



Chemung County Coordinated Transportation Plan

December 2022



DRAFT

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INTRODUCTION

The Elmira-Chemung Transportation Council (ECTC), the Metropolitan Planning Organization for Chemung County, developed this Chemung County Coordinated Public Transit-Human Services Transportation Plan (the Coordinated Plan). The planning process incorporated input from local government, nonprofit agencies, private transportation providers, riders, and the general public. The Plan's purpose is to identify transportation services and needs—those that are met and unmet by single-passenger vehicles—in Chemung County.

The Federal Transit Administration (FTA) requires the Coordinated Plan in order for applicants to be eligible for its Section 5310 (49 USC 5310 / Enhanced Mobility for Seniors & Individuals with Disabilities) funding. This Plan surpasses the mandate of Section 5310 by considering the needs of all county residents. It intends to describe broadly the existing and additional needed transportation services, identify the goals for transportation services, and set forth an implementation plan.

The Chemung County Transportation Coordination Committee is a group of transportation providers, transportation funders, and representatives of people that need assistance meeting their basic transportation needs. The committee has met quarterly since 2007 to discuss existing services for the transportation dependent, coordination of the services, how to improve and expand services, goals for such services, and strategies for implementing service improvements. Since the first coordinated Plan in 2008, the County and the other committee members have helped fund and implement projects needed to maintain transportation services and expand new projects and programs that meet the previously unmet needs of the transportation dependent.

The New York State Department of Transportation (NYSDOT) designates ECTC, as the Metropolitan Planning Organization for Chemung County to lead the mandated effort to develop the Chemung County Coordinated Public Transit-Human Services Transportation. ECTC is responsible for the planning and programming all federally funded transportation projects in Chemung County.

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ECTC has specifically prepared this Coordinated Plan to comply with the Fixing America's Surface Transportation (FAST) Act and Bipartisan Infrastructure Law (BIL) regulations, and best serve Chemung County's residents. The planning process described in the Plan is broader than the specific mandate. It identifies efforts and services to be considered for all Federal Transit Administration (FTA) funding, whereas the Federal mandate only requires a project must derive from a "locally developed, coordinated public transit-human services transportation plan" to be eligible for FTA Section 5310 (Enhanced Mobility for Seniors and Individuals with Disabilities) program funding. In addition to the Section 5310 mandate, the Coordinated Plan uses the planning process to identify projects and efforts that would require FTA funding to maintain and improve transportation services. ECTC uses the Coordinated Plan to identify those projects that the Section 5311 rural transit program should fund. Identification of rural projects is consistent with the program requirements of NYSDOT in its administration of its Section 5311 program.

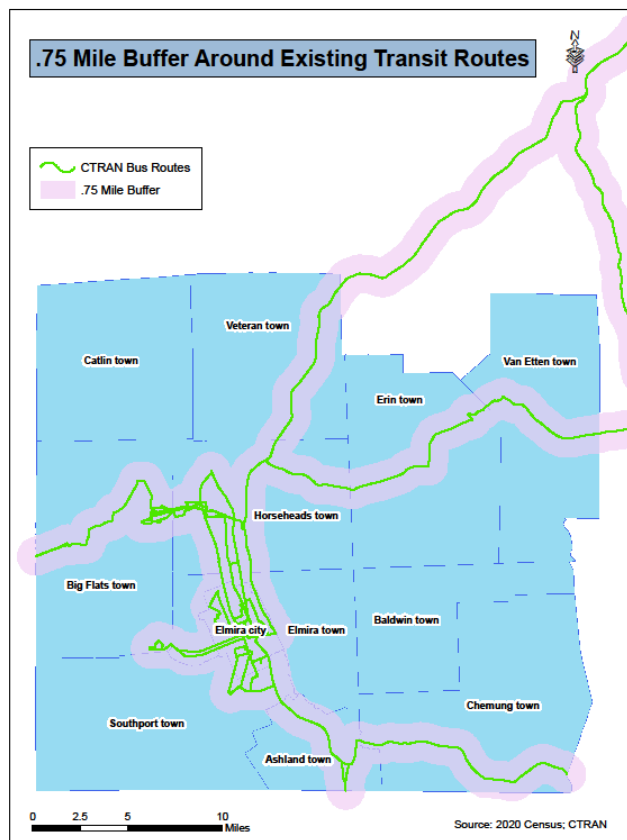
TRANSPORTATION SERVICE PROVIDERS: C TRAN



The Chemung County Transit System (C TRAN) provides public transportation services in Elmira and Chemung County. First Transit, Inc., a private company, operates the service under contract to Chemung County.

C TRAN has a service area covering 408 square miles. The fixed-route bus system provides service along seven local and three regional routes throughout this area.

Headways (the time between buses) are 60 minutes on the local routes. These local routes run daily, Monday through Friday, with limited Saturday and Sunday service. There is limited nighttime service after 7:00 PM. The C TRAN fixed route service is a flag stop system, which allows buses to pick up riders anywhere along the limited bus route if properly flagged down. C TRAN provides service within 0.75 miles of the fixed route system.



Route deviation service means a passenger can request and receive bus service within 0.75 miles of the fixed local route. C TRAN provides route deviation services on all the local routes, but not the three commuter routes. Route deviation is available to ADA-eligible, and all riders are provided on all days and at all times when non-commuter/ local services are provided. The service will take the requesting passenger from their location to their destination on a curb-to-curb basis. Riders must request route deviation one day in advance of the trip. If the regular route bus cannot accommodate the request, C TRAN will dispatch a Dial-a-Ride bus to provide the trip.

TRANSPORTATION SERVICE PROVIDERS: C TRAN



C TRAN operates a fleet of 24 vehicles, consisting of four 40' heavy-duty 2012 commuter buses, one heavy-duty 2015, one 2019 bus, and seven 2014 heavy-duty 29' buses. The remaining 11 buses are smaller medium- or light-duty vehicles. (See Appendix for a C TRAN vehicle inventory). All of the buses are wheelchair accessible and include bicycle racks.



COVID 19

Throughout the pandemic, CTRAN took several steps to help prevent the spread of COVID, including increased cleaning of the buses, provided free masks for passengers, shuttles to vaccination sites and installed barriers on the bus for added protection for the drivers. CTRAN provided fare free transportation on the fixed routes from July 2020 to July 2021 which helped increase ridership, but as a whole ridership is still down in comparison to pre-pandemic numbers.

TRANSPORTATION SERVICE PROVIDERS: C TRAN



Access Chemung

Access Chemung is a demand responsive service. Access Chemung strives to assist people who need accessible transportation to get to employment or non-Medicaid medical appointments. This service works towards filling a gap in service that residents and the Chemung County Coordinated Transportation Committee identified. Accessible transportation is difficult for people who do not live on bus routes or are not covered by Medicaid to access critical medical care. Access Chemung serves seniors and people with disabilities who Medicaid or other agencies do not cover for transportation services. The service has expanded hours beyond 9-5 to meet critical needs such as non-traditional working hours and dialysis. The service will help meet rural residents' needs where C TRAN fixed-route services are unavailable. Access Chemung provided 1,328 passenger trips in 2019 and operated 25,776 miles. In 2020 there were 917 passengers and 15,165 miles in total, and in 2021 there were only 616 passenger trips and 6,036 miles. Efforts should be made to enhance and expand on-demand transportation services.

Employment Service

Chemung County's transit route to the Pladis Global (known locally as DeMet's Candy Company) manufacturing facility in Airport Corporate Park (hereinafter DeMet's route or service), a rural area of Chemung County, began in June 2011 with JARC funding. Over the past eleven years, C TRAN has provided more than 80,000 employment trips on this route. Currently, DeMet's operates on either two twelve hour shifts from 6-6 or a three-shift schedule. The route is reported to provide around 12,000-15,000 trips per year for workers employed at DeMet's and in other Airport Corporate Park businesses. In the busiest season, as many as 83 employees depending on the service daily. Coordination efforts with other businesses in Airport Corporate Park, nonprofit transportation providers, 5310 agencies, employment agencies, and human services agencies are ongoing.

“We see several people who are interested in employment that would need to utilize the commuter pass. The cost is higher and they are limited on finances already, coming up with that additional cost is a struggle.”

– Chemung County Community Member

Rider Training

The need to educate existing, new, and potential C TRAN transit riders is continuous. New potential riders include seniors who are no longer able to drive, new county residents, and people turning to using transit for other reasons. The Mobility Manager provides travel-training.

