Chemung County
Coordinated Public Transit-
Human Services
Transportation Plan

October, 2008
I. Introduction

The Elmira-Chemung Transportation Council (ECTC) has prepared the following plan to provide a summary of public transit-human services transportation coordination efforts in Chemung County and to provide the outline for future efforts to improve coordination of transportation trips provided to the citizens of Chemung County. This Chemung County Coordinated Public Transit-Human Services Transportation Plan, hereafter referred to as the Plan, is specifically prepared to comply with the regulations of the Federal Transportation Safe, Accountable, Flexible, Efficient Transportation Equity Act- A Legacy for Users (SAFETEA-LU) mandate. The Elmira-Chemung Transportation Council as the metropolitan transportation planning organization for Chemung County has been designated by the New York State Department of Transportation to lead the mandated effort to develop the Plan. As the metropolitan transportation planning organization, the ECTC is responsible for planning and programming of all Federally-funded transportation projects in Chemung County. The Plan mandate requires that in order for projects to be eligible for funding for three specific Federal Transit Administration (FTA) programs they must be derived from a “locally developed, coordinated public transit-human services transportation plan”. The FTA grant programs the Plan applies to are:

- Section 5310 – Elderly Individuals and Persons with Disabilities
- Section 5316 – Job Access and Reverse Commute (JARC)
- Section 5317 – New Freedom

Human Service Agencies in Chemung County have not received FTA Section 5310 program funding for vehicles providing the services to Chemung County residents. Future projects to replace vehicles of agencies currently providing needed services were considered as part of this Plan.

II. Plan Goals and Outline

A. The goals of the Plan’s implementation are to improve transportation services for persons with disabilities, older adults, and low income persons by:

Implementing efficiencies in transportation management and operation to increase the levels of transportation services to the general public and the three targeted groups;

Encourage cooperation and coordination among transportation providers and funding agencies; and

Provide funding from the three FTA programs where consistent with the Plan to coordinate existing services and create new services where needed to address previously unmet transportation needs.

B. The Plan identifies:

Current transportation providers, stakeholders (funding agencies and agencies that receive transportation services) and services provided;

Unmet transportation needs through the planning process;
A process to continue the coordination efforts of Chemung County government agencies and other transportation stakeholders; and

A process to solicit projects to help meet the identified unmet needs.

C. Previous Coordination Efforts: Chemung County was a leader in New York State in coordinating public transit and human service agency transportation in the late 1980’s and 1990’s. The County transit system through its private transit operator coordinated its service with the needs of several human service agencies and held contracts to provide transportation services for their clients. The County and the private operator developed a coordinated Non-Emergency Medicaid Transportation and public transit system that was a model approach used in many rural counties in the State. These two services were fully integrated thus maximizing the use of public transit and saving the County, State, and Federal governments considerable funds. The combination of the two services continues today. Over the past decade several of the arrangements between human service agencies and the private transit operator been discontinued.

D. Coordination Efforts as Part of This Planning: The Elmira-Chemung Transportation Council held eight meetings with transportation stakeholders to complete this Plan. Six meetings of the meetings were of a small group of major stakeholders setting direction and reviewing results of the planning effort. Two additional meetings were held where 35 human service agencies, government agencies, churches, school districts, and public and private transportation providers were invited. At those two meetings, the group discussed their transportation needs and the intent of the plan. A survey of transportation needs and services provided was sent to all these agencies.

E. Implementation Steps: While the Plan must be approved in order to meet the Federal mandate, in order to be effective the coordination efforts must continue after it is approved, and its implementation must be flexible as new needs and unanticipated coordination opportunities are identified. The next steps after a Plan is approved are for the ECTC establish a Transit Coordination Plan Steering Committee and to solicit projects that are eligible for funding under FTA Section 5310, Section 5316, and Section 5317 programs (as described directly below) that address the unmet needs identified in the Plan.

III. Background Information on Federal Transit Programs and Recipients of Federal Program Funds

The following is a brief description of the three Federal transit funding programs that are covered by the mandate which requires this plan.

A. **Section 5310** makes funds available to meet the special transportation needs of elderly persons and persons with disabilities. These funds are apportioned to the states annually by a formula that is based on the number of elderly persons and persons with disabilities in each state. The program is administered in New York State by the New York Department of Transportation (NYSDOT). Capital assistance is provided on an 80 percent Federal, 20 percent local matching basis. Examples of capital expenses include, but are not limited to buses and vans. In New York State, private nonprofit agencies are eligible receive program
funding, and must demonstrate that they coordinate services for elderly persons and persons with disabilities.

Private nonprofit agencies in Chemung County have not received any Section 5310 in the last ten years.

