

I. Introduction

In August 2005, the President signed into law new Federal transportation legislation known as The Safe, Affordable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) that requires a locally developed Coordinated Human Services Transportation Plan (HSTP). The purpose of this plan is to comply with federal and state requirements, and to focus on the coordination of transportation services funded under three federal grant programs; Job Access and Reverse Commute (JARC, Section 5316), Elderly and Individuals with Disabilities (Section 5310), and a new program called New Freedom (Section 5317). SAFETEA-LU calls for public and agency involvement in the development of the HSTP to fund projects with these three programs.

The Herkimer-Oneida Counties Governmental Policy and Liaison Committee (GP&L) is the Metropolitan Planning Organization (MPO) for Herkimer and Oneida Counties Area and directs the regional transportation planning process as it relates to the use of Federal transportation funds. The GP&L is composed primarily of locally elected and appointed officials that represent the interests of the citizens of Herkimer and Oneida Counties, officials from the State of New York, local transit providers, and local social services agencies. The Herkimer-Oneida Counties Transportation Study (HOCTS) serves as staff to the GP&L to carry out the transportation planning process.

This HOCTS Coordinated Human Services Plan includes: plan overview; past coordination efforts; current human services coordination efforts; regional demographic profile; current transportation services; identified transportation needs, gaps, and redundancies; obstacles and opportunities to coordination; strategies to implement the coordinated human services transportation plan; and the JARC and New Freedom competitive funding application process.

This plan will be used as the basis for selecting projects under the three federal grant programs. [The draft plan was available for Public Review for 30 days via the HOCTS website and several public locations. \(see Appendix A\)](#) The final draft plan will be sent to the HOCTS Transportation Planning Committee (TPC) and GP&L for committee approval. Any updates to the plan will be carried out by HOCTS staff.

Although the locally-developed Human Services Transportation Plan covers the HOCTS planning area, the urban area funding available through JARC and New Freedom must *be used for service within the Utica Urbanized Area* (See attached Utica Urbanized Area Map). Funding under JARC and New Freedom for Non-Urbanized Areas is available through NYSDOT. The State will also use the HSTP in selecting projects for the non-urbanized areas of Oneida and Herkimer Counties.

2. Coordinated Federal Grant Programs

Section 5310 - Elderly and Individuals with Disabilities Program

An annual, formula-based program that provides federal 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. Fund allocations are apportioned based on each State's percentage of the elderly and disabled populations residing within the state. **According to the Section 5310 State Management Plan in New York State, the funding can only be used for the purchase of vehicles.**

This program is administered in New York State by the New York State Department of Transportation (NYSDOT) who makes the final selection of projects to be funded. NYSDOT ensures that local applicants and project activities are eligible and in compliance with Federal requirements, that private not-for-profit transportation providers have an opportunity to participate and that the program addresses coordination of the federally funded transportation services. The match is 80% Federal and 20% local (Agency) on capital projects.

Additionally, the applicant must pay for all of the vehicles' operating costs. Public entities that coordinate services for the elderly and disabled and do not have any non-profit organizations that provide service in their particular area are also eligible for funding.

SAFETEA-LU increases coordination requirements by requiring that, beginning in FFY2007, 5310 projects must be selected based on a locally-developed human-service transportation coordination plan. HOCTS continued the project evaluation process for the FFY 2007 Section 5310 projects for Herkimer and Oneida Counties by using the NYSDOT 5310 evaluation form.

Applicants submit completed 5310 applications to NYSDOT Main Office in Albany for evaluation and funding. The HOCTS central staff evaluates the project applications based on the NYSDOT project evaluation form. HOCTS submits the completed forms to NYSDOT Main Office as part of the selection process. Local projects that are selected by the State for 5310 funding are placed on the HOCTS Transportation Improvement Program (TIP). A sample copy of the evaluation form is in Appendix B. A list of Section 5310 agencies that have been funded in the past can be found in Appendix C. Nine organizations within the HOCTS area that applied for Section 5310 funding for FFY 2007 and were selected by the state to be funded included:

<u>Herkimer County</u>	<u>Number of Vehicles</u>	<u>Estimated Total Cost</u>
-Folts Home	2	\$ 89,600.00
-Herkimer County NYSARC	3	\$ 395,025.00
-Kuyhoora Community Outreach	1	\$ 46,100.00

<u>Oneida County</u>	<u>Number of Vehicles</u>	<u>Estimated Total Cost</u>
-Update Cerebral Palsy	1	\$ 46,650.00
-Lutheran Care	2	\$ 98,300.00
-St. Luke's Home	2	\$ 109,000.00
-ARC, Oneida-Lewis	4	\$ 345,650.00
-Senior Network Health, LLC	1	\$ 51,650.00
-Presbyterian Home	2	\$ 110,200.00

Future 5310 applications will also be evaluated based on how the application addresses the HSTP strategies and activities that address the identified transportation needs and gaps. [In March 2008, NYSDOT conducted a series of workshops across New York State \(see Appendix D\) concerning the new application requirements for Section 5310 applications regarding SAFETEA-LU and the locally developed coordinated human services transportation plan.](#)

Section 5316 - Job Access and Reverse Commute Program (JARC)

This program is a competitive process, formula-based program to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs (Job Access), and to develop transportation services for residents of urban centers and rural and suburban area to suburban employment opportunities (Reverse Commute). Emphasis is placed on projects that use public transportation services.

Program funds may finance capital projects and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs; promote use of transit by workers with nontraditional work schedules; promote use by appropriate agencies of transit vouchers for welfare recipients and eligible low income individuals; and promote use of employer-provided transportation including the transit pass benefit program.

The Federal Program funds are allocated on a formula-basis with 20% of funds going to States for areas with population under 200,000, and twenty percent (20%) of the funds going to States for non-urbanized areas. The program requires at least a twenty percent (20%) non-federal share of costs for capital projects and at least a 50 percent non-federal share for net operating costs of the project. However other non-US Department of Transportation federal funds can be used for a funding match. State Transit Operating Assistance funds can also be used as a match. Sources for matching funds have been expanded to include non-DOT Federal funds to encourage coordination with other programs such as those funded by the Department of Health and Human Services. Ten percent of funds may be used for planning, administration and technical assistance.

Oneida County has been the designated recipient for the program funds, which “pass through” the County to those receiving the funding.

Section 5317 - New Freedom Program

This is a new, formula-based 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 of 1990. Program funds can be used for associated capital and operating costs to programs that provide new public services and alternatives beyond the requirements of ADA that assist individuals with disabilities.

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 routes that run seasonally; making accessibility improvements to transit and inter-modal stations not designated as key stations; supporting voucher programs for transportation services offered by human service providers; supporting volunteer driver and aide programs; and supporting mobility management and coordination programs among public transportation providers and other human service agencies that provide transportation.

The funds are allocated through a formula based upon population of persons with disabilities. States and designated recipients must select grantees competitively. Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation, such as Health and Human Services or Agriculture. Capital grant projects are funded 80% Federal, and up to 50% of the net operating costs of a project.

As part of SAFETEA-LU requirements, projects must be selected from a locally-developed human service transportation coordinated plan beginning in FY 2007.

3. Plan Overview

The purpose of the Coordinated Human Services Transportation Plan (HSTP) is to provide a foundation for the development of a Final HSTP. The Plan will strive to improve the provision of multi-modal transportation services in the Herkimer and Oneida Counties area through enhanced coordination leading to improved mobility/accessibility options for persons with disabilities, older adults, and individuals with lower incomes. This includes the traditional transit modes such as buses, as well as human service and volunteer transportation programs, taxi and livery services and specialized transportation services for the disabled.

This process will consist of an updated inventory of existing transportation services in the region, and the development of a framework through which local communities and organizations can develop projects that will address the transportation needs and gaps of the target populations. The Plan is intended to be flexible to respond to federal guidelines, and the needs and goals of local community agencies.

In preparation of developing a local plan, HOCTS surveyed a variety of public and private organizations in Oneida and Herkimer Counties including those that serve low-income individuals, individuals with disabilities, the elderly, and those who provide transportation. (see Appendix E) Eighteen out of thirty-four organizations completed and returned the HOCTS questionnaire. As part of the survey, those surveyed were asked to serve as members of a Transportation Coordination Committee (TCC) to assist in shaping the HSTP. The TCC will provide input in assessing and identifying transportation needs and services, and identifying strategies to address them. This process includes outreach to representatives of public, private and non-profit transportation and human service agencies and organizations.

Plan Process

The following process was used to develop the HSTP:

1. Hold meetings of the TCC to foster cooperation and facilitate a coordinated process of comprehensive planning among transportation 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.
2. Identify transportation needs and gaps of individuals with disabilities, older adults, and persons with limited incomes.
3. Inventory available services and identify areas of redundant service and gaps in services.
4. Develop realistic strategies that address the gaps and needs in transportation service for the target populations.
5. Identify coordination actions to eliminate or reduce duplication of services and strategies for more efficient and effective utilization of resources.
6. Prioritize implementation strategies.
7. Identify performance measures and evaluation.

Schedule of Plan Completion and Implementation

November 16, 2007	Rating Needs Worksheet & Rating Strategies Worksheets due back to HOCTS
November 27, 2007	Initial TCC Meeting: HSTP Background Review and Discuss Rating Worksheets Summary TCC Role and Responsibilities Highlight Draft Plan Areas Next Steps
December 2007 to Mid January 2008	HOCTS staff to work on Draft Plan Draft Plan to be sent to TCC members prior to next TCC meeting
Late January 2008	Second TCC Meeting: Review and comment of Draft Plan Input from members will be reviewed and incorporated into Second-Draft Second-Draft of Draft Plan to be sent to TCC members prior to next TCC meeting
Early April 2008	Third TCC Meeting: Review and comment of Second-Draft of Draft Plan Discuss additional role of TCC members Discuss the different funding sources
April 2008	Submit Legal Notice to Media and Website for Public Review of the Draft HST Plan. Final Draft-Plan to be available for Public Review for 30 days
May 16, 2008	Review and incorporate any comments into the Final Plan.
June 19, 2008	Present Final Plan for action to the TPC.
June 26, 2008	Present Final Plan for action to the GP&L. Submit Final Plan to New York State DOT, FTA, and FHWA
July 2008	HOCTS solicits RFPs. Review Committee Selects projects.
September 2008	Fourth TCC meeting Report on Selected projects Continue Coordination Efforts

4. Regional Transit

Coordination Efforts

In 1977, the Herkimer-Oneida Counties Transportation Study (HOCTS) hired a consultant to conduct an extensive study to the various transit needs in Herkimer and Oneida Counties. One section of the study included an examination of the potential for human service agency coordination programs for Herkimer and Oneida Counties.

This led to a technical analysis and examination, by HOCTS staff, of the framework of public transportation within the Herkimer-Oneida Counties Region which produced the **Coordination of Regional Transportation Report**, March 1982. The purpose of the Coordination of Regional Transportation Study was to develop alternative strategies for coordination within the local transit system, and to identify potential sources of transit funding to offset the expected loss of federal operating assistance. The ultimate goal of the study was to establish a long-range regional policy for mass transportation within the two-county area. This study recommended six alternatives, for resolving the transit systems financial and service problems, including: 1) expansion and coordination of existing services; 2) establishment of a part-county transit district; 3) establishment of a county operated transit service, 4) creation of a new regional transportation authority; 5) membership in CENTRO; and 6) no major changes to the present system. The study recommendation was to create a new regional transportation authority with Herkimer and Oneida Counties.

The HOCTS Central staff examined the six alternatives presented from the **Coordination of Regional Transportation Study**, March 1982. This resulted in the **Proposal For A Regional Transportation Authority For The Herkimer-Oneida Counties Area**, November 1983. A regional transit structure was thought to enable the local area to provide coordinated transit operations throughout the region, maximize available state operating assistance and to establish a stable funding source.

In 1994, the **Consolidation and Coordination of Transit Services: Herkimer-Oneida Counties, New York-Executive Summary**, prepared by HOCTS staff, updated and expanded on the earlier transit consolidation efforts and presented fiscal projections for the various forms of regional transit consolidation. HOCTS concluded that the consolidation alternative that offered the greatest potential for increasing transit revenue, consolidating transit staff, and facilitating reasonable service changes was the creation of a new *Regional Transportation Authority*.

HOCTS determined a study was needed to determine how public transit operations could be better coordinated and how human service agency transportation programs could increase efficiency through coordination or consolidation. HOCTS retained the consultant, Carter Goble Associates, Inc. a firm specializing in transit consulting services, to study options for

coordination and consolidation of public transit and human service transportation. The result of this study was the **Financial Analysis of Transit Services Consolidation and Coordination for Herkimer and Oneida Counties-Final Report**, prepared by CGA Consulting Services, Inc., November, 1997.

The consultant recommended that both counties adopt the consolidation concept and move forward in the implementation of a plan to consolidate county funded human service transportation services. The consultant's recommendations concluded that a new consolidated system would be more financially feasible and provide more services. CGA recommended *a coordinated network with a brokerage as the first component*.

Stakeholders in the study included Birnie Bus Tours, Inc., Oneida County Rural Transit, Rome VIP, Utica-Rome Bus Company, Utica Transit Authority, Herkimer ARC, Herkimer Office for the Aging, Oneida-Lewis ARC, and the Mohawk Valley Community Action Agency.

A brokerage method was recommended to coordinate some transportation services while maintaining operator independence. Providers under the brokerage approach could be public and private fixed route operators, complementary paratransit providers, human service agency providers, taxicab companies, limousine operators, and intercity bus operators. Human service agency transportation purchasers, transportation operators, customers of human service agencies, senior citizens, persons with disabilities, students, employers, employees, and the general public were identified as potential benefits of brokerage.

In 2000, a limited one stop concept for the two counties was developed to address welfare to work programs. A brokerage manager and a Mobility Manager were hired to work with participant providers and purchasers of service and to facilitate the Welfare To Work programs funded under the Temporary Assistance to Needy Families (TANF), Job Access Community Solution for Transportation (CST), and Job Access and Reverse Commute (JARC) programs. Areas that were developed and implemented included a mobility center, a shuttle service program, a token program, a guaranteed ride program, a ride share program, a vehicle repair program, a vehicle insurance program, and a driver readiness program.

By 2003, the Utica Transit Authority (UTA) announced that financial instability could jeopardize the UTA service.

An ad hoc committee of transit operators and local officials was formed to address the area's transit concerns. Interviews of local government leaders, social service agencies, and transportation professionals were conducted in the Oneida-Herkimer County area to obtain community sentiment for existing and future public transportation services.

Early in 2004, there were various meetings and discussions with the towns, cities, and county officials and municipalities concerning resolving UTA's financial needs. These discussions were on efforts to develop a new structure to maintain transit services in the two-county area.

In April 2004, there were additional meetings of municipalities, operators, HOCTS staff, and County officials to address regional transit issues. As a result of these meetings, three options

were identified for consideration: 1) privatization, 2) an expanded UTA service area, and 3) join the Central New York Regional Transportation Authority (CNYRTA) of Syracuse.

In the fall of 2004, the County favored the CNYRTA option and had asked for an assessment report from CENTRO by the end of November. At the 12/9/2004 Governmental Policy and Liaison Committee (GP&L) meeting, the Executive Director of the CNYRTA presented an overview of CNYRTA and a report examining Oneida County public transit provider's potential for joining CNYRTA as a regional transit option.

A milestone was achieved in 2004. Oneida County endorsed the option of joining the Central New York Regional Transit Authority (CNYRTA) of Syracuse. After years of studying and planning, regional transit became a reality in 2005. Intense planning and cooperation between HOCTS, Oneida County, City of Rome, City of Utica, Towns of New Hartford, Whitestown, and Kirkland, and New York State Department of Transportation (NYSDOT), and the Federal Transit administration resulted in the area selecting the option of joining the CNYRTA as a solution to the area's public transit needs. Oneida County joined CNYRTA effective April 1, 2005. The CNYRTA subsidiary, CENTRO of Oneida, assumed all operations of the UTA on April 1, 2005 with a grand opening at the Boehlert Center at Union Station. The State of New York provided \$2.7 million in capital assistance to immediately rehabilitate the fleet and facility. On October 1, 2005, CENTRO of Oneida assumed the operations of the Rome VIP which provides transit services for the City of Rome.

Two public transit systems are not part of the CENTRO system, the Birnie Bus interurban service from Little Falls to Syracuse, and the Oneida County Rural Transit system. Both systems are operated by Birnie Bus but there is some coordination between Birnie and CENTRO of Oneida.

5. Human Services

Coordination Efforts

Various Human Service Transportation Coordination efforts and studies in Herkimer and Oneida Counties have been conducted by HOCTS in the past. One of the first human service transportation coordination planning efforts was Section 504 of the Federal Rehabilitation Act of 1973, which states “no otherwise qualified handicapped individual shall solely be reason of his handicap, be excluded from participating in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

On July 2, 1979, U.S. DOT 504 Federal Regulations required that accessibility be achieved in accordance with a “transition plan” developed by the Metropolitan Planning Organization (MPO) and an advisory group. In October of 1979, the HOCTS staff invited interested persons and organizations representing various handicapped groups to participate in the HOCTS Section 504 Advisory Group to develop a Transition Plan in cooperation with the area’s transit operators. The Advisory Group’s function was to evaluate the operators’ policies and practices, provide guidance and ideas on transportation problems faced by handicapped people and to periodically review and annually update the Transition Plan to assess progress in the implementation.

Before attempting to implement a coordination program, the HOCTS staff conducted an updated inventory of the transportation needs and services of these agencies in 1980. This effort produced the **Elderly and Handicapped Inventory Update**, March 1980.

In February 1982, the staff reviewed the 1980 E & H report, survey form and related correspondence. A revised survey questionnaire was sent directly to 103 agencies to obtain wider distribution and more comprehensive data. This effort produced the **Elderly and Handicapped Inventory Update**, March 1982. This report was intended to supplement the Elderly and Handicapped Inventory Update report which was prepared in 1980. It was the intent of these reports to try and gather as much information as possible concerning the available transportation and transportation needs of agencies in Herkimer and Oneida Counties to assist in coordination efforts.

Human services coordination efforts began again in 1998, in which HOCTS staff worked with the Oneida and Herkimer Departments of Social Services, Oneida County Office of Workforce Development, and Herkimer-Oneida Counties Comprehensive Planning Program (HOCCPP) to develop an application for Federal funding through New York State’s Temporary Assistance for Needy Families (TANF) Transportation Grant for a total of \$822,650 for Herkimer and Oneida Counties. The TANF funds were used to increase opportunities for TANF recipients who lacked a means of transportation to get to and from work until a permanent solution could be achieved. HOCTS worked with local transportation providers to expand the hours and areas of service, and worked with employers to create alternative solutions. HOCTS staff also assisted with preparing

the application for Federal funds under the Job Access and Reverse Commute (JARC) program. The JARC program was not restricted to welfare clients, but also served low-income TANF recipients.

In 2001, the Planning Department continued working with the Oneida and Herkimer Counties Departments of Social Services, and Utica Transit Authority (UTA), on Welfare to Work transportation projects funded through two grants: a NYS Community Solutions for Transportation (CST) grant and a second Federal Transit Administration Job Access Reverse Commute (JARC) grant. The purpose of the CST grant was to provide the Departments of Social Services' working clients (adult family members who meet certain poverty criteria) with services to help them get to work by providing specific transportation services to them for a limited period of time.

This first CST grant (CST#1) covered the time period of January 1, 2002 to September 30, 2005 and awarded \$902,000 to Oneida County and \$298,000 to Herkimer County. Ten projects were implemented under the grant: transit tokens, gas card, a commuter shuttle bus from Utica to Little Falls, vehicle insurance, vehicle repair, guaranteed ride pass to or from work, temporary taxi service to new employees, driver readiness, emergency transportation services to maintain employment, and a ridesharing program. In 2004, the ridesharing\carpooling program was developed and was offered to employers who hire Department of Social Services clients. Nine businesses were able to use this project to implement ridesharing programs.