TRANSPORTATION SERVICE PROVIDERS: INTERCITY CONNECTIONS



C TRAN's twelve daily trips on Route 20 Elmira/Corning help connect Chemung County residents to the City of Corning and the rest of Steuben County, served by the other three public transit systems in Steuben County. The Corning Erwin Area Transit System (CEATS) and Steuben County transit systems also help link Steuben County riders to Chemung County.

In addition, effective January 17, 2022, Schuyler County's Route 7, Elmira Connections to Watkins Glen, offers cross-county service between Chemung County and Schuyler County. Schuyler County Transit began offering five runs daily, Monday through Friday, between 5:45 AM to 6:44 PM.

Chemung County staff and the Mobility Manager regularly attend meetings and discuss availability, connections, and potential transportation improvements for the Southern Tier Region. Enhanced intercity connectivity to other Southern Tier destinations outside of Chemung County should be explored. A study of consolidating the administration of public transit systems into a regional organization will help understand and evaluate opportunities for greater intermunicipal service.



Two other private transit bus operators provide services in Chemung County: Birnie Transportation Services, Inc. and Terp's Enterprises, Inc. These operators provide services under contract to individuals, businesses, and private groups. These services are not public transportation services in the traditional sense, although a contract with a supermarket to provide senior citizens with transportation from senior housing to that business to a grocery shop meets a transportation need.



Three private intercity bus lines serve the Chemung County Transportation Center in downtown Elmira: New York Trailways, OurBus, and Coach USA. These private carriers provide service to regional destinations such as Binghamton, Rochester, Syracuse, Buffalo, Niagara Falls, and NYC, as well as destinations throughout the continental United States and parts of Canada.

TRANSPORTATION SERVICE PROVIDERS: OTHERS

Many private transportation companies operate locally. Total Transportation of Elmira (previously operating as Totem Taxi) has a fleet of 26 cars and vans (three wheelchair accessible). It provides services to the public, clients of Medical Answering Services for Non-Emergency Medicaid Transportation trips, Chemung County DSS, Chemung County Office of Aging and Long Term Care, and other agencies. Regionally, Total Transportation also transports clients to Corning, Bath, and Hornell in Steuben County, in and around Schuyler County, and occasional service to Broome County. According to the Medical Answering Service website, seven other taxi operators, including BJ's Taxi, provide service in Chemung County.

“Cab companies, though they provide medical transportation they will not assist someone to the door of the medical building. For example, a woman with significant lung issues used a walker. They would not help her get the walker out as she couldn’t do it due to being out of breath. Another time, they would not push someone in a wheelchair to the front door of the medical building. The doctor’s office would only assist once she was in the building. The cab took her home due to this policy. If they are providing medical transportation they should be able to get them to the door if necessary.” –Chemung County Community Member

Several operators based in surrounding counties provided Medicaid-reimbursed trips within Chemung County. These include traditional ambulance services such as Erway Ambulance Service, AMR-Corning, Greater Valley EMS/ W/ C, and Empire Transport, which have provided ambulance rides to Chemung County Medicaid clients.

Able2 Enhancing Potential, Inc., dba ABLE2

Able2 is an organization that operates a significant transportation system to support more than 1,000 clients, 80% of which require wheelchair accessibility. Able2 provides services such as transport to and from various day treatment programs, several group homes, and transportation for community integration activities. Able2 services also include residential facilities, clinical services, therapeutic care, Medicaid Service Coordination, and dental/hearing/podiatry services that are accessible to Medicaid clients. Their transportation system currently consists of fifty-four vehicles, including various minivans, ramp-accessible minivans, lift-accessible vans and wheelchair-accessible buses.

The Chemung County Chapter of NYSARC Inc., or the Arc of Chemung

The Arc of Chemung provides transportation for 18 residential settings serving 120 people, a day habilitation program serving 21 people, a community habilitation program serving 140 people, and a vocational program serving over 120 people. The Arc provides trips for medical appointments, clinic appointments, social activities, shopping, home visits, recreation and activities, and other reasons. The organization owns 32 vehicles, including compact cars, sedans, SUVs, minivans, and full-sized vans. Staff also provide approximately 50% of program transportation using their personal vehicles. The Arc of Chemung provides services to over 1,000 people annually in some capacity, if not through its own vehicles, by coordinating with families, taxi companies, or C TRAN.

The Arc of Chemung employs a Mobility Coordinator who provides support such as travel training, outreach, education, and coordination of transportation services. The Arc of Chemung's vocational section, Southern Tier Industries (STI), also provides travel training as part of vocational support. STI currently serves approximately 50 people in a site-based workshop, and residential staff transports those passengers to the 711 Sullivan Street location from various agencies, families, and by C TRAN. After the workshop closed in July 2018, users will work and volunteer in different community settings. This will increase daily trips by at least 100 one-way trips per day. The volunteer settings include SPCA, Elmira Animal Shelter, Food Bank of the Southern Tier, Arnot Ogden Hospital, Office for the Aging Nutrition Sites, Chemung County Library District locations (most frequently the Steele Memorial Library), various Chemung County churches, Elmira City parks (food programs) and others.

TRANSPORTATION SERVICE PROVIDERS: OTHERS

Pathways Inc.

Pathways, Inc. is a not-for-profit human service organization serving approximately 2,200 individuals and families in 15 counties throughout the Southern Tier, Finger Lakes, and Rochester. The organization provides various services through its core programs, including Residential Services, Community-Based Services, Child and Family Services, Educational Services, and Home & Habilitation Services. Pathways operate under the auspices of the New York State Office of People with Developmental Disabilities, Office of Mental Health, Office of Child and Family Services, Department of Health, and the Justice Center for the Protection of People with Special Needs. Pathways utilize federal funding designated fully or in part by these state offices.

Pathways has 87 vehicles in its fleet, 15 of which are Section 5310 funded. Much of the fleet travels through multiple counties to meet the transportation needs of program participants. Drawing from a pool of 775 employees and approximately 30 volunteers, Pathways utilizes regular full and part-time day staff to fulfill their transportation service provider responsibilities.

Pathways serves approximately 400 individuals in Chemung County. The primary hub of individual-based activities is the headquarters in Corning, NY. However, scope of services includes several other areas of Chemung County and Steuben County. Pathways provides transportation services to its program participants only, including those individuals living in Pathways residential sites. These services also include transport to and from the program and recreational, training, medical, social, shopping and other personal activities.

Pathways currently operates 23 vehicles primarily used in Chemung County, including cars, minivans, 12 passenger vans and wheelchair accessible vehicles. AM and PM routes transport program participants to and from specific Pathways, Inc. operated day rehabilitation sites. This includes door to door transportation with paid staffing to support the needs of the individuals being transported. Pathways, Inc. provides this otherwise unmet transportation need as current fixed route transportation in Chemung County is unable to provide door to door service nor paid staffing to meet the specialized needs of individuals. Once the individuals are on site, the program participants then go into the community on various outings that are based on their person-centered habilitation plans. The destination of the outing trips vary from day to day, however, many outings are scheduled weekly, are routine or repetitive, and include volunteer endeavors (training) at multiple community based organizations. These volunteer activities include assisting in the daily operations of these community organizations (i.e.; cleaning, organizing, delivering meals to seniors, caring for animals etc.)

Some of the Chemung County-based community organizations for which Pathways program participants have volunteered in the past 2-3 years include Chemung County Meals on Wheels, Southside Alliance Church, Big Flats Library, Elmira EOP, Horseheads Animal Shelter, Maple Grove Cemetery, Elmira Public Library, Elmira St. Pete's Church, North Chemung United Methodist Church, Tanglewood Nature Center, West Elmira Library and Horseheads Library. Other outings include recreational based community events, parks, and shopping as scheduled by the expressed person-centered needs of the individuals. Whether considered "to and from transportation," training, shopping, social or medical in nature, staff members provide all passenger trips utilizing the Pathways vehicle fleet.

TRANSPORTATION SERVICE PROVIDERS: OTHERS

AIM

AIM Independent Living Center is a nonprofit organization dedicated to helping people with disabilities live independently. AIM's main offices are located in Corning and Elmira. AIM offers a wide array of programs and services for people with all types of disabilities. These include advocacy, nursing home transition, service coordination, consumer-directed home care, assistive technology loans, and self-directed services for people with developmental disabilities. AIM also offers supportive housing, supported employment, addiction recovery supports, veteran's services, benefits advisement and health insurance navigation. AIM is not a transportation provider, except in certain circumstances. AIM has several vans, including a wheelchair-accessible van, which are used to transport consumers in certain programs. Also, in some programs, direct support staff can transport consumers using personal vehicles and are reimbursed for mileage. AIM has one cargo van used to provide free home delivery for our assistive technology loan program. Many of AIM's consumers rely on public transportation systems.