B. **Section 5316 JARC** is a formula grant program to provide funding for local governmental authorities and 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 of urban centers and rural 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 by appropriate agencies of transit vouchers for welfare recipients and eligible low income individuals; and promoting use of employer-provided transportation including the transit pass benefit program. For Reverse Commute grants, the following activities are eligible – operating costs, capital costs and other costs associated with reverse commute by bus, train, carpool, vans or other transit service. Eligible activities for JARC funding include late-night and weekend service, guaranteed ride home service, shuttle service; expanded fixed-route public transit routes; demand-responsive service; ridesharing and carpooling activities; transit related aspects of bicycling; local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides; marketing promotions for JARC activities; supporting the administration and expenses related to voucher programs; using Geographic Information System (GIS) tools and/or implementing Intelligent Transportation Systems (ITS); integrating automated regional public transit and human service transportation information, scheduling and dispatch functions; deploying vehicle position-monitoring systems; and establishing regional mobility managers or transportation brokerage activities. The Federal/local share is 80/20 for capital projects and mobility management, and 50/50 for operating projects.

Chemung County, as the designated recipient for Federal Transit Administration (FTA) funds for several FTA programs, is responsible for applying for and receiving JARC program funds. Chemung County receives a specific allocation of funds for this program. The known available JARC allocations for Chemung County are shown below in Table 1. Additional funds may be available in future years but the amounts are not known at this point in time.

Chemung County has not used any JARC grant funding to date.

C. **Section 5317 New Freedoms** is a new Federal transit formula grant program to encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. Funds can be used for associated capital and operating costs to provide the new services. Examples of projects and activities that might be funded under the program include, but are not limited to: 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 for routes that run seasonally; making accessibility improvements to
transit and intermodal stations; supporting voucher programs for transportation services offered by human service providers; and supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. The Federal share for the net project capital cost of a project may be up to 80 percent, and not more than 50 percent of the net operating cost of a project.

Chemung County, as the designated recipient for Federal Transit Administration (FTA) funds for several FTA programs, is responsible for applying for and receiving New Freedom program funds, as it is for the JARC funds. Because this is a new program there has been no previous projects funded for services in Chemung County. The known available New Freedoms allocations for Chemung County are shown below in Table 1. An allocation for Federal Fiscal Year 2009 for both programs is expected but not known at this time.

### Table 1 Chemung County Allocations For JARC and New Freedoms Programs

<table>
<thead>
<tr>
<th>Federal Program</th>
<th>FFY 2007</th>
<th>FFY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>JARC</td>
<td>$62,573</td>
<td>$67,788</td>
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<tr>
<td>New Freedoms</td>
<td>$36,529</td>
<td>$39,460</td>
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</tbody>
</table>

### IV. Profile of the Region

This section is a brief overview of the demographic, socioeconomic, travel patterns, and business trends for Chemung County based on the 200 U.S. Census data.

Chemung County had a population of 91,070 in 2000. From 1990 to 2000 Chemung County’s population declined by 5.5%. That change continued a trend of decline from a high of 101,537 in 1970. The County is primarily rural nature by area with the vast majority (91%) of the County’s population located in six population centers. The table below shows the six population density centers in the County.

### Table 2: Chemung County Population Centers, 2000

<table>
<thead>
<tr>
<th>Town/City</th>
<th>Population</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Elmira</td>
<td>30,940</td>
<td>34.00%</td>
</tr>
<tr>
<td>Town of Horseheads</td>
<td>19,561</td>
<td>21.50%</td>
</tr>
<tr>
<td>Southport</td>
<td>11,185</td>
<td>12.30%</td>
</tr>
<tr>
<td>Big Flats</td>
<td>7,224</td>
<td>7.90%</td>
</tr>
<tr>
<td>Town of Elmira</td>
<td>7,199</td>
<td>8%</td>
</tr>
<tr>
<td>Village of Horseheads</td>
<td>6,452</td>
<td>7.10%</td>
</tr>
<tr>
<td>Rest of Chemung County</td>
<td>8,509</td>
<td>9.30%</td>
</tr>
<tr>
<td>Total</td>
<td>91,070</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: 2000 U.S. Census
In 2000, 82,840 out of 91,070 people living in Chemung County, or approximately 91%, were white. The minority population density according to the Census indicates that concentrations of minority population are found primarily in the City of Elmira. If you subtract the minority populations that are inmates in the two State correctional facilities in the County from the Census data then the minority population would be considerably less than 9%.

In 2000, there were 11,063 individuals, approximately 12% of the county’s population, living at or below the poverty level. Chemung County has lower per capita personal income than the balance of New York State. The per capita income in Chemung County was 72.2% of the statewide average in 2000. The Census Bureau estimated that in 2004 the percentage of persons below the poverty level was 14% roughly the same as the statewide percentage. See the Appendix A with two figures on minority population and low income population densities.

Chemung County has significant elderly and youth populations. The 2000 U.S. Census reported that 14,222 people, or 15.6% of the county’s population, were 65 or older. The average age of the population of Chemung County is 37.9, higher than the New York State average age of 35.9. The 2000 U.S. Census also reported that 24,739 people, or 27.2% of the county’s population, were 19 years old or younger. A figure in Appendix A shows elderly population densities areas of the County.

V. Inventory of Services and Resources

The transportation services for Chemung County residents are provided by one public transit operator, various human service agencies, and contract/limousine/taxi private operators.

A. Public Transit: Chemung County Transit System

Chemung County has one public transportation service for the whole county. First Transit, Inc., a private company, operates the service under contract to Chemung County, as the Chemung County Transit System (CCTS).