In 2005, due to changes in the CST funding allocation process by the State and the decrease in total State funds, some grant projects had to be dropped and others reduced in scope. The commuter shuttle service to Little Falls was able to continue through funding under the JARC grant and an additional funding commitment from the primary business being served, LaSalle Labs. A second subsidized commuter service was started in July, 2005 which took the City of Utica commuters to jobs at the Marquardt Switches' factory in Cazenovia. The JARC funded shuttle bus service to LaSalle Labs ended in September 2006, when the firm moved, and Marquardt Service ended in December 2006 from a lack of riders.

In October 2005, Oneida County DSS was awarded a second CST grant (CST#6) for \$101,072 for Oneida County and \$33,697 for Herkimer County. The CST#6 grant continued the transportation programs and services of the partnership between Herkimer and Oneida Counties for the time period of October 1, 2005 to June 30, 2006. Then in October 2006, OCDSS' application for a third CST grant (CST#7) was awarded to Oneida County for amount of \$101,072 for the time period of January 1, 2007 to June 30, 2007 to continue the successful projects originally funded by previous CST grants, which include: Mobility Management, Gas Cards, Temporary Taxi/Guaranteed Ride, Transit Passes, and Driver Readiness. The CST#7 grant was recently given an extension to end December 31, 2007. As of October, 2007 Oneida County DSS applied for CST#8 grant, but was not awarded funding.

CENTRO of Oneida, Inc was awarded two grants from the NYS Community Solutions for Transportation (CST) funding, the first for SFY 2007 and the second for SFY 2008. Each grant of \$100,000 funded transit route enhancements and transit passes for TANF eligible employees. The transit route enhancements increased service hours to the Griffiss Business and Technology

Park in Rome, NY and provided night bus service on two routes serving Consumer Square. Both locations were targeted for additional bus service to address employment growth. Transit passes are distributed from Centro hub locations in Utica and Rome based on referrals from DSS.

In February 2008, a Wheels for Work III Request for Proposal, submitted by the Workforce Investment Board of Herkimer, Madison, Oneida Counties (WIB) for \$174,500, was selected for funding, a “Drive for Success” program. “Drive for Success” is a regional program that assists individuals with disabilities acquire vehicles. The project will help low income individuals obtain a car, insurance, and vehicle-related services to either secure employment or find better-paying jobs.

The Workforce Investment Board (WIB) plans to partner with The Resource Center for Independent Living (RCIL) to assist in the purchase and repair of automobiles for eligible clients who need a vehicle to maintain employment. The WIB will serve as the applicant and project lead. RCIL will act as the program manager and fiscal intermediary between the project, local banks and car dealers.

b. Regional Demographic Profile

Two-County Program Area

The two-county area is comprised of a mix of urban and rural areas covering a total of about 2,720 square miles. Within Oneida County there are twenty-six towns and three cities, and within Herkimer County there are seventeen towns and one city.

Population Characteristics

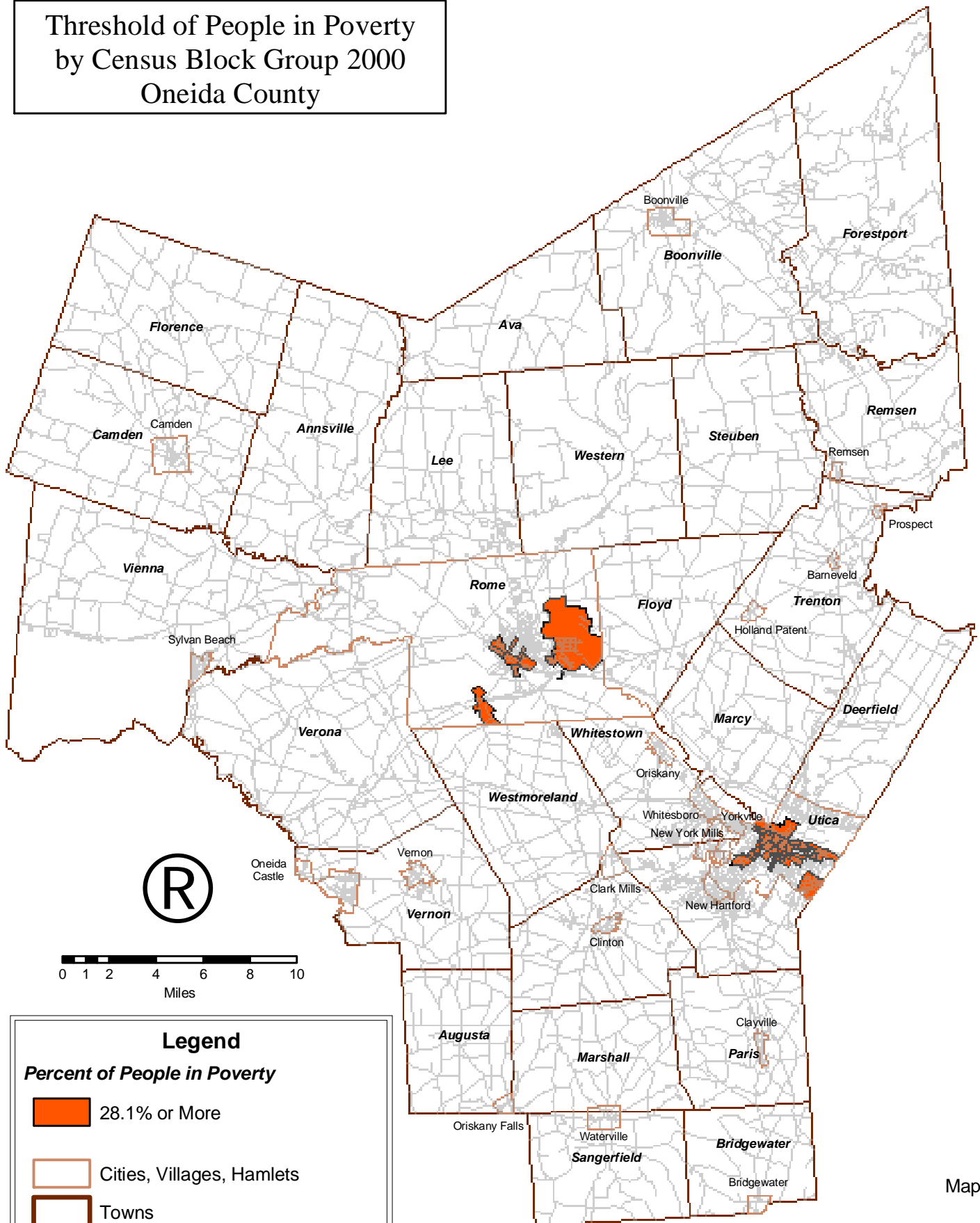
Some key population characteristics of this region are as follows. According to the 2000 U.S. Census, the population of Oneida County was 235,469 compared to 250,836 in 1990. Thus, Oneida County experienced a population loss of 15,367 or a 6.1 % decrease from 1990. Oneida County registered the second largest net population loss within New York State between 1990 and 2000. The closing of Griffiss AFB and manufacturing firms are assumed to be partly responsible for the population loss. In 2000, the U.S. Census reports that Herkimer County's population was 64,427 compared to 65,809 in 1990. This is a population decrease of 1,382 or 2.1%. As indicated by the 2000 Census, Herkimer and Oneida Counties population decreased by 16,749 (5.3%). The average population change for both Herkimer and Oneida Counties over a twenty-year period (1980 to 2000) was -4.1%.

The following maps are from HOCTS 2004 Environmental Justice Analysis Report based on 2000 Census data and targets the same population groups identified in the Human Services Transportation Plan. The population groups included; persons in poverty, persons with disability, persons of minority race, elderly persons, and households without vehicles. The maps from the 2004 Environmental Justice Analysis Report used statistical thresholds to establish a meaningful assessment of the potential Environmental Justice impact of regional projects.

Map 1 presents the Threshold of People in Poverty (28.1%) by Census Block Group in Oneida County and Map 2 presents the Threshold of People in Poverty (19%) by Census Block Group in Herkimer County. According to the 2000 Census, 28,764 people in Oneida County and 7,921 people in Herkimer County were living below the poverty level.

Map 3 presents the Threshold of Minorities (25.9%) by Census Block Group in Oneida County and Map 4 presents the Threshold of Minorities (4.2%) by Census Block Group in Herkimer County. According to the 2000 Census, 23,055 people in Oneida County and 1,396 people in Herkimer County were classified as non-white minorities. Although not reflected in the 2000 Census minority numbers, the Mohawk Valley has had a rise in the number of new minority populations groups. The City of Utica has experienced over a 72.5% increase in refugee populations in the past ten years. Refugees, primarily within the City of Utica, are initially dependent on social services. The cultural differences and language barriers, of the growing refugee population, can make it difficult to secure employment. In the last ten years, nearly

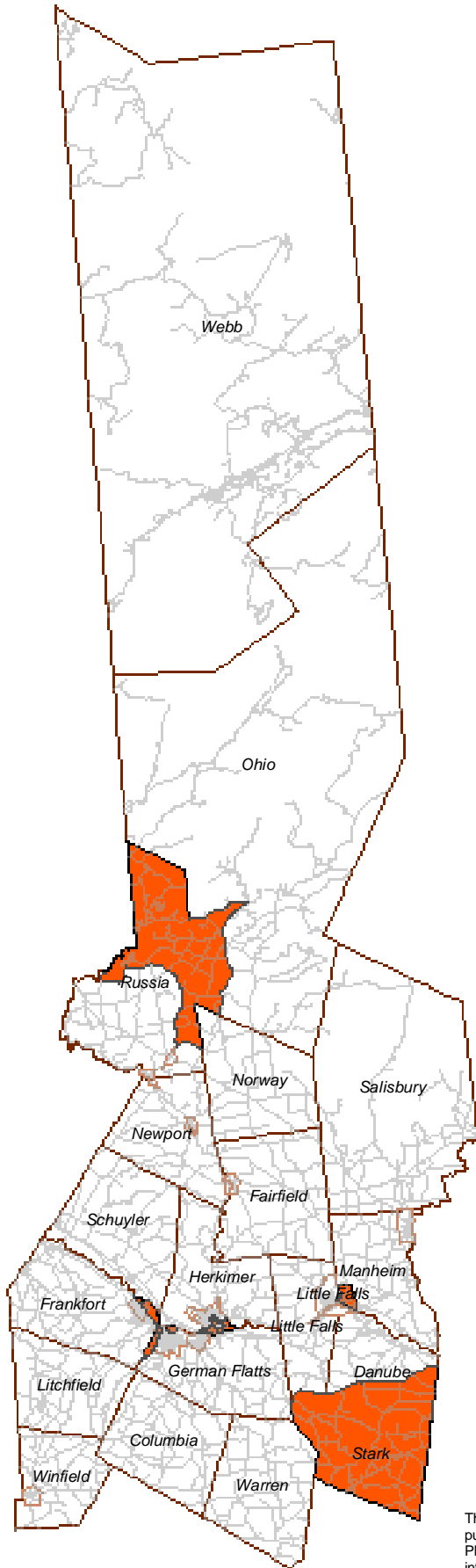
Threshold of People in Poverty by Census Block Group 2000 Oneida County



Map 1

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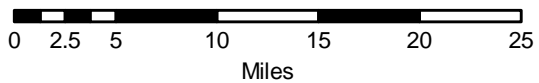
Threshold of People in Poverty by Census Block Group 2000 Herkimer County



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Percent of People in Poverty

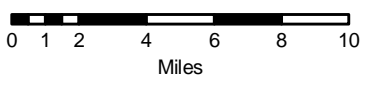
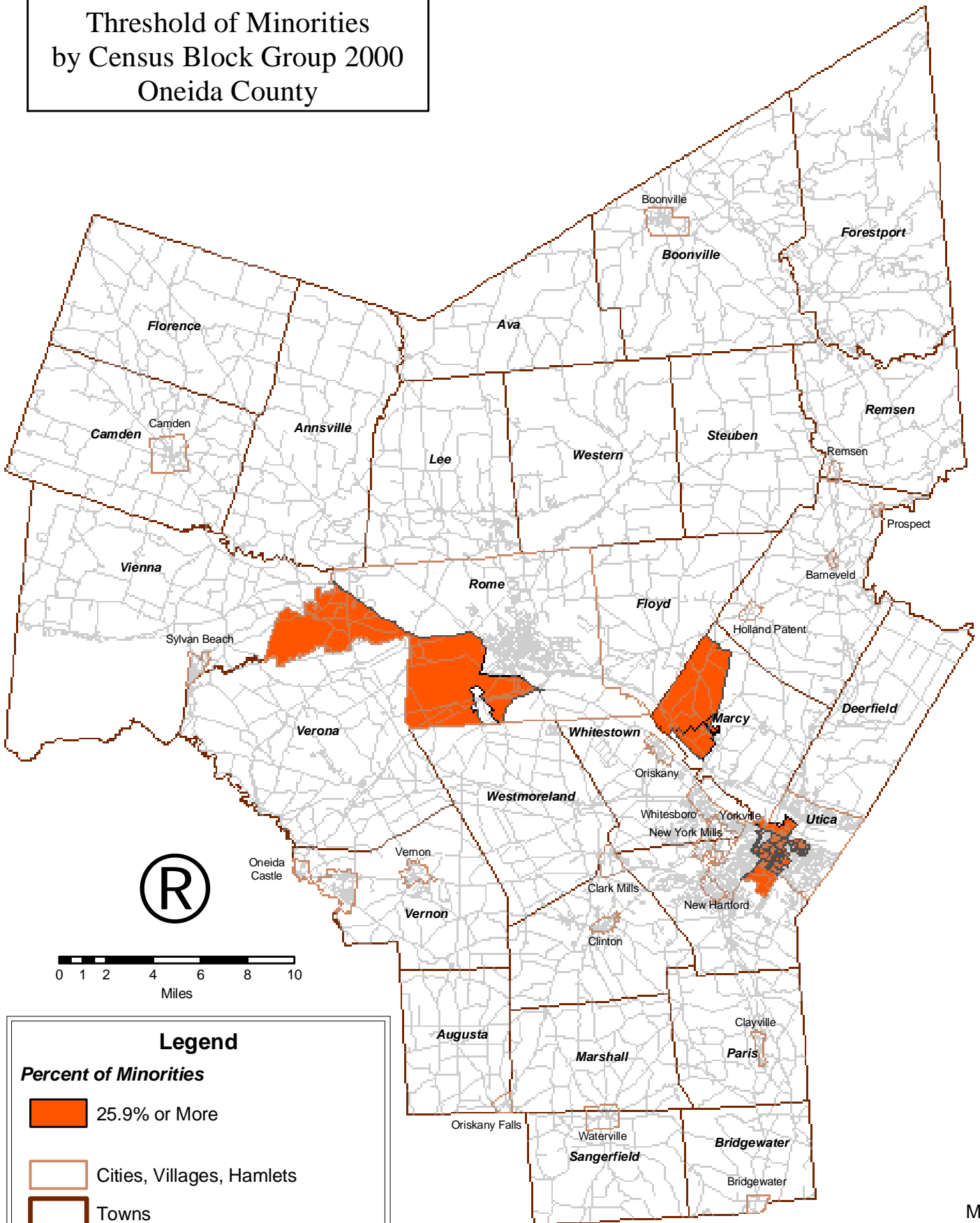
- 19.0% or More
- Cities, Villages, Hamlets
- Towns
- Roads



Map 2

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**Threshold of Minorities
by Census Block Group 2000
Oneida County**



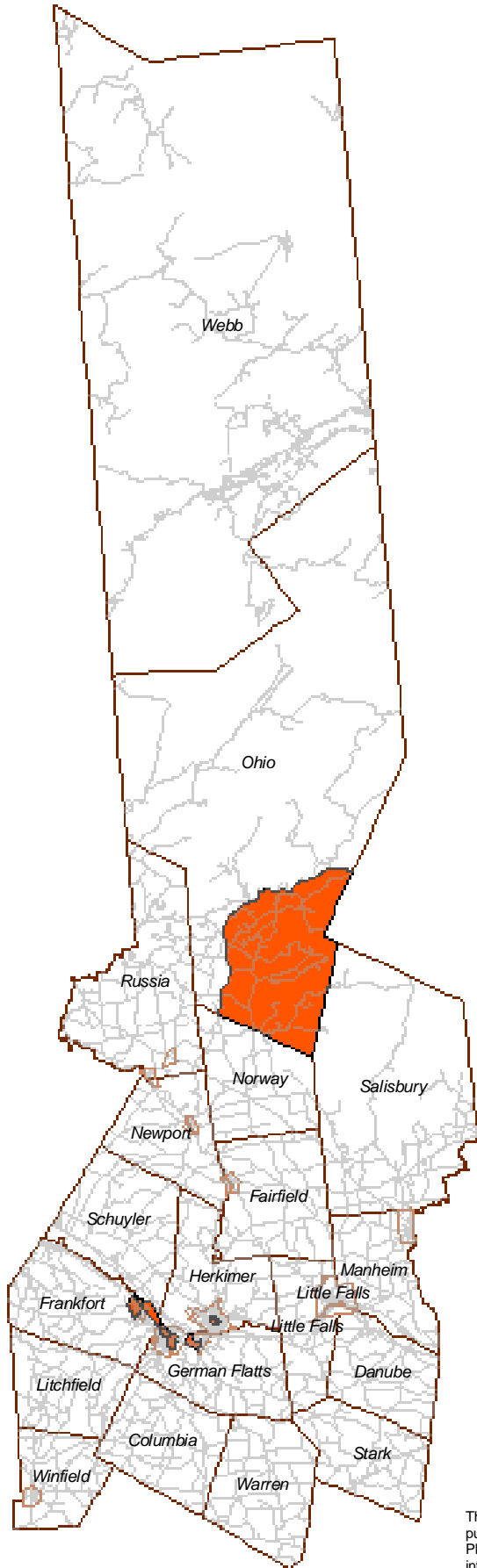
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Percent of Minorities

- 25.9% or More
- Cities, Villages, Hamlets
- Towns
- Roads

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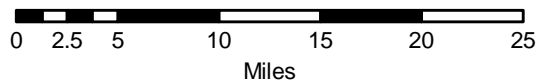
Threshold of Minorities by Census Block Group 2000 Herkimer County



Legend

Percent of Minorities

- 4.2% or More
- Cities, Villages, Hamlets
- Towns
- Roads



Map 4

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7,474 refugees have been relocated to Utica and the Mohawk Valley.

Map 5 presents the Threshold of Elderly Population (27.4%) by Census Block Group in Oneida County and Map 6 presents the Threshold of Elderly Population (22.7%) by Census Block Group in Herkimer County. According to the 2000 Census, 38,753 people in Oneida County and 10,844 people in Herkimer County were Elderly.

Map 7 presents the Threshold of Individuals with Disability (35.4%) by Census Block in Oneida County and Map 8 presents the Threshold of Individuals with Disability (25.2%) by Census Block in Herkimer County. According to the 2000 Census, 44,106 people in Oneida County and 11,689 people in Herkimer County were people with Disability.

Map 9 presents the Threshold of Households without Vehicles (28.1%) by Census Block in Oneida County and Map 10 presents the Threshold of Households without Vehicles (20.2%) by Census Block in Herkimer County. According to the 2000 Census, 11,130 households in Oneida County and 2,591 households in Herkimer County were without vehicles.

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

Regional Labor Market Travel Patterns

Based on 2000 U.S. Census data, Herkimer County had more people traveling to other counties to work than it had people commuting from other counties to work in Herkimer County. There were 28,622 workers in Herkimer County, of which 16,760 (59%) worked in the county. The county exported 11,747 workers and imported 4,579 workers.