Arnot Health's Falck Cancer Center

Falck Cancer Center has one bus in service funded by the Section FTA Section 5310 program and is receiving another. Falck needed the FTA funds to replace its aging vehicles. Arnot Health patients who meet eligibility requirements are eligible for transportation services. The organization's vans supply transportation for elderly and disabled individuals within Chemung County, where public transportation is unavailable or unrealistic based on the severity of a patient's condition. The Falck Cancer Center offers transportation for patients due to lack of physical ability, mental ability, health status, medication contraindications, lack of vehicle ownership, and inability to afford fuel. They serve all areas of the County, which is especially important for rural residents. The organization provides approximately 2,300 trips per year with its vehicles.

Other providers

Several other organizations provide transportation to a more limited number of clients that is nonetheless important to the people they serve. These include assisted living facilities such as Bethany Village, Woodbrook Assisted Living, Elcor, and the Chemung County Nursing Facility. The Elmira Housing Authority manages 335 apartments that serve the elderly and disabled. Arnot Health at Arnot Ogden Medical Center and St. Joseph's Hospital manages long-term skilled nursing departments. Many of these organizations own a few vehicles or contract with charter bus service to offer recreational trips or meet other needs. Nonprofits such as the Salvation Army and the Disabled American Veterans (DAV) offer transportation specific to their programs. The DAV provides medical transportation five days per week from Chemung County to the Bath VA Medical Center (VAMC) in Steuben County. VTS (Veterans Transportation Services) is a program of the Bath VAMC that provides regularly scheduled bus service from Bath to larger facilities in Buffalo and Syracuse. VTS provides Buffalo service with two shuttles a day, five days a week, and once-daily service to Syracuse three days a week.

TRANSPORTATION SERVICE PURCHASERS

Medical Answering Services

Medical Answering Services (MAS) is the regional Medicaid medical trip broker, and MAS is under contract with the NYSDOH as part of the NEMT program. MAS arranged an estimated 40,450 passenger trips to and from medical appointments for Medicaid recipients in the County in 2021. Although MAS does not provide detailed data, anecdotal evidence suggests that 86% of the trips are via taxi, 12% via ambulettes, and C TRAN now provides less than 3%. The change in NEMT policy in which MAS brokered trips rather than Chemung County (which the transit operator administered) resulted in a loss of \$1 million in revenue annually for the C TRAN system.

Chemung County DSS

The Chemung County Department of Social Services (DSS) is a significant transportation-funding agency in the County. DSS contracts for preschool transportation for children with disabilities. The department also contracts with CSS Workforce New York for employment services and related transportation.

Elcor

Elcor Nursing and Rehabilitation Center is a major facility and provides a significant level of service to people needing nursing home services and rehabilitation and for families needing Adult Day Care for a family member. The facility has over 300 beds for nursing and rehabilitation care. Elcor contracts with C TRAN to provide approximately 12,000 trips per year to Adult Day Care and a lesser amount of trips for Elcor residents to other medical services.

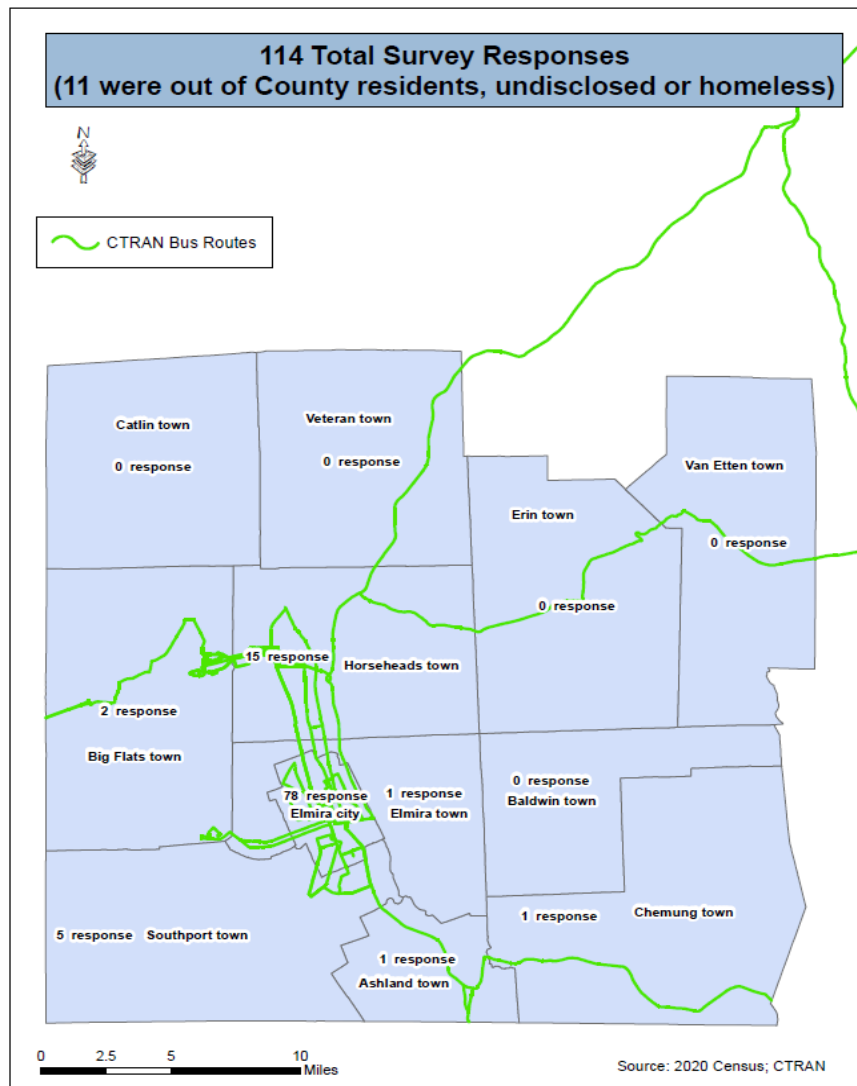
Chemung County Department of Aging & Long Term Care

The Chemung County Department of Aging and Long Term Care provides information and assistance (Transportation Resources Packet) to support safe driving and to meet the needs of those who do not drive. It also promotes programs to help older adults drive as safely as possible for as long as possible and programs to help older adults and their caregivers determine when it is no longer safe to drive. It provides educational information on the AARP Smart Driver Courses. The department also screens individuals to determine eligibility for no-cost or low-cost transportation options, including Medicaid transportation.

The department participates in the County's Transportation Coordination Committee meetings and coordinates with other transportation service providers, including C TRAN. The department provides transportation within Chemung County (this includes appointments at the Corning Guthrie Hospital campus) to eligible individuals over age 60 for medical appointments, health and wellness classes, and planned socialization activities. The Chemung County Department of Aging and Long Term Care receives funds from Chemung County, New York State Office for the Aging, Administration for Community Living, and active participant contributions.

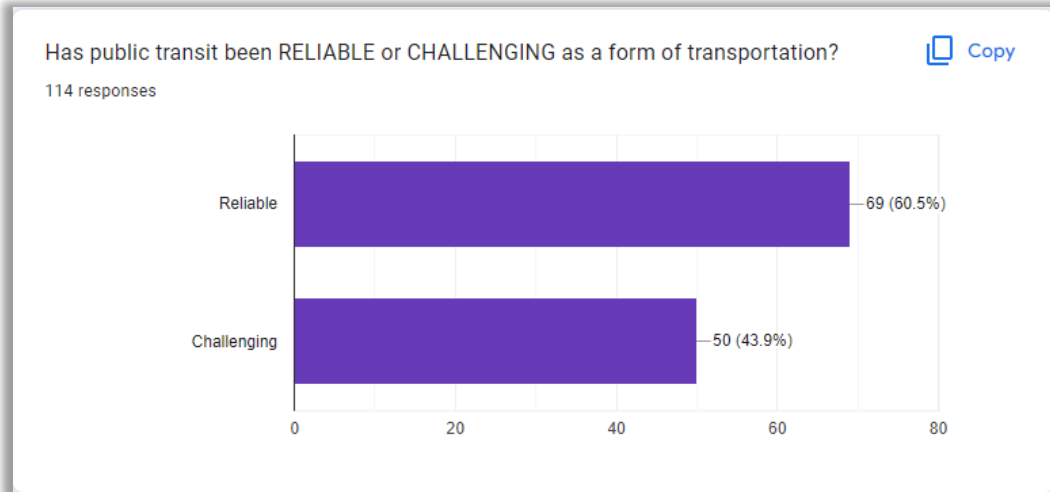
TRANSPORTATION NEEDS

As a part of its efforts to understand transportation needs and evaluate the public transportation service, ECTC, Chemung County Planning Department staff, and the Mobility Manager held regular meetings and discussions with the Coordinated Planning Committee, the Riders Advisory Council, transportation providers and service agencies, and developed and administered a survey to solicit input from the general public. The survey was made available online, shared on social media, made available as paper copies at multiple outlets, intercepted riders, and advertised by ECTC staff at Wisner Market events. Over 100 people responded to the survey, and some of the major findings are highlighted in the pages that follow. The survey questions and summary of all responses are included in the Appendix. ECTC values public participation and engagement and seeks to explore new and creative ways to increase inclusion and public involvement on future planning efforts. The identification of transportation needs and barriers, as well as the formulation of goals and strategies is an on-going effort that will continue to evolve over time.

