Lebanon, and parts of Hamilton and Lincoln (Figure 3). The committee acknowledges that because of the rural nature of our County, these population estimates may not be completely accurate for the total area in each block group. The Committee also examined data showing the number of households on public assistance (Figure 4).

Senior Population (Over 65)

Figure 2



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5 Madison-Cortland
NYSRARC
6 Madison County
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7 Madison County
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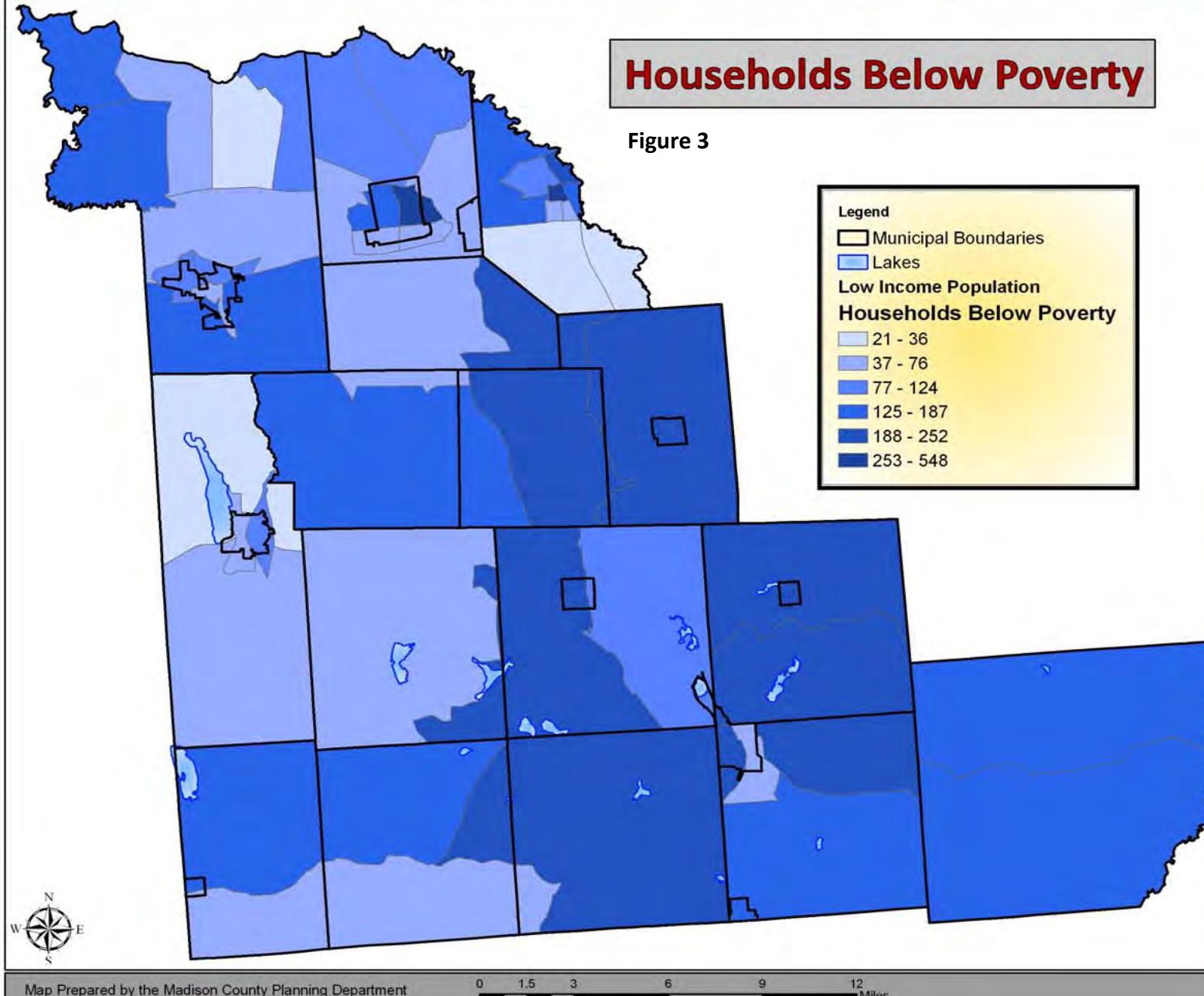


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Households Below Poverty

Figure 3



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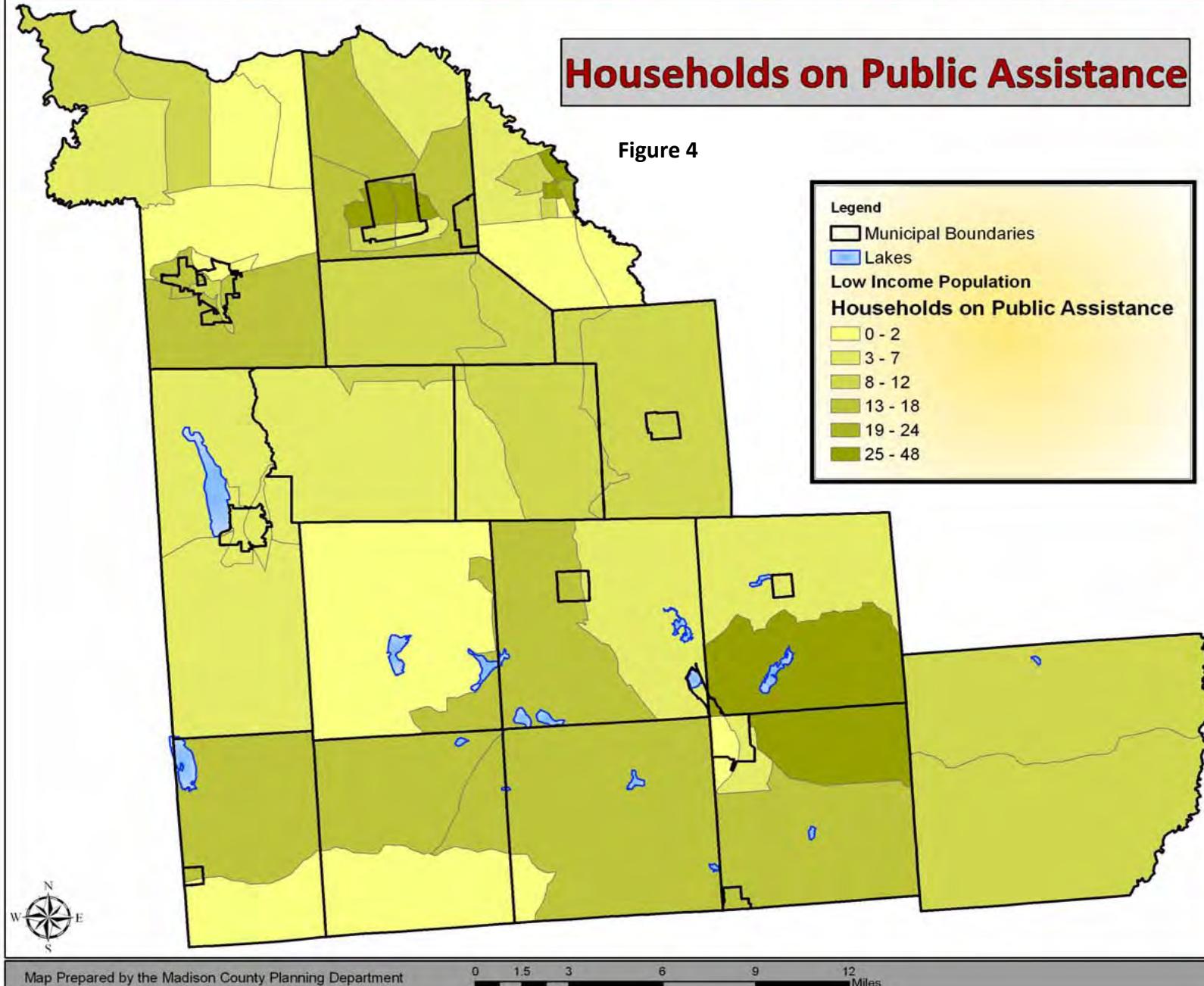


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Households on Public Assistance

Figure 4



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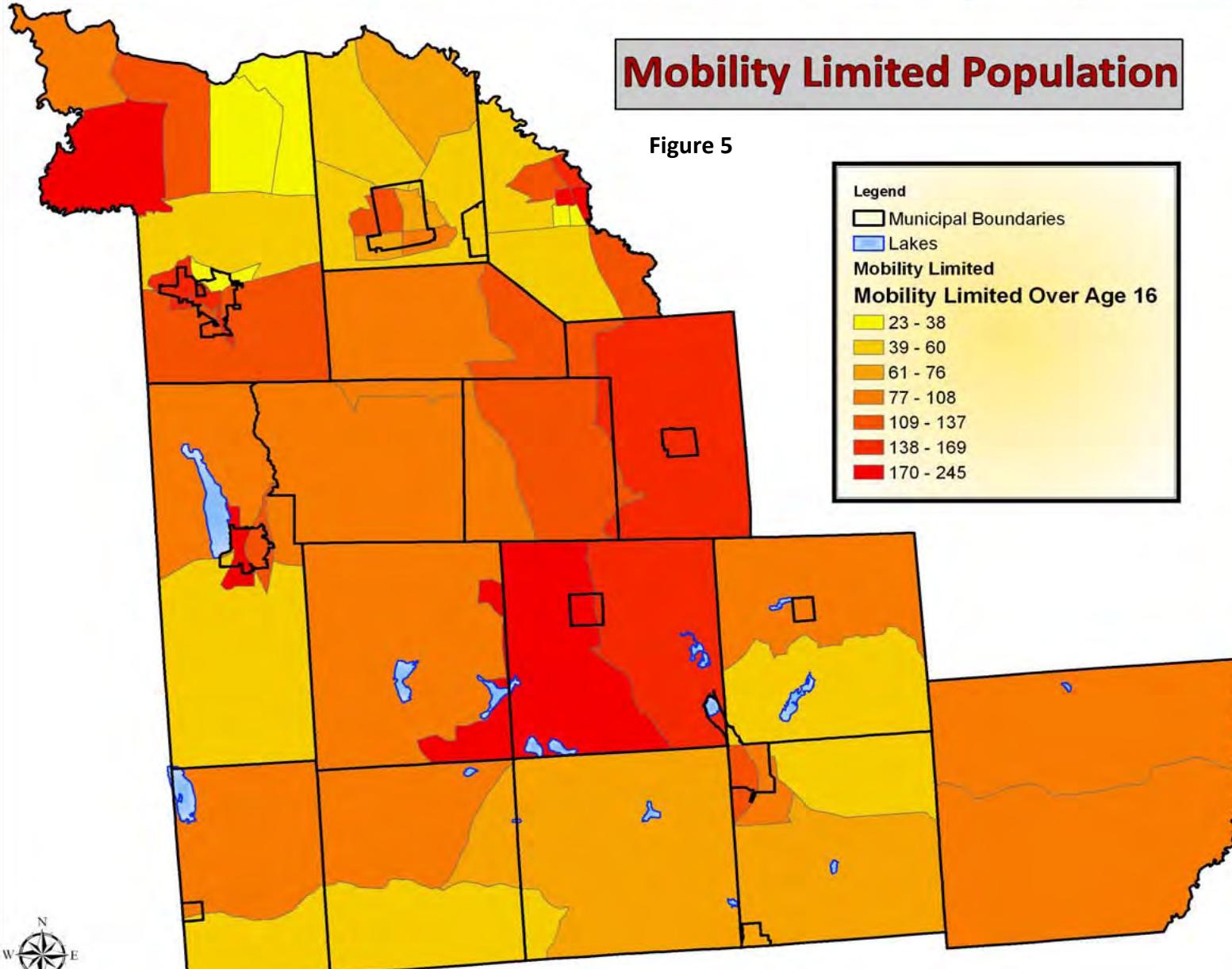
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Mobility Limited Population

Sections 16 and 17 of the 2000 Census form included questions that were intended to gather data on disability status and mobility limitations within our population. Question 17c specifically asked (regarding persons age 16 or older) if there were limitations in going outside of the home to shop or visit a doctor's office. This data was used to create our mobility limited map which shows that approximately 9% of Madison County's 16 and over population has outside the home mobility limitations (Figure 5).