Chemung County has opted to use a public/private partnership to operate several of its transportation services. First Transit, has combined the services for the fixed route, ADA, and Non-Emergency Medicaid Transportation contracts to avoid duplication and provide the county with cost savings. All requests for Medicaid transportation are fielded at the Chemung County Transit Service/First Transit dispatch center, they confirm Medicaid eligibility and then assign an appropriate mode of transport; fixed service for mobile people, curbsto curb service for the disabled, or sometimes a taxi if too far outside normal operating routes. This approach has been successful in centralizing dispatch needs and containing rising paratransit costs.

According to the 2002 National Transit Database, CCTS has a service area covering 408 square miles. The fixed route (route deviation) bus system provides service along fourteen local routes and three regional routes throughout this service area. For service coverage, it is typically assumed that the transit system covers all areas within ¾ mile of the fixed route system. Headways (the time between buses) are 60 minutes on the local routes. These routes run throughout the day, Monday through Friday, with several having limited Saturday and
Sunday service. There is limited nighttime service. The fixed route buses have specific bus stops, but will also stop anywhere along the route if properly flagged down. A brief description of the routes and service levels are found in Appendix B. A comprehensive system map is not available, but the ECTC produced a Transportation Guide to Chemung County illustrating the Chemung County Transit System routes, which is enclosed.

The Chemung County Transit Service provides route deviation services on all routes, except for the three commuter services. The service to ADA-eligible riders is provided on all days and at all times when non-commuter services are provided. The Chemung County Transit Service provides the route deviation services within ¾ mile of the fixed route. Requests for route deviation service must be made the previous day in advance of the trip. If the regular route bus cannot accommodate the trip, CCTS will dispatch a paratransit bus to provide the trip.

CCTS operates a fleet of 36 vehicles. Thirty-four of these vehicles are equipped with wheelchair lifts and therefore may be used for either fixed route or paratransit service. An inventory of the CCTS vehicles is found in Appendix C.

Based upon an ECTC survey, approximately two-thirds of transit riders do not own a vehicle. One-third of riders said that they own at least one vehicle, but 84% of passengers reported that they had no vehicle available to make their trip.

CCTS contracts with the Chemung ARC to provide a travel training program where individuals can request a trained ARC employee demonstrate how to use the transit system. The employee will ride out to the individual’s home, explain the transit system, ride the system with the individual, demonstrate transfers, and answer questions until the individual feels comfortable riding the transit vehicles. This program is targeted at individuals with disabilities, but is available to anyone upon request. This service and the need to expand and coordinate it will be discussed in the unmet needs portion of this Plan.

B. Public Transit: Other Systems Operating In Chemung County and Intercity Operations

Tioga County Public Transit, also called RIDE TIOGA, operates one route that passes through the region. This route runs from the Town of Nichols in Tioga County to the Elmira Transportation Center, and then passengers can transfer to a CCTS bus for the trip to Corning Community College in Steuben County. This route runs round trip from Nichols to Elmira and back to Nichols twice a day, once in the morning peak and once in the afternoon.

Endless Mountains Transportation Authority operates Saturday only service on two routes: from Towanda to Sayre and then through Elmira to the Arnot Mall and from Wellsboro to Mansfield and then through Elmira to the Arnot Mall.

There are two other private transit bus operators providing services in Chemung County: Birnie Transportation Services, Inc. and Terp’s Enterprises, Inc. Both of 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 company to provide senior citizens with transportation from senior housing to that company’s business to shop for groceries does meet a transportation need.
There are four private intercity bus lines that serve the Elmira Downtown Transportation Center: New York Trailways, Capitol Trailways, Susquehanna Trailways, and Coach USA\Shortline. These private carriers provide service to destinations throughout the continental United States and parts of Canada.

C. Private Taxi Companies

There are five taxi companies that provide service in Chemung County. The major one providing services to Chemung County residents is Totem Taxi, Inc. Totem Taxi provides services to clients of Chemung County DSS, County Office of Aging and Long Term Care, and other agencies.

D. Human Service Agency Transportation Providers and Purchasers

Client transportation programs in Chemung County generally fall into two categories: service providers and service purchasers.

1. Service Providers -- includes entities that own or lease vehicles and employ paid drivers or maintain an organized workforce of volunteers to operate fixed or flexibly scheduled weekday passenger services as an internal function.

   (a) Cerebral Palsy and Handicapped Children’s Association of Chemung County is an organization that operates a significant transportation system to support its client services. This organization serves hundreds of clients. These services include transport to and from treatment program related activities and transportation for several group homes. Their transportation system currently consists of 34 vehicles including vans and buses.

   (b) Chemung ARC operates a significant amount of transportation service for its clients. The ARC has over 1,000 clients, which it provides transportation to with 33 vehicles (cars, min-vans, and 12-passenger van-type buses). The agency provides transportation to and from its home base at 711 Sullivan Street, 15 residential facilities, work sites, schools hospitals, the Chemung County Department of Social Services, and other locations. It also provides transportation by purchasing service from others, reimbursing staff for use of their personal cars and obtaining volunteer drivers.