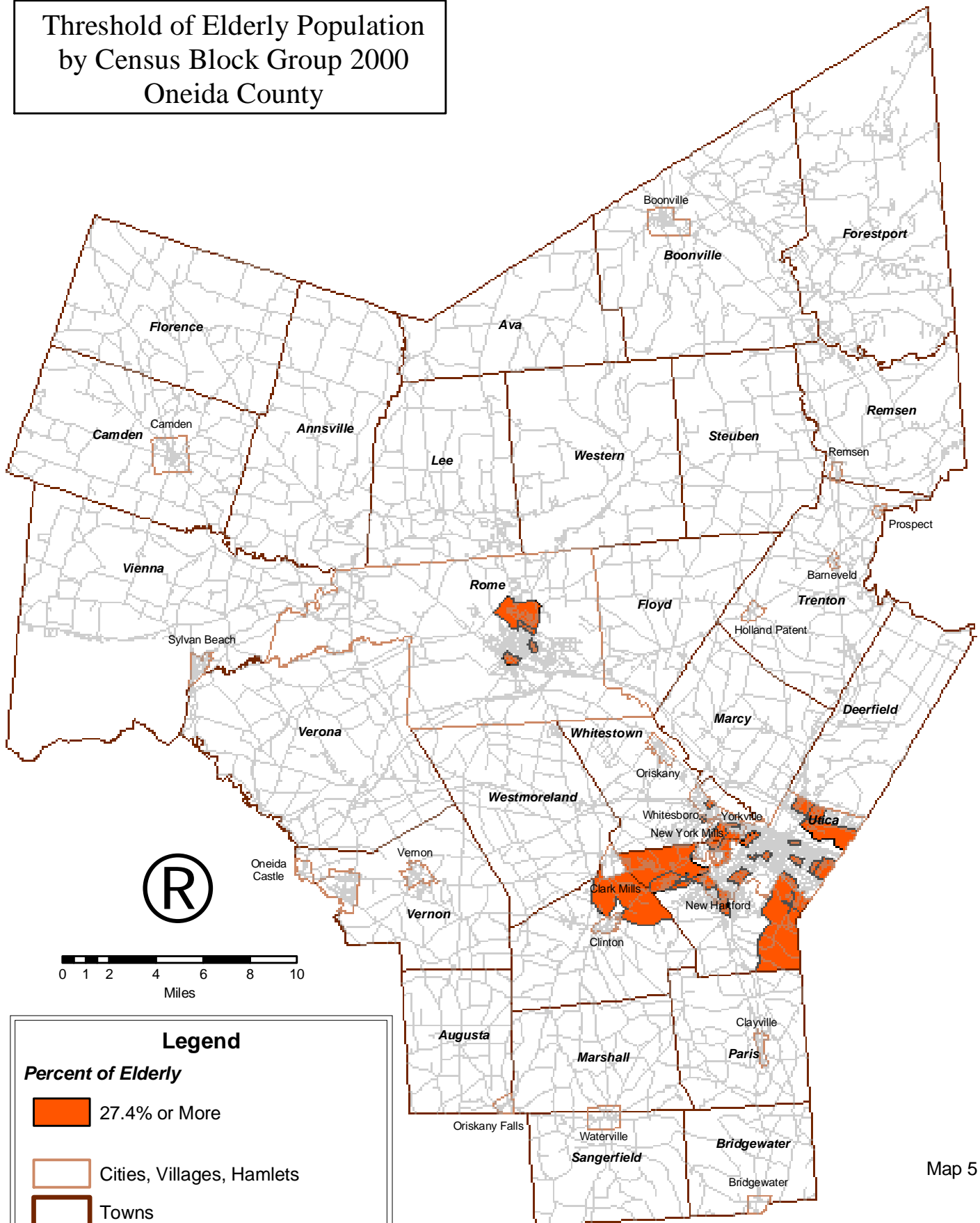
Oneida County ranked 10th out of 62 counties statewide for resident workers employed within the county. As a major regional employment center, the county was ranked 16th statewide. According to the 2000 U.S. Census there were 100,800 workers in Oneida County, of which 18,945 of those workers commuted into Oneida County to work, while 11,270 county residents traveled outside the county to work.

Employment

In June 1993, the Base Realignment and Closure Commission (BRAC) voted to realign Griffiss Air Force Base effective September 30, 1995. With the realignment completed, Griffiss Air Force Base ceased to operate and became known as The Griffiss Business and Technology Park.

Today, few vacant buildings remain at Griffiss, meaning future development – and most recent development – will be private sector construction of new buildings. In 2005, Family Dollar invested \$64 million in a new distribution center, a local credit union spent \$7 million to build a

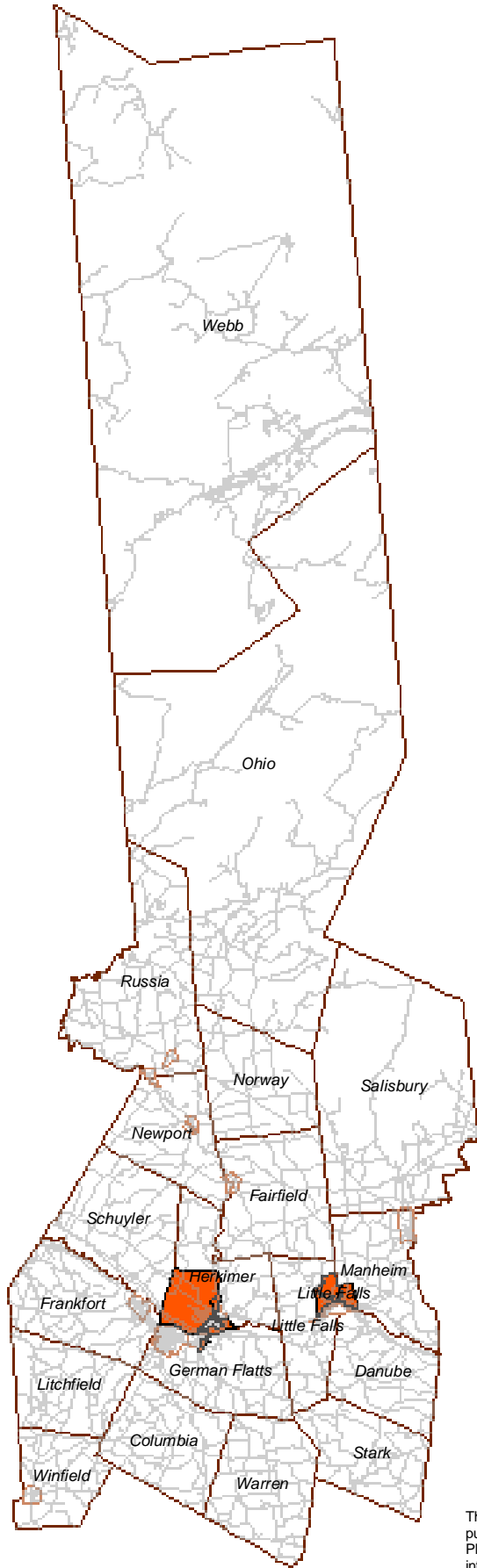
Threshold of Elderly Population by Census Block Group 2000 Oneida County



Map 5

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Threshold of Elderly Population by Census Block Group 2000 Herkimer County



Legend

Percent of Elderly

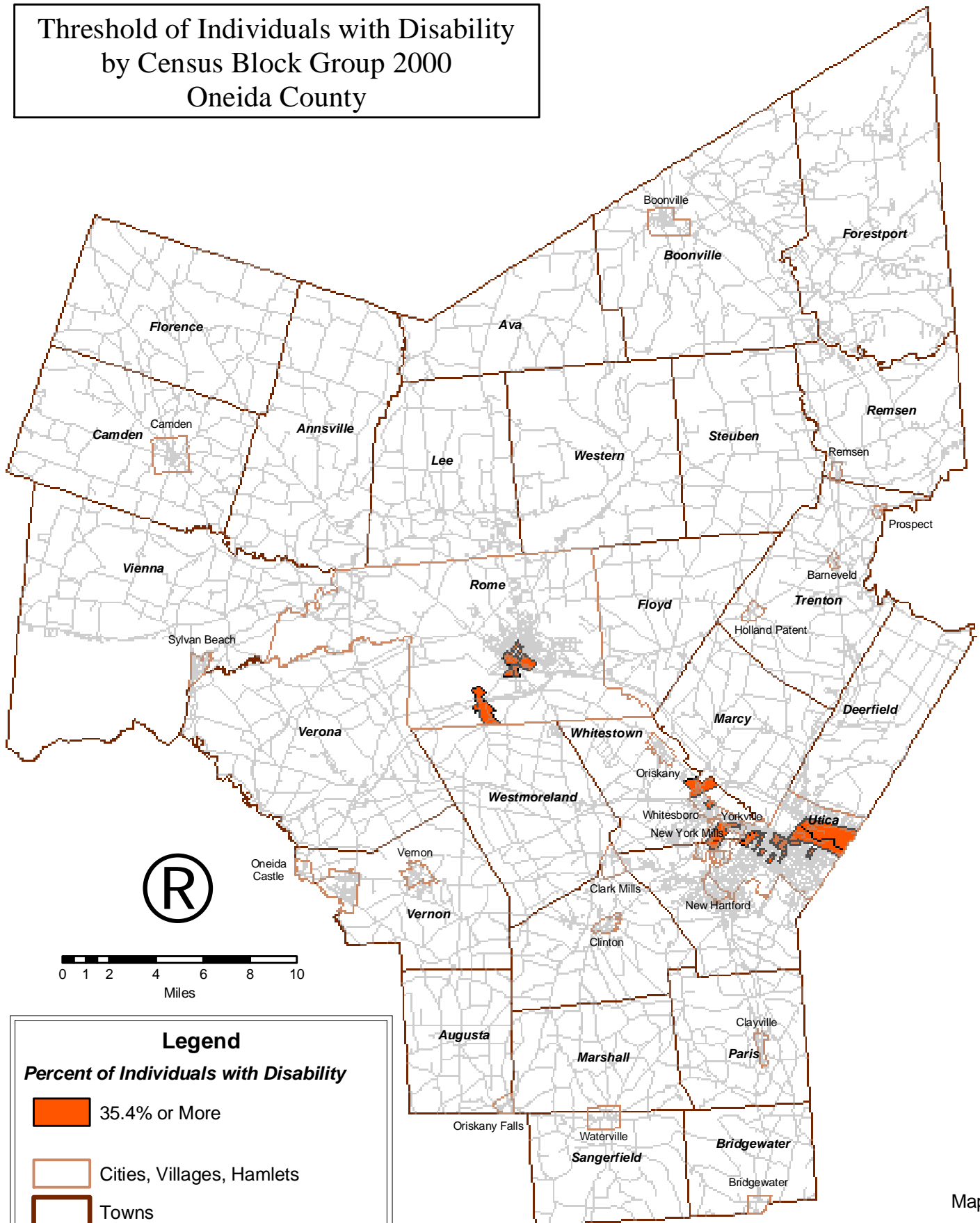
- 22.7% or More
- Cities, Villages, Hamlets
- Towns
- Roads



Map 6

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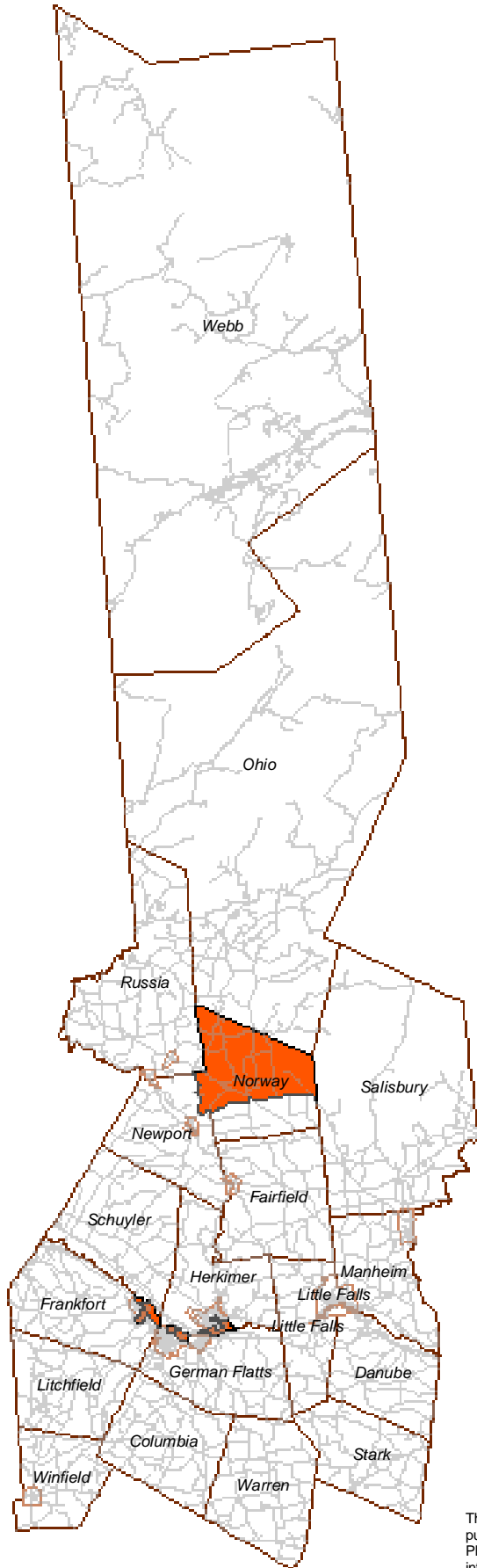
**Threshold of Individuals with Disability
by Census Block Group 2000
Oneida County**



Map 7

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Threshold of Individuals with Disability
by Census Block Group 2000
Herkimer County

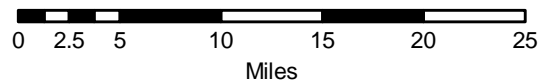


Map 8

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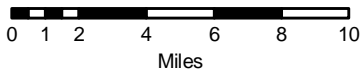
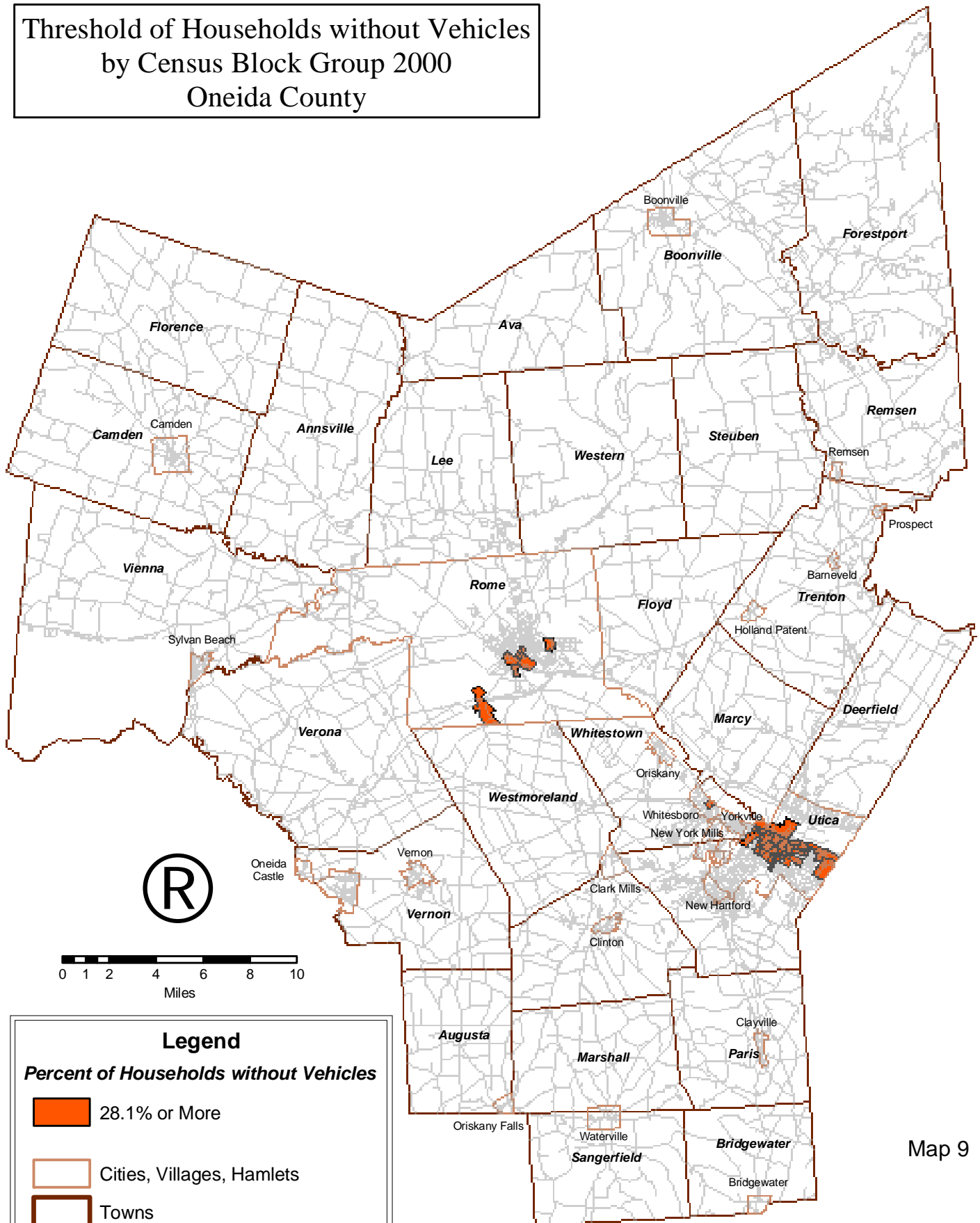
Percent of Individuals with Disability

- 25.2% or More
- Cities, Villages, Hamlets
- Towns
- Roads



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Threshold of Households without Vehicles by Census Block Group 2000 Oneida County



Legend

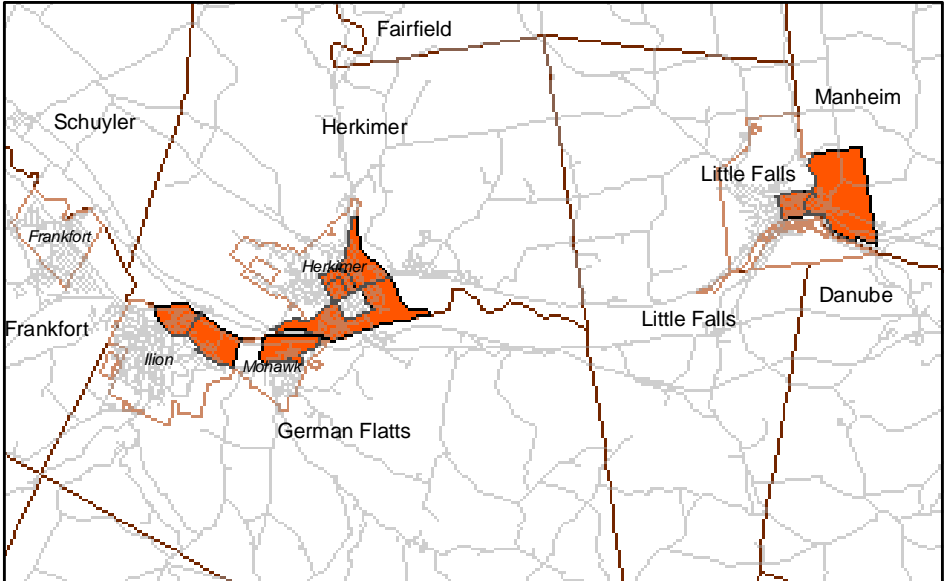
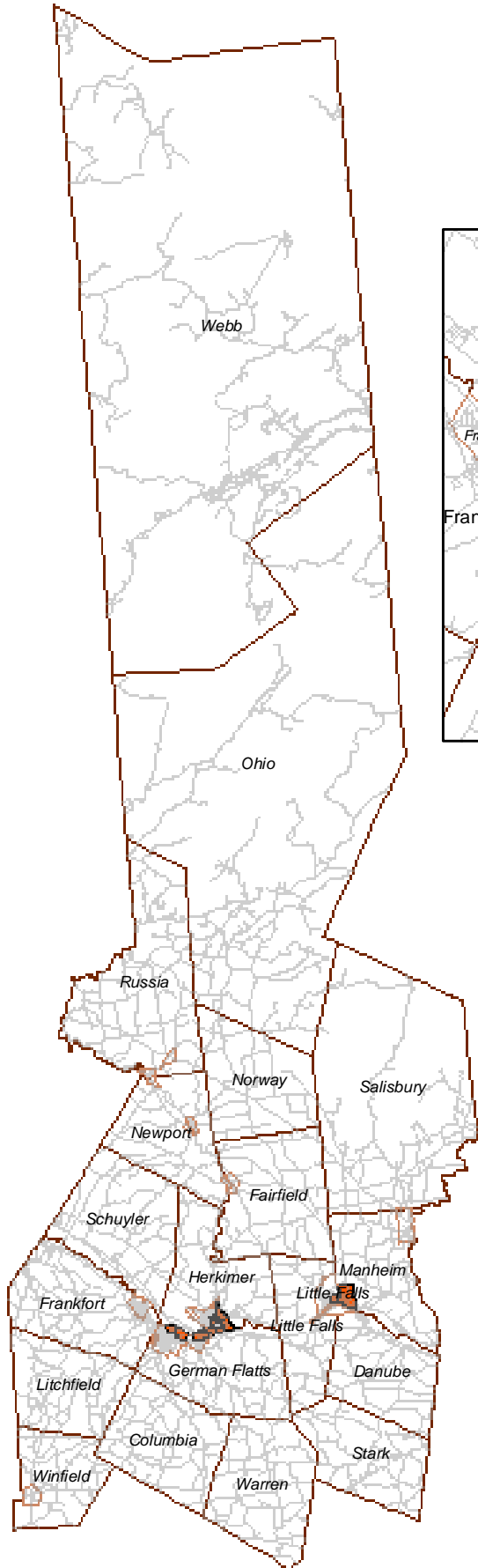
Percent of Households without Vehicles

- 28.1% or More
- Cities, Villages, Hamlets
- Towns
- Roads

Map 9

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Threshold of Households without Vehicles by Census Block Group 2000 Herkimer County

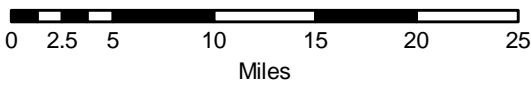


Legend

Percent of Households without Vehicles

- 20.2% or More
- Cities, Villages, Hamlets
- Towns
- Roads

Map 10



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new office and branch, a local human services agency invested \$7 million in a new campus, a local dentist built a new building, and a local ophthalmologist-turned-developer constructed a third office building for lease. In 2007, one of North America's largest olive oil distributors has moved into a new plant, a local bank has opened a new office, the human services agency is expanding and the ophthalmologist-turned-developer will construct his fifth office building, bringing total employment at Griffiss Business & Technology Park to over 5,000.