Major Employers

Working closely with the Madison County Industrial Development Agency, a list was developed of major (10 or more employees) employers within Madison County (Figure 6). The list contains a wide variety of businesses including: manufacturing facilities, retail employers, healthcare facilities and hospitals, colleges and universities, hotels, motels, and restaurants, and many more. For the most part, many of the major employers are located within the villages and City of Oneida, which also tend to be the populations centers of the County. However, there are some businesses located in more rural areas, somewhat limiting our ability to potentially serve all of them through fixed route service.



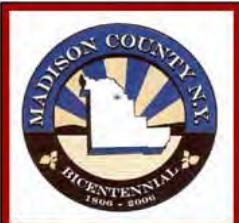
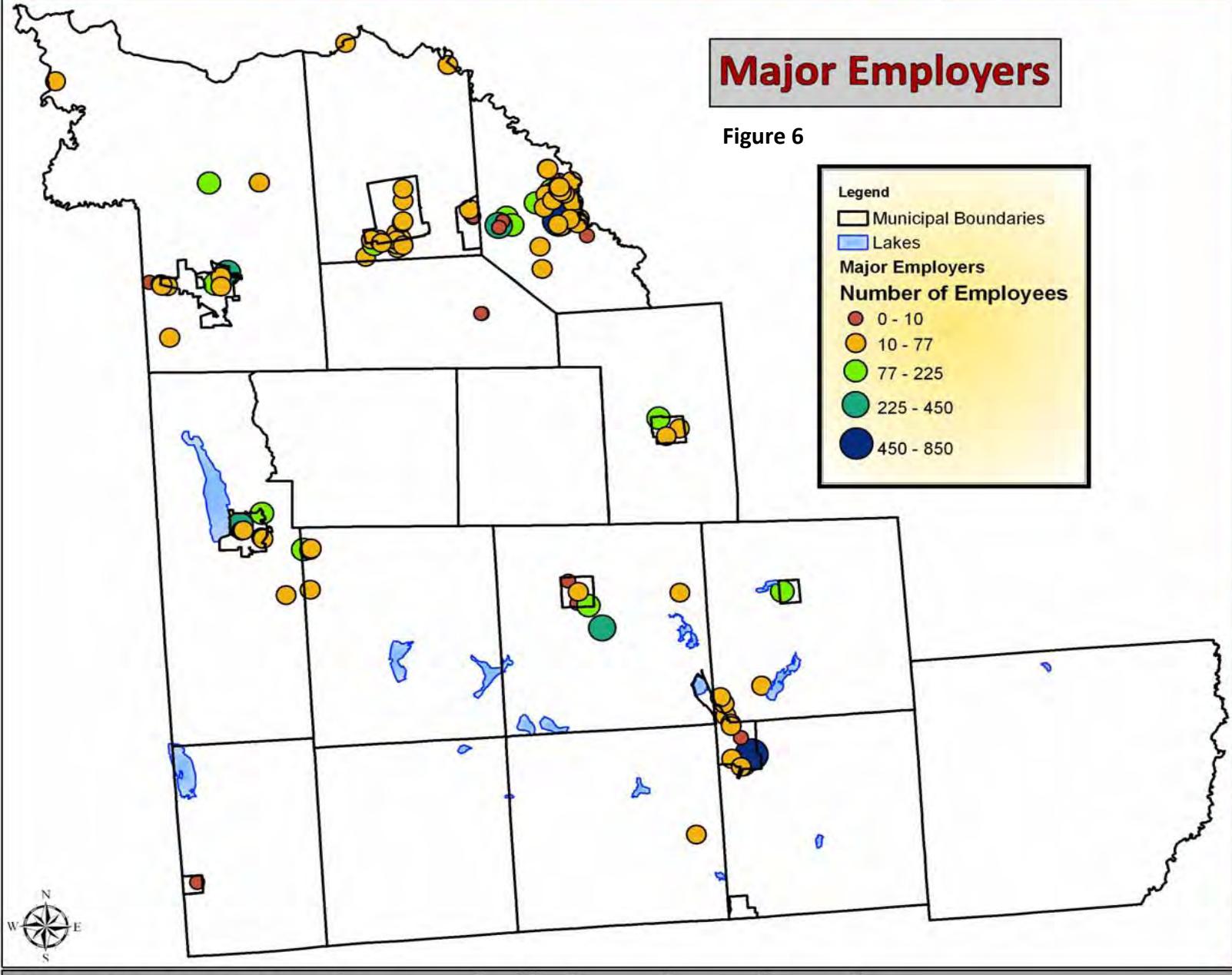
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Medical Facilities

Drawing upon the resources of Steering Committee members, a comprehensive list was developed of most of the larger medical facilities within Madison County. In large part, the committee drew from a compilation of community health resources that was part of the Health Improvement Planning Report for Madison County (Figure 7). This was a product of the MAPP (Madison County Mobilizing for Action through Planning and Partnerships) Committee and was recently adopted by the County in December 2009. Additionally, data was drawn from existing service providers and our Geographic Information System.

Section 5.0 – Inventory of Resources and Services

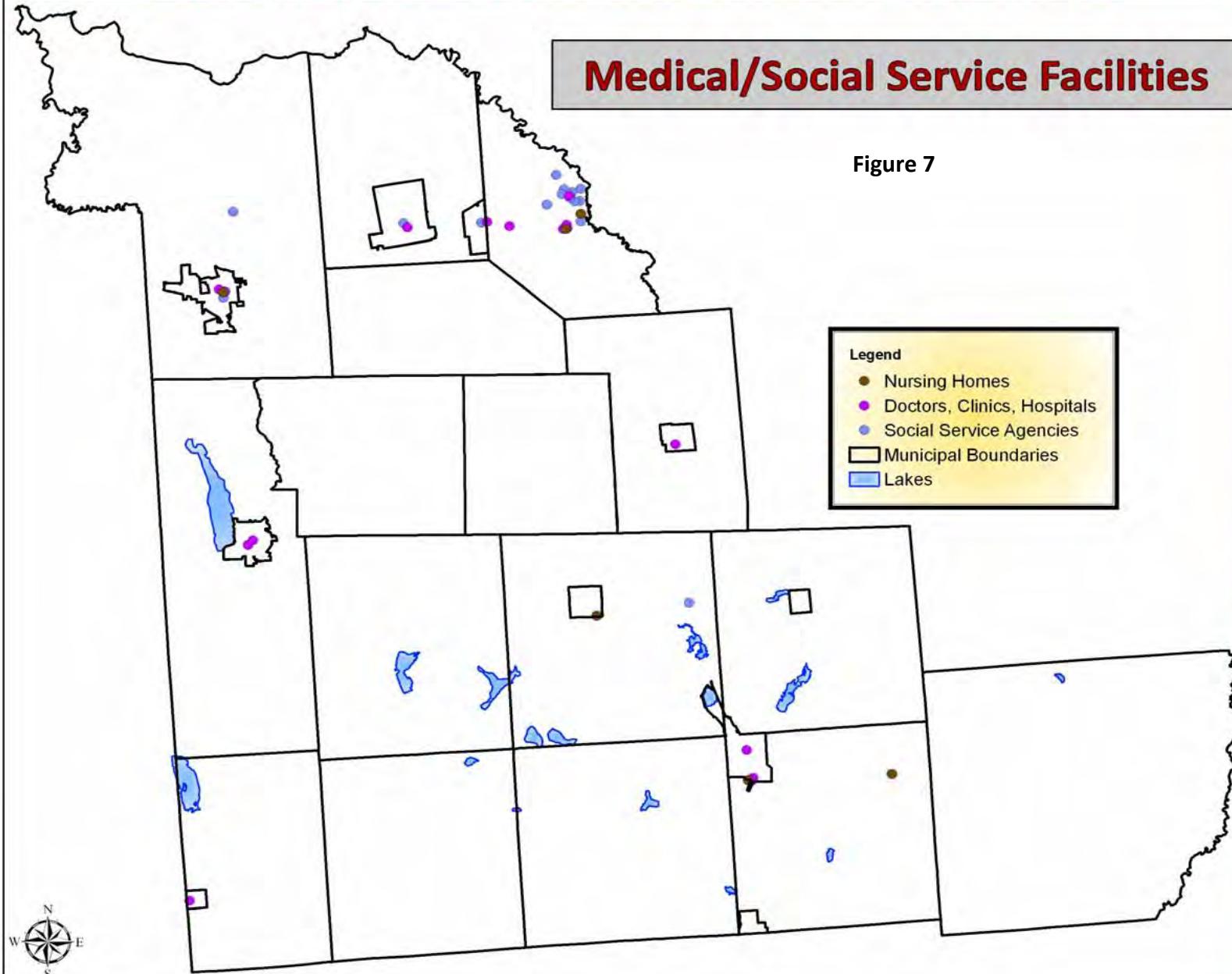
For Profit Providers:

Able Medical Transport

This is a Syracuse based company specializing in both emergency and non-emergency transport. They have provided Medicaid service through DSS.

Adams Apple Services, Inc.

Adam's Apple is approved by Medicaid to provide accessible ambulette transportation in the Syracuse/Onondaga County area (with service in Madison County as well). They have 8 vans, 6 of which are wheelchair-accessible and provide transportation days, evenings, and weekends.



Coordinated Plan Steering Committee:

1. Community Action Partnership
2. Oneida Healthcare Center
3. Community Memorial Hospital
4. City of Oneida
5. Madison-Gottlieb NYGARC
6. Madison County Health Department
7. Madison County Mental Health Department
8. Madison County Department of Social Services
9. Madison County Office for the Aging
10. Madison County Employment and Training
11. Stony Creek Apartments
12. Madison County Planning Department
13. Heritage Farms

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April 2010

Birnie Bus

Founded in 1946, Birnie Bus employs over 1200 people and transports over 2 millions riders annually, making it the 18th largest bus company in the United States. Birnie provides a wide array of transportation services including the transport of school aged children, public transportation, handicapped services, tour groups, and corporate travel. In Madison County, they are the contractor that runs the Madison Transit System (MTS).

Also within Madison County, Birnie operates a Route 5 **city-to-city service** (from Little Falls to Syracuse), daily runs for Heritage Farms clients, daily runs for Oneida-Lewis ARC, daily runs for Madison County Pre-K, campus transportation for SUNY Morrisville and the “Colgate Cruiser” for Colgate University and the Hamilton area.