   (c) Pathways, Inc. is a not-for-profit agency providing a variety of services/programs for disabled individuals in both Chemung and Steuben counties. Transportation services are provided to Pathways program participants only. These services include transport to and from program related activities and meeting the daily transportation needs of individuals living in Pathway's community residences. Pathways, Inc. currently operates 13 vehicles in Chemung County, which includes standard cars, minivans and wheelchair accessible vehicles.

Pathways, Inc. locally has 31 vehicles (seven of which are Section 5310-funded, all in Steuben County). Four of the vehicles are stationed in Steuben County (Corning) and
provide service to Steuben County residents. In Chemung County each vehicle is assigned a morning route and an afternoon route. Each location uses regular day staff to drive the routes.

The AM and PM routes bring consumers “To & From” a specific day rehabilitation site. Once the consumers are at the site the consumers then go into the community on a various trips called “Outings” The destination of the outing trip varies from day to day. Some outings are scheduled weekly and are repetitive. Others outings may go to community events, parks, shopping etc as scheduled by program staffs. These routes are very specific and are driven by regular program staff familiar with the consumers’ program needs. Each “To & From” route is specifically designed for the consumers who use it.

(d) RSVP of Chemung County operates three forms of transportation assistance. The first is Retired Individuals Driving the Elderly (RIDE) program, where RSVP volunteers use their own vehicles to transport eligible seniors to medical appointments. Eligibility is income-based and screening is conducted in conjunction with the Chemung County Department of Aging and Long Term Care to ensure that the clients are not on Medicaid or eligible for other services. RIDE is a door-to-door service program. This and the other services provided by RSVP are provided “hands off” which means people served are not provided assistance to get into the vehicle.

RSVP owns two commercial vehicles used to transport volunteers to and from their assignments. This door-to-door program is coordinated with the Chemung County Transit System and fares are offset by funding from the United Way. RSVP also uses these vehicles to transport Department of Aging clients to and from congregate dining sites so that they can access nutritious meals and have socialization, key components of maintaining one's independence.

Third, RSVP is a partner in Supporting Our Seniors (SOS), whose volunteers provide a full range of services for needy individuals 60 years of age and older. These services include hands-off transportation to non-medical appointments such as a hairdresser or to grocery stores, pharmacies and shopping centers.

(e) Other providers: There are a number of organizations that provide transportation to their more limited number of clients than the four human service organizations listed above. These organizations nonetheless provide transportation that is important to the people they serve. This plan was not able to contact and get input from all the providers that fall in this category. Examples of such organizations are Bethany Village which has three vehicles and paid drivers that provide about 3,000 trips annually to the residents of its senior living facilities, Woodbrook Assisted Living which also has three vehicles and paid part-time drivers to serve seniors at its facilities, and the local Salvation Army which operates two vehicles and reimburses staff to use their personal cars providing an estimated 6,295 trips a year.
2. “Service purchasers” is a category where the agency primarily purchases transportation from a public transit provider, a private bus, a taxi company, or another human service agency.

(a) The Chemung County Department of Social Services (DSS) is the major transportation funding agency for low income persons, persons over 65, and other transportation dependent persons. The largest amount of transportation funding provided is the over $1 million provided annually to Chemung County Transit System and other private transportation providers under the Non-Emergency Medicaid Transportation contract. More DSS funding information is needed as a next step. In order to study how the funding and services could be better coordinated you need to know how much funding is involved and what transportation services are provided by the various organizations.

(b) The county’s Department of Aging and Long Term Care is an organization that provides senior citizen transportation services through a contract with Totem Taxi, a local taxi company. Transportation is restricted to medical appointments and occasional trips to social agencies. Ongoing services are provided only for individuals who do not own a car and are not on Medicaid. In 2003, Aging and Long Term care served 3,873 one way trips and provided service for between 150 and 200 unduplicated passengers. This organization and CCTS coordinate their transportation services on an ad hoc case by case basis, especially for individuals confined to wheelchairs and need additional mobility assistance.

(c) Additional work may be needed to further identify government transportation funding sources in the county, but it is known that many of the private non-profit organizations are funded by government programs and from donations.

VI. Needs Analysis

A. Partnerships and Needs Input -- Meetings and Survey

The ECTC has sought input on the existing and unmet transportation needs in the County through several methods. The ECTC formed an informal Coordinated Transportation Plan Working Group (the steering committee), which has met several times in the past year. The ECTC proposed and the Working Group agreed that a couple of meetings with the larger group of stakeholders in the community were needed to gain more input on the needs and to seek increased involvement in the planning process. The larger group of stakeholders was surveyed concerning their views on unmet needs and their current provision and/or funding of transportation services for the County’s residents. In addition the ECTC staff reviewed the transportation coordination studies that were performed for the County in the 1990’s that resulted in a significant coordination of public transit services and Non-Emergency Medicaid Transportation trips through a brokerage provided by a private transit operator. The following is a summary of the results of those actions.