In like manner, the region continues to move forward by focusing on its assets and meeting its challenges. The Mohawk Valley has current strengths and growth potential in several industrial clusters, among them:

- **Aviation** - Empire Aero Center, a subsidiary of Israel Aerospace Industries, operates a maintenance, repair and overhaul facility in a refurbished former Air Force hangar. In 2006, Mohawk Valley Community College opened an airframe and power plant mechanic training program next door to Empire Aero Center's facility, to train the next generation of aviation personnel. Within sight of the Empire Aero Center hangar, manufacturer Goodrich Power Transmission Systems is the world's leading supplier of high technology drive systems for helicopters, fighter/bomber aircraft and tiltrotor aircraft
- **Logistics** - In 2006 Family Dollar opened the third major retail distribution center in the Mohawk Valley, joining Rite Aid and Wal-Mart as national chains that have realized the logistical value of the Mohawk Valley.
- **Metals Manufacturing** - This cluster has a strong regional history dating to the early 1800s. From the founding of Remington Arms and Revere Copper Products almost two centuries ago to the advanced metallurgy found today at Special Metals Corporation, HMI Metal Powders (a United Technologies Company) and others, the Mohawk Valley has been at the forefront of this industry. International Wire, Owl Wire (owned by the Marmon Group), and TECT all have major manufacturing operations in the Mohawk Valley.
- **Finance, Insurance and Real Estate** - The Mohawk Valley has become a center of major back office operations including insurance claims, check processing and call centers. Bank of America, The Federal Reserve, Bank of New York, Metropolitan Life, The Hartford, Defense Finance and Accounting Service and ACS all have major centers in the Mohawk Valley, and Utica National Insurance Company's international headquarters are here.
- **IT and Information Assurance** - Led by the Air Force Research Laboratory Information Directorate headquarters, the Mohawk Valley has developed a significant niche in the IT industry over the last half century. Today, international firms such as PAR Technology, BAE Systems, Booz Allen Hamilton, ITT Industries and Northrop Grumman have offices in the region, and homegrown companies such as Dolphin Technology, Black River Systems, Assured Information Security, New York State Technology Enterprise Corporation, Syracuse Research Corporation and Research Associates of Syracuse are becoming forces in the industry.

Occupational Projections

According to the New York State Department of Labor's Occupational Employment Statistics Survey, "Occupational Outlook 2004 – 2014," employment for the Mohawk Valley Region for

“all occupations” for a ten-year period is projected to increase from 217,490 to 232,210, a 6.8% change.

Welfare-To-Work

The region’s welfare to work effort has been successful because of job growth in health services, retail trade, financial services, and office business support. Our area has become attractive for the relocation and expansion of service industries due to the available labor force. Entry level job opportunities now exist in warehousing, distribution, and financial and information services. While some success has been made placing urban welfare recipients in Herkimer and Oneida County jobs, it has been more difficult to employ welfare recipients who live in outlying areas. The expanding business parks and industrial corridors currently comprise 30% of the region’s job growth.

For example, the Oneida County Airport Industrial Park houses several banking and insurance companies which hire account managers and claims adjusters that offer comprehensive training opportunities and full benefit packages. They would be ideal entry-level jobs, except they are located at a suburban business park, which is thirteen miles from the nearest urban center. Griffiss Industrial and Technology Park offers employment opportunities from over sixty growing employers. For example, United Cerebral Palsy (UCP) anticipated hiring 137 employees with its \$4.3M construction project. UCP’s new facility accommodates multiple-handicapped children ages 5 to 21. However, this new facility is located 8 miles away from downtown Rome. This underscores the need for transportation service.

The Private Industry Council (PIC) and/or the Department of Social Services have contacted many businesses in the two-county region. A majority of these business sites are not located near the residences of public assistance recipients. Company representatives have indicated that they are unable to find entry-level employees and have expressed eagerness in participating in a program that includes transportation provisions for the workers. Such a partnership would also consider assisting workers with flexible work hours, childcare or other support services for employees.

Empire Zone Designation

The New York State Empire Zones (EZ) Program, formerly known as the New York State Economic Development Program, was created in 1986 to stimulate economic growth through a variety of financial incentives designed to attract new businesses and to enable existing businesses to expand and create new jobs.

As a result of the regional economic development strategy devised by area officials in 1997, Mohawk Valley EDGE (EDGE) has coordinated the economic development efforts for Oneida County. EDGE has been designated by the County of Oneida and the City of Rome to administer both the Oneida County and City of Rome Empire Zone program.

The City of Rome Empire Zone identified those areas with current zone businesses with potential for expansion, areas with the highest potential for future growth and to address the blighted condition of the central business district. The three areas identified by the City of Rome Zone are the West Rome Industrial Park, Griffiss Business & Technology Park which are desirable for future growth and the City of Rome Central Business District which will address Rome’s

Downtown Urban blight through the revitalization of a targeted downtown corridor. In the Rome Zone there are 115 certified businesses that employ approximately 3,150 employees. The five largest employers are Revere Cooper Products, Rite Aid Distribution Center, Empire Aero Center, Goodrich Corporation and Cathedral Corporation.

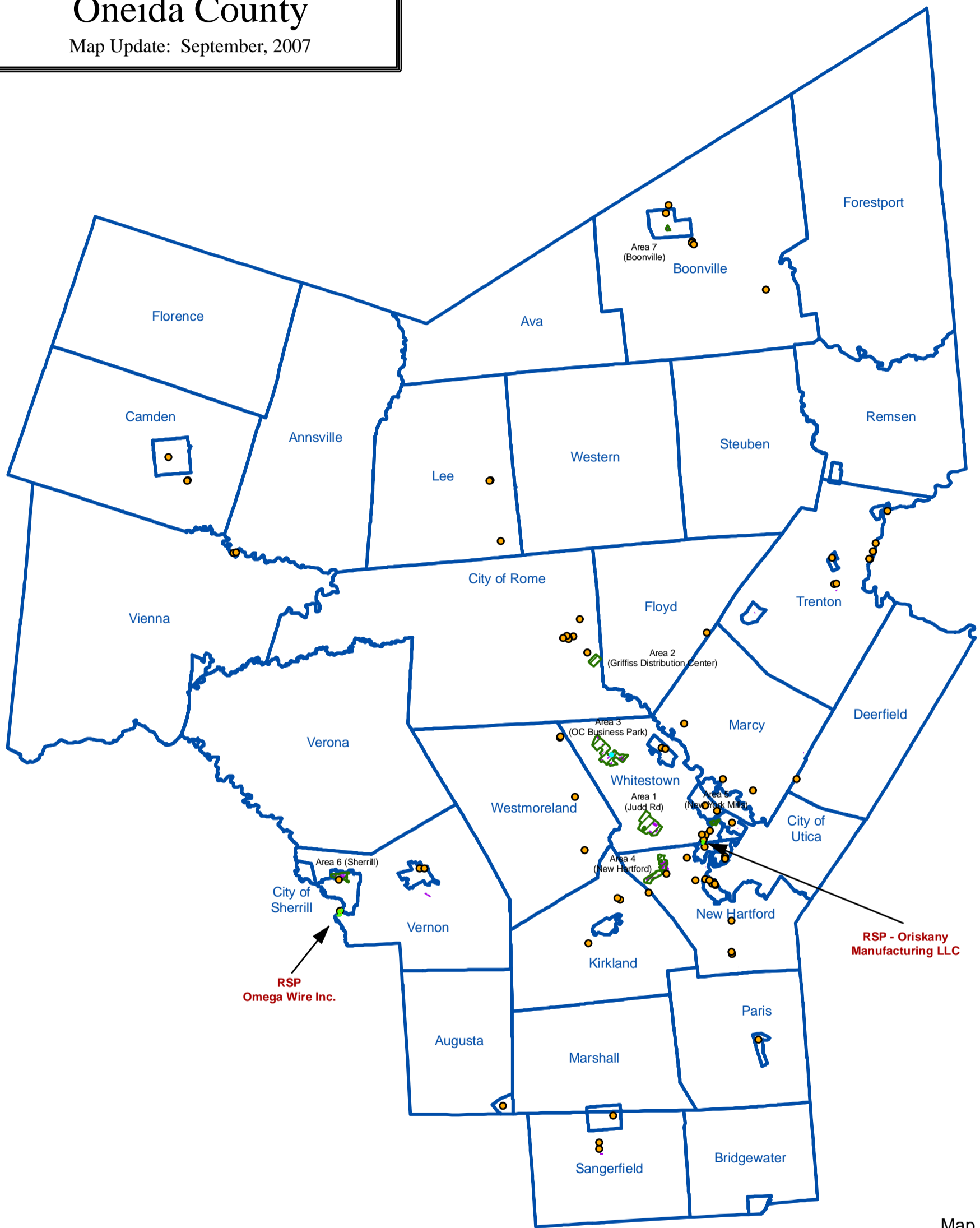
In the re-designation of the Oneida County Empire Zone the Zone identified areas in Oneida County with existing zone businesses with potential for expansion, areas with the highest potential for future development, and areas where there has been significant job loss. The seven areas identified by the Oneida County Empire Zone are Judd Road, Town of Whitestown; Griffiss Business & Technology Park (Family Dollar site); Oneida County Airport Business Park; Town of New Hartford (New Hartford Business Park, Woods Road, and Middle Settlement Road); Village of New York Mills; Sherrill (Oneida Ltd. former manufacturing plant and warehouse); and Boonville (former Ethan Allen furniture manufacturer's site) (See Map 11 and Map 12). In addition to the seven identified zone areas two additional sites have been identified and approved as Regionally Significant projects giving them Empire Zone designation. There are currently 111 certified businesses in the Oneida County Zone employing 8,660 employees. The five largest certified businesses located within the designated zone areas are: The Bank of New York, Special Metals, Daimler Chrysler Commercial Buses North America (Orion Bus), The Hartford and Family Dollar Distribution Center.

In 2005, Herkimer County had 52 Empire Zone certified businesses employing 3,231 full time employees. The Herkimer County Industrial Development Agency coordinates the Empire Zone in Herkimer County. There are seven designated Empire Zones in Herkimer County located in the following areas, 1) Little Falls Industrial Park area, 2) East Herkimer (former Herkimer Distribution site and the Lowe's Home Improvement Center site), 3) West Herkimer (near the County Garage combined with an area along Route 5S in Mohawk), 4) Village/Town of Frankfort (5 South and 5S North Business Parks), 5) Town of Frankfort (West Frankfort Industrial Park area), 6) Town of Schuyler (Schuyler Business Park area), and 7) Village of Ilion (Remington Arms and former Duofold plant area). There are also numerous businesses that are certified that were "grandfathered" into the program after re-designation of the zone was done in 2006. Also, Erie Educational Services in the Village of Frankfort is a certified business that was included after being designated a "Regionally Significant Project".

Empire Zone

Oneida County




Map Update: September, 2007

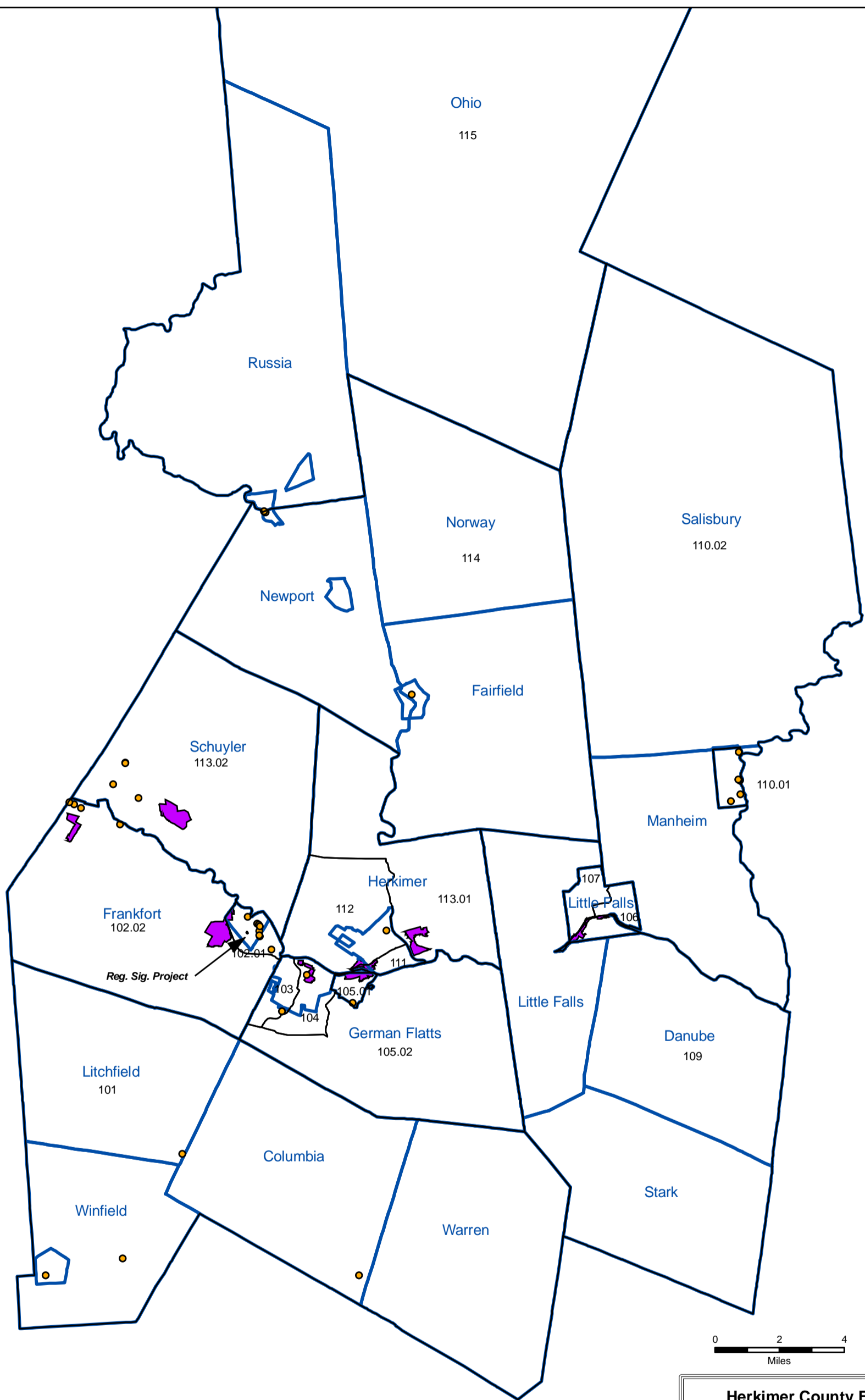


Map 11



Legend

-  Zone Regions
-  Grandfathered
-  Proposed RSP
-  Municipal Boundaries



Map 12

Herkimer County Empire Zone
 Regionally Significant Project Amendment
 Map Update: November 2006

Legend

- Existing Zone
- Regionally Sig. Project Area (V. of Frankfort)
- Grandfathered
- Municipal Boundaries
- Census Tracts

7. Current Transportation Services

Currently, Central New York Regional Transit Authority's (CNYRTA) subsidiary, CENTRO of Oneida, is the public transit operator which serves the Utica Urbanized Area and the Non-Urbanized Area of the City of Rome. The rural area of Oneida County, including the Mohawk Valley Corridor, is served by a private operator, Birnie Bus Service, Inc. (See attached Map)

Public Transit

In January 2004, the public transit services previously provided by the Utica-Rome Bus Company, Inc (Coach USA) and Oneida County Rural Transit had changed. In an expanded agreement with Oneida County, Birnie Bus Service began providing a changed service in its line haul operation in the Mohawk Valley Corridor. Birnie Bus Service took over the public transportation service from the Utica-Rome Bus Company. Birnie Bus Service also became the new operator of the expanded Oneida County Rural Transit services for Oneida County, in which they took over the rural transportation service from the Oneida County Office for the Aging. The rural service provided public transit to passengers who need service from and to the non-urbanized rural area to and from the urbanized area.

On April 1, 2005, Oneida County joined CNYRTA, which assumed all operations of the Utica Transit Authority (UTA). The State of New York provided \$2.7 million in capital assistance to immediately rehabilitate the fleet and facility. On October 1, 2005, CNYRTA assumed the operations of the Rome VIP Transportation, which provided transit services for the City of Rome.

The following is a description of the current public transit services in Oneida and Herkimer Counties.

1. CENTRO of Oneida Utica - The CENTRO of Oneida Utica operates fixed route and demand response services to the City of Utica, the Town of New Hartford, the Town of Whitestown, and the Town of Kirkland. The fixed route system consists of 10 routes that are based at the downtown Utica transfer center located at Genesee and Bleecker Streets. Demand response service is provided for the Americans with Disabilities Act (ADA) eligible individuals who are unable to use the regular fixed route bus service because of a disability. Both services are based at the CENTRO maintenance and operations facility on Leland Avenue in Utica.
2. CENTRO of Oneida Rome - The CENTRO of Oneida Rome operation provides public transportation and paratransit service to residents of the City of Rome. Its fixed route service is comprised of six routes using five buses. Complementary paratransit service is being provided for ADA eligible persons residing in the City of Rome. Both fixed route and paratransit operations are based at CENTRO's maintenance and operations facility on Race-Martin Street

Station in Rome.