Coach USA

Coach offers, through its Shortline service, select service to NYC from Hamilton and Morrisville, primarily catering to college students from Colgate University and Morrisville State College.

Collegiate Hotel, Inc.

This appears to be a taxi service out of the Hamilton Area, though information is not readily available on this company.

Delano Taxi

Delano Taxi operates out of Canastota, NY and offer both local and long distance trips.

D.A.D. Cab

This cab service operates out of Oneida, NY and currently has a fleet of 4 vehicles and 17 available drivers.

Driving Matters

Driving Matters is a taxi company based out of Canastota, NY. They currently have a fleet of 2 vehicles and they have 2 drivers.

Oneida Taxi Service

The Oneida Taxi Service operates out of Oneida and Rome offering service both locally and over long distances. They currently have a fleet of 8 vehicles and 9 drivers.

Fiori Funeral Home

The Fiori Funeral Home transports some Social Services Medicaid clients.

Kunkel Ambulance

Kunkel provides non-emergency transport to a variety of clients on either a day-to-day or advanced scheduling service. Kunkel has been a provider of Medicaid transit through the County's Department of Social Services (DSS).

Speedy Medical Transport

Speedy is an East Syracuse company specializing in a full range of local medical transportation needs. They too have provided services through Madison County DSS.

Suburban Transportation

Suburban has provided transport to disabled and elderly clients for over 20 years. They primarily transport individuals to and from medical appointments, dialysis centers, hospitals, adult day care, and day habilitation programs. They specialize in the areas of wheelchair service, escort service, stretcher service, medi-cab service, and oxygen services. In Madison County, they have provided Medicaid service through the Department of Social Services (DSS).

The Way – Senior Transportation Logistics

Transportation is provided to seniors for medical appointments, but they are also in the process of getting approval for Medicaid transport. They have one van and one driver available.

Non-Profit Providers:

American Cancer Society of Central New York

Transportation is provided for cancer patients only who are in active treatment. Transportation is provided by volunteers on a “first come first served” basis. Currently they don’t have enough volunteers to meet the needs in Madison County.

Cedar House

Cedar house is a day treatment program which provides prevocational and socialization treatment for Madison County residents. Clients are provided transportation by a variety of services.

Heritage Farm

Heritage Farm provides a wide variety of services to individuals with developmental disabilities and their families. Day Habilitation, Supported Employment, Harmony House Respite, Service Coordination, In-Home Residential Habilitation, Youth Services and Family Support Services are offered in the setting of a working farm in Madison County. Heritage contracts with Birnie Bus to transport about 250 passengers per week to and from their programs.

Maxwell House

The Maxwell House is an adult recovery community residence for men who are in the early stages of recovery from drug and alcohol abuse. Transportation is needed to move residents around within the community for recreational purposes.

Madison Cortland ARC

Madison Cortland ARC works with people with developmental disabilities, with the goal of doing whatever it takes to improve their life's situation. To this end, ARC provides vocational services, work center rehabilitation, clinical services, senior program services, and much more. The ARC runs a large transportation program designed to get their clientele, heralding from all areas of Madison County, to and from these programs. The ARC has a fleet of 80 vehicles (17 buses and 63 vans), operates 5 days a week year round, and transports over 300 clients on a daily basis. They provide an estimated 87,000 trips annually throughout the County. ARC currently has a need for two new buses to provide transportation service to elderly persons and those with disabilities.

Madison County Office for the Aging

Office for the Aging's (OFA) mission is to "advocate, assist, and provide services that enrich the quality of life and promote the independence and dignity of older individuals and their families". OFA has a group of 70 volunteers available for transporting seniors to medical appointments. They average around 2,000 trips per year and OFA reimburses their volunteers for mileage at the Federal IRS rate. Their clients herald from all areas of Madison County. They work in close concert with Stoneleigh housing to provide their residents with transportation services.

Madison County Community Action Partnership

The Madison County Community Action Partnership (CAP) provides service to approximately 1 out of 17 people in Madison County. In the area of transportation, they sometimes provide low income clientele rides to work and they provide additional transportation to consumers for non-job related needs. In addition, they have a "Keys to Work" program that has provided 16 Madison County families per year a vehicle to get to and from work.

Venture House

The Venture House is a community-based residence for patients with severe or persistent mental illness. Residents require transportation to and from programming and treatment with local mental health providers.

Public Providers:

Madison Transit System (MTS)]

The Madison Transit System (MTS), currently operated by Birnie Bus, is a public transportation service aimed at meeting the needs of Madison County residents. The County's contract with Birnie bus is in effect until May 31, 2011, with the option to extend for two one year terms. The service is completely open to the public and offers both point-to-point and dial-a-ride service. The point-to-point service operates year round, Monday through Friday. The dial-a-ride service operates Monday-Friday from 6am-1pm, with call ahead reservations required. MTS has a fleet of 9 vehicles, with typically 6 buses operating on a daily basis. Currently MTS operates a northern route, a southern route, a mini-fixed route servicing Stoneleigh Housing and the Oneida Towers. The routes are designed to hit population centers in the County, major areas of employment as well as some of the less populated areas.

City of Oneida Senior Van

The City of Oneida operates one van designed to transport seniors in an on-demand type service. The service is available to those of 55 years or older, or to those that are physically or mentally disabled. They have a fleet of one van and it is not wheelchair accessible. The van primarily transports clients within the City of Oneida, but will travel to Wampsville, Canastota, Vernon, Verona, or Sherrill if it fits within their schedule. Last year they provided over 10,200 trips to Oneida area seniors. As of January 1st, 2010, this service has been discontinued.

State and County Human Service Agency Providers:

Madison County Department of Health

The Madison County Department of Health (DOH) provides transportation to handicapped youth through their early intervention and pre-k education programs. This program is managed through a contract with Vehicle Management Consultants, Inc. (VMC). Paine Bus Service contracts for the actual transportation and has a fleet of 19 vans, all with handicapped accessibility. This service operates 5 days per week with an annual average of approximately 18,000 trips. Birnie Bus Inc. and Paine Bus Service contract for actual transportation and have a combined fleet of 19 vans that service these programs.

Madison County Department of Mental Health

The Mental Health Department primarily provides transportation for their clients to and from partner agencies and facilities that offer required services.

Madison County Department of Social Services

The Department of Social Services (DSS) is involved with two areas of transportation for its clients. The foster child program makes about 1,400 trips per year and requires the use of three County vehicles and the equivalent of two full time staff members from the Department. The other program DSS coordinates is the Medicaid transport of thousands of Medicaid eligible residents per year. They average around 20,000 trips per year to a wide variety of destinations in Madison County and all over Central New York. The actual routing and coordination of transportation takes place through the County's contract with Birnie Bus and various transportation providers are used to get Medicaid eligible clients to and from medical appointments.

Others:

The Oneida Healthcare Center

The Oneida Healthcare Center is one of the major destinations for much of the medical related transportation in the County. Also, through its Extended Care Facility (ECF), OHC provides transportation to its residents. Currently the ECF has 1 van that they use to transport residents, primarily to and from medical appointments.

Madison County Employment and Training

Employment and training is always looking for ways to provide transportation for the wide variety of residents it serves. This summer alone, they employed 150 kids age 14-21 through their summer youth employment program. Although they don't operate a fleet themselves, they are in constant need of transportation services.

Colgate University

Colgate University offers public transportation options to its students, faculty, and the surrounding community of Hamilton. The University offers the Colgate Cruiser, an open door shuttle service that targets the school's campus and the business district within the Village of Hamilton.

Section 6.0 – Needs Gap Analysis

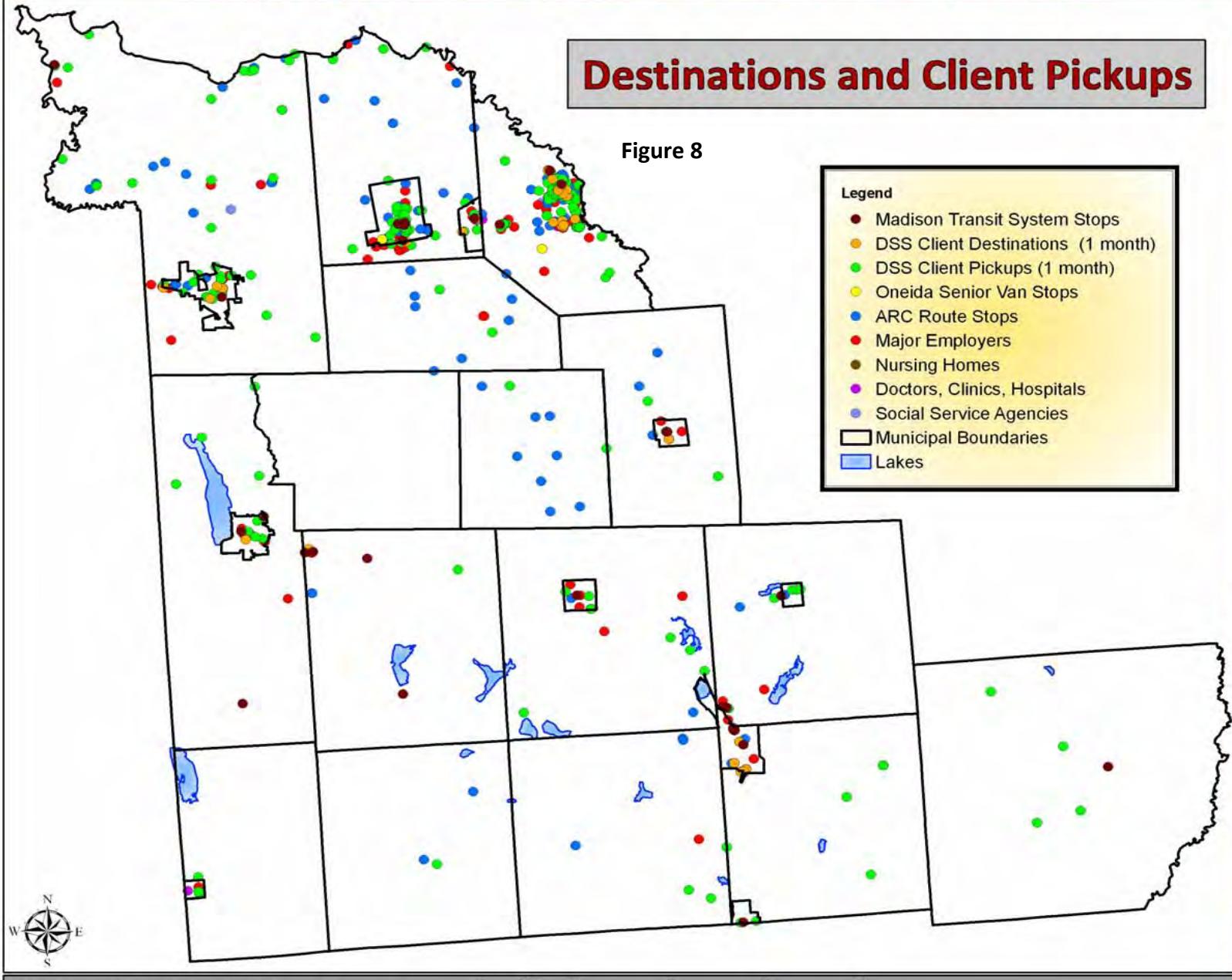
The goal of this portion of the plan was to determine the met and unmet needs of the various populations in Madison County through a gap analysis effort. This analysis not only looked at the needs of the populations targeted by this plan, but the needs of all County residents. This process involved surveying Steering Committee members and human service agencies through a written survey form. Additionally, and perhaps more importantly, agencies and service providers were relied on to submit various forms of data, such as client pickups, client destinations, existing transit routes, and more, which were mapped in our GIS database.