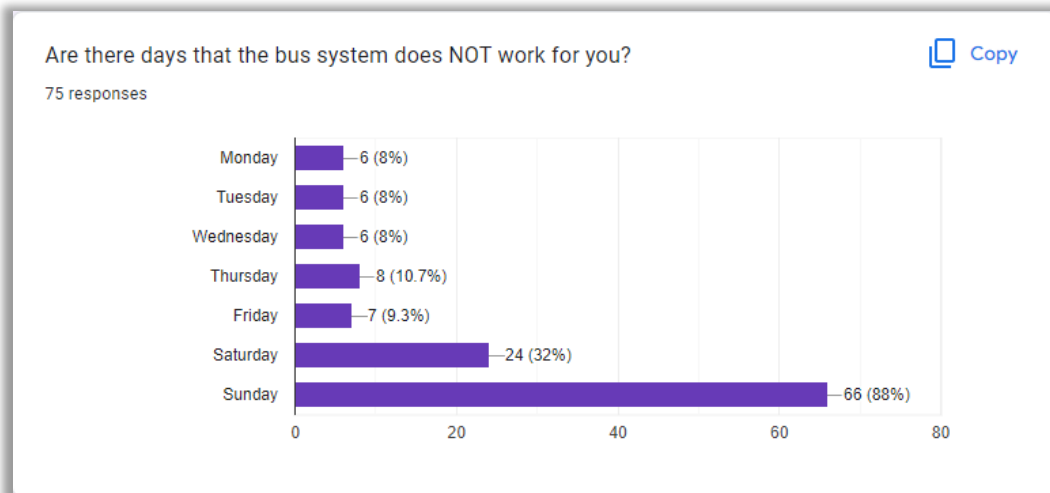


TRANSPORTATION NEEDS

Reliability of public transit service is an on-going challenge in Chemung County. Route cancelations with little or no advance notice, changes to schedules from combining routes, and unpredictable on-time performance make it difficult to depend on public transit. The majority of survey respondents believed the public transit system was reliable, but over 40% struggle with public transit and find it challenging. 5 respondents reported that it was both reliable AND challenging.

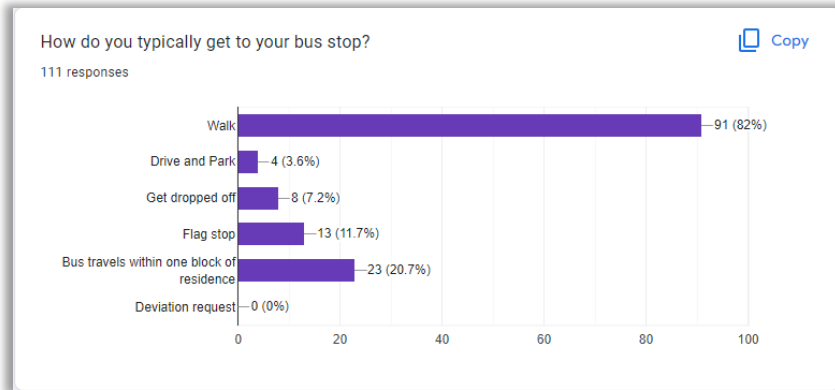


For days the public transit system has inadequate service, most respondents indicated the weekends, especially Sundays, are lacking in service.



TRANSPORTATION NEEDS: COMPLETE & GREEN STREETS

Of the survey respondents, the majority walked to the bus stop, with many living nearby. Accessible infrastructure, including sidewalks, crosswalks, and bus shelters are important for riders and should be considered an extension of the public transit system.



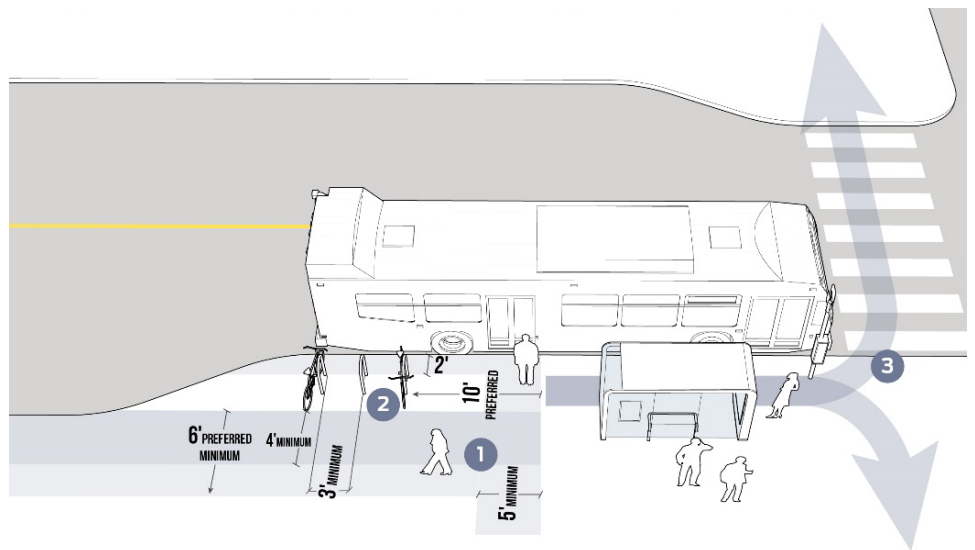
The Complete Streets Act (Chapter 398, Laws of New York) was signed into State law on August 15, 2011. This Act requires that state, local, and county agencies evaluate and encourage the equitable mobility of all users when developing transportation projects that receive state and federal funding.

The Department of Transportation (DOT) defines Complete Streets as roadways that incorporate facilities and infrastructure with the goal of creating a cohesive transportation network in which travelers of all modes and abilities are provided safe, comfortable, and convenient mobility. This includes the prioritization of mass transit, as well as non-automotive transportation.

Chemung County passed a Complete Streets resolution on October 15, 2019, pledging to empower and direct citizens, elected officials, government agencies, planners, engineers, and architects to take a multidisciplinary approach that promotes equal and safe multimodal transportation for all.

Examples of Complete Streets practices include:

- Safe Sidewalks
- Bicycle Lanes and bike amenities
- Crosswalks
- Traffic Calming Infrastructure
- Bus Pullouts and Shelters