3. Birnie Bus Service, Inc. – Birnie Bus Service, Inc. (BBS) is a privately owned company that provides interurban transportation in Central New York from Syracuse to Little Falls, and rural public transportation in Oneida, Herkimer, Madison, and Onondaga Counties. The fares charged by BBS are on a zone-to-zone system in accordance with an approved tariff. BBS has its major office and garage facilities in Rome, New York.

BBS provides area residents with coach line service between Utica and Rome along Route 69, with route deviation onto Route 69. Also as of January 1st 2004, BBS took over rural transportation service from the Oneida County Office for the Aging, providing public transit to passengers who need service out of the non-urbanized area and within the non-urbanized area. The thirteen route deviation transportation services are provided Monday through Friday. The rural transportation service area includes Boonville, Utica, Camden, Remsen, Floyd, Chadwicks, Rome, Sauquoit, Taberg, Waterville, Bridgewater, Sauquoit, Vernon and Barneveld.

Birnie is a large provider of human services transportation in Oneida County holding contracts with; Developmental Disabilities Services Office (DDSO), The ARC of Oneida-Lewis Chapter, Upstate Cerebral Palsy (UCP), Vocational & Educational Services for Individuals with Disabilities (VESID), Ava Dorfman Senior Center, YMCA, Loretto Utica Center and others. Birnie operates a number of Section 5310 funded vehicles via operating lease with the grant recipient.

ADA Paratransit

Under Title II of the Americans with Disabilities Act (ADA) of 1990, public transportation systems are required to provide ride services for people with disabilities when mobility limitations prevent them from using the transit bus. Such services are called demand response as they typically are initiated by an individual request for service from the disabled customer. ADA regulations expressly define the types of service, the accessibility features required on all transit vehicles, the eligibility criteria and application processes, and parameters for scheduling rides.

Major ADA service criteria include:

Definition of the Service Area – ¾ mile to either side of the bus route

Service Requests – requests taken during normal business hours with a minimum of 24 hours notice. Trips must be scheduled within one hour of the requested time.

Fares not to exceed twice the fixed route fare

Trip Purpose Restrictions trips can not be prioritized based on purpose or type of disability.

Hours and Days of Service to match that of the fixed route service.

Service Restrictions – it is illegal to limit transportation to an eligible customer for any of the following:

To limit the number of trips that a customer can request

To offer untimely pick up times

To offer trips with excessive lengths or ride times

To deny an eligible trip

To create a waiting list for eligible customers who wish to use the service

Current Status of the CENTRO of Oneida-Utica Dial-A-Ride

The Utica Dial-A-Ride service meets the basic service criteria identified above. There are up to 5 buses in use on the weekdays and one bus operating on Saturday. The regular bus route service does not operate on Sunday; therefore Dial-A-Ride is not required under the ADA. Service is provided with body-on-chassis vans and one automobile. The Utica Dial-A-Ride offers door to door service, which exceeds the ADA standards of service.

Service requests from ADA paratransit eligible riders are taken by two CENTRO staff scheduler/dispatchers. The staff have use of a computer and custom software to produce their schedules and print the driver manifests. The ridership is between 75 and 100 per weekday and approximately 12 riders on Saturdays. The customer base is mostly seniors with travel disabilities. Driver manifests are collected nightly and statistical data is input to the AS400. The software is very flexible and many different reports can be added to address reporting criteria.

CENTRO incorporates multi-passenger trip scheduling. The ride share information is given to the customer at the time of the booking. If the customer does not want to ride with others, they have the option to cancel and the request is counted as a customer refusal. CENTRO Dial-A-Ride has a policy and procedure brochure for the public that is very well done and an excellent source of CENTRO Dial-A-Ride service information. Future editions of the information would benefit customers by utilizing a larger font in printing.

CENTRO Dial-A-Ride processes 10-12 client applications a week. The application has a self-assessment and a verification of disability section. Applications are reviewed by the CENTRO Operations Manager.

Current Status of the CENTRO of Oneida-Rome Dial-A-Ride

The Dial-A-Ride Service has two daily full-time runs and one part-time run operating on Saturday. The fixed route service does not operate on Sunday therefore Dial-A-Ride is not required. Service to eligible customers is provided either by fixed route deviation or by a direct operated Dial-A-Ride body on chassis van. Dial-A-Ride offers curb to curb service. The customer base is mostly seniors with travel disabilities.

Service requests from ADA paratransit eligible riders are taken by a CENTRO dispatcher. The dispatchers “hand schedule” the paratransit service and have limited use of software to print a manifest for the drivers. Customers are allowed to schedule 24 hours and up to 14 days in advance. The ridership 5 or 6 months ago was as low as 8 to 10 trips booked weekdays and even more sparse service on Saturdays. The ridership has increased in the last few months up to 20 to 30 trips weekdays and 6 to 12 on Saturdays. There have been only a few service denials in these last months. The weekday Dial-A-Ride routes ride an average of 20 to 35 miles. Dial-A-Ride has a policy and procedure brochure for the public and an application for service eligibility.

Welfare To Work Transportation

In 1999/2000, Oneida County, acting as the applicant for Herkimer and Oneida Counties, was successful in being awarded four separate grants. The first grant was from the State of New York under Temporary Assistance to Needy Families (TANF) in the amount of \$575,353. In addition, Oneida County applied for a second round of the grant, requesting \$1.2 million under a replacement program for TANF, known as Community Solutions to Transportation (CST).

The other two grants were from the Federal Transit Administration under the Job Access Reverse Commute (JARC) program. The first grant, JARC 1, was approved in the amount of \$248,000 in federal dollars and was a 50%-50% matching grant totaling \$496,000 with the match. JARC 2 was approved for \$200,000 in federal dollars or \$400,000 with the match. The non-federal matching shares for these agencies would consist of funds from TANF, CST and State Operating Assistance funds. JARC 3 provided funding for the 2005 -2006 time period.

Projects under these grants, included Transit Tokens, Guaranteed Ride, Driver Readiness, Auto Insurance, Vehicle Repair, Gas Card, Travel Training, LaSalle Labs Shuttle Service, and a Mobility Management Function. Under the Mobility Management Function, a Mobility Center was established. A Transit Information Specialist and a Call Taker/Dispatcher staff the Mobility Center, which provides scheduling, dispatching, reporting, billing, and other mobility functions.

The goal of these grants was to develop an integrated transportation system that makes it possible for those on welfare to get to where the jobs are located. Without such a system, which requires a healthy public transit system, workforce needs cannot be met in an affordable way. These programs, through the Welfare To Work grants, assist and benefit the target population of this study.

A Summary report for the recent Welfare to Work transportation grants for Oneida and Herkimer Counties, noted that 1,404 clients were served in at least one program from January 2003 to July, 31, 2004. These services provided opportunities for low-income individuals to be gainfully employed and helped supply workers for area employers at a relatively low delivery cost.

Current Human Services Transportation Providers

The two-county region has a number of human service transportation providers. These providers offer services designed to aid primarily elderly and disabled customers, but they are not mandated services under the ADA. A current listing of human services agencies with accessible vehicles that have previously received Section 5310 funding in the two-county area is provided in Appendix C.

A very successful example of human services transportation coordination is the contracting of The ARC of Oneida-Lewis Chapter (The ARC) Section 5310 transportation service to Birnie Bus Service (BBS) for the past four years. The ARC is able to save money since BBS, being in the transit business, is able to operate a transit system more efficiently. BBS was already transporting consumers for the Developmental Disabilities Services Office (DDSO) and Upstate Cerebral Palsy (UCP) in the same areas as the ARC routes. By coordinating routes and buses through BBS, the ARC is able to save money. By eliminating a high risk area for driver injury, the ARC is also able to reduce Workers Compensation premiums. Also, the ARC's general

insurance liability has been greatly reduced. A full time Transportation Coordinator is successfully maintained by the ARC to insure a smooth transition between the ARC's programs and the Birnie Bus Service. The ARC has monthly meetings with BBS staff to monitor ongoing daily activities. It had also become difficult for the ARC to hire and maintain qualified bus drivers. BBS has a large number of qualified and trained drivers to provide service. Also, BBS is better equipped to service and maintain the buses.

The ARC transports over 500 consumers daily over 25 routes in 4 zones, which include Utica, Knoxboro, Rome, and Lewis. The Arc leases 16 buses to BBS and uses Section 5310 funding to keep this fleet updated. A formal contract was developed between The ARC and BBS that covers areas as: term, services and responsibilities, routes and time schedules, vehicles and equipment, insurance, personnel, billing, acceptable and unacceptable practices, agency rights, and others areas. The ARC decision to contract out the transit service to BBS and has saved them thousands of dollars.

8. Identified Transportation Needs, Gaps, and Redundancies

A required component of the locally developed Human Service Transportation Coordinated Plan is to identify the transportation needs, gaps in service, and areas of redundant services with regard to transportation issues of the target population groups.

The existing transit in the HOCTS planning area is primarily in Utica, Rome, parts of rural Oneida County, and the Mohawk Valley corridor along Route 5. This public transportation system is the only transportation available for many of the elderly, disabled, working poor, students, and commuters of the two-county area.

For this component, the following studies and surveys were reviewed by HOCTS:

1. HOCTS Coordinated Human Services Transportation Plan Survey, April 2007
2. 2006 Needs Assessment Survey: Final Results/Executive Report, prepared by Oneida County Office for the Aging/Continuing Care, January 2007.
3. Oneida County Department of Social Services 2006 Needs Survey Results.
4. Destinations 2005-2025, HOCTS Long Range Transportation Plan.
5. Position Paper: A look at the negative impact transportation gaps have on the life of New Yorkers with disabilities and recommendations for reform, prepared by the New York State Independent Living Council (NYSILC), February 2005.
6. HOCTS Environmental Justice Analysis 2004
7. Herkimer Oneida Counties Client Transportation Survey, May 2003, prepared by Herkimer Oneida Counties Comprehensive Planning Program.
8. Carter-Gobel Associates Consulting Services, Inc – Financial Analysis of Transit Services Consolidation And Coordination For Herkimer And Oneida Counties: Final Report, November 1997

To gather public input for the Coordinated Human Services Transportation Plan, a HOCTS Coordinated Human Services Transportation Plan Questionnaire was compiled and sent in April 2007 to thirty-three community agencies. These agencies included human service agencies, nursing homes, hospitals, transit providers, and public agencies. Of these thirty-three agencies, twenty-three agreed to serve on the newly formed Transportation Coordination Committee (TCC).

After reviewing all of the studies and surveys, common findings became evident. A summary list, of the identified human services transportation needs and gaps, was drafted into a *Rating*

Worksheet for Human Services Transportation Needs. This Worksheet was sent to the Transportation Coordination Committee members to review. They were asked to rate the importance of the statements using a scale of High, Medium, or Low. HOCTS summarized the returned worksheets and reviewed the results at the initial Transportation Coordination Committee meeting, which was held November 27, 2007. The minutes of this meeting are attached in Appendix F. The following list the prioritized needs and gaps:

High Importance

- Coordination of bus routes and service hours for employment, childcare, and medical appointments.
- Public and private agencies coordinating programs with available transportation service.
- Accessible and affordable transportation options for the elderly, disabled, and low-income to social activities, shopping, medical, and employment facilities.
- Easy to obtain information on available transit services, including non-English.
- Filling vehicles with clients from various agencies traveling the same routes at the same times.

High-Medium Importance

- Improved pedestrian access, safer sidewalks, crosswalks, signals, pedestrian friendly streets especially within walking distance to bus stops and rail stations.

Medium Importance

- Getting workers to employment locations currently not served by public transit.
- Provide transportation service during evenings, weekends, holidays, and non-traditional work hours.
- Guaranteed ride for commuters who regularly take public transit, vanpool, carpool, bike, or walk to and from work in the event of an unexpected emergency.
- On-demand transportation options to medical care facilities and options for adults with limited mobility.
- Rural service to local cities and to areas such as Syracuse and Cooperstown.

Low Importance

- Being able to track the location of buses on computer, automate trip schedules, dispatching and billing.

9. Obstacles and Opportunities to Coordination

Organizations face challenges and obstacles to any transportation coordination efforts. Common themes have emerged concerning barriers in the efforts of coordination. These themes included building trust, sustainability, ongoing communication and information sharing, and perseverance.

Real and/or perceived barriers to coordination efforts of human services transit services in Oneida and Herkimer Counties were identified in the recent HOCTS Human Services Transportation Survey. They include:

- Funding streams for specific agencies cannot be commingled.
- Public knowledge of available transportation options and how to access them.
- Cost of insurance and desire to maintain control over transportation capability.
- Multiple federal, state and county funding sources with a myriad of eligibility requirements.
- Turf issues and the competitive marketplace among agencies and transportation providers are always a major factor, especially with regard to Medicaid transportation.
- Alcohol and drug testing requirements for FTA fund recipients and insurance requirements are prohibitive for many small transportation companies.
- Liability concerns of insurance company policies regarding patient transportation.
- Lack of information and communication at all levels.
- Lack of infrastructure and technology for scheduling and equipment.
- Political and geographic boundaries.
- Reliance on volunteers.
- Lack of transportation expertise.
- Lack of resources, staff, time, and funding.
- Cost of providing transportation services.

According to federal resources, some successful efforts in case studies showed unique features, approaches, and trends in coordination. These opportunities to coordination covered the following areas:

- Coalition-building.
- Leadership.
- Lead agencies.
- Federal programs as catalysts for coordination.
- State-level coordination initiatives.

- Importance of planning.
- Nontraditional funding sources.
- Use of technology.

Successful coordination efforts have resulted from the following:

- An incremental or phased approach to implementing coordinated services can increase the likelihood of successful services.
- Communication among entities considering or engaged in coordination activities.
- Time and effort devoted to developing trust among partners and addressing concerns about control.
- The time spent in developing support, resources, and a framework for coordination will pay off in terms of future growth and stability. Benefits may not appear in the short term.

10. Strategies to Implement the Coordinated Human Services Transportation Plan

After reviewing the draft human services transportation needs and gaps to address the transportation needs of elderly, low-income, and people with disabilities, draft strategies were developed. These draft strategies were listed in a *Rating Worksheet for Human Services Transportation Strategies* which was sent to the Transportation Coordination Committee members to also review and rate using a scale of High, Medium, or Low. HOCTS summarized the returned worksheets and reviewed the results at the initial Transportation Coordination Committee meeting, which was held November 27, 2007. The results will help in the selection of projects to address the transportation needs of elderly, low-income, and people with disabilities. The following list the prioritized strategies:

Consumer-Focused

High Importance

- Strategies that give special attention to the needs of the diverse populations of the two-county area, such as the non-English speaking populations, the visually impaired population, in addition to the low-income population, the disabilities population, and the elderly population.
- One central location users can access, including the web or phone, to get information, obtain schedules, and/or make reservations with area transportation providers.

High-Medium Importance

- A web-based transit traveler information site that is user-friendly and provides transportation options available to potential customers with features such as route maps, schedules, fares, and a trip planner.

Medium Importance

- County-level reviews of commercial or residential development plans concerning transportation issues such as transit and bicycle/pedestrian access.
- Accessible taxi service to persons with disabilities.
- Enhanced modifications to increase accessibility beyond the mandated American Disabilities Act. This may include signage, curb cuts, and technologies.
- Expanded hours of transportation services for persons with disabilities, low-income individuals, and the elderly.

- Implement policies and programs that address safety concerns at bus stops, transfer stations, and on buses.
- Provide travel training services to teach people how to use public transit.
- Shift agency trips to the regular Transit Route Systems, which operate on fixed-schedules along specific routes with vehicles stopping to pick up and deliver passengers to specific locations.
- Expanded paratransit service beyond the required ADA ¾ mile limit.

Medium-Low Importance

- Transit amenities that enhance the riders experience and play an important role in attracting and keeping riders (i.e. storage racks, security cameras, etc.).

Operations

High Importance

- Increased transit service to medical facilities, employment centers and social activities for both paratransit and fixed route service.
- Extension of existing service routes to targeted residential or employment centers where new or growing employment and residential markets exist.
- Support bus feeder-routes, which are routes that connect to the regular transit route systems that operate on specific routes.

Medium Importance

- Consider expanding transit service areas to connecting neighboring communities if requested by a municipality.
- A Mobility Management Center for scheduling and dispatching of various transportation trips.
- Allow buses to deviate a short distance from a fixed route in order to pick up passengers.
- Transit service on holidays and Sundays.
- A brokerage system to coordinate transportation services in an area or region while maintaining different operators' independence.

Medium-Low Importance

- More direct service to destinations with fewer stops.

Policy, Programming, and Funding

High Importance

- Group agency trips to reduce duplication of transportation services.
- Survey customers to evaluate transportation users' satisfaction with the service they receive.
- Establish an interagency consortium for planning and policy-making, joint procurement, and vehicle maintenance services.

- Develop a partnership with transportation providers to develop a unified policy that allows transportation providers to accept transportation users regardless of their individual eligibility (ADA, Medicaid and other programs).
- Diversify and expand funding sources by partnering or contracting vehicles and transportation services through an existing transit operator.

Medium Importance

- Purchase transportation trips in volume from vendors.

Use of Technology

High Importance

- Computer-aided transportation dispatching and automated scheduling technologies to alleviate complex transportation scheduling scenarios and decrease operating costs.
- Using technologies, such as Geographic Information Systems (GIS) and Intelligent Transportation Systems (ITS), to enhance and expedite the coordination of transportation operations, management of information, and customer service.
- Smart Cards to unify multiple transportation systems under one fare payment method.
- Install automatic Vehicle Location (AVL) tracking systems on buses to obtain the real time location of vehicles for the purpose of scheduling transportation trips.

II. JARC and New Freedom Competitive Funding Application Process

HOCTS, as the lead agency, will be providing information packets to interested parties, which includes the application, application procedures, FTA eligible activities, selection process, and selection criteria. (see [Appendix G](#))

Eligible Applicants

Applicants may include state or local government authorities, public and private transportation operators, and non-profit organizations providing service within the Utica Urbanized Area.

Geographic Boundary

Although the locally-developed Human Services Transportation Plan covers the HOCTS planning area, the funding available through JARC and New Freedom must *be used for service within the Utica Urbanized Area* (See attached Herkimer-Oneida Counties Utica Urbanized Area Map). Funding under JARC and New Freedom for Non-Urbanized Areas is available through NYSDOT. The State will also use the HSTP in selecting projects for the non-urbanized areas of Oneida and Herkimer Counties.

Available Funding

Oneida County is the designated recipient for Job Access and Reverse Commute (JARC) and New Freedom. Oneida County's Utica Urban Area allocation for FFY 2006 JARC is \$107,461 and FFY 2006 New Freedom is \$66,606; for FFY 2007 JARC is \$113,070 and FFY 2007 New Freedom is \$72,864. Federal funds for JARC and New Freedom will continue for the next six years.

Matching Requirements

The Job Access/Reverse Commute program and the New Freedom program requires at least a twenty percent (20%) non-federal local share of costs for capital projects and at least a 50 percent non-federal local share for net operating costs of the project. Non-US Department of Transportation federal funds and local and private funds can be used for a funding match. Sources for matching funds have been expanded and are flexible to include non-USDOT federal funds to encourage coordination with other programs such as those funded by the Department of Health and Human Services.

Competitive Selection Process

As required under the SAFETEA-LU legislation, projects applying for funding under the JARC and New Freedom programs must be selected competitively. Projects must be derived from a locally-developed human service transportation coordinated plan beginning in FFY2007. Eligible applicants may be interviewed by the Selection Committee before the final selection.

The projects will be evaluated based on established selection criteria developed by the Transportation Coordination Committee. Projects must address one or more strategies in the Coordination Plan. Project applications will be evaluated based on the following six criteria:

- Project Needs, Goals, and Objectives
- Responsiveness to Strategies
- Financial Feasibility
- Demonstrates Coordination
- Effectiveness/Performance Measures
- New or Innovative Ideas

The Selection Committee members will include, but not be limited to, HOCTS staff, NYSDOT staff, Oneida County and Herkimer County DSS staff, and Oneida County and Herkimer County Office For the Aging staff. Members of the Committee must not have submitted a proposal, or be an employee of an agency that has submitted a proposal.