This resulted in a robust dataset of point clusters and line routes that allowed visual analysis of these gaps in all areas of the County. More specifically, and as required by DOT, the following five steps were followed:

1. Identification of the populations currently being served
2. Where those populations are
3. The number of annual trips provided
4. Assessing the currently uncoordinated providers performing these services
5. Identifying the populations whose needs remain unmet.

There are two maps, with the compilation of many layers of data, which were used to make the Gap analysis recommendations. First, the point cluster map (Figure 8) shows the location of hundreds of collected data points. Point data shown on the map includes client pickup and destination data from the Oneida Senior Van, the Department of Social Services Medicaid trips, Madison Cortland ARC clients, hospitals and medical clinics, social service agencies, major employers, and the Madison Transit system. Route (line) data shown in Figure 9 depicts the approximate routes traveled for the Colgate Cruiser, Heritage Farms, and the Madison Transit system. For both the point and line representation of this data, the intent was to determine heavily traveled transportation corridors and clusters of existing transportation demand. These were then used in the determination of opportunities for improved service and coordination.

Madison County Coordinated Public Transit-Human Services Transportation Plan



Coordinated Plan
Steering Committee
1. Community Action
Partnership
2. Oneida Healthcare
Center
3. Community Memorial
Hospital
4. City of Oneida
5. Madison-Cortland
NYSARC
6. Madison County
Health Department
7. Madison County
Mental Health
Department
8. Madison County
Department of
Social Services
9. Madison County
Office for the Aging
10. Madison County
Employment and Training
11. Glorieneigh Apartments
12. Madison County
Planning Department
13. Heritage Farms

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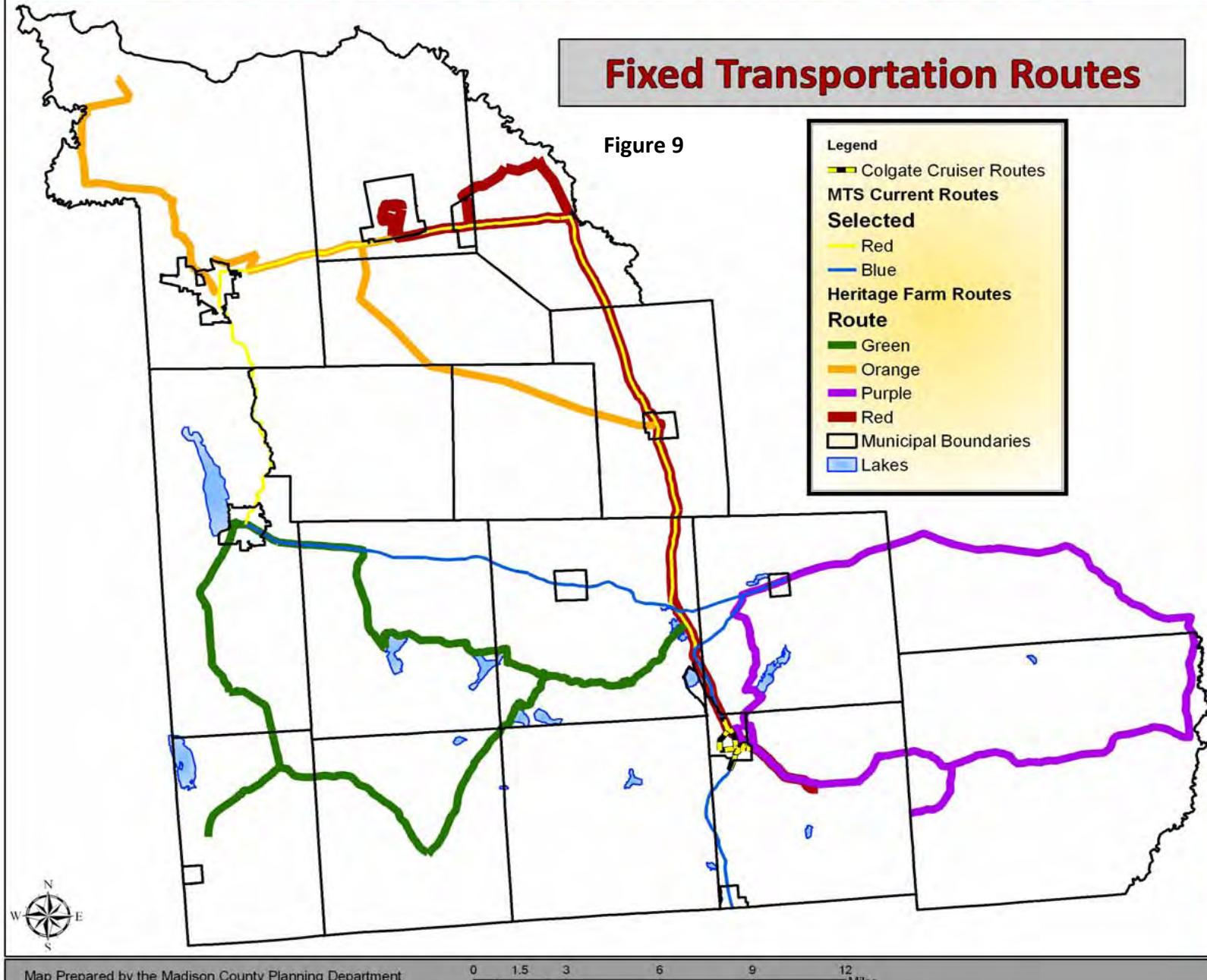


April 2010



Fixed Transportation Routes

Figure 9



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Gap Analysis Results

As expected, many of the destination and client pickup data points cluster in areas of highest population, which in this case corresponds with some of the villages in the County and the Inner District of the City of Oneida (Figure 8). Also, the likely routes of transporting most residents tend to fall along similar roads (Figure 10). In general, these points tended to densely cluster in the more northern areas of the County which again also corresponds with the highest population density. Topography, historical settlement patterns (the Old Erie Canal), proximity to larger urban areas (Syracuse and Utica), and the NYS Thruway tend to be why there is greater population in northern Madison County. This is not to suggest however that there aren't populations in need of transportation scattered everywhere. In order to ensure that adequate options are provided for all areas of the County and in understanding the widespread rural nature of the area, options were developed for fixed route and demand responsive service that would meet the needs of everyone. In general, the fixed route service options follow the most traveled service routes and densely traveled areas (Chittenango, Canastota, Oneida, and Hamilton to name a few) while the demand responsive zones capture the rest of the County, where fixed routes wouldn't be feasible.

Fixed Routes

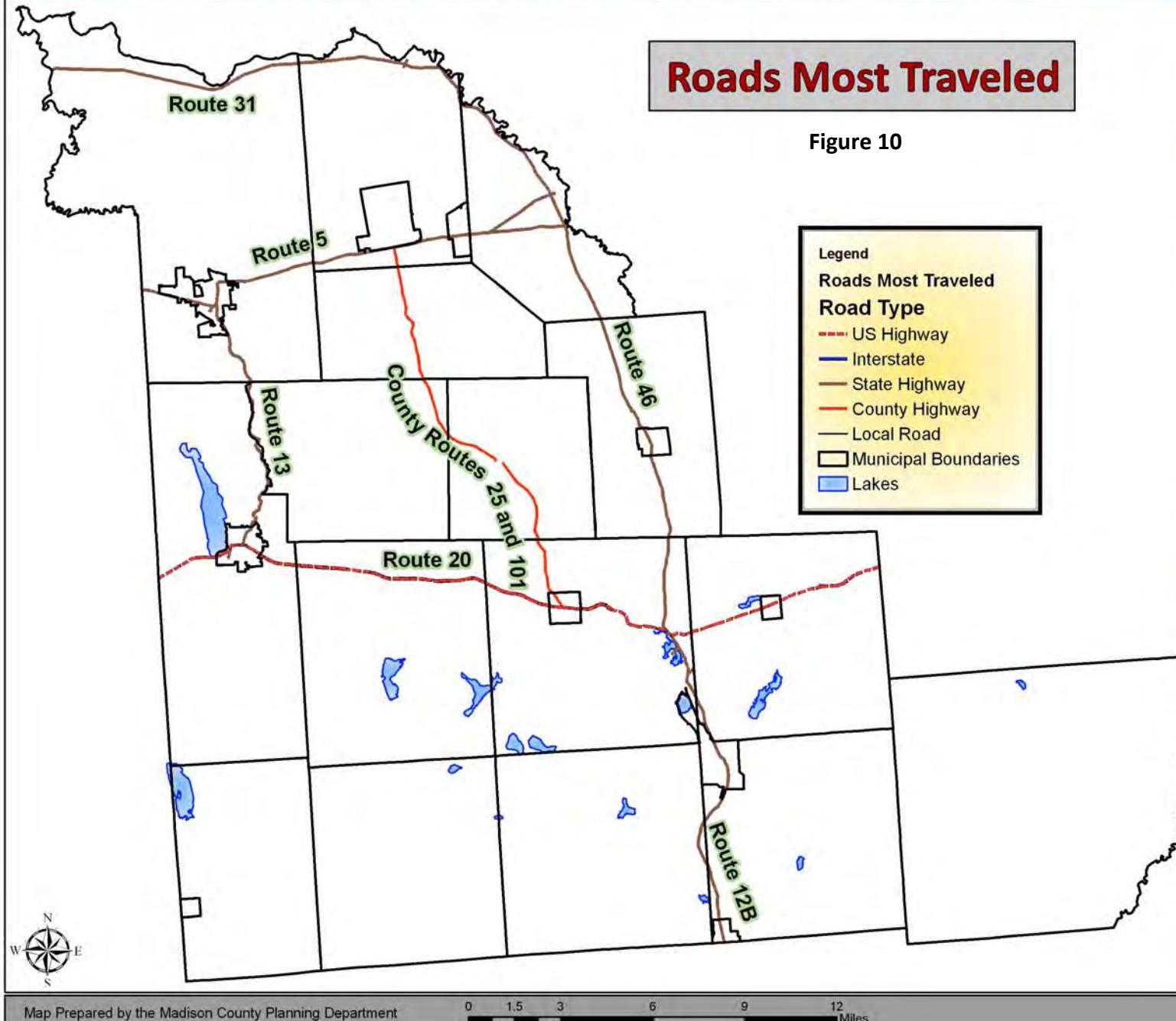
Our data suggests that fixed routes should focus on the following roads within Madison County (Figure 11):

1. State Route 31 between Bridgeport and northern Lenox
2. State Route 5 between Chittenango and Oneida
3. Route 13 between Chittenango and Cazenovia
4. County Route 25/101 Between Canastota and Morrisville
5. U.S. Route 20 between Cazenovia and Pine Woods
6. State Routes 46/12B from Oneida to Earlville