The informal Coordinated Transportation Plan Working Group meetings started with a base of involvement by the ECTC, County Department of Social Services, the private transit operator under contract to the County, and County Planning Department staff. The group met
several times to discuss the purpose, scope and strategies for proceeding. The Working Group was expanded to include the Economic Opportunity Program (EOP), the Chemung County Child Care Council, State DOT Region 6, and the Retired Senior Volunteer Program. The group agreed to move to the next logical step of larger stakeholder meetings to get the input of a greater variety of transportation providers and funding agencies. This much larger group would not only meet, but also be surveyed as to: what transportation they provide and/or fund, what they see as the unmet transportation needs for their clients/customers, and, if appropriate, what fleet of vehicles they use to provide transportation services.

Over 35 organizations were invited to participate in the large stakeholder meetings to be informed about the purposes of the plan and to ask to make their transportation needs known and were offered the opportunity to participate in developing the plan and in implementing it. School districts, senior resident housing companies, agencies serving persons with disabilities, County government departments, State DOT, the County public transit operator, taxi companies, and private buses companies that contract services participated in the first meeting. These agencies were invited to a second meeting which focused on what services were currently provided by the public transit system and getting direct input as to the unmet transportation needs (and more specific information on definition of those needs). Between the first and second meeting the 35 organizations were asked to complete a survey of their needs and services they provide. The survey, a copy of which is Appendix D, was completed by 23 stakeholders. The survey information results are described in the next section.

B. Transportation Needs Summary

The transportation needs of Chemung County were defined as described above through the meetings with key stakeholders (the Working Group), two meetings to which many of the agencies and organizations in Chemung County were invited and were well attended, and the surveys completed by 23 stakeholders. A copy of the survey results summary is provided as Appendix E. The needs identified through this process are summarized as follows.

- Private non-profit agencies need to replace their client transportation vehicles that have outlived their useful lives (are old and/or in need of constant/expensive repair). These agencies often do not have sufficient funds to replace those vehicles.
- A top priority is continuing and improving the County’s significant public transportation services. Within that top priorities are the priorities of keeping the public services at an affordable cost to riders, and improving coordinating client services with those public services.
- Agencies responded to the survey question on unmet need most often cited the need for subsidized taxi service. Looking at this need further may involve considering additional demand responsive public transit service, as well potential ways to subsidize additional trips.
- Low income family workers who do not own a car have difficulty dealing with child care and school trips in addition to their work trips.
- There is a significant unmet need for additional transportation services for work, education and medical trips outside the County to locations such as Waverly and the Guthrie Clinic in Sayre, and to a somewhat less extent Corning and Ithaca. Ridesharing was not noted as a potential way to address the work and education trips,
but should be considered as an option to meet part of this need. Increased coordination with public transit services provided by surrounding counties is needed.

- There is a need for greater coordination among agencies to provide vehicles and services for the general population of clients of all agencies.
- Coordination of vehicle maintenance of human service vehicles to improve maintenance and reduce costs was noted by two agencies as a need.
- Travel training, while provided to some extent, is needed to be more broadly available to persons who need it including low income residents.
- During the plan, agencies became aware of some public transit services that could serve clients needs of which they had not previously been aware. The Chemung County Transit System needs to focus some of its continuing marketing efforts on making workers at human service agencies aware of the services they provide.
- The need for extended weekday night hours for public transit service was noted in the survey and also in meeting discussions, and to a less extent the need for longer hours of transit service on weekends was cited. Additional transportation services in rural areas were also identified as needs.
- A specific need for wheelchair service for Chemung County veterans with disabilities traveling to the Veterans Hospital in Bath was noted.
- A standing committee of stakeholders to implement the final plan is needed. Coordination of agencies and services might involve the use of a Mobility Manager.

C. Coordination Issues

The Chemung County Department of Social Services is a key funding partner in coordinating transportation services to low income and persons with disabilities. Lack of staff has limited the agency’s participation in development of this plan. To implement the plan their increased involvement is important. Client transportation needs to be the responsibility of a DSS staff person.

It is not clear whether the County’s private non-profit agencies can address some of the barriers that could keep them from better coordinating services. There are human services agencies that serve clients only that could coordinate services, but may feel it is not possible. The barriers that have already been identified include client confidentiality, increased insurance coverage, agency funding which is targeted exclusively to agency clients, the tangle of accounting for the keeping straight client trips by agency and funding reimbursement (major accounting/bookkeeping efforts) and additional funding to support additional staff or vehicles needed to provide additional services. These barriers appear to be significant impediments to increased coordination of services. However, other counties have addressed these or similar barrier and achieved increased coordination. Centralized ride dispatch can be a coordination improvement. However, centralized ride dispatch brings up the issues of impartial ride assignment and the payment for services that goes with the ride that will take time and cooperation to resolve if that coordination objective is to be achieved.

With limited government funding, with no long term funding commitment, and the potential for funding cuts, it will be a challenge to hold services at current levels and to better use available funding to provide the most trips possible.
VII. Implementation

The stakeholders and the ECTC have made a good start with this plan.