HOCTS staff will initially screen applications for completeness and eligibility. Applications will then be reviewed and scored by the Selection Committee according to the established selection criteria (listed below). The Selection Committee will then prioritize a list of projects for funding. The recommended list will then be presented for approval by the Transportation Planning Committee (TPC) and the Governmental Policy and Liaison (GP&L) Committee. Selected projects will be included in the Transportation Improvement Program (TIP).

The selection criteria are as follows:

Description of Scoring Criteria

Applications must meet the following requirements in order to be considered for funding:

- ✓ The proposed project must be an eligible activity that addresses an identified need or gap with a strategy presented in the plan.
- ✓ The proposed project must result in services, or activity, that primarily serve the target population groups in the Utica Urbanized Area.
- ✓ There must be an identified and secured funding match for the proposed project.
- ✓ The FTA Master Agreement Certification Form is signed.
- ✓ The FTA Certification and Assurances Certification Form is signed.

Scoring Criteria

Weighted Criteria:

- 1. Project Needs, Goals, and Objectives** **Possible Points: 25**
The proposed project will be evaluated based on how well it directly addresses the transportation gaps and/or needs identified in the HOCTS Coordinated Human Services Transportation Plan. This will include how well the application states the overall goals and objectives of the proposed project, and demonstrates how the project addresses the objectives of the JARC or New Freedom programs.
- 2. Responsiveness to Strategies** **Possible Points: 20**
The proposed project will be evaluated based on how well it addresses the prioritized strategies identified in the Coordinated Plan. This criterion considers two items: the project as it relates to the prioritized strategies and how well it addresses the strategies. More consideration will be given to applications that provide a well-defined service operations plan, describes the proposed implementation steps, and identify a realistic timeline for carrying out the plan. More consideration will also be given based on the responsiveness to the target populations, type of service proposed, the number of persons expected to be served, and the potential impact of project.
- 3. Financial Feasibility** **Possible Points: 20**
The feasibility of a proposed project will be evaluated in terms of the proposed budget, available resources, and institutional or administrative support. Scoring will be based on how clearly the project budget is defined, anticipated project expenditures and revenues, including documentation of matching funds and established milestones. Consideration will be given to the project's long-term sustainability, identified potential funding sources for sustaining the service beyond the grant period, and if the funding leverages other funding sources.
- 4. Demonstrates Coordination** **Possible Points: 15**
The proposed project will be evaluated based on its ability to coordinate with other community transportation and/or social services agencies. Consideration will be given to projects that clearly identify project stakeholders, and the level of stakeholders' involvement throughout the project.
- 5. New or Innovative Ideas** **Possible Points: 15**
Consideration will be given to proposed projects that demonstrate new and/or innovative service concepts or technologies for improving the access and mobility of the targeted populations.
- 6. Effectiveness/Performance Measures** **Possible Points: 5**
The proposed project will be evaluated based on the applicant's ability to demonstrate that the proposed project is the most appropriate match of service delivery to the identified needs. The application should clearly identify measurable outcome-based performance measures to track the service in meeting the identified goals.

TOTAL Possible Points: 100

Resources

1. Carter-Gobel Associates Consulting Services, Inc – *Financial Analysis of Transit Services Consolidation And Coordination For Herkimer And Oneida Counties: Final Report*, November 1997
2. Federal Highway Administration website – <http://www.fhwa.dot.gov>
3. Federal Transit Administration website – <http://www.fta.dot.gov>
4. Herkimer-Oneida Counties Transportation Study – *Consolidation And Coordination Of Transit Services; Herkimer-Oneida Counties, NY: Executive Summary*, 1994
5. Herkimer-Oneida Counties Transportation Study – *Coordination Of Regional Transportation*, March 1982
6. Herkimer-Oneida Counties Transportation Study - *Destinations 2005-2025: HOCTS Long-Range Transportation Plan*
7. Herkimer-Oneida Counties Transportation Study – *Elderly And Handicapped Inventory Update*, March 1980
8. Herkimer-Oneida Counties Transportation Study – *Elderly And Handicapped Inventory Update*, March 1982
9. Herkimer-Oneida Counties Transportation Study - *Environmental Justice Analysis 2004*
10. Herkimer-Oneida Counties Transportation Study – *Proposal For A Regional Transportation Authority For The Herkimer-Oneida Counties Area*, November 1983
11. Herkimer-Oneida Counties Transportation Study – *Transition Plan For Herkimer And Oneida Counties: Transit Accessibility For Handicapped People*, December 1980
12. Herkimer-Oneida Counties Transportation Study, Herkimer-Oneida Counties Comprehensive Planning Program, Oneida County Planning Department, NYS Department of Transportation – *Concept Paper: Development Of A Coordinated Transit System For Herkimer And Oneida Counties*, June 1999
13. New York State Department of Transportation, Office of Program Development and Management, Federal Transit Administration - *Section 5310 Program FFY 2007 Application Manual*
14. New York State Metropolitan Planning Organization website – <http://www.nysmpo.org>
15. Syracuse Metropolitan Transportation Council, *Job Access and Reverse Commute (JARC) and New Freedom funding solicitation*, August 2007
16. Transit Cooperative Research Program (TCRP) Report 105 - *Strategies to Increase Coordination of Transportation Services for the Transportation Disadvantaged*, 2004
17. United We Ride website – <http://www.unitedweride.gov>

APPENDIX

A

Public Review Process

APPENDIX

B

Section 5310 MPO Project Evaluation Form

APPENDIX

C

Section 5310 Agencies

APPENDIX

D

Section 5310 Schedule of Workshops Conducted by New York State DOT

APPENDIX

E

HOCTS Coordinated Human Services Transportation Plan Questionnaire, letter, and Summary

HOCTS Coordinated Human Services Transportation Plan Questionnaire

Agency Name: _____

Contact Person: _____

Address: _____

Phone: _____

Email: _____

1. Which of the following best describes your organization?
- Municipal Government County Government
 Private, Non-Profit Human Service Agency Private, Non-Profit Transportation Company
 Private, For-Profit Transportation Company Federal or State Human Service Agency
 Other (Please Specify) _____

2. Indicate which population group(s) your agency serves? (Mark all that apply)
- Individuals with disabilities
 Older adults
 Persons with limited incomes

3. What are the transportation needs of those you serve?
- _____

4. Do you provide transportation services for your clients? Yes No
If Yes, what types of service do you provide?
- _____

5. Do you provide transportation service for other organizations? Yes No
If Yes, please note the agency name(s), type of services, and reimbursement arrangements below:
- _____

6. Indicate any gaps that you think exist in the available transportation services in the two-county area:
- _____

(OVER)

7. Indicate any areas of redundancy in the available transportation services in the two-county area:
-
-
8. Do you have any strategies or coordination ideas to address the gaps that exist in the available transportation services?
-
-
9. Do you have any strategies or coordination ideas to address the redundancies that exist in the available transportation services?
-
-
10. Do you feel there are any real or perceived barriers to the coordination of existing transportation services in your area? (For example, statutory barriers to pooling funds, liability concerns, “turf issues”, etc.)
-
-
11. Have you conducted any recent surveys, of those you serve, regarding transportation needs/issues/gaps in transportation services? If yes, would you provide HOCTS with a copy of the survey and the results?
-
-
12. HOCTS is currently organizing a Transportation Coordination Committee (TCC) to help develop A Coordinated Human Services Transportation Plan.
 Would you, or a representative, be willing to serve on the TCC as an advisory member?
 Yes No
13. Additional Comments:
-
-
-
-
-

Please return by Friday, April 20, 2007

Send to:
 Barbara Hauck
 Herkimer-Oneida Counties Transportation Study (HOCTS)
 Boehlert Center at Union Station
 321 Main Street
 Utica, New York 13501

Survey Background

In August of 2005, the Federal Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) was enacted. SAFETEA-LU reauthorized national surface transportation programs which outlined new rules for the use of Job Access and Reverse Commute (JARC, Section 5316), New Freedom (Section 5317), and Elderly and Individuals with Disability (Section 5310) Funds. These programs:

- Provide transportation services for individuals receiving public assistance, and low-income individuals;
- Address the transportation needs of (the elderly and) persons with disabilities; and
- Fund vehicles for non-profit organizations.

The new rules enacted in 2007 state that recipients of JARC, New Freedom, and Section 5310 funds must certify that projects selected were derived from a “locally developed, coordinated public transit-human services transportation plan.” Additionally, the plan must be developed through the process that “includes representatives of public and non-profit transportation human service providers; participation by the public; and those representing the needs of welfare recipients and eligible low-income individuals.”

The Herkimer-Oneida Counties Transportation Study (HOCTS) serves as the Metropolitan Planning organization (MPO) for Oneida and Herkimer Counties and prepares a locally developed Human Services Transportation Plan (HSTP). In an effort to create the most efficient, effective HSTP, and to abide by the new SAFETEA-LU law, HOCTS has surveyed a variety of public and private organizations in Oneida and Herkimer Counties including those that serve low-income individuals, individuals with disabilities, the elderly, and provide transportation. In addition, as part of the survey, HOCTS has asked those surveyed to serve as members of a Transportation Coordination Committee it has established to assist in creating the HSTP.

Eighteen out of thirty-four organizations completed and returned the questionnaire. The following organizations were sent a questionnaire and the one ones marked by an asterisk (*) returned the completed questionnaire:

- The ARC, Oneida-Lewis Chapter, NYSARC *
- Birnie Bus Services, Inc.*
- Central Association for the Blind & Visually Impaired *
- Central New York Regional Transportation Authority *
- City Cab Company *
- Faxton Sunset St. Luke’s Health Care Center *
- Folts Homes, Inc.
- Gary’s Taxi Company
- Herkimer County Chapter of NYSARC *
- Herkimer County Department of Social Services
- Herkimer County Healthnet *
- Herkimer County Office for the Aging
- Human Technologies Corporation *
- Loretto Utica Center

- Lutheran Home of Central NY
- Mohawk Valley Community Action Agency
- Mohawk Valley Nursing Home, Inc. *
- Mohawk Valley Resource Center for Refugees
- Neighborhood Center *
- NYSDOT Office of Program Development and Management
- NYSDOT Passenger Transportation Bureau
- NYSDOT Regional Planning *
- Oneida County Department of Social Services *
- Oneida County Medicaid Department of Social Services *
- Oneida County Office for the Aging and Continuing Care
- Oneida Indian Nation of New York
- Presbyterian Home for Central NY
- Rescue Mission *
- Resource Center for Independent Living *
- Rome Memorial Hospital
- Upstate Cerebral Palsy
- Valley Health Services, Inc. *
- Vocational & Educational Services for Individuals with Disabilities *
- Workforce Investment Board

APPENDIX

f

Transportation Coordination Committee Members

**Transportation Coordination Committee Members
as of 5/29/08**

1. **Vincent Colgan**
The ARC, Oneida-Lewis Chap. NYSARC
245 Genesee Street
Utica NY 13501
2. **Terry Inkawhich**
Vice-President of Finance
3. **Tim Birnie,**
President
Birnie Bus Services, Inc.
Griffiss Business Park
P.O. Box 630, 248 Otis St.
Rome NY 13440
4. **Jim Armstrong**
Vice-President of Administration
Central Association for the Blind & Visually Impaired
507 Kent Street
Utica NY 13501
5. **Betty Petrie**
Project Manager
Central New York Regional Transportation Authority
200 Cortland Ave.
P.O. Box 820
Syracuse NY 13205-0820
6. **Ron Buccerio**
General Manager
CENTRO of Oneida
Leland and Wurz Ave.
Utica NY 13502
7. **Ray Schoeberlein**
President
Community Transportation Service
P.O. Box 191
Old Forge NY 13420
8. **Steven J. Brown, FACHE**
Vice-President of Clinical Operations
Faxton Sunset St. Luke's Health Care Center
1657 Sunset Avenue
Utica NY 13502

9. **Frank Reid**
10. **Kevin Crossley, Executive Director**
Herkimer Area Resource Center
333 South Main Street
Herkimer NY 13350
11. **Ervin Fuller**
Commissioner
Herkimer County Department of Social Services
301 North Washington Street Ste 2110
Herkimer NY 13350
12. **Phyllis Spinner**
Executive Director
Herkimer County HealthNet, Inc.
320 North Main Street Suite 3300
Herkimer NY 13350
13. **Mary Scanlon**
Director
Herkimer County Office for the Aging
109-111 Mary Street
Herkimer NY 13350
14. **Jack Gladwin**
Human Technologies Corporation
2260 Dwyer Avenue
Utica NY 13501
15. **Robert J Roberts**
Chief Operating Officer
Kids Oneida Inc.
1500 Genesee Street
Utica NY 13502
16. **David Dodgeon**
Mohawk Homestead
62 East Main Street
Mohawk NY 13407
17. **Joseph Franco**
Mohawk Valley Nursing Home Inc.
99 Sixth Avenue
Ilion NY 13357
18. **Peter Vogelaar**
Executive Director
19. **Dana Hubbard**
Mohawk Valley Resource Center for Refugees
309 Genesee Street
Utica NY 13501

20. **Terry Murawski**
Associate Capital Program Analyst
21. **Bob Rice**
Regional Planning & Program Manager
NYS Department of Transportation Region 2
State Office Bldg
207 Genesee St
Utica NY 13501
22. **Tom Vaughan**
Passenger Transportation Bureau
23. **Rich Quodomine**
NYS Department of Transportation
50 Wolf Road POD 54
Albany, NY 12232
24. **Mary Ellen Evans**
Employment Director
Oneida County Department of Social Services
800 Park Avenue
Utica NY 13501
25. **Ellen Luley**
Oneida County Medicaid Department of Social Services
800 Park Avenue 6th Floor
Utica NY 13501
26. **Dennis Tuttle**
Oneida County Office for the Aging and Continuing Care
235 Elizabeth Street
Utica NY 13501
27. **Kristine Marriott**
Presbyterian Home
P.O. Box 1144
New Hartford, NY 13413
28. **Hank Visalli**
Rescue Mission
201 Rutger
Utica NY 13501
29. **Donna Gillette**
Resource Center for Independent Living
409 Columbia Street
Utica NY 13501

30. **Ann Walseman**
Rome Hospital Foundation
1617 North James Street
Suite 950
Rome NY 13440
31. **John Salvati**
St. Joseph's Nursing Home
2535 Genesee Street
Utica NY 13501
32. **Lisa Betrus**
Administrator/CEO
Valley Health Services Inc.
690 West German Street
Herkimer NY 13350
33. **Michelle Barlow**
Vocational & Educational Services for Individuals with Disabilities (VESID)
District Office
207 Genesee Street
Utica NY 13501
34. **Susan Breckenridge**
Workforce Investment Board
209 Elizabeth Street 2nd Fl
Utica NY 13501
35. **Victor Waldron**
FTA Region 2
One Bowling Green Room 429
New York, NY 10004-1415

APPENDIX

G

Minutes of the Transportation Coordination Committee Meetings

MINUTES
Transportation Coordination Committee Meeting
November 27, 2007

The Transportation Coordination Committee (TCC) met at the Grande 1 Room of the Radisson Hotel in Utica on Tuesday November 27, 2007. Harry Miller, Herkimer-Oneida Counties Transportation Study (HOCTS) Program Manager, called the meeting to order at 10:12 a.m.

Agency Members Present:

Jim Armstrong	Central Association for the Blind & Visually Impaired
Michelle Barlow	New York State Vocational & Educational Services for Individuals with Disabilities
Tim Birnie	Birnie Bus Service
Suzanne Brechenridge	Workforce Investment Board
Steven Brown	Faxton-Sunset-St.Luke's
Ron Bucciero	CENTRO of Oneida County
Vincent Colgan	The ARC, Oneida-Lewis Chapter
Mary Ellen Evans	Oneida County Department of Social Services-Employment Unit
Ervin Fuller	Herkimer County Department of Social Services
Donna Gillette	Resource Center for Independent Living
Jack Gladwin	Human Technologies Corporation
Dana Hubbard	Mohawk Valley Resource Center for Refugees
Terry Inkawhich	Birnie Bus Service
Ellen Luley	Oneida County Department of Social Services- Medicaid Unit
Terry Murawski	New York State Department of Transportation, Region2
Betty Petrie	Central New York Regional Transportation Authority
Rich Quodomine	New York State Department of Transportation
Frank Reid	Herkimer Area Resource Center
John Salvati	St. Joseph's Nursing Home
Mary Scanlon	Herkimer County Office for the Aging
Phyllis Spinner	Herkimer County HealthNet
Dennis Tuttle	Oneida County Office for the Aging & Continuing Care
Hank Visalli	Rescue Mission
Tom Vaughan	New York State Department of Transportation

Others Present:

Gloria Hessell	New York State Office of Temporary & Disability Assistance
Peter Lehmann	New York State Office for the Aging
John Reel	New York State Department of Transportation
Nick Rose	Developmental Disability Planning Council
Vincent Wong	New York State Department of Transportation
Harry Miller	Program Manager, HOCTS
Barbara Hauck	Senior Planner, HOCTS
Fred Cook	Chief Planner, HOCCPP
Courtney Sprague	Research Analyst, HOCCPP

Welcome

Harry Miller welcomed everyone to the first Transportation Coordination Committee meeting. Harry gave a brief description of the steps leading to today's meeting. The 2005 transportation reauthorization bill: Safe, Accountable, Flexible, and Efficient Transportation Equity Act - A Legacy for Users (SAFTEA-LU) requires 1) the establishment of a locally developed, coordinated public transit-human services transportation plan for three FTA human service transportation programs: Section 5310 Elderly Individuals with Disabilities Program, Section 5316 Job Access and Reverse Commute Program, and a new program, Section 5317 New Freedom Program; 2) requires the plan to be developed by a process that includes representatives of private and nonprofit transportation and human services providers and participation by the public; and 3) planning requirements become effective in Federal Year 2007 as a condition of receiving Federal assistance.

In April 2007, HOCTS sent a questionnaire to human service agencies, public and private transportation providers, in Oneida and Herkimer Counties, asking their input on human services transportation needs, gaps, issues, and willingness to participate on the Transportation Coordination Committee (TCC).

Attendees were asked to introduce themselves, their agency, and their transportation issues or needs.

United We Ride

Tom Vaughan gave a presentation on Implementing Coordinated Transportation Planning in New York State. He gave a brief overview of the United We Ride on the Federal level, New York State Coordination - history and current direction, and funding sources.

The United We Ride Executive Order was signed February 24, 2004 and included the following: 1) identify federal statutory and regulatory duplications and barriers to human service transportation coordination, 2) simplify customer access to transportation services, 3) enhance the cost-effectiveness of service delivery, 4) reduce the duplication of transportation services, and 5) identify useful practices in coordinating human service transportation.

The NYS Action Plan continues collaboration among State agencies-Outreach and Education, developing joint strategies that assist in increasing mobility.

The United We Ride coordination efforts are now implemented through the 2005 reauthorization legislation of SAFETEA-LU. The guidelines for planning efforts and funding requirements for Oneida and Herkimer Counties under SAFETEA-LU are as follows: 1) the MPOs are leading the Planning efforts; and 2) for Rural Areas, the State will administer the application process based on the locally developed plan.

Coordinated Human Services Transportation Plan

Harry Miller gave an overview of the Herkimer-Oneida Counties Transportation Study (HOCTS) as the MPO for the area, followed by a presentation of the SAFETEA-LU Coordination requirements. The three target populations required by the coordination plan are: 1) individuals with disabilities, 2) the elderly, and 3) persons with limited income.

The Section 5310 Elderly Individuals with Disabilities Program helps provide transportation for non-profit human service agencies. It funds vehicles only with an 80% federal and a 20% local match. The program oversight is conducted by NYSDOT which includes a statewide solicitation of applications, and no geographic allocation of funds.