Madison County Coordinated Public Transit-Human Services Transportation Plan

Roads Most Traveled

Figure 10



Coordinated Plan Steering Committee

1. Community Action Partnership
2. Greater Healthcare Center
3. Community Memorial Hospital
4. City of Oneida
5. Madison-Cortland NY-SARC
6. Madison County Health Department
7. Madison County Mental Health Department
8. Madison County Department of Social Services
9. Madison County Office for the Aging
10. Madison County Employment and Training
11. Stoneligh Apartments
12. Madison County Planning Department
13. Heritage Farms

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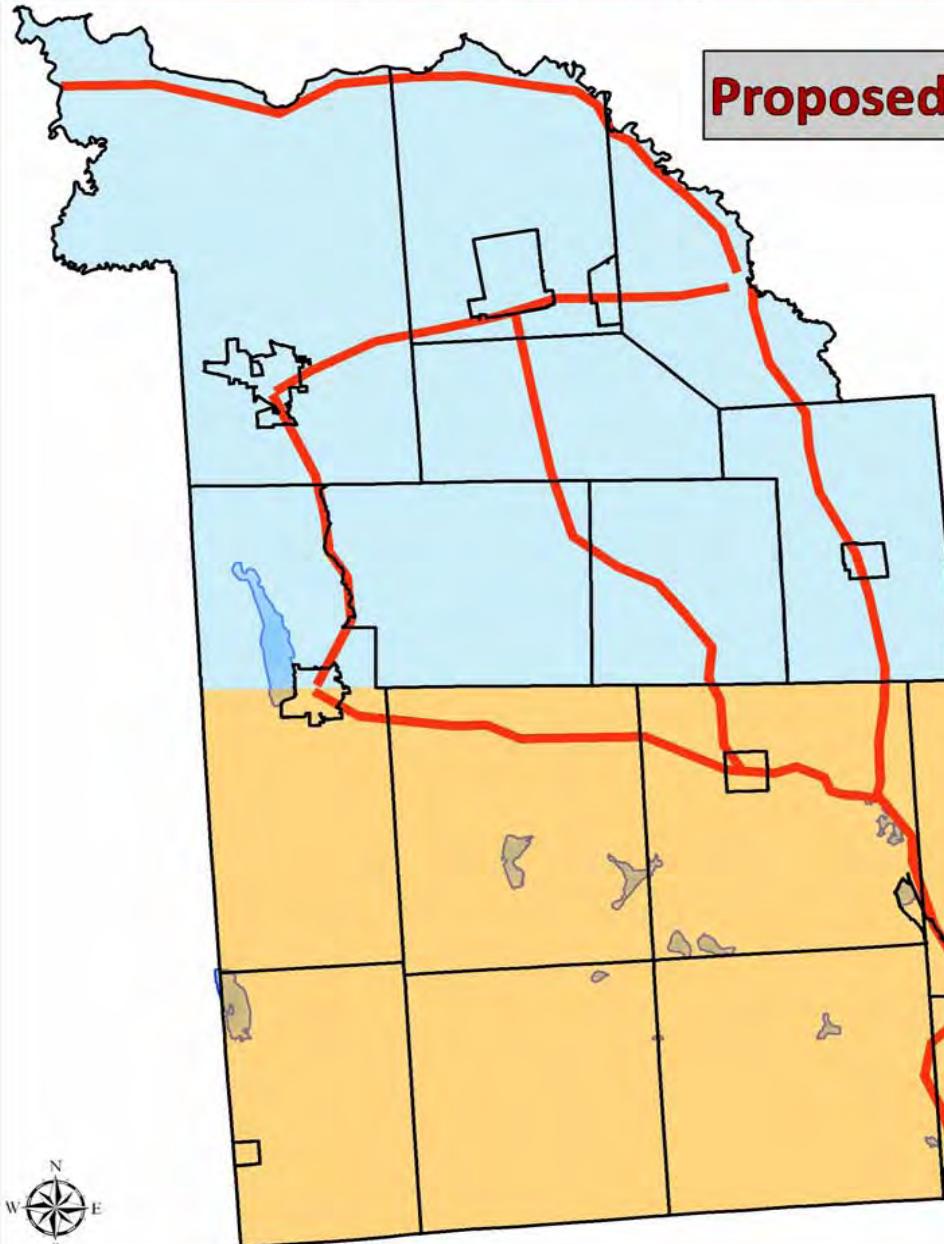


Though it is not within the scope of this document to determine the timing, frequency, and location of the fixed route stops, the steering committee will work with members of the public, our system operator, local businesses, and other involved parties to determine the details of the new fixed route system. This data was merely used as a means to determine where the most need is for fixed route service.

Demand Response

Figure 11 also shows two demand responsive zones that were developed as a result of the data points. The committee divided the County into two “zones”, with Zone A covering the City of Oneida, and the Towns of Sullivan, Lenox, Stockbridge, Lincoln, Fenner, and the northern half of Cazenovia. Zone B covers the Towns of Madison, Eaton, Nelson, southern Cazenovia, DeRuyter, Georgetown, Lebanon, Hamilton, and Brookfield. Through possible call-ahead system, these demand responsive zones will allow riders in less traveled areas to receive the convenience and cost-effective benefits of a public system even though fixed route service isn’t available. As with the fixed route options, the times and frequency of operation will be determined through the steering committee and by other interested parties.

It is clear that agencies have overlapping routes and clientele, and where feasible, the committee sees many opportunities for coordination. Though it is beyond the scope of this document to spell out specifically how, it can be safely assumed that the major transportation providers (ARC, MTS, Heritage Farms, and Colgate University) in the County will endeavor to share rides and implement partnerships within these fixed route and demand responsive zones.



Proposed Service Delivery Options

Figure 11



Coordinated Plan Steering Committee
 1. Community Action Partnership
 2. Oneida Healthcare Center
 3. Community Memorial Hospital
 4. City of Oneida
 5. Madison-Cortland NYSARC
 6. Madison County Health Department
 7. Madison County Mental Health Department
 8. Madison County Department of Social Services
 9. Madison County Office for the Aging
 10. Madison County Employment and Training
 11. Stoneleigh Apartments
 12. Madison County Planning Department
 13. Heritage Farms

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Section 7.0 – Proposed New Mobility Program

The identification of service corridors and opportunities for collaboration leads to the examination of what type of structure coordinated transportation should look like in Madison County. It was through consensus of the Steering Committee that we decided that Madison County should coordinate its transportation through a **multi-agency system with public and private partnerships**. Though this is somewhat similar to how the providers in the county are operating now, services are not being coordinated. This system will allow the ability to maintain the existing programs, but will implement ride sharing and eliminate service duplications through partnering agreements. This will not only lead to better overall efficiency, but will maximize the leveraging of State and Federal transit dollars thereby keeping costs lower. The following excerpt from a book by William Eggers and Stephen Goldsmith, examines the benefits and advantages of public and private partnerships and is undoubtedly applicable to Madison County's goals for transportation. "The traditional, hierarchical model of government does not meet the demands of this complex and fast-changing age. Rigid bureaucratic systems – with their command and control procedures, narrow work restrictions, and siloed cultures and operational models – are particularly ill-suited to responding to problems that increasingly know no organizational boundaries. Although the traditional model isn't dead yet, it's steadily giving way to a very different approach in which government executives redefine their core responsibilities from managing people and programs to coordinating resources for producing public value. Government agencies, bureaus, divisions, units, and offices are becoming less important as direct service providers, but more important as levers of public value inside the web of multi-organizational, multi-governmental, and multi-sectoral relationships that increasingly constitute modern governance" (Eggers and Goldsmith, 2004)⁷. In this day and age of tight budgets and increasing demands on time and resources, this type of partnership will be

⁷ William D. Eggers and Stephen Goldsmith. *Governing by Network: The New Shape of Government* (Brookings Institution Press, Fall 2004).

a benefit to each participant and is intended to lead to better service for Madison County's constituents.

Transportation Oversight

Many agencies within the County have an interest in transportation and the intent behind the makeup of our Coordinated Plan Steering Committee was to get as many of those folks involved in our efforts as possible. Many of the Steering Committee members serve as representatives for their agencies, and ultimately answer to their appropriate board or committee for guidance and oversight. In order for coordination to continue into the future, the committee must legitimize and formalize its structure so that their recommendations and guidance can move toward implementation. To that end, the implementation of coordinated transportation services in Madison County will be governed by policies adopted by members of the Madison County Transportation Coordination Policy Committee (Figure 12).

Participating members of the current Madison County Coordinated Transportation Plan Steering Committee will establish the **Madison County Transportation Steering Committee**. The responsibility of the Steering Committee is to develop recommendations to effectuate transportation coordination strategies, activities, partnering and cost-sharing agreements, and other related proposals for consideration by the Madison County Coordinated Transportation Policy Committee (see below). Members of the Steering Committee will include any transportation stakeholder in county transportation services, and will likely include all those members of our current Coordinated Plan Steering Committee willing to continue on with this effort. Stakeholders may include representatives from human service agencies that provide or utilize transportation services; public transportation providers; private transportation providers; social service or transportation grantor agencies; or publically-recognized organizations that represent senior, disabled, or low-income individuals. A majority of the Steering Committee will approve recommendations for consideration by the Policy Committee. Recommendations will include the recommended action, including a projection of capital and operating costs, the agency responsible for implementation, budgetary commitments to finance the activity, and a timeline with milestones for implementation.

The **Madison County Transportation Policy Committee** will include municipalities and organizations that commit financial resources to provide public transportation services in Madison County. The responsibility of the Policy Committee is to consider the recommendations of the Steering Committee for adoption toward implementation. Policy committee recommendations will be approved by majority, except in instances, in which, a policy committee member can demonstrate undue financial hardship or inconsistency with adopted policy member laws or guidelines will result by the implementation of the recommended action. In such instances, the policy committee member reserves the right to veto the proposed recommendation for implementation.