The next step after a Plan is approved is for the ECTC to formally establish a Transit Coordination Plan Steering Committee. Such a committee would include the County Planning Department, County Department of Social Services, the County Office of Aging and Long Term Care, First Transit, the Retired and Senior Volunteer Program, other major private non-profit organizations that provide transportation (which will be determined by the organizations interested in implementing the plan) and Elmira-Chemung Transportation Council Central staff.

An important element that should not be overlooked is the continued FTA Section 5307 funding of the County’s existing public transit operating and capital needs. This funding supports the County’s public transit system operated by First Transit.

Implementation of the plan will involve two approaches:

Once the coordinating committee is formed by ECTC, it will meet to discuss how to implement the plan by addressing needs identified in the plan. Needs that can be addressed with less barriers will be identified. Then actions will be taken to implement those improvements. Actions that are important but that will take more effort, face significant barriers, will be identified and strategies developed to implement them.

The second approach will be for the ECTC to solicit for projects that will address the unmet needs identified above. The ECTC will solicit projects that are eligible for funding under FTA Section 5310, Section 5316, and Section 5317 programs that address the unmet needs identified in the Plan.

VIII. Achievable Benefits

- If human service agencies can finance vehicles in need of replacement using Section 5310 funds maintaining exist services can be maintained. As a condition of receiving the Section 5310 funding, agencies can increase coordination with other agencies, and thus meet additional transportation needs
- If existing public transit services and human service agency services are better coordinated, more needed trips can be made in a cost effective way.
- If human service agencies providing transportation can better coordinate services and vehicles between such agencies, more needed trips can be made in a cost effective way.
- If additional services\projects are identified to meet the needs for persons with disabilities, and New Freedoms funding is obtained to fund those services, that will help meet the needs identified.
- Soliciting for Job Access Reverse Commute program-eligible projects could result in new services to meet unmet transportation to work trips both inside the County and to employers in surrounding counties.
If more of the regional services among Chemung, Tioga, Tompkins, Schuyler, and Steuben Counties are better coordinated more residents will receive more rides in a cost effective manner. The Transit Subcommittee of the Schuyler Steuben Transportation Committee can continue its efforts to better coordinate services in those two counties and Chemung County.
**Note: Minority populations include all those that are non-white. The minority population data was classified using a Manual classification system and was normalized by the entire population of the block group.

Data Sources: US Census Bureau, CUGIR, ECTC
Data Sources: US Census Bureau, CUGIR, HUD, ECTC

**Note: The Low Income Level data was classified using a Natural Breaks classification system. Data for persons below the low income threshold was normalized with the total number of persons with potential for being deemed Low Mod.

**Note: The Low Income Level Threshold for the Elmira MSA is $27,250

**Note: The statistical information used in the calculation of the Low & Moderate income estimates comes from three tables in Summary File (SF) 3: P9—Household Type (including Living Alone) by Relationship; P76—Family Income in 1999; and P79—Non-Family Household Income in 1999. This data is used with Income Limits for Metropolitan Areas and for Non Metropolitan Counties prepared by HUD’s Office of Policy Development and Research to calculate the Low to Moderate Income data. Source: http://www.hud.gov/offices/cpd/systems/census/lowmod/index.cfm
TM-P020. Percent of Persons 65 Years and Over: 2000
Universe: Total population
Data Set: Census 2000 Summary File 1 (SF 1) 100-Percent Data
Chemung County, New York by County Subdivision

NOTE: For information on confidentiality protection, nonsampling error, definitions, and count corrections see http://factfinder.census.gov/home/en/datanotes/expsf1u.htm.

Source: U.S. Census Bureau, Census 2000 Summary File 1, Matrices P1, and P30.
## Appendix B  Chemung County Transit System Route Descriptions