TRANSPORTATION NEEDS: COMPLETE AND GREEN STREETS

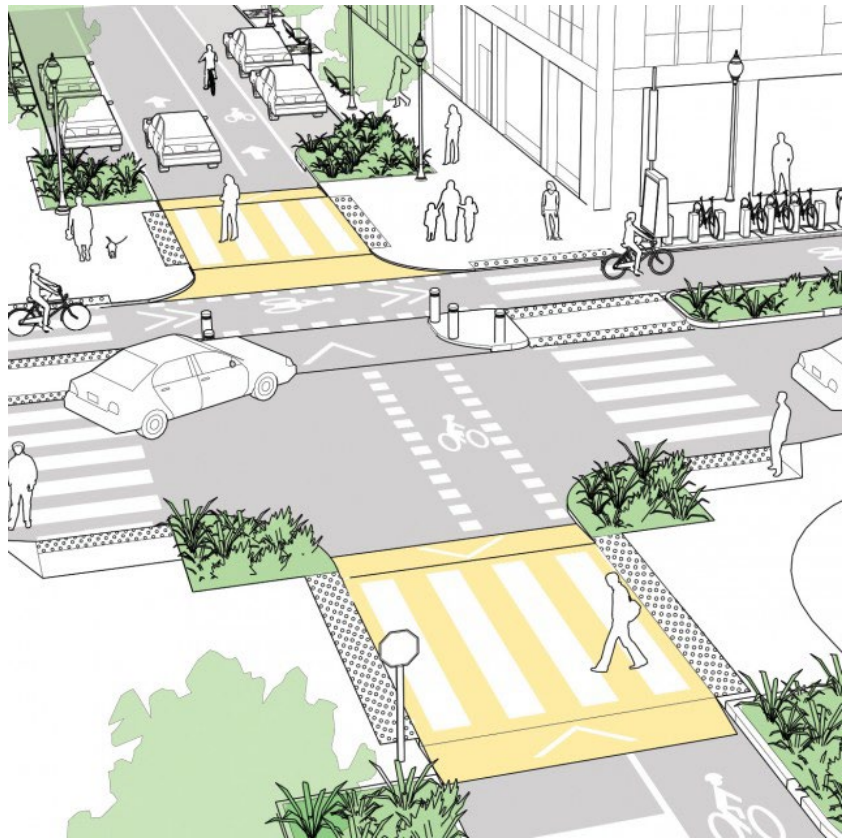
In conjunction with the goal of Complete Streets, Green Streets support multimodal transportation systems via the integration of sustainable green infrastructure. The United States Environmental Protection Agency (EPA) acknowledges that stormwater runoff is a leading cause of water pollution in urban areas. Green Streets use a stormwater management approach that allows for the preservation of roads and structures. This is vital in order to prioritize climate adaptation, as well as enhance the safety of bicyclists, pedestrians, motorists, and transit riders in Chemung County. Vegetated practices such as street trees also help mitigate air pollution from automobile traffic.

Examples of Green Street infrastructure practices include:

- Street Trees
- Bioswales
- Vegetated Curb Bump Outs
- Permeable Pavement
- Rain Gardens

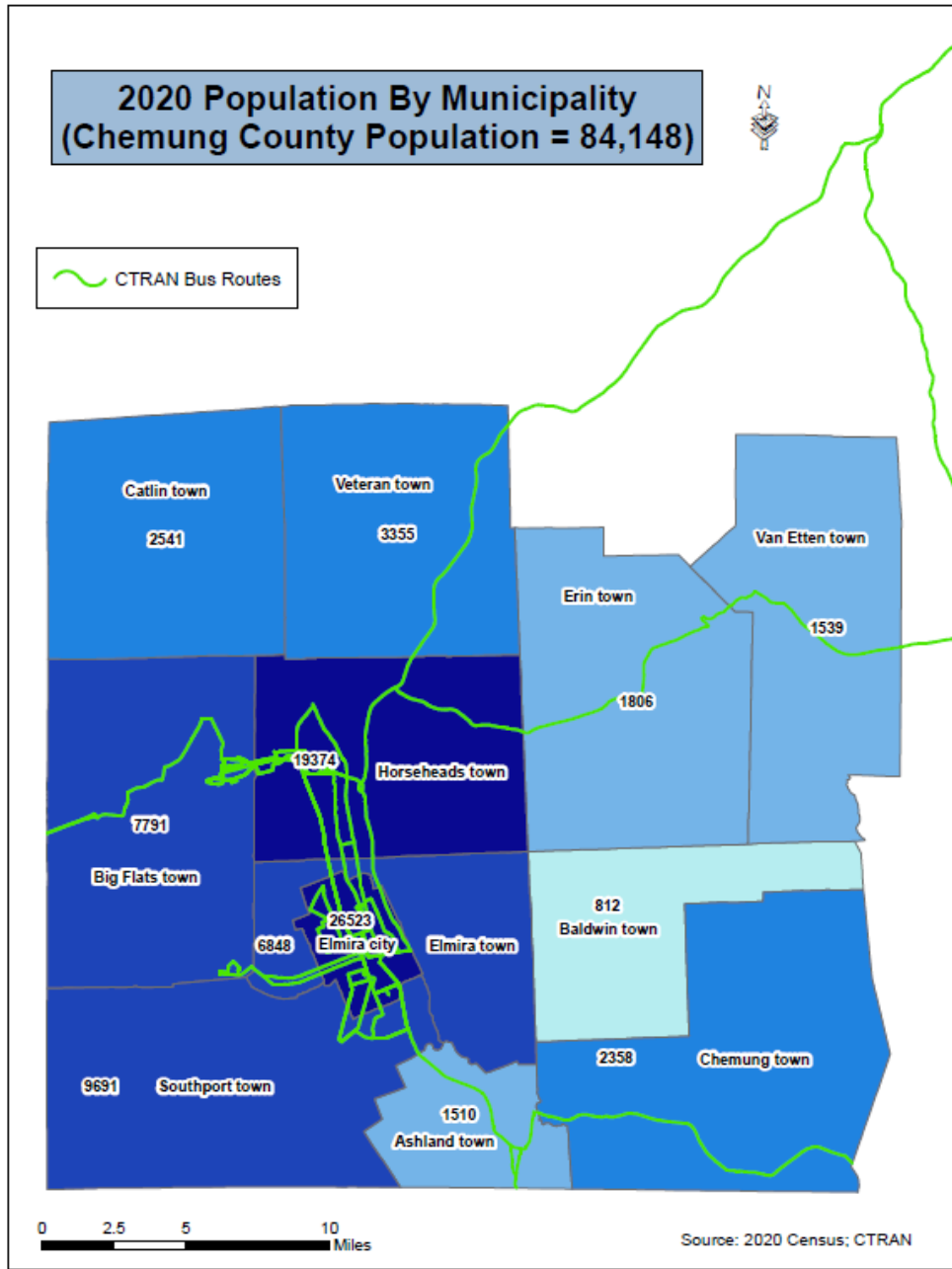
The incorporation of Complete Streets and Green Streets integrate infrastructure design features that cater to equitable access regardless of mode, age, and ability. Chemung County recognized that Complete Streets will reduce traffic congestion and gas emissions, while also having the potential to improve economic development, social interactions, physical lifestyles, safety, and an overall sense of community.

Universal design principals such as pedestrian scale lighting, detectable warnings, consistent color cues, and audible cues help make the public transportation work for everyone.



CHEMUNG COUNTY DEMOGRAPHICS

Chemung County has a population of approximately 84,000. The City of Elmira is the largest population center within the County and has a population of around 26,500. The majority of public transit services are concentrated in the City of Elmira following and the bus routes take a 'wheel-spoke' approach with service routes radiating out from a central hub in Downtown Elmira.