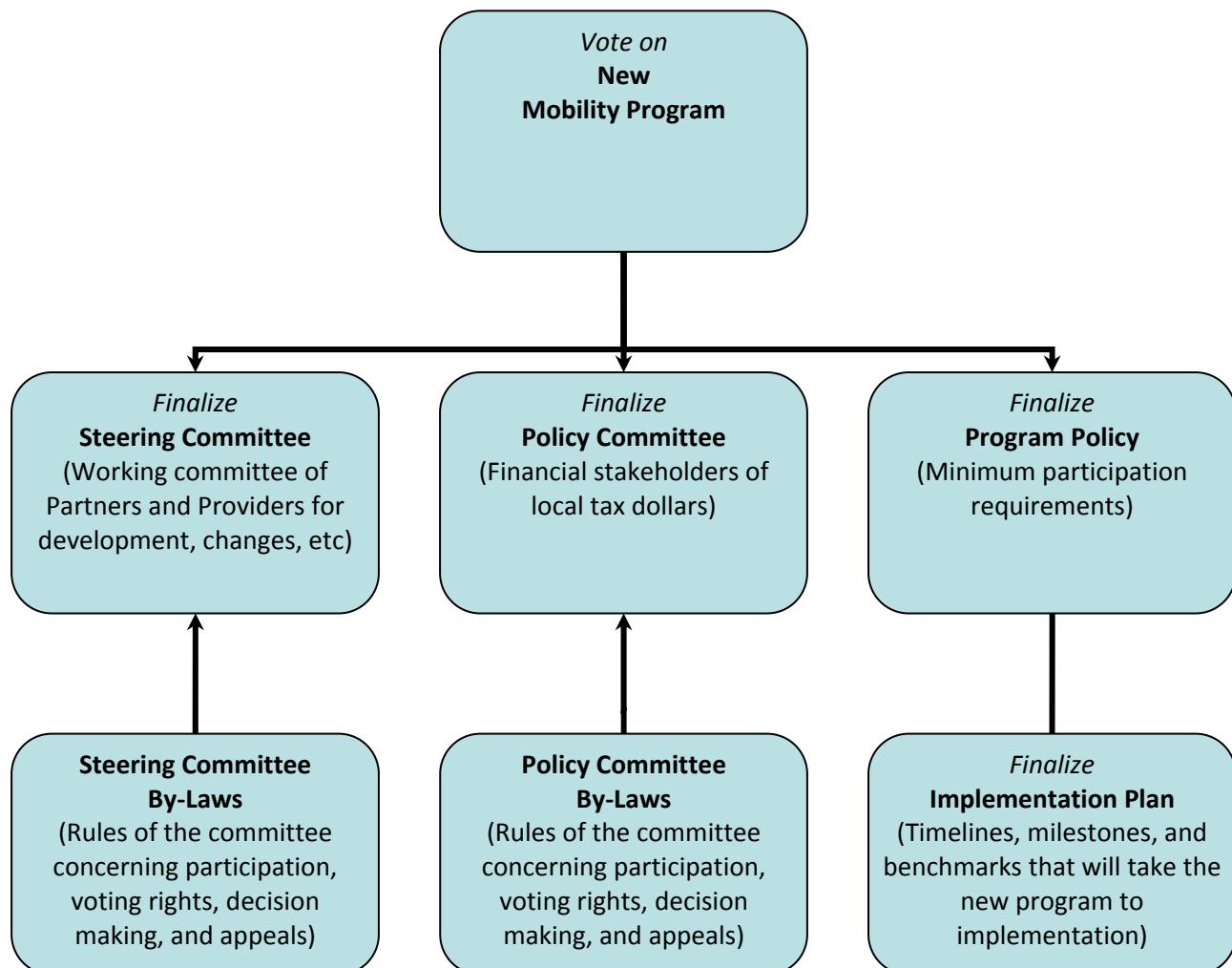


Figure 12 - Mobility Program Committee Structure – Next Steps

In developing this plan and looking toward its implementation, the Committee has recognized that we'll likely need a mobility manager to coordinate all of our services under this new system. Though the nature of what that will work will specifically entail, how it will be funded, and who it might be have yet to be determined, the need is apparent. This option will be further investigated in our implementation phase, based on recommendations through the committee structure outlined above.

Future Transportation Planning

The Coordinated Public Transit-Human Services Transportation Plan for Madison County represents the first step towards the development of a more comprehensive Community Transportation Plan that would identify the infrastructure, policies, and programs necessary to ensure efficient and effective transportation options for residents of and visitors to Madison County. Though the bulk of this plan has focused on the public and private transit side of transportation, the committee acknowledges that transportation is a much more diverse topic and one that it believes can positively change in the future. The committee has not touched upon other transportation topics such as hiking, biking, snowmobiling, equine transportation (both recreational and for our growing Amish population), State, County, and local roadway improvements. The Community Transportation Plan would establish a safe and efficient multimodal system that promotes the health and mobility of Madison County citizens and visitors. The Plan should include environmental, health, social, economic assessment components to maximize their positive impacts and guide transportation strategy development and implementation activities.

The Community Transportation Plan should be shaped by the attempts to find the answers to the following questions about the future of transportation in Madison County:

1. How does Madison County build an environment that supports healthy living, preserve its natural beauty and resources, promote rural lifestyle and foster economic prosperity?

2. How does Madison County increase opportunities for people, especially those vulnerable populations (e.g., elderly, disabled, low-income) to travel to, from, and around the county using alternative methods of transportation?

The proposed Madison County Community Transportation Plan should encompass three general themes: safety; accessibility and mobility; and healthy and active living. These themes reflect the nature of the County as a small county that promotes active living (walking, cycling etc.) even as it accommodates traditional traffic activities.

Section 8.0 – Implementation Timeline

The following represents a relative timeline of the planning process and that which the committee sees as a logical transition from planning to implementation (Figure 13):

1. Initial Stakeholders Meeting	November 6, 2008
2. Selection of Steering Committee Members	August 5, 2009
3. Coordinated Transportation Plan Meeting 1	September 10, 2009
4. Coordinated Transportation Plan Meeting 2	October 15, 2009
5. Coordinated Transportation Plan Meeting 3	November 23, 2009
6. Coordinated Transportation Plan Meeting 4	January 14, 2010
7. Plan Meeting 5 and Data Analysis Presentation – Delivery Options	March 16, 2010
8. Service Delivery Options Follow-up Meeting and Vote	March 29, 2010
9. Draft Coordinated Plan Distribution to Sub-Committee	April 15, 2010
10. Meeting to Discuss the Draft Plan	April 22, 2010
11. Presentation to the Madison County Planning Committee	April 27, 2010
12. Anticipated Plan Adoption by the Madison County BOS	May 11, 2010
13. Committee organization and by-law development	June - Sept. 2010
14. Partnering Agreement Development, New Routes, and Coordination Implementation	June 2010-May 2011
15. Social Marketing Campaign	July 2010-Dec. 2010
16. Ongoing Implementation of Coordination	May 2011 - Dec 2011

Figure 13 - Implementation Timeline Gantt Chart

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year 2009												
2. Selection of Steering Committee Members												
3. Coordinated Transportation Plan Meeting 1												
4. Coordinated Transportation Plan Meeting 2												
5. Coordinated Transportation Plan Meeting 3												

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year 2010												
6. Coordinated Transportation Plan Meeting 4												
7. Plan Meeting 5 and Data Analysis Presentation – Delivery Options												
8. Service Delivery Options Follow-up Meeting and Vote												
9. Draft Coordinated Plan Distribution to Sub-Committee												
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15. Social Marketing Campaign												

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year 2011												
14. Partnering Agreement Development, New Routes, and Coordination Implementation												
16. Ongoing Implementation of Coordination												

Though it is expected that the initial plan implementation will be completed by May, 2011, there are many aspects of this that will be implemented before that date and likely after it. For example, continued consideration by the Steering Committee of transportation gaps and duplications, as well as opportunities to leverage available resources to provide more efficient services may result in changes to MTS, Colgate Cruiser, and Heritage Farms transportation services prior May 2011. The coordinated transportation planning process is envisioned to be dynamic and responsive to evolving programs in Madison County. Thus, the implementation timeline is intended to identify milestones to guide the realization of opportunities identified in the planning process.

Section 9.0 – Expected Benefits

Numerous benefits can be expected from this comprehensive Coordinated Transportation Plan. The meetings held over the past 10 months have already made significant improvements to the way the participants communicate as those with an interest in transportation. Prior to this, each entity, for the most part, operated in its own spheres and didn't communicate or look for opportunities to collaborate. The cooperation will surely continue and as the group formalizes itself into a committee they will begin to see other benefits as well. It can be expected that those participating will see improved service, cost savings, and better overall program success. The Madison Transit System for example has operated with a network of old routes and the service has not been marketed effectively. This has resulted in low ridership, a general lack of knowledge that service even exists, and the perception that the service isn't effective. A system of better routes will be developed, plans to undertake a more active marketing campaign including the development of a MTS website and travel guides, and a more active role will be taken regarding promoting the transportation program to residents.

On the side of public health and community well being, Madison County has recently completed a Health Improvement Planning Report (MAPP), spearheaded by the Public Health Department. One of the priority areas of initial strategy development was Public Health Access. Though only a portion of that discussion centers on transportation, the report clearly identifies transportation as a barrier to accessing healthcare in a rural county like Madison. The Health Department and healthcare providers have been included in the steering committee and also included were many, if not all, of the major health destinations in the gap analysis effort. This

will result in heightened public transportation services being offered at those locations. The implementation of improved transportation will clearly have positive benefits to the health of the County's citizens by eliminating or at least minimizing the Public Health Access barrier identified in the MAPP process.

Through ride sharing and coordination, the County will reduce the costs to participating agencies and will also reduce the fleet of vehicles operating on our roadways. This will reduce the consumption of fossil fuels and will result in better local air quality. Additionally, the committee can look into the use of alternative fuel options for our collective bus fleet, including the potential use of clean natural gas supplied from locally drilled gas wells. This may result in lower emissions and lower fuel costs, and in an era where heightened importance is being placed on local products and services, Madison County could be producing transportation fuels right in its own back yard.

Leveraging of additional revenue sources should be a result of the coordinated planning through the open dialogue created by these efforts. Better understanding of services, resources, and funding associated with all transportation services will make the countywide funding picture clearer. The ability to continue to leverage all current funding, and possibly identify un-leveraged resources, along with the possibility of community buy-in from local employers could further inflate the revenue picture. Also, while revenues are held constant or even in a growth mode, expenses should reduce agency-wide based on the benefits that the elimination of duplication brings to the table.

Executive Order 13330, signed by President Bush in 2004, was designed to improve mobility, access to jobs and community services for those who are transportation disadvantaged. Specifically it stated "Federally assisted community transportation services should be seamless, comprehensive, and accessible to those who rely on them for their lives and livelihoods. For persons with mobility limitations related to advanced age, persons with disabilities, and persons struggling for self-sufficiency, transportation within and between our communities should be as available and affordable as possible"⁸. This committee's goal is to meet the mandates set out in Executive Order 13330 here in Madison County to the benefit of all of our residents.

⁸ President George H. W. Bush. Executive Order 13330. Human Service Transportation Coordination. February 26, 2004.

Appendix A

Coordinated Transportation Plan Meeting Sign-In Sheet

7/27/2009

Rob Crossway	MC ARC
Joanne Eddy	MC Youth Bureau
Charlie Ganim	VMC consultants
Susan Solomon	VMC consultants
Mike LaBello	NYS DOT
Lorraine Schmidtka	MC Employment & Training
Vito Sportelli	VMC Consultants
Dennis Carney	Birnie Bus, Hamilton
Sherry Allen	Stoneleigh Apts
Steve Chaires	MC Social Services
Mike Fitzgerald	MC Social Services
Karolyn Sayles	MC Mental Health Dept
Jack Miller	MC Planning Department
Beth Parks	Colgate University
Scott Ingmire	MC Planning Department
Mary Ellen Rose	MC Planning Department

Coordinated Transportation Plan Meeting Sign-In Sheet

9/10/2009

Sherry Allen	Stoneleigh Apts
Karolyn Sayles	MC Mental Health Dept
Rob Crossway	MC ARC
Alice Jacobs	Community Memorial Hosp. Hamilton
Paul Scopac	Oneida Health Care Center
Charles Ganim	VMC Group, Inc.
Cassie Rose	City of Oneida
Dennis Carney	Birnie Bus, Hamilton
Mark Piersall	Heritage Farm, Inc.
Lorraine Schmidtka	MC Employment & Training
Eric Faisst	MC Public Health
Steve Chaires	MC Social Services
Mike Fitzgerald	MC Social Services
Julie Dale	Community Action Partnerships
Nancy Verro	Community Action Partnerships
Mary Ellen Rose	MC Planning
Scott Ingmire	MC Planning
Mike LaBello	NYS DOT
Theresa Davis	MC Office For the Aging
Brenda White	MC Planning

Coordinated Transportation Plan Meeting Sign-In Sheet

10/15/2009

Brenda White	MC Planning
Mary Ellen Rose	MC Planning
Sherry Allen	Stoneleigh Apts
Terry Inkawich	Birnie Bus
Steve Burrell	Cazenovia
Charles Ganim	VMC Group, Inc.
Cassie Rose	City of Oneida
Bryan Ellinger	Oneida Healthcare
Mike Fitzgerald	MC Social Services
Steve Chaires	MC Social Services
Nancy Verro	Community Action Partnerships
Vito Sportelli	VMC Group, Inc.
Scott Ingmire	MC Planning

Coordinated Transportation Plan Meeting Sign-In Sheet

11/23/2009

Brenda White	MC Planning
Scott Ingmire	MC Planning
Mary Ellen Rose	MC Planning
Karolyn Sayles	MC Mental Health Dept
Rob Crossway	MC ARC
Nancy Verro	Community Action Partnerships
Mike Fitzgerald	MC Social Services
Steve Chaires	MC Social Services
Terry Inkawich	Birnie Bus
Audrey White	Birnie Bus
Steve Burrell	Cazenovia
Mike LaBello	NYS DOT
Vito Sportelli	VMC Group Inc.