<table>
<thead>
<tr>
<th>Local Routes</th>
<th>Destinations</th>
<th>Services Times</th>
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</thead>
</table>
| Southtown      | EDTC*, Maple & Sly, Maple & Miller, Maple & Cedar, Southtown Plaza, Robert & Main, Erie Plaza, Water & Madison | Hourly, on the hour  
Weekdays 6 AM to 6 PM  
Saturday 9 AM to 5 PM  
Limited additional service  
Mon & Thurs. night 7:00, 8:30, 10:15,  
Fri. & Sat night 10:30 PM run  
Sunday 10:30 AM, 2:00 & 5:30 PM |
| St. Joseph’s Loop | EDTC*, Wegmans, Mathews & Sullivan (Capabilities), Sullivan St. (ARC), Judson & Water (Family Services), John & Washington (Psych. Center), St. Joseph’s Main Entrance, Lake & Gray | Hourly, on half hour  
Weekdays 6:30 AM to 6:30 PM  
Saturday 9:30 AM to 5:30 PM |
| Bulkhead       | EDTC*, Water & Main, Flannery Apts, Southport Plaza, Broadway & Spruce, Walnut & Mt. Zoar       | Hourly, on the hour  
Weekdays 6 AM to 6 PM  
Saturday 9 AM to 5 PM |
| Arnot Ogden Loop | EDTC*, Park Place & Clinton, Clinton & Davis, 3rd & Walnut, Walnut & Clinton, Clinton & Hoffman, Elmira Free Academy, Arnot Ogden Medical Facility, Bancroft, Davis & 5th | Hourly, on half hour  
Weekdays 6:30 AM to 6:30 PM  
Saturday 9:30 AM to 5:30 PM |
| Golden Glow    | EDTC*, Church & Davis, Church & Wall, Church & Coleman, Golden Glow Drive, Water & York, Water & Wall, Water & Hoffman | Hourly, on the hour  
Weekdays 6 AM to 6 PM  
Saturday 9 AM to 5 PM |
| Lake Road      | EDTC*, Lake & Washington, Villa Serene, Hanover Square, Bethany Village  
Grand Central Plaza, Lake & Washington | Hourly, on half hour  
Weekdays 6:30 AM to 6:30 PM  
Saturday 9:30 AM to 5:30 PM |
| Grand Central  | EDTC*, St. Joseph’s, Clemens Center Pkwy, Grand Central Plaza, Arnot Mall,  
Kidder Plaza | Hourly, on half hour  
Weekdays 6:30 AM to 6:30 PM  
Saturday 9:30 AM to 5:30 PM |
| Mall Express   | EDTC*, College & Washington, College & Woodlawn, Arnot Mall Door #4, Grand Central Plaza,  
Grand Central Plaza | Hourly, on the hour  
Weekdays 6 AM to 9:30 PM  
Saturday 9 AM to 9 PM |
| Pine City      | EDTC*, S. Main & Cedar, Cedar & Pennsylvania, North Star Mobile Home park, Dry Run Road,  
State Line | Weekdays 5 trips, 7:30 & 10:30 AM, 12:30, 3:00 & 5:30 PM |
| Spencer-Van Etten | EDTC*, Grand Central Plaza, Hanover Square, Breesport Post Office, Harnas  
Readi Mart, Mini Mart (Van Etten), Big M (Spencer) | Weekdays  AM from Ithaca at 7:30 AM, PM from Elmira 2:55 PM |
| Shopper Shuttle | Arnot Mall Door #4, Red Lobster, Staples\Old Navy, Consumer Square, Target\Best Buy,  
Central Plaza, Apple Hill Mall,  
Arnot Mall Plaza | Every half hour  
Monday—Friday, 8:30 AM—7:00 PM,  
Saturday 9 AM—9 PM |
<table>
<thead>
<tr>
<th>Regional Routes</th>
<th>Southern Tier Crossing/Wal*Mart, Guthrie Medical</th>
<th>Saturday—9:00 AM—6:30 PM, Sunday 11:30 AM—5:00 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellsburg--Waverly</td>
<td>EDTC*, Maple &amp; Cedar, Wellsburg, Lowman, Chemung, Waverly, Robert Packer, Tioga Nursing Home</td>
<td>Weekdays 5 trips 6:00, 8:30 &amp; 11:00 AM, 1:30 &amp; 4:00 PM</td>
</tr>
<tr>
<td>Corning – Bath</td>
<td>EDTC*, Consumer Square, Arnot Mall, Airport Corporate Park, Big Flats Post Office, Corning Transportation Center, CCC connections to P&amp;C Plaza, Savona, Bath–County Building, Big Flat's Minier's</td>
<td>Weekdays 8 trips, 6:30, 7:00, 7:30, 8:30 &amp; 10:45 AM, 12:30, 2:45 &amp; 5:00 PM</td>
</tr>
<tr>
<td>Chemung -1</td>
<td>Elmira (Water P&amp;R), Tates Equipment (P &amp; R), Alpine Junction (P &amp; R), Breesport, Erin, Van Etten, Spencer, Cornell, Ithaca</td>
<td>Weekdays, Elmira 6:25 AM to Cornell route end 7:25, afternoon Ithaca 4:10 to Water P &amp; R 5:30 PM</td>
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*EDTC= Elmira Downtown Transportation Center*
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<tr>
<th>NO.</th>
<th>Manufacturer</th>
<th>MODEL</th>
<th>Replacement Year</th>
<th>Replacement Mileage</th>
<th>Initial Cost</th>
<th>Current Mileage</th>
<th>Eligible Replacement Year</th>
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<td>Nova</td>
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</table>
CONTACT INFORMATION:

Organization _________________________________________
Address _________________________________________
City/State/Zip _________________________________________
Name of Contact _________________________________________
Telephone _________________________________________
Fax _________________________________________
e-Mail ___________________________________

PART 1: UNMET NEEDS FOR TRANSPORTATION SERVICE

Whether or not your organization provides transportation services, please fill out this section using current knowledge of the needs your clients, customers, members or employees for public transportation.

1. Approximately how many clients, customers, members or employees are associated with your organization?_________

2. Please estimate what number (or percentage) of this population has transportation limitations due to:

   a. _____ Developmental, mental or physical disability?
   b. _____ Age – over 65 years old
   c. _____ Age – under 18 years old
   d. _____ Low/no income or limited auto availability
   e. _____ Court-imposed driving restriction
   f. _____ Other reason (Please specify: ______________________)

3. How frequently does a lack of transportation prevent persons from participating in the programs, activities or services offered by your organization?

   _____ Frequently _____ Occasionally _____ Rarely _____ Never
4. Estimate the number of persons in your population who currently use the following transportation services and how frequently they use them?