The Section 5316 Job Access and Reverse Commute Program provides formula funding to states to help transport welfare and low income people to and from their employment. Funds are available to support the capital and operating costs of transportation services for this targeted group that are not met by other transportation services. Funds can be used for 80% of capital expenses and 50% of operating expenses. The local allocation, which comes to the Utica Urban Area only, is \$107,461 for 2006 and \$107,461 for 2007. The rural areas can apply directly to NYSDOT. The LaSalle Shuttle service and the Marquardt Shuttle service were both highlighted as successful late-night-weekend services.

The Section 5317 New Freedom Program provides formula funding to states for new services that goes beyond those currently required by the American Disabilities Act of 1990 (ADA) regulations. Funds may be used for 80% of capital expenses and 50% of operating expenses. The local allocation, which comes to the Utica Urban Area only, is \$66,606 for 2006 and \$66,606 for 2007.

HOCTS has developed an Interim HSTP which includes a summary of past coordination studies, current regional transit under CNYRTA, demographics, existing transportation services, and information from past surveys from agencies and providers. The input gathered from the April 2007 HOCTS Survey and the November 2007 Rating Worksheets from TCC members will be added.

The role of the members of the Transportation Coordination Committee is an advisory role and the responsibilities are as follows: provide input on the transportation needs and gaps, help develop and prioritize strategies, help develop a competitive selection process, comment on draft plans and plan updates. A possible future role would be to work on broader coordination issues.

The draft timeline is as follows: November 27, 2007-1st TCC meeting; January 2008- 2nd TCC meeting discussing 1st HSTP Draft; March 2008- 3rd TCC meeting discussing 2nd HSTP Draft; April 2008- Public review of Final HSTP; May/June 2008- TPC & GP&L approval of Final HSTP; June 2008- Request for Projects for 2006& 2007 funds; and September 2008- 4th TCC Follow Up Efforts of HSTP.

Rating Worksheet Results and Discussion

Fred Cook, Chief Planner for the Herkimer-Oneida Counties Comprehensive Planning Program, facilitated the discussion for this section. It was noted that all the agencies represented at today's meeting help clients in many ways. Fred reviewed the results of the committee members rating of the Need and Gaps Worksheet followed by the rating of the Strategies Worksheet.

The following comments were made during the discussion of the survey findings:

~Following the review of the Needs and Gaps portion of the survey, it was stated that there is a lack of knowledge/awareness of transportation services available as opposed to an actual lack of services.

~Following the review of the Consumer-Focused portion of the survey, it was stated that CENTRO of Oneida has revised and updated its Web site. All routes and maps are available online and the site has been tested for ADA compliance. It was also noted that CENTRO will be adding an interactive trip-planning feature. The site has been field tested by ARC of Onondaga County among other agencies.

~Following the review of the Policy, Programming and Funding portion for the survey it was stated that sometimes there is a need to revisit issues in order to authenticate needs and gaps.

~It was asked why there were no questions included on the level of driver training for individuals with special needs. It was noted that in response to concerns in the Capital District, ramps on buses have changed which has resulted in greater rider satisfaction.

~Staff responded that this survey was completed by the individuals in the room rather than the general public.

~It was stated that the findings were great. However, there is still a lack of communication with clients. Seniors and individuals with disabilities often need assistance in getting information.

~Staff responded that there are other ways of getting information out to the public. The first step is to determine what information needs to be communicated and to whom.

~It was stated that Otsego County has a mobility manual that includes all routes and schedules in one book for one-stop shopping. The manual answers the questions who's providing services and when. This idea could be a starting point for Oneida County.

~Staff responded by asking how does the mobility manual get into the hands of the consumers?

~It was stated that Birnie Bus Services also has a Web site with schedules. Birnie Bus goes out into the community and talks to groups about the services they provide and their routes. Birnie has met with senior groups to try to bridge the gaps. They have also partnered with senior groups and the ARC.

~It was stated that the private providers often have the ability to provide service in a shorter time period than the Regional Transportation Authority. The state and federal regulations hinder public providers flexibility. However, public transit can be the core of coordination and private operators can feed into it. Communication is seen as the main barrier followed by funding.

~It was stated that agency transportation needs are often on nights and weekends. However, a private operator can provide 24-hour a day, seven days a week service. After listening to many of the issues around the table, it was stated that Birnie Bus could probably meet many of the agencies needs.

~It was stated that today's meeting has been very informative. How would a non-profit organization such as the Refugee Center set-up a meeting with a private transportation provider to address the issue of employers such as service to the casino for 1st, 2nd, and 3rd shifts? Many of these individuals do not have transportation.

~It was stated that the casino would probably have to subsidize this service. The Birne line service goes by the casino several times a day, but not for all the shift changes.

~It was stated that LaSalle Labs in Little Falls was a success story. A bus took employees from Utica to Little Falls every day using a combination of funding sources.

~Staff noted that this demonstrates that we have the ability to work together to address the transportation needs. Committee members need to express their transportation needs to each other and work with each other to find solutions.

Future Planning Activities

Harry Miller stated the next TCC meeting will be mid to late January 2008. A first draft of the HSTP will be sent to committee members prior to the meeting for their review before a discussion and comment of the first draft at the January meeting.

Additional Comments

~John Reel, NYSDOT, said public transit is not always the best option for a non-urban area. Agencies need to keep working together. The mobility management scenario of continuing to stay at the table and be a continuing partner with transit providers is important. It was noted that Oswego has a mobility management system run by a non-profit.

~Peter Lehmann, NYSOFA, said OFA will continue to support the efforts of the TCC.

~Gloria Hessell, NYSOTDA, said having an employment background; she could see how some employers might not be aware of bus schedules and need to be educated about available transportation services.

~It was stated that agencies need to look at solutions other than just ride sharing. Car repairs are an issue, some VESID clients can't pay for insurance and can't make car payments.

~Fred Cook said the Department of Social Services has transportation programs to help provide services in these areas. It is possible that non-clients are not aware of the service or they may not qualify due to income limits.

~Gloria Hessell, NYSOTDA, agreed that Wheels to Work addresses some of these needs. However it is an income eligible program, 200% of the poverty level.

~It was stated that consumers being able to access each other and arrange for their own ride sharing.

~It was stated numerous times that providing information is very important. It is difficult to put together a living document with access to information and guidelines. We need to know more about the 5-1-1 and 2-1-1 systems. Putting all the information together in one place would be useful.

~Fred Cook said bridging the gap to non-clients is important, but at what cost?

~It was stated that there needs to be a peer mentoring employment initiative to address transportation needs. We need to continue to meet on a regular basis.

~It was stated that it would be helpful to have the Web sites of all of the agencies.

~Harry Miller said the Web sites will be placed on HOCTS' Web site www.hocts.org and in the minutes from this meeting.

The following are the agencies that attended today's meeting, and their websites:

1. Birnie Bus Service www.birniebus.com
2. Central Association for the Blind & Visually Impaired www.cabvi.org
3. Central New York Regional Transportation Authority www.centro.org
4. CENTRO of Oneida County www.centro.org
5. Faxton-Sunset –St.Luke's Healthcare www.faxton-stlukes.com
6. Herkimer Area Resource Center www.herkimercounty.org
7. Herkimer County Department of Social Services www.herkimercounty.org
8. Herkimer County Healthnet www.herkimerhealthnet.com
9. Herkimer County Office for the Aging www.herkimercounty.org
10. Human Technologies Corporation www.htcorp.net
11. Mohawk Valley Resource Center for Refugees www.mvrcc.org
12. NYS Department of Transportation www.nysdot.gov
13. NYS Vocational & Educational Services for Individuals with Disabilities www.vesid.nysed.gov
14. Oneida County Department of Social Services www.oneidacounty.org
15. Oneida County Medicaid Department of Social Services www.oneidacounty.org
16. Oneida County Office for the Aging & Continuing Care www.oneidacounty.org
17. Rescue Mission www.uticamission.org
18. Resource Center for Independent Living www.rcil.com
19. St. Joseph's Nursing Home www.stjosephnh.org
20. The ARC of Oneida-Lewis Chapter www.thearc.org
21. Workforce Investment Board www.working-solutions.com

Other attendees:

1. Developmental Disability Planning Council www.ddpc.state.ny.us
2. Herkimer-Oneida Counties Comprehensive Planning Program www.oneidacounty.org
3. Herkimer-Oneida Counties Transportation Study www.hocts.org
4. NYS Office for the Aging www.aging.state.ny.us
5. NYS Office of Temporary & Disability Assistance www.otda.state.ny.us

The meeting closed at 12:03 p.m. followed by a buffet lunch at the Radisson's Garden Grill Restaurant, provided by NYSDOT.

MINUTES
Transportation Coordination Committee Meeting
February 8, 2008

The Transportation Coordination Committee (TCC) met at the Adirondack Room of the Radisson Hotel in Utica on Friday, February 8, 2008. Harry Miller, Herkimer-Oneida Counties Transportation Study (HOCTS) Program Manager, called the meeting to order at 10:08 a.m.

Agency Members Present:

Hank Visalli	Rescue Mission
Terry Murawski	New York State Department of Transportation, Region2
Mary Ellen Evans	Oneida County Department of Social Services-Employment Unit
Raymond Schoeberlein	Community Transportation Service-Old Forge
Frank Reid	Herkimer Area Resource Center
Dean Jones	Herkimer Area Resource Center
Matthew Sokol	New York State Department of Transportation-Albany
Jack Gladwin	Human Technologies Corporation
Mary Scanlon	Herkimer County Office for the Aging
Phyllis Spinner	Herkimer County HealthNet
Tim Birnie	Birnie Bus Service
Kathy Eisenhut	Valley Health Services
Betty Petrie	Central New York Regional Transportation Authority
Ronald Bucciero	CENTRO of Oneida Inc.
Vincent Colgan	The ARC, Oneida-Lewis Chapter
David Lowitz	Resource Center for Independent Living
Suzanne Brechenridge	Workforce Investment Board
John Gaetano	Faxton-Sunset-St.Luke's Healthcare
Dana Hubbard	Mohawk Valley Resource Center for Refugees
Rich Quodomine	New York State Department of Transportation-Albany

Others Present:

Harry Miller	Program Manager, HOCTS
Barbara Hauck	Senior Planner, HOCTS
Fred Cook	Chief Planner, HOCCPP
Courtney Sprague	Research Analyst, HOCCPP

Welcome

Harry Miller welcomed everyone to the Transportation Coordination Committee meeting and introductions of committee members were made. Harry noted that the next TCC meeting will be held in March. After the plan is completed, there will be a 30-day public comment period, then the plan will go to the GP&L in June for approval, and in July HOCTS will be sending out a Request for Proposal (RFP) for JARC and New Freedom funded projects.

Minutes of the November 27, 2007 Meeting

The minutes were open for discussion and comment. Since no additions or changes were made by the committee, the minutes will stand as the final minutes of the meeting.

Coordinated Human Services Transportation Plan

Harry noted that additional sections will be added to the plan, which will include the Insurance Requirements, the Urbanized Area Map, the Competitive Funding Application Procedures, and the Minutes from the TCC meetings. A copy of the draft Urbanized Map was handed out for review and it was noted that some revisions still need to be made to the map. The Insurance Requirements Section is being worked on by Oneida County staff and County attorney. It was also noted that the complete FTA Certification and Assurances, and the FTA Master Agreement document will not be included in the Plan due the size of the documents. Therefore, the Applicant sign off sheets for these two FTA documents in Appendix A, Part 2 and Part 3, directs applicants to the FTA website to review the documents electronically.

Harry then reviewed the Sections of the Draft Plan with Committee comments as follows:

~Ron Bucciero stated that page 11 should include UTA/CENTRO of Oneida as the Direct Recipient of \$100,000 of Community Solutions for Transportation (CST) funds.

~It was noted by several people that, on pages 25 & 26, the strategies language should expand on the diverse populations that need transportation, such as the non-English speaking population, visually impaired population, and the low-income population.

~David Lowitz from RCIL mentioned that there is nothing on diversity of languages in the community in the Regional Demographic Profile, page 12. HOCTS will add this information to page 12.

~Mary Ellen Evans of OCDSS, mentioned that many low-income individuals ride buses and they often have a language barrier. DSS works with these individuals and CENTRO to train them on using buses.

~Hank Visalli from the Rescue Mission added they are seeing more visually impaired people and people with language barriers.

~Dana Hubbard of the Refugee Center mentioned that she would be presenting the plan to members at the center and would have more input on the language issue after her presentation.

~It was mentioned that funding levels should be presented earlier in the report, add the Match Requirement Section to page 28, and clearly define Match Requirements in the Application.

~Rich Quodomine from NYSDOT mentioned that applicants should keep in mind that a project should be sustainable in the long-term, even if the funding is no longer available.

~Weighted Criteria Section

Many individuals thought the "New or Innovative Ideas" category should carry more weight than 5 points. After a brief discussion it was determined that 5 points would be removed from Project

Needs, Goals, and Objects, and 5 points would be removed from Responsiveness to Strategies. The new weighted criteria scale is:

- Project Needs, Goals, and Objects, 25 points;
- Responsiveness to Strategies, 20 points;
- Financial Feasibility, 20 points;
- Demonstrates Coordination, 15 points;
- Effectiveness/Performance Measures, 5 points; and
- New or Innovative Ideas, 15 points.

~Betty Petrie of CENTRO mentioned including stakeholder representatives from a senior citizen center or disability organization on the evaluation team. She also mentioned that representatives of the disabilities population from local colleges or universities are also often helpful.

~John Gaetano from Faxton-St. Luke's Healthcare mentioned that HOCTS might consider breaking up the points scale even further into categorical needs such as education, health, and work.

~Harry asked Ray Schoeberlein, from Community Transportation Services in Old Forge, to talk about his agency. Ray explained that they have been in existence for 20 years and rely totally on volunteer drivers (about 40 drivers); their motto is "Neighbors Helping Neighbors". The agency serves primarily seniors that need transportation for medical appointments and for shopping. Their funding sources include four local churches, Hamilton County, the Community Foundation, and contributions from local individuals. The agency charges no fees for users of the service but does accept charitable contributions from those who ride.

Status Reports

211 Community Information and Referral Service

Phyllis Spinner of Herkimer County Health Network made a presentation on 2-1-1, which is an information and referral hotline currently being explored as a possible collaboratively effort by Oneida, Herkimer, and Madison Counties. There is \$25,000 available to the counties to study whether the effort is possible and sustainable.

The 2-1-1 statewide is a United Way effort; is not a standing line-item in the New York State budget; and is not mandated for counties.

The RFP went out January 23, 2008 and is due back by February 22, 2008. Currently the counties are looking at whether it would be a full-fledged hotline 24 hours a day, 7 days a week, or possibly 5 days per week with nights/weekends contracted out. The 3 counties are exploring 2-1-1 together and need to agree on a course of action. The 2-1-1 service requires an enormous database which would need to be updated continuously. There is also a follow-up component, where callers would be called back to see if their needs were met by the system. Counties are required to commit a 20% match and each county would contribute a portion based on their population.

511 New York State Travel Information Service

Matt Sokol, NYSDOT, gave a brief presentation on the 511 System in NYS. This is the number for getting travel information by phone and is a common nationwide number. Thirty two states have complete or partial statewide coverage. The 511 Systems has interactive voice response systems; with no live operators. In New York State, the 511 System will be the “brand” for travel information by telephone, web sites, and e-notifications; not just through the telephone. Customers of the system include the traveling public, the commercial sector, and transportation systems operators.

The goal of NYSDOT’s 511 Travel Information System is to increase travel and transportation satisfaction through 1) increased mobility and reliability, 2) enhanced safety and security, 3) environmental sustainability, and 4) economic competitiveness. The timeline for implementation in NYS is contract award in March 2008, controlled testing environment in August 2008, soft roll-out of service in October 2008, New York City availability by November 2008, followed by the rest of the state. The objectives of the 511 system is to 1) seek out and use the best information available; 2) work to ensure the integration of travel modes; 3) provide consistent and up to date information; and 4) be “user friendly” and “seamless”. Some features of the system include a traffic information page which would display real-time traffic information, weather, closings, etc., and a transit trip planner called Trips123.

It was noted that the 511-system and Coordinated Human Service Transportation may work together in providing transportation assistance to the community. The 511 system can be tailored on a county by county basis.

Information Sharing

Harry Miller recommended a human service agencies survey for collecting information from various agencies to be used in the coordination effort. Harry suggested HOCTS could create a survey to send to various organizations to get the information which could possibly be used internally, for 211 or 511. Rich Quodomine suggested that the survey ask if an agency is running a transportation service and if they are, to ask about their cost structure, spending, and ridership restrictions.

Fred Cook suggested that a draft survey be prepared to identify what information is needed to be collected and for whom. A draft survey and draft contact agencies will be presented at the March TCC meeting for review.

Other Business

Vince Colgan, from the ARC, commented that he thought the report was very easy to read and informative.

Harry reiterated the next TCC meeting would be in March and stated committee members can send additional comments to the HOCTS staff.

The meeting closed at 11:45 a.m..

MINUTES
Transportation Coordination Committee Meeting
April 4, 2008

The Transportation Coordination Committee (TCC) met at the Ramada Hotel in New Hartford on Friday, April 4, 2008. Harry Miller, Herkimer-Oneida Counties Transportation Study (HOCTS) Program Manager, called the meeting to order at 10:09 a.m.

Agency Members Present:

Karen Ruff	Mohawk Homestead
Susan D. Smith	211 Leatherstocking Region
Dean Jones	Herkimer Area Resource Center
Rich Quodomine	New York State Department of Transportation-Albany
Frank Reid	Herkimer Area Resource Center
Ronald Bucciero	CENTRO of Oneida Inc.
Mike McCoy	Faxton-Sunset-St.Luke's Healthcare
Tim Birnie	Birnie Bus Service
Terry Inkawhich	Birnie Bus Service
John Salvati	St. Joseph's Nursing Home
Betty Petrie	Central New York Regional Transportation Authority
Terry Murawski	New York State Department of Transportation, Region2
Jim Armstrong	Central Association for the Blind & Visually Impaired
Mary Ellen Evans	Oneida County Department of Social Services-Employment Unit
Alice Savino	Workforce Investment Board
Joann Marshall	Resource Center for Independent Living
Ellen Luley	Oneida County Department of Social Services- Medicaid Unit
Vincent Colgan	The ARC, Oneida-Lewis Chapter

Others Present:

Harry Miller	Program Manager, HOCTS
Barbara Hauck	Senior Planner, HOCTS
Fred Cook	Chief Planner, HOCCPP

Welcome

Harry Miller welcomed everyone to the Transportation Coordination Committee meeting and introductions of committee members were made.

Minutes of the February 8, 2008 Meeting

The minutes were open for discussion and comment. Since no additions or changes were made by the committee, the minutes will stand as the final minutes of the meeting.

Coordinated Human Services Transportation Plan

Harry reiterated that today is the final meeting of the Draft Plan. It was noted that staff reviewed and addressed the comments made by the Committee on the Draft Plan from the February 8, 2008 committee meeting. Also, the additional sections, mentioned from the last meeting, were

added to the Draft Plan, which are the Insurance Requirements, the Urbanized Area Map, the Competitive Funding Application Procedures, and the Minutes from the TCC meetings.

Harry then briefly reviewed each section of the Plan, followed by a question and answer period. It was noted that no other comments or changes were made by the Committee on the Draft Plan. The completed Plan will have a 30-day public comment period, go to the GP&L in June for approval, and in July HOCTS will solicit project proposals for JARC and New Freedom funded projects for the urban area. NYSDOT will solicit projects for the non-urbanized area of the Oneida and Herkimer Counties.

Section 5310 applications will continue the same process with applications to be sent to Main Office-Albany by June 1st. Copies of the applications are sent to HOCTS from Main Office-Albany about two weeks after they are received in Albany. It was suggested that applicants also send HOCTS a copy of their application with a list of vehicles applying for and a narrative of the coordination efforts of the applicant. Rich Quodomine noted that this would show the State the participation of the applicant in the local plan. There was discussion on the State's efforts of catching up the current funding cycle and the current application process.

Presentation by the ARC of Oneida-Lewis Counties and Birnie Bus Service, Inc.