Coordinated Transportation Plan Meeting Sign-In Sheet

1/14/2010

Brenda White	MC Planning
Nancy Verro	Community Action Partnerships
Connie Brown	MC Office For the Aging
Cassie Rose	City of Oneida
Lorraine Schmidtka	MC Employment and Training
Mike Fitzgerald	MC Social Services
Steve Chaires	MC Social Services
Dennis Carney	Birnie Bus
Eric Faisst	MC Public Health
Rob Crossway	MC ARC
Terry Inkawich	Birnie Bus
Steve Burrell	Cazenovia
Vito Sportelli	VMC Group Inc.
Mary Ellen Rose	MC Planning
Mike LaBello	NYS DOT
Scott Ingmire	MC Planning

Coordinated Transportation Plan Meeting Sign-In Sheet

3/16/2010

Theresa Davis

Steve Burrell

Eric Faisst

Jim Yonai

Rob Crossway

Mike Fitzgerald

Steve Chaires

John Nelson

Art Punsoni

Mary Ellen Rose

Brenda White

Scott Ingmire

Terry Inkawich

Mike LaBello

Brian Ehlinger

Cassie Rose

Geoff Snyder

DAD's Cab

Madison County Office for the Aging

Cazenovia

MC Public Health

Madison County Mental Health Department

MC ARC

MC Social Services

MC Social Services

Colgate University

Colgate University

MC Planning

MC Planning

MC Planning

Birnie Bus

NYS DOT

Oneida Healthcare Center

City of Oneida

MC Public Health

Coordinated Transportation Plan Meeting Sign-In Sheet

4/22/2010

**Jim Yonai
Eric Faisst
Scott Ingmire
Terry Inkawich
Cassie Rose
Mike LaBello
Dennis Carney
Rob Crossway
Nancy Verro
Charles Ganim
Vito Sportelli**

**Madison County Mental Health Department
MC Public Health
MC Planning
Birnie Bus
City of Oneida
NYS DOT
Birnie Bus
MC ARC
Madison County CAP
VMC Consultants
VMC Consultants**

Appendix B

INVENTORY OF SERVICES AND RESOURCES

(Please fill in all boxes below and attach all route schedules and other system information available)

Agency:		
Contact Person:		
Mailing Address 1:		
Mailing Address 2:		
Phone:		Fax:
Email:		

Type(s) of Service

(Public Transportation, Human Service, Veterans, Senior (5310), Private, Not for Profit, etc.)

Fleet Type (Bus, Van, Car)	Num. in Vehicles in Fleet	Num.of ADA Accessible Vehicles
Days of Operation	Hours of Operation	Num of Annual Trips

Service Area(s) - supply map if available	Clientele
---	-----------

1. What type of transportation services does your system provide? (check all that apply)
 Fixed Route Transit: routes, stops, and schedules do not vary; traditional bus service.
 Demand-Response Service: origins, destinations, and schedules vary according to service request; no specific routes or schedules.
 Subscription Service: routes and schedules are tailored to regular riders and are adjusted as riders leave or new riders join the route.
 Route or Point Deviation Service: schedule of major stops is fixed; route varies according to specific requests for service.
 Charter-Type Service: group transportation for special events.
 Other: please explain _____

2. Do you directly operate your service, provide it through purchased transportation contracts, or both?

Directly Operate (units used to record service _____)
 Purchase (units used to contract service _____)
 Both

3. What is your primary funding source for the service you provide?

4. Does your agency charge fares _____ or request contributions _____ for transportation?

5. Which of the following groups are eligible to ride your service?

Certified people with disabilities
 Other people with disabilities
 Low income
 Older adults
 General Public

6. Do you place restrictions on who is eligible to ride your service? Yes No

If yes, please explain: _____

7. Do other agencies purchase services from your agency? Yes No

If yes, please list the agencies:

8. What is the most important thing that could be done to improve transportation services?

9. What are the major obstacles or concerns that you think should be addressed in attempting to improve transportation services?

10. Please identify federal, state, or local program resources and amounts used to reimburse transportation expenditures.

11. Please add any comments that you have that could assist us in this process.

Thank you for completing this survey - we value your input!

Appendix C



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News

Fate of senior van remains unknown

Published: Monday, January 25, 2010

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By CAITLIN TRAYNOR
Dispatch Staff Writer



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ONEIDA — While the city researches Americans with Disabilities Act requirements for the discontinued senior van service, 217 registered riders are left without vital transportation.

City Attorney Justin Murphy said he is in contact with the United States Secretary of Transportation and the Civil Rights Division of the ADA.

The city needs to determine if the current van meets ADA requirements before the council is able to vote on whether or not to reinstate the service.

Murphy said he expects to share his findings with the common council at the Feb. 2 meeting.

Mayor Leo Matzke said that there is no new information about the service.

“I’m for the senior van,” he said. “I think it’s going to come down to — do we need to go out on a limb and continue the service as is or will the council decide it needs to be ADA compliant?”

Senior van services were stopped after the common council voted to take funds out of the 2010 budget.

“Any expenditure that the van had, they removed from the budget,” Recreation Director Brandon Lovett said of last year’s common council.

According to Lovett, in order for the service to resume, nearly \$53,000 of this year’s budget would need to be reallocated to cover its cost. The cost includes the salary and health insurance for the driver and fuel costs.

Lovett estimated the projected revenue of the van for 2010 at \$22,000. The estimate includes a rate increase from \$1 to \$2 for rides within the city, and from \$2 to \$4 for rides outside the city.

If the city is unable to use the existing van to provide the service, Lovett said, in addition to the operating costs, the common council would need to gather another \$50,000 to purchase a van with a wheelchair lift.

The current van, a 2004 Ford E-350 Econoline, is “on its last leg,” Lovett said. With about 140,000 miles on it, he said it wouldn’t make sense to pay to convert it.

The \$50,000 van Lovett priced would seat 11-12 people with a wheelchair lift and leave room for one wheelchair.

According to Lovett, the 2004 van was scheduled to be replaced in 2008 but requests to the common council for capital funds to replace it were rejected in 2009 and 2010.

Public Safety Commissioner Army Carinci is looking to the public for funding for the new van the city potentially needs to purchase. Don Kingsley, a member of the safety commission, will join Carinci in the effort to raise funds.

Carinci reported that one individual has already promised a \$1,000 donation to the cause and Carinci himself will offer \$1,000 of his \$3,000 salary as safety commissioner to the \$50,000 goal.

The former mayor is asking each councilman to also consider donating \$1,000 from their city salary and will recruit local businesses, organizations and individuals for donations, he said.

“I think it’d be a good gesture if all the elected officials donated \$1,000 from their salary,” Carinci said. “I think that would be a good gesture if they don’t want it to go through the city.”

Carinci said the commission plans to set up an account at a local bank for the public to donate money into.

“I’m absolutely positive that some of these people need it,” Lovett said.

Riders under 55 years of age are required to register for the service through the City of Oneida. They must fill out a registration form and the county’s Department of Social Services must confirm the person is disabled.

According to Lovett, the senior van service was started in 1989 to transport senior citizens to the snack program.

Randy Domes has been driving the van since then.

“Randy Domes is a phenomenal person,” Lovett said. “He goes above and beyond. He just goes that extra mile.”

Lovett said in most cases, riders do not have friends or family in the area and look forward to interacting with other riders and Domes.

"He cares for these people and does an excellent job with them," he said. "These people trust him."

For some riders, the van services granted them the chance to have a little independence, he said.

Riders were required to call 24 hours in advance to set up a ride, but Lovett said many people would call the morning of.

"If we can fit them in the day of, we do," he said. "We're very accommodating with that."

Since funding for the service was cut, Lovett said the Recreation Department has still gotten calls. Riders are referred to several services Madison County offers or taxis that run in Oneida.

"I don't know of any other communities that offer a municipal or publicly-funded transportation service," he said of the surrounding area.

Madison County offers a bus service that runs Monday through Friday. The bus travels on a fixed route throughout the county and complies with ADA requirements. One-way fare to travel in Madison County costs \$3. To travel within a city or village, it costs \$1.50 and seniors 60 years or older, people with disabilities and children ages six to 14 receive a 50 percent discount.

Madison County also provides the Dial-A-Ride service. The transportation runs between 6 a.m. and 1 p.m. and requires riders to make a reservation at least three days in advance, but it will travel to where the rider specifies. The service charges \$6 and seniors and people with disabilities pay half fare.

The Office for the Aging, out of Canastota, also provides a volunteer senior transportation service. Patrons must be 60 years or older and live in Madison County. The service will transport seniors to medical appointments and requires a reservation to be made three days in advance.

There is no charge for the service but the organization suggests riders give voluntary donations and contribute to Thruway and parking tolls.

The service does not accommodate patrons in wheelchairs as the drivers work on a volunteer basis and use their own vehicles for transportation.

In December, the service made 145 trips, traveling 2,263 miles.

Lovett also pointed out that several taxi services are available to Oneida residents, including the Oneida Taxi Service, D.A.D. Cab and a new Medicaid-approved M.O.M.'s taxi service.

"There's certainly several options that these people have," he said.

Upper Lenox Avenue resident Erin Henderson has had to rely on taxis for transportation since the van service ended. The 33-year-old rode the van one to two times a week to get to medical appointments at the ARC and to her job as a librarian assistant at the Canastota Public Library.

Henderson is able to use a Medicaid taxi, at no cost to her, for occupational and physical therapy appointments at the ARC but must pay between \$10 and \$20, each way, to get to Canastota for her job, she said.

Her husband, John, works at the Express Mart in Canastota three days a week and also as a maintenance worker at the Canastota Library. Henderson said her husband now relies on someone to

bring him to work two days a week and must take a taxi once a week.

Henderson said their lives would be less complicated if the van service was available.

Manuela "Mickey" Switzer, a 68-year-old Maple Drive resident, said she used the van service every day.

Switzer relied on the service to get to the SNACK program at the Oneida Towers, to doctor appointments, to pick up prescriptions, for social programs and to go to Bone Builders, an osteoporosis prevention exercise class at the armory.

With no family in the area, Switzer said she must use a taxi four to five times a week for activities and medical appointments. The taxi service she has been using charges her \$4.50 each way, she said.