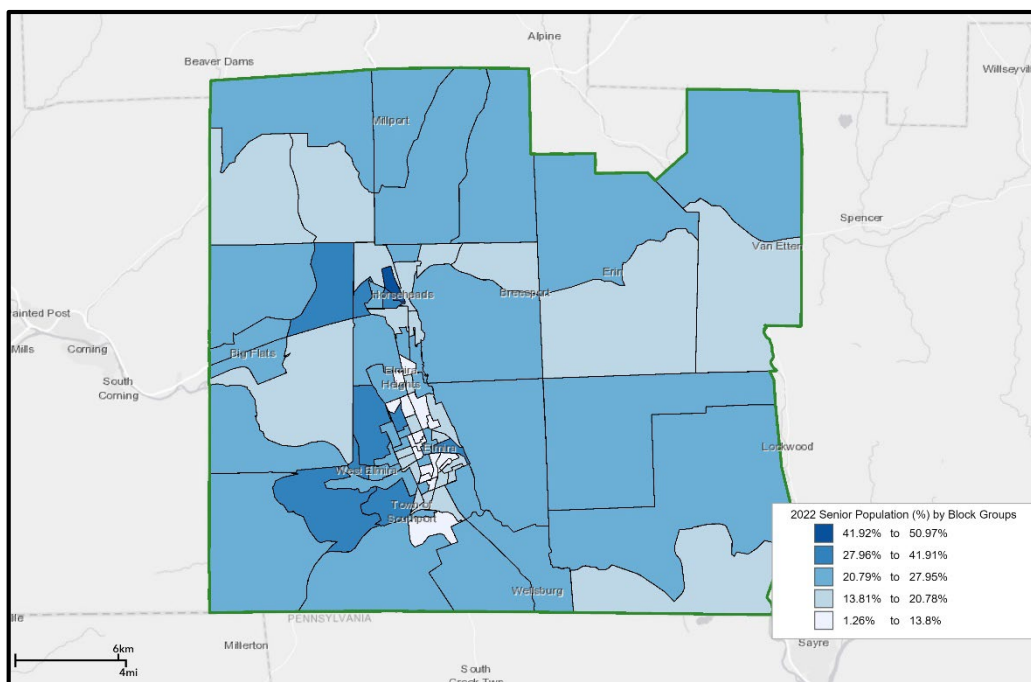
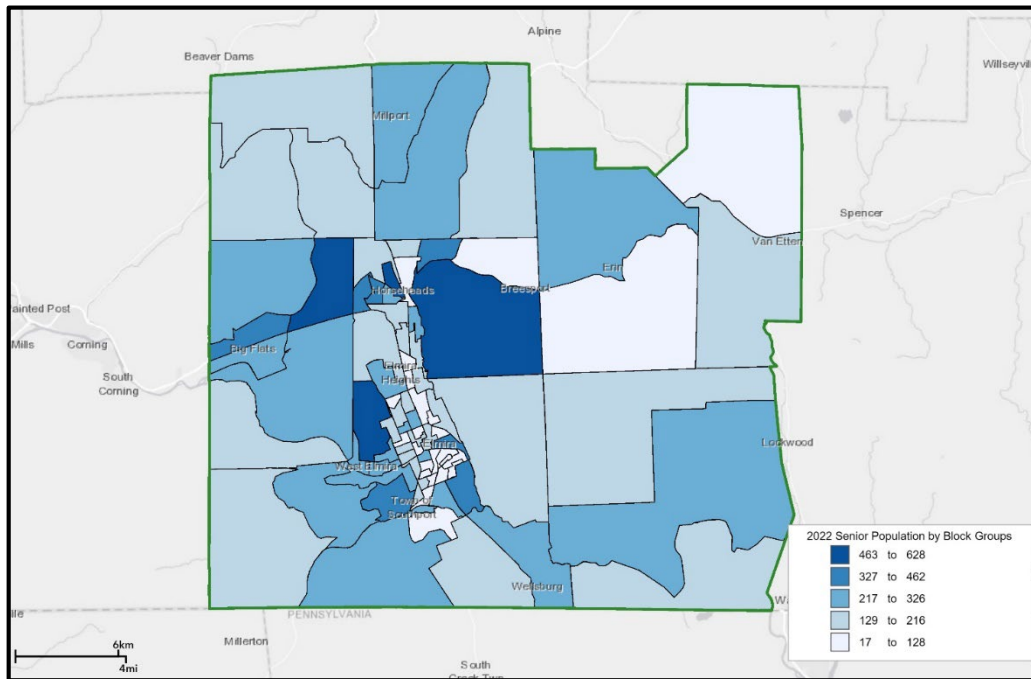


CHEMUNG COUNTY DEMOGRAPHICS

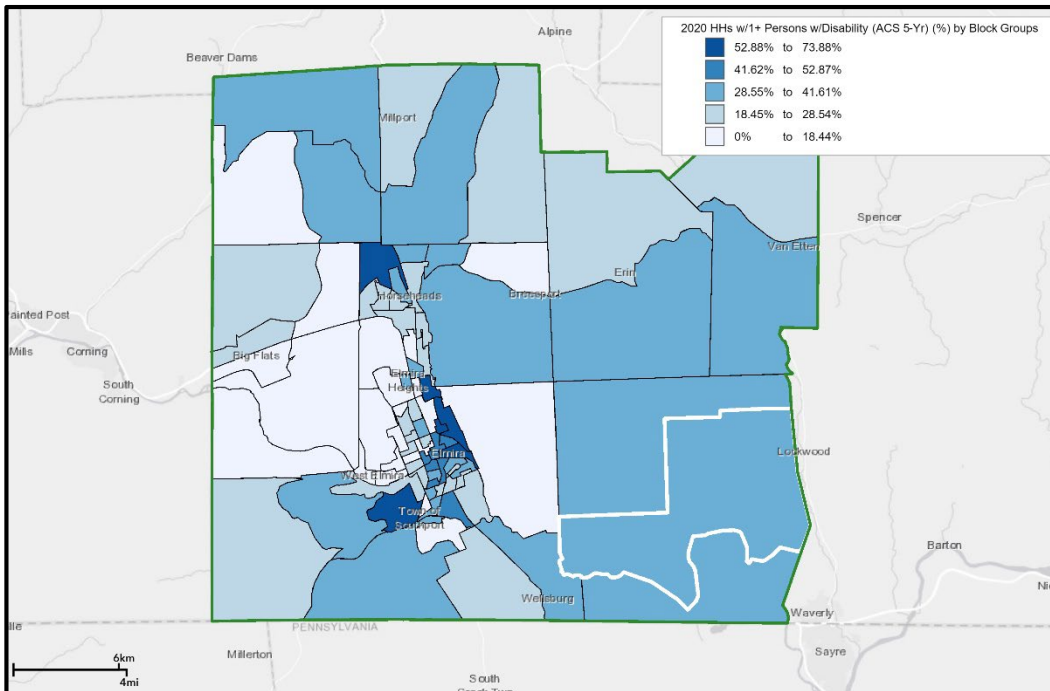
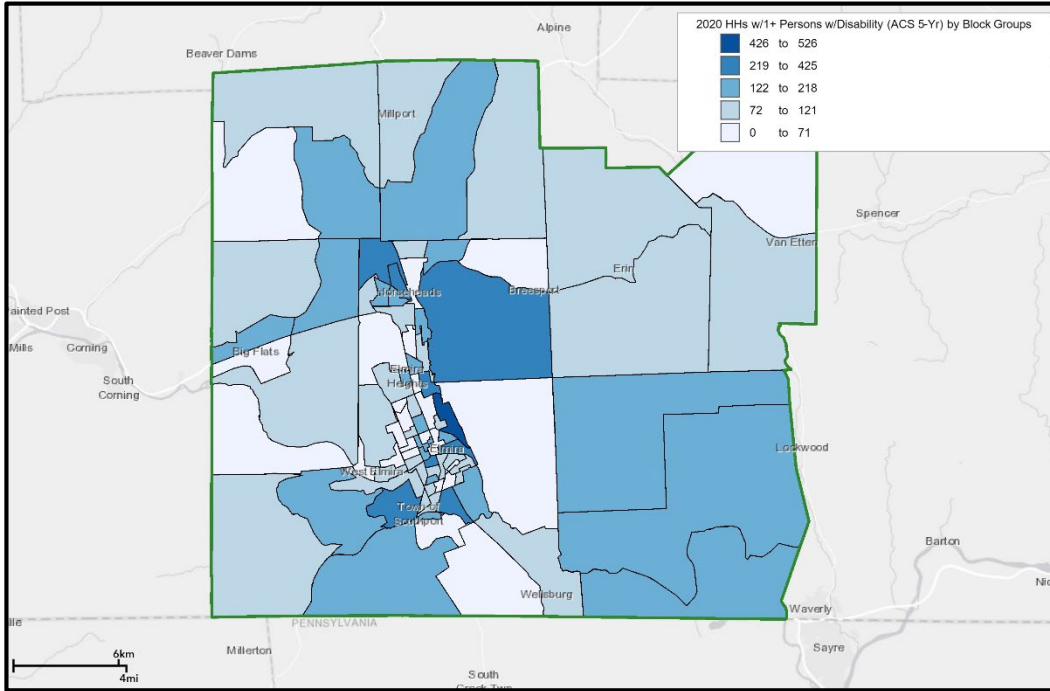
Municipality	Type	Population (2010)	Population (2020)	Change in Population 2010-2020	Percent Change in Population 2010-2020
Elmira	City	29,200	26,523	-2,677	-9.17%
Elmira Heights	Village	4,097	3,916	-181	-4.42%
Horseheads	Village	6,461	6,606	145	2.24%
Millport	Village	312	301	-11	-3.53%
Wellsburg	Village	580	490	-30	-15.52%
Town of Ashland	Town	1,695	1,510	-185	-10.91%
Town of Baldwin	Town	832	812	-20	-2.40%
Town of Big Flats	Town	7,731	7,791	60	0.78%
Town of Catlin	Town	2,618	2,541	-77	-2.94%
Town of Chemung	Town	2,563	2,358	-205	-8.00%
Town of Elmira	Town	6,934	6,848	-86	-1.24%
Town of Erin	Town	1,962	1,806	-156	-7.95%
Town of Horseheads	Town	19,485	19,374	-111	-0.57%
Town of Southport	Town	10,940	9,691	-1,249	-11.42%
Town of Van Etten	Town	1,557	1,539	-18	-1.16%
Town of Veteran	Town	3,313	3,355	42	1.27%

