May 15th, 2017 Move Together NY Partner Provider Meeting: Discussion Responses from Participants

If we could create a more regionally connected transportation system, what would that look like to you?

What components might it involve, what changes would you want to see, and how might we get there?

Benefits

Coordination/Efficiency

- Streamlined service to medical/transit hubs (airports, Amtrak)
- Coordination of Resources
- More ridership/Lower Costs

Awareness/Ease of use

- More knowledge of services available in nearby areas
- Who key contacts are
- Better understanding/collection of transportation service, need, and data, and how to use that data collaboratively

Increased Access

- To Work
- To Health Care
- Financial Stability (from inc. access)
- Better connectivity to a larger labor pool
- Easier connections to large metro areas
- Reach more people in need
- Community and students have more access to local institutions of higher education

Barriers

Funding Structure/Regulation

- Funding is "Hodge Podge"
- County Specific funding—creates barriers
- Limited grants make providers competitive vs. cooperative in terms of their money
- Authorities—limit service areas and create barriers

Coordinate

- How to pay across systems
- Services not available at times needed
- Large Region
- Who manages, manpower/Staff

Costs

- Rural is expensive, need sustainable stable funding
- Cost for consumer
- Cost for counties

Tools

- Outdated dispatching and tracking
- Technology used is inconsistent—has potential to improve communication between providers but upgrades are expensive

Services

- Lack of Rural Services
- Transportation alternatives targeted to more affluent populations, leaving out low income
- Wheelchair accessible

Additional Considerations

System Design

- What is end goal—Direct service from point A to point B, vs. transporting people from a designated location to a trunk route

Other (barriers)

- Disruptive to existing service
- Needs are specific to each county/city
- Low ridership
- Increased outreach leads to increased demand, does system have enough capacity?
- Seasonal road work

Solutions

Funding Structure/Regulation

- Proposed: Follow up meetings, focused discussion and collaborative strategizing

Coordinate

Regionalization of Services/Communication

- Regional hubs with various providers working together for solid distribution of services
- Coordinate bus schedules between neighboring counties
- Concierge service to assist people to resolve problems for regional travel using linked public transit service
- Unified transportation app combining area providers
- Unified payee system
- Passes that are valid regionally or statewide
- County/inter-county support
- Direct referrals from medical sites (and others) to transportation providers
- Public/private participation

Costs

- Create network using local resources w/ central fee/profit sharing
- Split costs between counties

Tools

Technology

- Professional development of volunteer driver services—apps, vehicle tracking and communication tools
- Transportation & Healthcare Toolkit
- Solar powered electric inner-city/county commuter rail hitting large and small(ish) population centers
- Regional GPS tracking system
- All service "free to the user" at point of service then billed to person, organization or program

Services

Volunteer/Connector/New Services

- Small vehicle, frequent service feeding rural residents to larger systems
- Specific connector organized for specific appointments
- Wheelchair accessible taxi service for first-last mile
- Volunteer driver program that will provide non-emergency non-medical access to on-call transportation
- CAPCO starting this program in Cortland County
- Expand volunteer driver programs for regional travel
- Cross county bus transportation that travels more frequently
- Semi-regular trips to Syracuse, Ithaca that are advertised
- Vanpooling –better use of idle vehicles like STRHN program)