"I hope we can get Randy (Domes) back again and we can have a van service arraigned," Switzer said. "I hope I'm the first to hear about it."

Georgianna Williams, an Oneida Towers II resident, used the senior van service to get to medical appointments and to do grocery shopping at Price Chopper and Walmart.

She now uses the Office for the Aging's volunteer senior transport service to get to medical appointments and uses a taxi as a "last resort" to buy groceries.

"I'd gladly pay for the raise in price," Williams said of the expected rate increase that was proposed upon the van's reinstatement.

The 75-year-old said she walked to the Medicine Shoppe on Lenox Avenue from her Oneida Tower's apartment to pick up medication.

"I should've taken a taxi," she said. "It was farther than I thought. It took a lot out of me."

Williams was among the 132 people to sign a petition to bring the service back that was presented to the common council at its meeting last week.

"The senior van would mean a lot to me if we can get it back," she said.

Matzke reported at the last common council meeting that he anticipates the council will vote on the service at the Feb. 2 meeting.

Comments

The following are comments from the readers. In no way do they represent the view of oneidadispatch.com.

Jim wrote on Jan 26, 2010 6:29 AM:

" Here we go again...Decide and change your mind and then change it back. The examples above of who is using the van is just the reason the service should STOP!Taking people to the meals prgram has just lost control. Who was Mayor when that happened...OH YEA..."

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Peter Hedglon wrote on Jan 26, 2010 7:55 AM:

" As quoted above, Mayor Matzke said "I think it going to come down to--do we need to go out on a limb and continue the service as is or will the council decide it needs to be ADA compliant?" Am I interpreting this correctly? Mayor Matzke thinks operating a van service that does not comply with the Americans with Disabilities Act is an option?

The City Attorney has been asked to provide a legal opinion, so it will not be the Common Council that determines what is or is not ADA compliant. If the van service needs to be ADA compliant, then the Council will have to determine whether or not to spend the money to purchase a suitable vehicle, and then staff it as required.

Spending time on snow banks and the senior van while big issues like water supply, labor negotiations and a \$1.4 million gap between spending and revenues are ignored is like rearranging the deck chairs on the Titanic. "

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CurlyLarry or Moe wrote on Jan 26, 2010 10:40 AM:

" A thank you goes to the Dispatch staff for printing the article " County Transportation Options "

After reading the above article there appears to be tranportation alternative'a available from a number of sources.

Since the transportation option previously offered through the Recreation Department is entitled the SENIOR VAN, it would seem to me that it should be meet ADA requirments.

The above paragraph" According to Lovett, in order for the service to resume, nearly \$53.000 of this years budget would need to be allocated to cover the cost. The cost includes the salary and health insurance for the driver and fuel"

Now combine that with the above mentioned \$50.000 for a new ADA approved van , geez thats \$103,000.

It is also stated above that projected revenue for 2010 is \$22.000, my math tells me thats a \$81.000 deficit left for the tax payers to pick up.

Another paragraph in the article just boggles my mind and that is, former Mayor Carinci soliciting \$1000.00 apiece from each councilman as a donation toward the potential purchase of a \$50.000 van. I'd jump at that opportunity. Wrong ,wrong, wrong!! "

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News

Madison County aims to improve bus service

Published: Wednesday, January 27, 2010

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By CAITLIN TRAYNOR
Dispatch Staff Writer



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ONEIDA -- Oneida residents may soon have more transportation options as Madison County looks to extend its transit services.

Currently, Madison Transit makes four stops in Oneida: at the North-side plaza, on Oneida Street near the municipal building, on Lenox Avenue near Computer Works and Walmart.

County Planning Department Director Scott Ingmore said the county is putting together a state-required coordinated transportation plan to study details of the transportation services available within the county.

The goal of the plan is to eliminate duplicate and overlapping routes and maximize funding, he said.

“We really need to address some of the issue with it,” Ingmore said of the transit. “I don’t know if it’s meeting the needs of the people it should or it could.”

The county is working with the ARC, Heritage Farms, Office for the Aging, Hamilton and Oneida hospitals, the Department of Social Services, Mental Health and Public Health, the Community Action Program and Stoneleigh Apartments.

Ingmore explained that each organization either has transportation or has clientele in need of transportation.

“This coordination effort is to encompass other transportation systems,” he said.

Madison County is currently contracting Birnie Bus services to supply transportation to its residents. Birnie Bus was the lowest bidder when the county’s contract with First Transit expired in 2008.

“They’ve done a great job,” Ingmore said of the service. “Our biggest issue is the fact that we’re currently tied to a system of stops that needs to change.”

The plan is expected to be complete in April or May, Ingmore said. Implementation of the new program will proceed in the months following and by May 2011 - when Birnie’s contract is up - Ingmore expects the county will have a more precise idea of the exact resources the county will need to contract.

“It will be a lot of hard work,” he said. “But we’re committed to looking forward.”

Based on ridership and miles traveled by the transit, the county can apply for reimbursement of transportation costs from both the state and federal governments. The county received \$49,300 from the Federal Transit Administration and \$156,000 in State Transportation Operating Assistance - some of which the county has not received, Ingmore said.

About \$165,000 is left for the county to pay for the \$370,000 operation that runs the Madison Transit - both the fixed route and mini-fixed route - and Dial-A-Ride.

Ingmore reported that 14,556 riders frequented the service in 2009.

“That number isn’t very high,” Ingmore said. “That’s why we’re working on this study.”

He anticipates that ridership will increase since Oneida’s senior van service has been discontinued. He said the city has the option of contracting with the county for a transportation service that would be similar to the senior van. Even if the service is reinstated, part of the changes to the county’s transportation system will include an increased focus on the city and the addition of some of the stops the senior van made, Ingmore said.

Ingmore also pointed to the city as one of the more densely populated parts of the county with vital resources like medical offices and shopping establishments.

“The outcome of this coordinated plan will result in some definite changes,” he said.

For schedules and prices, check:

http://www.madisoncounty.org/bus_schedule.php

Comments

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Lulu wrote on Jan 27, 2010 4:01 AM:

" Great! I'm glad to hear that Madison Transit is working to improve it's service to function better for the people who use it.

This is a positive step, and hopefully it will provide better options for the former users of the senior van program in Oneida. "

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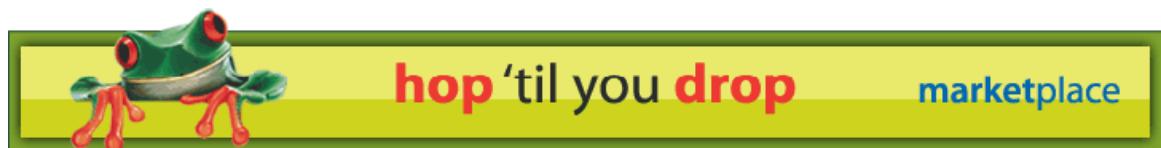
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NEWS

Oneida's Senior Van options 'being met'

Published: Wednesday, March 10, 2010

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 By CAITLIN TRAYNOR
 Dispatch Staff Writer

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ONEIDA — Presentations on transportation services by the Recreation Department and Madison County Planning Department were heard only by those working to get the senior van back on the road at a public meeting Tuesday evening.

Brandon Lovett, director of the recreation department, presented information on the previously city-run senior van and current transportation services available in the area. Scott Ingmire, director of the county's planning, outlined a coordinated transportation plan in the works.

Lovett reported that residents that once utilized the city's senior van have been referred to a handful of other services available.

He listed the Office for the Aging's volunteer medical transportation service, door-to-door Medicaid transportation, Dial-a-Ride, the Madison County Transit and several private taxi companies as alternatives.

"The area has adequate options for people to be transported," he said. "The van services we had is essentially a duplication of Dial-a-Ride."

While the city's van may have been more convenient and comfortable for some, Lovett said, "I personally think the need is being met now. The options are there."

Theresa Davis, executive director of Madison County Office for the Aging, said ridership has increased for the volunteer medical


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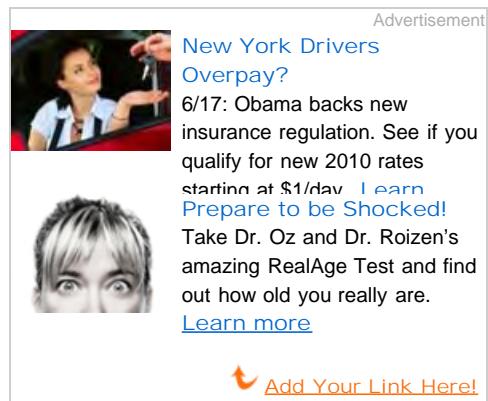

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transportation service since Oneida's van stopped. Although the agency's transportation is limited to medical appointments and cannot take seniors shopping, Davis said they have not received any complaints.

Lovett outlined the more than \$60,000 it cost taxpayers to run the van service, which averaged about 18 users per day.

"The void has been filled," Lovett said. "It may not be to people's liking, but it's been filled. A lot of these people have found alternative transportation since the van service has ended."

Ingmire reported that the mandated coordinated transportation plan is expected to be completed by May, although implementation of changes will take longer.

Currently, county-run transportation is like an unmanaged garden full of weeds, he said.

"It's in need of attention," he said.

Ingmire said some of the stops are outdated while some routes are inefficient. The main transportation need is for employment, he said.

Because Madison County is largely rural, Ingmore said it can't be expected that a fixed route run throughout the entire county. Dial-a-Ride is available as a door-to-door, demand service to make up for the transit's inflexibility.

"The prices are very reasonable," he said. "Because of the nature of the taxi business, this is reasonably priced."

In 2009, Madison County Transit operated for 11,000 hours, traveled 195,225 miles and transported 14,556 people, translating into a cost of nearly \$370,000.

Of that cost, the county pays less than a third — \$105,284 — while the state and federal governments provide operating assistance.

Ingmire said ridership was low last year, numbers he contributes to lack of marketing.

"That's one of the things we're working on," he said.

Because the county is mandated to provide transportation services to its residents, it also receives funding for new bus purchases.

Ingmire said five new buses were purchased last week and were paid 100 percent with American Recovery and Reinvestment Act funding.

The coordinated transportation plan that Ingmore admitted was four years late will look at the transportation needs of seniors, disabled persons and those with low income.

Currently usage is being studied to determine where the greatest needs

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for transportation are and where stops should be established.

Transportation services of other agencies are also being looked at to see if services are being duplicated.

"The ultimate goal is to lower costs for everyone," Ingmore said.

Grants cannot be procured without a coordinated transportation plan and Ingmore is hopeful the county's will be done in time for the next round of grant applications.

Once the plan is complete, changes will take time to be implemented, he said.

"When the plan's done we're not going to have all the answers," Ingmore said. "There's no quick answer."

Current data shows that there is a cluster of riders using stops in Oneida — specifically downtown — Wampsville and Canastota.

"I think we really need to look at where the people are going and where they're coming from," he said. "Although the senior van isn't running, I think it's in our best interests to enhance service in Oneida."

Ingmore said stops will be reconfigured and added in Oneida as it's the only city in the county.

"Our service is only bettered by more riders," he said, both because of funding and providing service to more people.

Don Kingsley, chair of the senior van committee, said it would be in the best interests of the committee to wait until the county's coordinated transportation plan was complete to move forward in their effort.

"The concept I have now is probably 180 degrees different than when I started," Kingsley said.

COMMENTS

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