Vince Colgan, ARC, gave a brief presentation of their coordination efforts of leasing their Section 5310 buses to Birnie Bus Service, Inc.(BBS). The relationship started years ago when ARC got into the transportation business when WIBX donated a small bus to ARC. That small bus transported 500 consumers from their homes to the ARC site. About that time, Tim Birnie approached ARC with an estimate, offering to run their transportation program. After reviewing the BBS estimate, ARC concluded that there was not enough cost savings to have BBS run their transportation program. Over time, ARC noticed that BBS was showing up at the same locations as their consumers. After about ten years, ARC met with Tim Birnie about a proposal for BBS to run ARC's transportation program. ARC accepted BBS's proposal after a review showed savings in time and money for ARC. The quality of service and professionalism of BBS helped to overcome any trust issues. ARC staff continues to monitor the day-to-day operations and works with BBS to resolve any issues. It was noted that the ARC saved a considerable amount of money on workers compensation. ARC noted that the service quality of BBS went hand-in-hand with cost savings.

Tim Birnie noted that the turning point for ARC was when the transportation costs had gone up, such as workers compensation, gasoline, and maintenance costs. For ARC, the transportation program became expensive and too complicated. The willingness to communicate helped to foster the coordination efforts. Tim noted that BBS is currently talking with CENTRO of Oneida on other coordination efforts.

Terry Inkawich, Birnie Bus Service, Inc., gave a brief overview of BBS's coordination efforts in Oneida County. BBS serves thirteen Adult Programs in Oneida County, which include 1) Oneida-Lewis ARC, 2) Developmental Disabilities Service Office (DDSO), 3) United Cerebral Palsy, 4) Development Services Office-Job Connections, 5) Lorretto Adult Day Care, 6) Ava Dorfman, 7) Rome-YMCA, 8) Resource Center for Independent Living, 9) St. Luke's Adult Day Care, 10) CUBS-Community Health Behavior Service, 11) Stonehedge Nursing Home Adult

Day Care, 12) Non-emergency Medicaid Transportation, and 13) Oneida County Rural Transit. Birnie Bus Service serves 1,332 passengers daily. It was noted the number of buses used to service the thirteen programs include 25 at the Rome Terminal, 30 at the Utica Terminal, 2 at the Hamilton Terminal, and 6 at the Lowville Terminal.

Terry cited some steps needed to successfully coordinate transportation. These are 1) Agency needs to be comfortable that the Coordinated Transportation Service will be of a high quality, 2) Develop the Scope of Services required by the Agency which include a) driver aide required, b) employee training and qualification, c) pick-up and destinations, d) insurance, and e) vehicle quality, 3) Patience and Agency's fortitude, and 4) Price.

Terry then highlighted the areas of success in the Oneida-Lewis Coordination Efforts which include 1) ride times of many ARC passengers were reduced substantially, 2) Birnie Bus Service maintained a high quality of employee, 3) buses required to service ARC programs were reduced by six, 4) the quality of vehicles improved since all BBS buses are subject to NYSDOT inspections, and 5) there is a higher probability to being approved for Section 5310 Capital funds.

Ron Bucерrio expressed the same positive experience of the transition from Utica Transit Authority (UTA) to CENTRO of Oneida. These are positive examples for other agencies to see that by coordinating with an existing transportation provider, agencies retain higher quality services, and save money.

Presentation by Resource Center for Independent Living and Workforce Investment Board

Alice Savino, Workforce Investment Board, gave a brief presentation, and a handout, on the Wheels to Work grant to assist low-income adults obtain vehicles for work. The Workforce Investment Board (WIB) of Herkimer, Madison, and Oneida Counties is the lead agency and the Program Manager is the Resource Center for Independent Living (RCIL). Adirondack Bank, Carbone Auto Group, and Skinner & Damulis are project partners.

The general summary points include, 1) Wheels for Work will provide funds for vehicles and vehicle related services for individuals who are in 200% poverty in Herkimer, Madison, and Oneida Counties; 2) to qualify for funds an individual must either have a job and need the car to get to work, or have a viable job offer and again, need the car to get to work; 3) qualified individuals will be offered down payment money or the first six months of payments and a car loan through Adirondack Bank; 4) the grant will pay for the first year of car insurance, two-year service plan, licensing/tag fees, and AAA membership and other related service (Driver Safety course), and 5) money may also be available for car repairs. There are three criteria for applicant review which are; threshold criteria, preference criteria, and final criteria.

Applicants need the following documentation for referral, 1) resident of Oneida, Herkimer, or Madison Counties; 2) employed in a competitive, integrated setting or have a documented job offer; 3) must demonstrate that other transportation is not available and vehicle is necessary to maintain employment; 4) has current license with no outstanding motor vehicle tickets or fines, copy of front and back; 5) proof of counseling if recent drug/alcohol conviction; and 6) financial plan that includes amount available for monthly payment, income, and expenses.

The projected start date of the program is May 1, 2008 and the staff is to be determined. For more information, call Joann Marshall at RCIL at 797-4642.

Presentation on Medical Answering Services of Syracuse

Ellen Luley, Oneida County Medicaid Unit of Department of Social Services, gave a brief overview of Medical Answering Services of Syracuse providing brokerage services for Oneida County DSS Medicaid clients. The program started March 1, 2008. The staff at Medical Answering Services takes calls 24/7, coverage beyond what the County could provide. They accept calls from clients, not just from medical providers.

It was noted that the Medical Providers determine the mode of transportation for Medicaid clients. Clients are required to use public transportation as a first option. It was suggested that Oneida County DSS Medicaid Unit meet with Medical Providers to discuss cost effective transportation options.

211 Community Information and Referral Service Update

Susan Smith, a consultant for the 211 program, gave an update of the program, which is an information and referral hotline currently being explored as a possible collaboratively effort by Oneida, Herkimer, and Madison Counties. There is \$25,000 available to the counties to study whether the effort is possible and sustainable.

The 2-1-1 statewide is a United Way effort; is not a line-item in the New York State budget; and is not mandated for counties.

The RFP went out January 23, 2008 and is due back by February 22, 2008. Currently the counties are looking at whether it would be a full-fledged hotline 24 hours a day, 7 days a week, or possibly 5 days per week with nights/weekends contracted out. The 3 counties are exploring 2-1-1 together and need to agree on a course of action. The 2-1-1 service requires an enormous database which would need to be updated continuously. There is also a follow-up component, where callers would be called back to see if their needs were met by the system. Counties are required to commit a 20% match and each county would contribute a portion based on their population.

A consultant was hired, Tom Paige of TP Consulting. He will be exploring the options for Oneida, Herkimer, and Madison Counties. The next meeting of the 211 Steering Committee is Wednesday, April 9, 2008.

Other Business

Harry noted the next TCC meeting would be in early fall and notification to committee members would be sent out.

The meeting closed at 12:12 p.m.

APPENDIX

H

Part I

Competitive Funding Application and Procedures for JARC and New Freedom

Competitive Funding Application and Procedures JARC and New Freedom

INTRODUCTION

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the current federal reauthorization transportation bill that was enacted August 10, 2005, funds transportation programs through Federal Fiscal Year 2009. SAFETEA-LU builds on the framework of past legislations for investments needed to maintain and grow vital transportation infrastructure. As required by SAFETEA-LU, projects must be selected from a locally developed Coordinated Human Services Transportation Plan (HSTP). As the designated recipient of these funds, Oneida County is required to develop a competitive funding application process for the JARC and New Freedom programs. Although the 5310 project selection is done by New York State DOT, applications for the 5310 program must also be based on the HSTP.

This funding application deals with both Job Access and Reverse Commute (JARC, Section 5316), and a new Program called New Freedom (Section 5317).

Program Descriptions

Section 5316 - Job Access and Reverse Commute Program (JARC)

This program is a competitive process, formula-based program to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs (Job Access), and to develop transportation services for residents of urban centers and rural and suburban area to suburban employment opportunities (Reverse Commute). Emphasis is placed on projects that use public transportation services.

Program funds may finance capital projects and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs; promote use of transit by workers with nontraditional work schedules; promote use by appropriate agencies of transit vouchers for welfare recipients and eligible low income individuals; and promote use of employer-provided transportation including the transit pass benefit program. Ten percent of program funds may be used for planning, administration and technical assistance.

Section 5317 - New Freedom Program

This is a new, formula-based 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 of 1990. Program funds can be used for associated capital and operating costs to programs that provide new public services and alternatives beyond the requirements of ADA that assist individuals with disabilities. The funds are allocated through a formula based upon population of persons with disabilities. States and designated recipients must select grantees competitively.

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 routes that run seasonally; making accessibility improvements to transit and inter-modal stations not designated as key stations; supporting voucher programs for transportation services offered by human service providers; supporting volunteer driver and aide programs; and supporting mobility management and coordination programs among public transportation providers and other human service agencies that provide transportation.

Available Funding

Oneida County is the designated recipient for Job Access and Reverse Commute (JARC) and New Freedom. Oneida County's Utica Urban Area allocation for FFY 2006 JARC is \$107,461 and FFY 2006 New Freedom is \$66,606; for FFY 2007 JARC is \$113,070 and FFY 2007 New Freedom is \$72,864. Federal funds for JARC and New Freedom will continue for the next six years.

Matching Requirements

The Job Access/Reverse Commute program and the New Freedom program requires at least a twenty percent (20%) non-federal local share of costs for capital projects and at least a 50 percent non-federal local share for net operating costs of the project. Non-US Department of Transportation federal funds and local and private funds can be used for a funding match. Sources for matching funds have been expanded and are flexible to include non-USDOT federal funds to encourage coordination with other programs such as those funded by the Department of Health and Human Services.

Eligible Applicants

Applicants may include state or local government authorities, public and private transportation operators providing service within the Utica Urbanized Area, and non-profit organizations.

Geographic Boundary Issues

Although the locally-developed Human Services Transportation Plan covers the HOCTS planning area, the funding available through JARC and New Freedom must *be used for service within the Utica Urbanized Area* (See attached Herkimer-Oneida Counties Utica Urbanized Area Map). Funding under JARC and New Freedom for Non-Urbanized Areas is available through NYSDOT. The State will also use the HSTP in selecting projects for the non-urbanized areas of Oneida and Herkimer Counties.

Insurance Requirement

The Carrier agrees to procure and maintain, at their own expense, the following kinds and limits of insurance with respect to all work and operations performed under the Carrier and each of its subcontractors:

A. Automobile Liability:

Minimum \$1,000,000 Combined Single Limit plus all statutory coverages required by New York State. The County of Oneida to be included as an additional insured.

B. General Liability:

Minimum of \$1,000,000 Combined Single Limit. Coverage to include Contractual Liability, Personal Injury and products / completed operations. The County of Oneida to be included as an additional insured.

C. Workers Compensation:

New York State statutory coverage (if the business is required by law to carry Workers Compensation).

D. Hold Harmless Clause:

Contractor agrees to indemnify and hold harmless the County, its agencies, departments, officers, employees and agents from any and all liability, negligence or breach of warranty associated with Contractor's performance under the terms of this Services Agreement.

Eligible Activities for Funds

JARC program eligible projects include but not limited to:

- Late-night and weekend service
- Expanded fixed route public transit service
- Demand response van service
- Transit relate bike racks
- Administration of Programs
- Automatic Vehicle Locator (AVL) systems
- Geographic Information System (GIS) tools
- ITA Implementation (scheduling, dispatch, trip planning)
- Guaranteed ride home
- Shuttle service
- Ridesharing activities
- Car loan programs
- Transit passes
- Transit vouchers

New Freedom program eligible projects include but not limited to:

- Public Transit:
 - Travel training
 - Flex route for access to commuter bus
 - Additional securement on Fixed Routes
 - Environmental Modifications beyond ADA
(ie. signage, curb cuts, technologies to enhance access)
- Paratransit Enhancements:
 - Expand hours for paratransit service
 - Expand paratransit service beyond ¾ mile
 - Same day service incremental cost
 - Door to door service incremental cost
 - Accommodation for mobility aids beyond ADA
- New Public Transportation Alternatives
 - Accessible taxi service
 - Volunteer programs
 - Administration of vouchers and vouchers for alternative services to public transportation
- Mobility management (coordination among transportation providers)
 - Promotion, enhancement of transportation services
 - Support activities to plan and implement coordinated services
 - Operation of transportation brokerages
 - Customer oriented navigation systems
 - One stop call centers

-GIS, GPS coordinated vehicle scheduling, dispatching technology

Competitive Selection Process

As required under the SAFETEA-LU legislation, projects applying for funding under the JARC and New Freedom programs must be selected competitively. Projects must be derived from a locally-developed human service transportation coordinated plan. Eligible applicants may be interviewed by the Selection Committee before the final selection.

The projects will be evaluated based on established selection criteria developed by the Transportation Coordination Committee. Projects must address one or more strategies in the Coordination Plan. Project applications will be evaluated based on the following six criteria:

- Project Needs, Goals, and Objectives
- Responsiveness to Strategies
- Financial Feasibility
- Demonstrates Coordination
- Effectiveness/Performance Measures
- New or Innovative Ideas

The Selection Committee members will include, but not be limited to, HOCTS staff, NYSDOT staff, Oneida County and Herkimer County DSS staff, and Oneida County and Herkimer County Office For the Aging staff. Members of the Committee must not have submitted a proposal, or be an employee of an agency that has submitted a proposal.

HOCTS staff will initially screen applications for completeness and eligibility. Applications will then be reviewed and scored by the Selection Committee according to the established selection criteria. The Selection Committee will then prioritize a list of projects for funding. The recommended list will be approved by the HOCTS Transportation Planning Committee (TPC) and the Governmental Policy and Liaison (GP&L) committee. Selected projects will be included in the Transportation Improvement Program (TIP).

Application Submission Requirements

Applications must be received by 4:30 p.m. on (date to be determined) at the address below. Applications received after (date to be determined) will not be considered. HOCTS will accept electronic proposals or printed (mailed or hand delivered). All proposals must be type-written and should be submitted to:

Ms. Barbara Hauck
Senior Planner
Herkimer-Oneida Counties Transportation Study
Boehlert Center at Union Station
321 Main Street
Utica, New York 13501
Phone: 315-798-5710

The information in this application is considered a public record and applicants should not include confidential information. The applicant is responsible for adhering to all the FTA requirements if funding is awarded.

A complete application should include:

- ✓ One (1) copy of the completed Application for Funding, which includes:
 - Title Page
 - Project Narrative
 - Proposed Project Budget
- ✓ Signed FTA Master Agreement Certification Form.
After reviewing the document at <http://www.fta.dot.gov/documents/14-Master.pdf>
- ✓ Signed FTA Certifications and Assurance Certification Form
After reviewing the document at http://www.fta.dot.gov/documents/2008-Certs-Appendix_A.pdf

Description of Scoring Criteria

Applications must meet the following requirements in order to be considered for funding:

- ✓ The proposed project must be an eligible activity that addresses an identified need or gap with a strategy presented in the plan.
- ✓ The proposed project must result in services, or activity, that primarily serve the target population groups in the Utica Urbanized Area.
- ✓ There must be an identified and secured funding match for the proposed project.
- ✓ The FTA Master Agreement Certification Form is signed.
- ✓ The FTA Certification and Assurances Certification Form is signed.

Weighted Criteria:

1. Project Needs, Goals, and Objectives

Possible Points: 25

The proposed project will be evaluated based on how well it directly addresses the transportation gaps and/or needs identified in the HOCTS Coordinated Human Services Transportation Plan. This will include how well the application states the overall goals and objectives of the proposed project, and demonstrates how the project addresses the objectives of the JARC or New Freedom programs.

2. Responsiveness to Strategies

Possible Points: 20

The proposed project will be evaluated based on how well it addresses the prioritized strategies identified in the Coordinated Plan. This criterion considers two items: the project as it relates to the prioritized strategies and how well it addresses the strategies. More consideration will be given to applications that provide a well-defined service operations plan, describes the proposed implementation steps, and identify a realistic timeline for carrying out the plan. More consideration will also be given based on the responsiveness to the target populations, type of service proposed, the number of persons expected to be served, and the potential impact of project.

3. Financial Feasibility

Possible Points: 20

The feasibility of a proposed project will be evaluated in terms of the proposed budget, available resources, and institutional or administrative support. Scoring will be based on how clearly the project budget is defined, anticipated project expenditures and revenues, including documentation of matching funds and established milestones. Consideration will be given to the projects long-term sustainability, identified potential funding sources for sustaining the service beyond the grant period, and if the funding leverages other funding sources.

4. Demonstrates Coordination

Possible Points: 15

The proposed project will be evaluated based on its ability to coordinate with other community transportation and/or social services agencies. Consideration will be given to projects that clearly identify project stakeholders, and the level of stakeholders involvement throughout the project.

5. New or Innovative Ideas

Possible Points: 15

Consideration will be given to proposed projects that demonstrate new and/or innovative service concepts or technologies for improving the access and mobility of the targeted populations.

6. Effectiveness/Performance Measures

Possible Points: 5

The proposed project will be evaluated based on the applicant's ability to demonstrate that the proposed project is the most appropriate match of service delivery to the identified needs. The application should clearly identify measurable outcome-based performance measures to track the service in meeting the identified goals.

Funding Application for FFY 2006 and 2007
Job Access/Reverse Commute (JARC) and New Freedom Programs

PART I – TITLE PAGE

Applicant Data

Name of Applicant: _____

Contact Person: _____

Address: _____

City, State, Zip: _____

Telephone: _____

Fax: _____

E-mail: _____

Project Description

Project Name: _____

Brief Description: _____

Funding Program: JARC _____

New Freedom _____

Project Type: Capital Only _____
Operating Only _____

Capital and Operating _____
Mobility Management _____

Applicant Status: Public Transportation Provider _____
Private Transportation Provider _____

State or Local Government _____
Non-Profit Organization _____ (Provide
IRS status documentation)

PART II – NARRATIVE

The narrative should include:

1. Map of Applicant Service Area
2. Existing and Proposed Transportation Services
3. Describe how the proposed project addresses:
 - ~Project Needs, Goals, and Objectives as identified in the HSTP.

 - ~Describe how the proposed project addresses the strategies in the HSTP.

 - ~Provide a detailed budget of anticipated expenditures, revenue, and documentation of matching funds.

 - ~Describe efforts to coordinate with other transportation providers and agencies.

 - ~Describe performance measures that will help evaluate the effectiveness of the proposed projects (ie. number of people to be served and number of trips).

 - ~Describe any new or innovative idea proposed by the project.

APPENDIX

H

Part 2

FTA Master Agreement

FTA Master Agreement Certification Form

Please review the *Federal Transit Administration's Master Agreement, October 1, 2007* which can be found at the Federal Transit Administration's website at:

<http://www.fta.dot.gov/documents/14-Master.pdf>

By signing below, the Applicant:

~Affirms that the Applicant understands and agrees to comply with the terms and conditions as presented in the FTA Master Agreement that follows, and

~Understands that the conditions set forth in the FTA Master Agreement are subject to change and the Applicant must comply with said changes.

DATE _____

AGENCY/COMPANY NAME: _____

AUTHORIZED OFFICIAL SIGNATURE: _____

PRINT NAME: _____

TITLE: _____

APPENDIX

H

Part 3

FTA Certifications and Assurances

FTA Certifications and Assurances Certification Form

Please review the *Federal Fiscal Year 2008 Certifications and Assurances for Federal Transit Administration Assistance Programs* which can be found at the Federal Transit

Administration's website at:

http://www.fta.dot.gov/documents/2008-Certs-Appendix_A.pdf

By signing below, the Applicant:

~Affirms that the Applicant understands and agrees to comply with the terms and conditions as presented in the FTA Certifications and Assurances that follows, and

~Understands that the conditions set forth in the FTA Certifications and Assurances are subject to change and the Applicant must comply with said changes.

DATE _____

AGENCY/COMPANY NAME: _____

AUTHORIZED OFFICIAL SIGNATURE: _____

PRINT NAME: _____

TITLE: _____