CHEMUNG COUNTY DEMOGRAPHICS

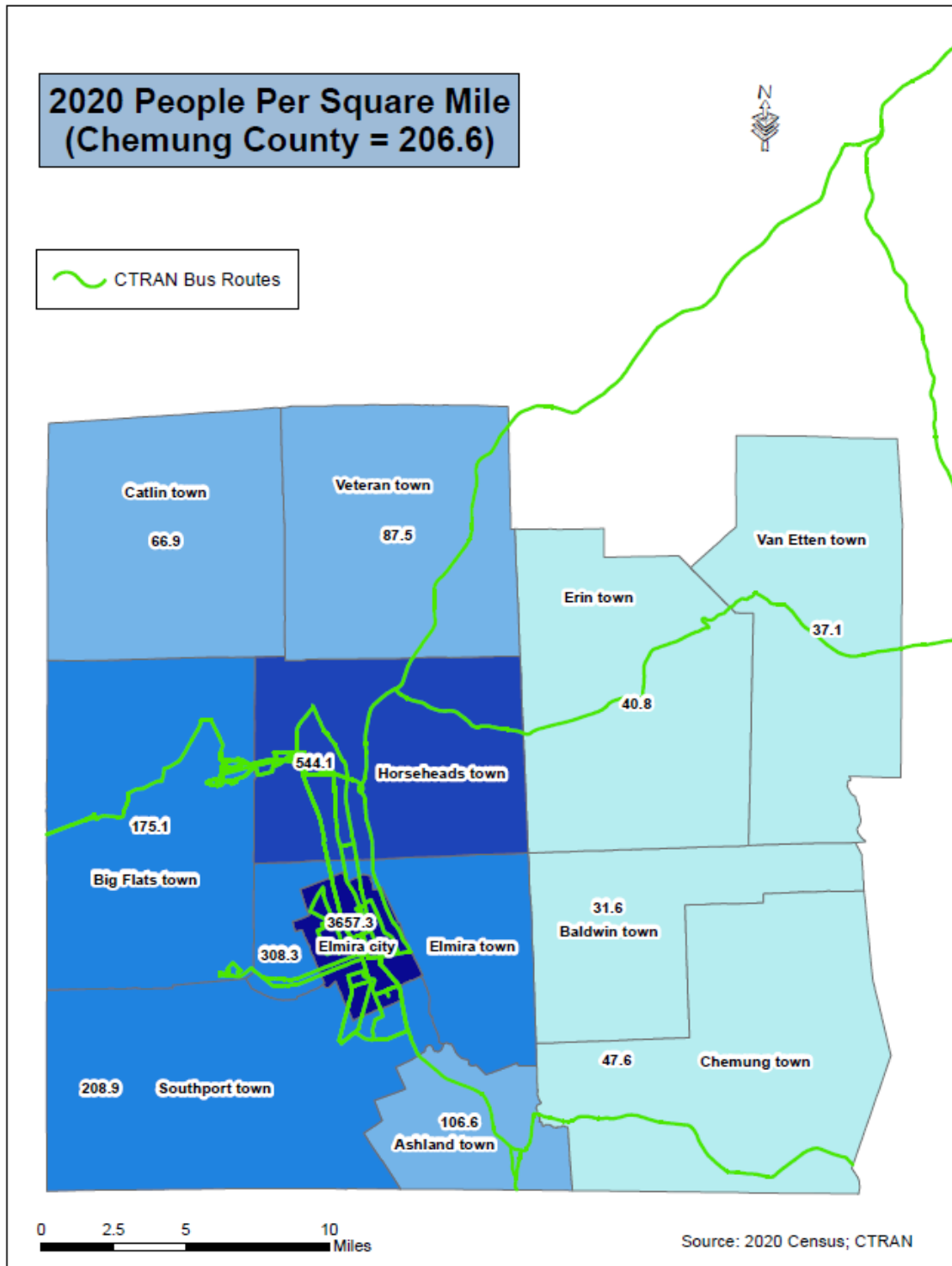
Chemung County has a significant and growing population of people over the age of 65, mostly concentrated in the Towns of Horseheads, Big Flats and Elmira.