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Frequent Users</th>
<th>Use Sometimes</th>
<th>Never Use</th>
<th>Total Persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemung County Transit System (CCTS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For-profit taxicab services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteers giving rides using agency vehicles</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Volunteers giving rides in their own vehicles</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rides from agency staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other <em>(specify: ____________________________________________)</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other <em>(specify: ____________________________________________)</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. List places and destinations in Chemung County that should be accessible via public transportation **but are not currently accessible**:

______________________________________________________________________________

______________________________________________________________________________

6. List places and destinations in neighboring counties that should be accessible via public transportation from Chemung County **but are not currently accessible**:

______________________________________________________________________________

______________________________________________________________________________

7. Please rank from “1” to “9” the relative importance to your population of the following potential future transportation services in Chemung County. *(Use “1” for most important, “2” for second most important, “3” for third, etc.- DO NOT REPEAT NUMBERS)*

- [ ] Expanded commuter bus service to Ithaca and Tompkins County
- [ ] Expanded commuter bus service to Corning and Waverly/Sayre
- [ ] Bus access to other places in the Southern Tier region – Which places?
- [ ] Additional subsidized taxi trips for seniors, low-income and persons with disabilities
- [ ] A pool of vans and sedans for use by volunteer drivers
**PART 2: PASSENGER TRANSPORTATION SERVICES PROVIDED**

Please complete this section if your organization manages, operates, purchases or otherwise sponsors transportation service on behalf of your clients, customers, members or employees.

1. How does your organization provide transportation? (check all that apply)
   - ___ operate vehicles directly
   - ___ purchase service from another entity
   - ___ reimburse staff to use personal cars
   - ___ use volunteers, parents and guardians
   - ___ provide vouchers or other assistance to clients or members
   - ___ other method (please specify: ______________________________)

2. How much service was actually provided last year (12 months):
   a. Total one-way passenger trips (count each round-trip as 2 one-way trips): ____________
   b. Percentage of trips needing an accessible vehicle (lift or ramp-equipped): _______%
   c. Total vehicle service hours: __________________
   d. Total vehicle service miles: __________________
   e. Total expenditures on passenger transportation: $________________

3. Please list places that your clients, customers, members and employees commonly travel using transportation services provided by your organization:

   **Within Chemung County:**
   
   __________________________________________________________
   __________________________________________________________

   **Out of County:**
   
   __________________________________________________________
   __________________________________________________________

4. Do you charge your clients, customers, members or employees a fare for using your service?  
   ___ Yes ___ No  If yes, how much per one-way trip: ________________

5. If a fare is charged, who typically pays the fare?
   ___ The passenger, or a guardian or family member
   ___ Your organization
   ___ A dedicated grant or contribution fund from a third party
   ___ Combination of the above sources
____ Other funding source (Describe: ________________________________)

6. Does your organization use paid drivers to provide transportation service?
   ___ Yes ___ No
   If yes, how many are:
   a. ____ Full-time
   b. ____ Part-time
   c. ____ Trained in defensive driving
   d. ____ Trained in passenger assistance techniques
   e. ____ Trained in First Aid/CPR

7. Does your organization use volunteer drivers to provide transportation service? ___ Yes ___ No  If yes:
   a. How many volunteer drivers does your organization have? _______
   b. Do volunteers drive their own vehicles? ___ Yes ___ No
   c. Does the organization reimburse volunteers for gas/mileage? ___ Yes ___ No
   d. Does the organization provide insurance? ___ Yes ___ No
23 Surveys were submitted. This is a good/positive response

1. 40,399 duplicated persons are served or employed by the agencies that completed the surveys.

2. Transportation Limitations:
   a. Several agencies serve primarily persons with disabilities
   b. Not many agencies had significant elderly with unmet needs – but when they did they had a high percentage.
   c. Under age 18 clients was not a big percentage outside of EOP umbrella agencies
   d. Not surprisingly low income made up a high percentage of clients

3. Lack of Transportation Frequency – 4 agencies said frequently, 11 occasionally, 3 rarely

4. Use of Transportation Services -- transit is frequently used, followed by taxis, agency staff transportation is a significant element – incomplete data provided

5. Unmet Need Locations
   a. In Chemung County – rural areas or specific rural areas was mentioned the most, not many responded to this question
   b. Outside the County – Corning, Waverly\Sayre, were mentioned most with some Ithaca, Bath responses

6. Unmet Needs Priorities
   a. Subsidized taxi trips highest need
   b. Service to Waverly came in a close second in unmet need
   c. A pool of vans for use by volunteer drivers was third
   d. Additional weeknight service was next
   e. Services to other places in Southern Tier was next – but often locations were not given
   f. Other unmet need priorities were split

7. Vehicles providing service – with some agencies still to complete the vehicle inventory form – there were 45 vehicles used by private non-profit agencies/residential homes.

8. Agencies Possibly Interested in Continuing Coordination Effort --
   a. 7 Probably Yes
   b. 9 Possibly Yes,
   c. 7 are already participating, said not interested or didn’t answer that question.