CHEMUNG COUNTY DEMOGRAPHICS

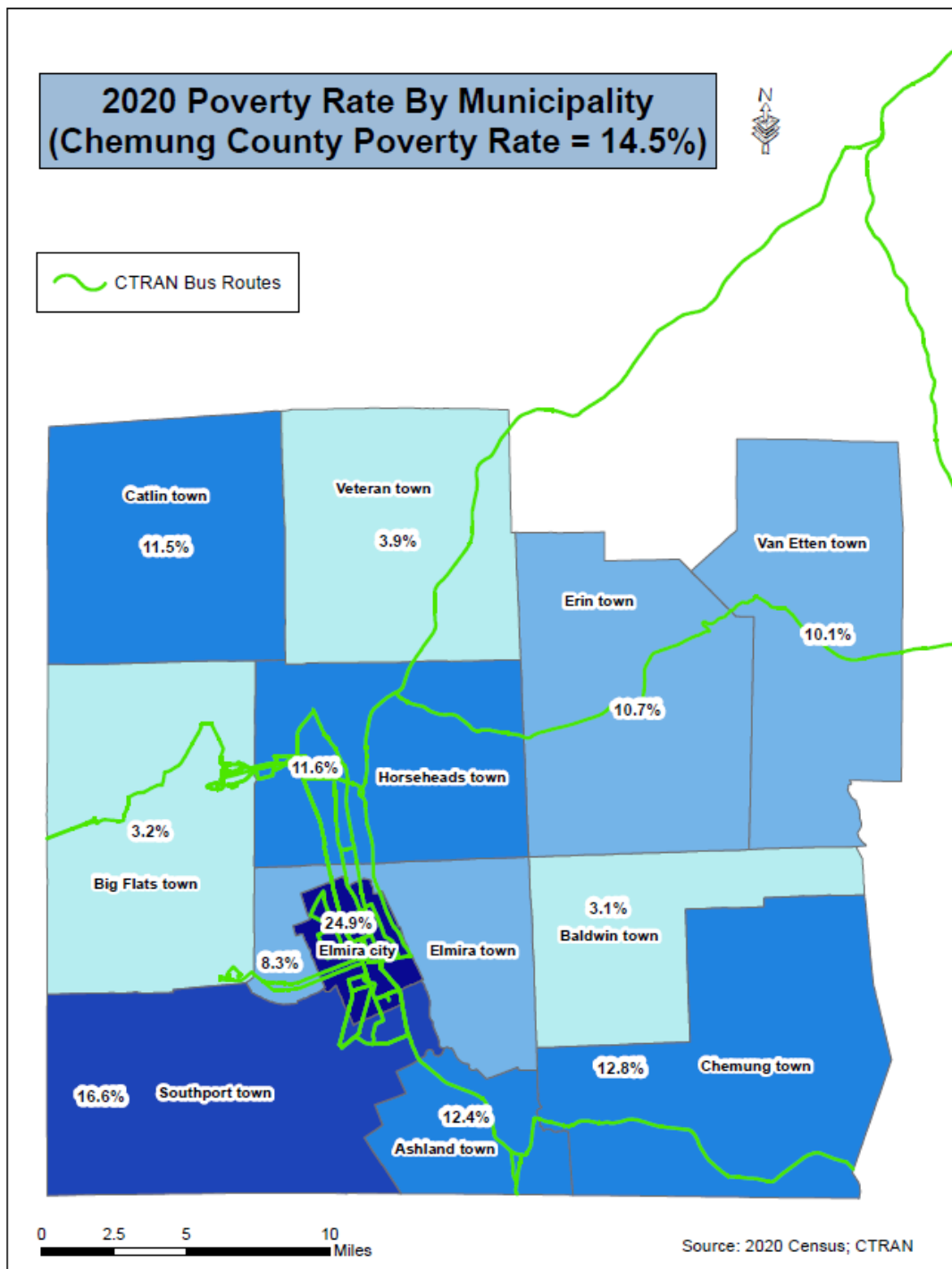


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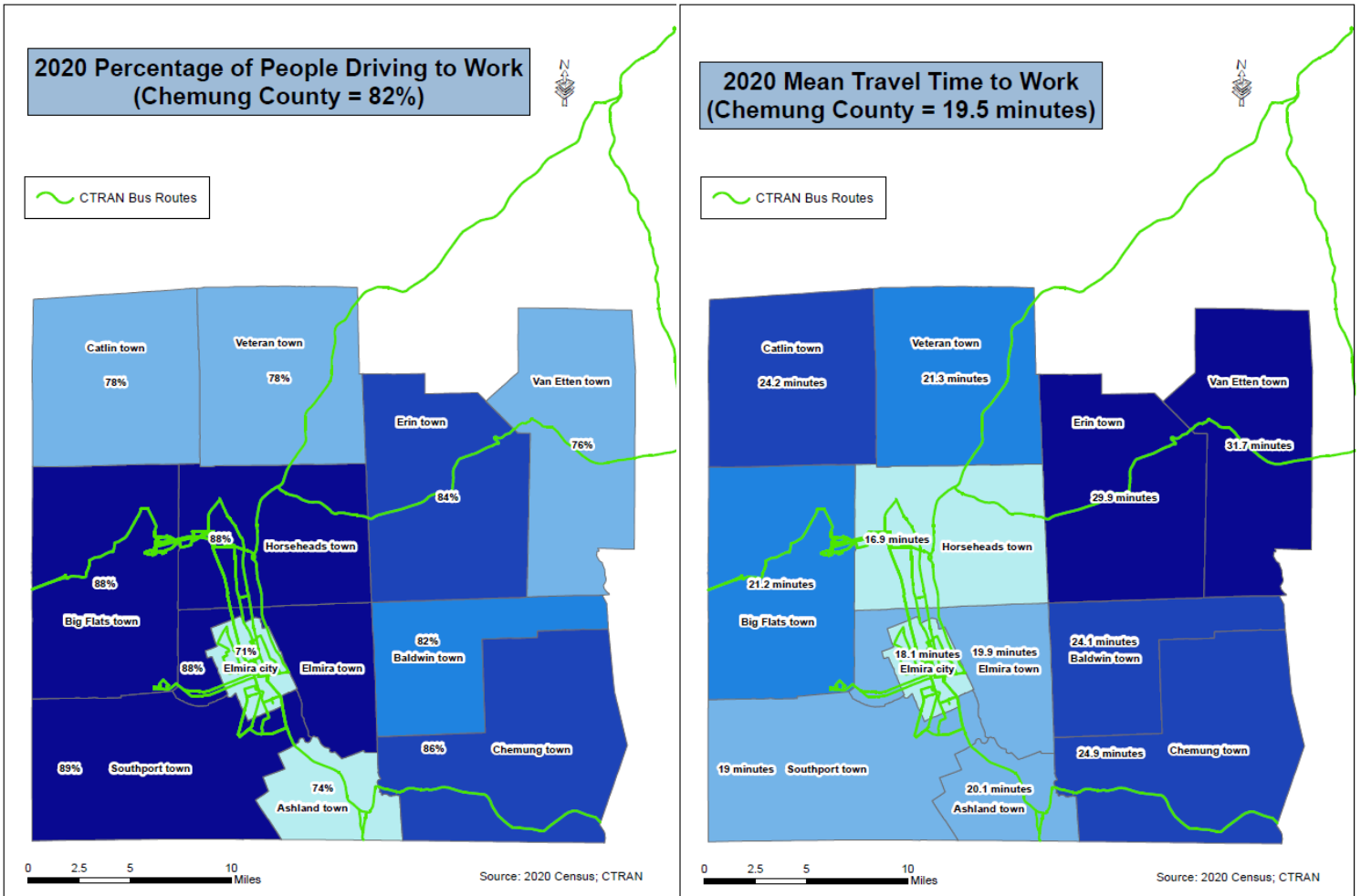
CHEMUNG COUNTY DEMOGRAPHICS

Poverty is highest in the City of Elmira and Southport. Overall, Chemung County has a poverty rate of 14.5%. Poverty is lowest in Big Flats, Veteran, and Baldwin.



CHEMUNG COUNTY: COMMUTE TO WORK

The majority of working age people in Chemung County drive to work. Many employers choose to locate in close proximity to Interstate-86, compounding the challenge for workers without access to a vehicle. With over 20% of our workforce currently employed outside the local county borders, it is critical to work with regional partners and expand transportation options in rural areas.



CHEMUNG COUNTY: COMMUTE TO WORK

Method of Commute

2020 Census

Drive	29,703 (81.8%)
Carpool	3,074 (8.5%)
Public Transportation (excl. taxi service)	524 (1.4%)
Walk	1,169 (3.2%)
Work from Home	1,326 (3.7%)
Other	380 (1.1%)

Municipality

Mean Travel Time to Work (Minutes)

City of Elmira	18.1
Town of Ashland	20.1
Town of Baldwin	24.1
Town of Big Flats	21.2
Town of Catlin	24.1
Town of Chemung	24.9
Town of Elmira	19.9
Town of Erin	29.9
Town of Horseheads	16.9
Town of Southport	19
Town of Van Etten	31.7
Town of Veteran	21.3

TRANSPORTATION BARRIERS

From discussions with the Coordinated Committee, the Riders Advisory Council, local government officials, transportation providers, and the general public, the following transportation barriers have been identified:

- A. Cost of transportation
- B. Inadequate infrastructure to support all forms of mobility, poor accessibility
- C. Lack of public transportation in rural areas
- D. Lack of public transportation on nights and weekends
- E. Lack of connection to adjoining counties and nearby cities
- F. Older public transportation facilities with deferred maintenance
- G. Lack of knowledge and understanding of the bus system and various public transportation services available
- H. Inadequate public transportation services, canceled routes with little or no advance notice
- I. Lack of on-demand transportation options
- J. Lack of public transportation system vendors, operators, and service providers
- K. Distance to public transportation; location/ distance of pickup/ drop-off locations
- L. Lack of public transportation access to employment, food sources, education, and medical destinations
- M. Lack of funding for transportation service agencies
- N. Shortage of bus drivers

“I would say the barriers for people in poverty, specific to public transportation, are most likely similar to the barriers for anyone in our community - lack of knowledge on how to access or use the transit system, living outside of bus routes, limitations of bus routes during evening & nighttime hours, having a large family to transport to several different locations - removal of in person assistance at the transit center -with the addition of not having the financial security to pay for public transportation.” –Chemung County Community Member

GOALS AND STRATEGIES

A. Maintain or reduce the cost of public transportation*

- Explore opportunities to offer free or reduced fares
- Pursue traditional and non-traditional grant funding
- Collaborate with other transportation providers and regional partners

B. Enhance public transportation services for seniors, those with limited mobility, and people needing physical assistance*

- Provide training programs for those serving disabled individuals (such as drivers and traveler's aides)
- Support the implementation of complete and green streets including improvements to sidewalks and other physical barriers to public transportation access
- Prioritize funding, including 5310, for the purchase of new vehicles capable of transporting an individual in a wheelchair
- Prioritize projects including amenities at transit stops or vehicle pick-up areas for disabled individuals

C. Expand public transportation service in rural areas, connections to other counties, and weekend service*

- Conduct a route planning study to optimize public transportation routes and services
- Provide first and last mile support to connect those in rural areas to public transportation
- Enhance ride-sharing programs
- Pilot a microtransit on-demand transportation service
- Conduct a regional public transportation consolidation study

D. Improve public communication and information*

- Continue active collaboration with the Riders Advisory Council, the Coordinated Committee, and other regional partners
- Redesign CTRAN website, branding, and identity
- Create and maintain an active social media presence
- Explore new and creative opportunities for public engagement

E. Cultivate a small business ecosystem, focus on Disadvantaged Business Enterprises (DBEs)

- Continue to monitor DBE participation in transportation service contracts
- Host annual contracting opportunities event to encourage local business inclusion
- Provide information and assistance to small businesses to obtain DBE, and MWBE certification

F. Promote transit oriented development

- Promote housing and economic development around public transportation systems and infrastructure
- Conduct route planning study

G. Support multiple modes of transportation, including buses, personal vehicles, bikes, scooters, and other alternative transportation methods

- Enhance bike and pedestrian infrastructure and amenities around public transit routes and facilities
- Support the implementation of bike lanes and the development and maintenance of trails
- Create Mobility Hub

H. Improve CTRAN facilities*

- Conduct engineering design study for improvements to the CTRAN bus garage, bus stops and shelters, and other facilities
- Utilize MEP, ATC, and ARP funding for facility improvements
- Leverage non-transportation funding related to energy and water for facility improvements

*Indicates Priority