Livingston County Mobility Management Strategy

July 26, 2021

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0 Introduction

Project Context

The purpose of this project is to analyze existing mobility management in Livingston County, specifically for program level transportation needs and demands through human service agencies. Previous plans indicated that program demand, or transit demand to and from social service appointments, was being met. The plan examines demand generated by public programing, the efficiencies, opportunities, public funding sources, contracts, and other transportation related functions across County operations. The Mobility Management Strategy will be a tool to assist Livingston County in optimizing mobility management operations and incorporates recommendations for best practices, enhanced effectiveness of operations, consolidation, or further collaboration to better align resources to meet the needs of vulnerable populations.

The project team developed an understanding of current mobility management practices in Livingston County, identified opportunities to enhance and coordinate operations, and strategically align resources. An actionable plan was collaboratively developed to serve the people of Livingston County more effectively and efficiently.

Project Overview

The project was comprised of 5 major tasks that engaged County staff and stakeholders in a collaborative process to document existing conditions, identify mobility needs, develop and test recommendations, and develop an implementation plan.

Task 1: Public Participation Plan & Engagement	Task 2: Existing Conditions Analysis	Task 3: Needs Assessment	Task 4: Recommendations & Alternatives	Task 5: Development of Final Report & Implementation Plan

Task 1: Public Participation Plan & Engagement
- Develop public participation plan that includes staff and key stakeholders
- Identify public outreach strategies that will work best for the project, including one-on-one meetings, small group sessions, virtual workshops and targeted surveys

Task 2: Existing Conditions Analysis
- Develop understanding of Livingston County's mobility management practices
- Review and compile data, including transportation plans and policy documents, service contracts, department transportation budgets, etc.

Task 3: Needs Assessment
- Intersect data from the Existing Conditions analysis with peer benchmarking, industry best practice and stakeholder feedback
- Pressure test ideas with project team and key stakeholders

Task 4: Recommendations & Alternatives
- Develop recommendations and alternatives considering funding sources, share service opportunities and alignment of resources, and needs of vulnerable populations
- Consider gaps in service discovered in the Needs Assessment

Task 5: Development of Final Report & Implementation Plan
- Develop draft and final reports and implementation plan based on work from subsequent tasks
- Include an actionable plan with a clear timeline, owners and responsibilities

1 Public Participation

Public Participation Plan

Stakeholder outreach is crucial to understanding the current state of human service transportation in Livingston County, as well as barriers to mobility that may affect older adults, low-income individuals and families, and people with disabilities.

The Livingston County Mobility Management Strategy Public Participation Plan consisted of the following elements:

Advisory Committee Monthly Meetings

The Advisory Committee for the Mobility Management Strategy consisted of members of Livingston County's existing Public Transportation Work Group. The first Advisory Committee meeting for this project was held virtually on January 5, 2021.

Customer Engagement

Customer engagement was limited for this project. The project team used Ride LivINgston portal data to understand common mobility needs.

Stakeholder Conversations

The project team participated in several stakeholder conversations with providers, County departments, and other stakeholders. The conversations focused on the existing mobility landscape in the County, mobility needs for County residents, and discussions around draft recommendations.

Advisory Committee

Members

Ken Boasi, Director of Regional Operations, RTS
Sue Carlock, Director, Livingston County Office for the Aging
Diane Deane, Commissioner, Livingston County Department of Social Services
Ella Gardner, Director of Administrative Services, Livingston County Department of Social Services
Kate Hilfiker, Livingston County Workforce Development
Christina Walden, Mobility Manager, Institute for Human Services
Laura Lane, President and CEO, Livingston County Chamber of Commerce
Lynne Mignemi, Director, Livingston County Probation Department
Reid Perkins, President of Board of Directors, Genesee Valley Health Partnership
Tara Coffey, Manager, Community Outreach Services, Noyes Health
John Prospero, Director, Transportation, The Arc of Livingston-Wyoming
Desiree Weldy, Director, Faith and Action, Catholic Charities
Robert Williams, Program Manager, Active Transportation, Genesee Transportation Council
Megan Crowe, Senior Planner, Livingston County Planning Department
Angela Ellis, Deputy County Administrator, Livingston County

Interim deliverables were shared and discussed throughout the project with the Advisory Committee. The table below lists the dates of Advisory Committee meetings and the primary topic of discussion for each meeting.

Meetings

Date	Description
January 5, 2021	Project Kickoff
February 9, 2021	Public Participation Plan, Existing Conditions Analysis
March 9, 2021	Needs Assessment
April 13, 2021	Project Update
May 18, 2021	Draft Recommendations & Alternatives
June 2, 2021	Further Recommendations & Alternatives Discussion
June 8, 2021	Final Recommendations & Alternatives
July 13, 2021	Final Presentation

2 Existing Conditions

Key Themes

In order to assess the current state of mobility, the project team reviewed past mobility reports and plans, engaged in initial stakeholder conversations, collected transportation-related usage and spending data, and reviewed data from the Ride LivINgston portal. The following themes emerged from this review:

RTS is providing significant mobility in the County. Livingston County Department of Social Services and the Office for the Aging contract for 35% as many trips as RTS provided in 2019 through its fixed route and Dial-A-Ride services.

Ride LivINgston portal is a helpful resource, but its lack of certain functionality limits its usefulness as a recurring resource for the community.

Current County contracts do not meet full demand for mobility services.

Past Mobility Reports

The most recently completed plans addressing mobility in Livingston County were in 2013 and 2016, and provided a foundation for understanding the transportation landscape. This enabled the project team to consider whether the findings and themes identified in earlier planning efforts still held true, or whether new needs had emerged.

Report	Year	Themes
Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan Update (& Addendum)	2011 2016	For Livingston County, the specific needs identified were: • Improving service for elder social trips • Improving wait times and night and weekend service • Increasing service span on weekdays to better accommodate work trips • Coordination with other groups, like Catholic Charities • Examining possibilities for improved out-of-county services The 2016 Addendum notes the loss of the mobility manager position in Livingston County.
Transportation Connectivity Plan	2013	This report provides a comprehensive view of all transportation infrastructure and services in Livingston County. Relevant to the Mobility Management Strategy, it identifies providers, including RGRTA/LATS (now RTS), Livingston County Department of Social Services, the Arc of Livingston-Wyoming, Catholic Charities, Friends in Service, and Red Cross of Northern Livingston County. Turbo Taxi is the only for-profit provider. Non-emergency medical transportation providers include Rochester Medical Transport, CH Medical Transport, Monroe Medi-Trans and Medicab. This report also quantifies the transit need in the county through the Mobility Gap Method, which compares trips taken by 0-vehicle households to trips taken by 1-vehicle households, finding that 0-vehicle households would take 3,429 more trips per day with the same mobility as 1-vehicle households. The report focuses on non-program trips because demand is adequately met through existing institutional arrangements.

Table 2-1: Past Mobility Reports

Past Mobility Reports

Transportation Connectivity Plan		Findings
	Goal #4: Provide comprehensive and innovative public transportation services through LATS and other human service and transportation providers	
Strategies	*Improve route connectivity & transfers (improve connectivity/transfers/ease of use for fixed routes & dial-a-ride (DAR) services)*	• Routes were restructured in 2017.
	Simplify route structure to focus on core services (expand park and ride services to Rochester, social trips for elderly)	• Routes are still designed to service all municipalities, even if there is little to no ridership.
	Improve frequency/service span	• Fixed route network is still more of a coverage model, with low-frequency and limited service.
	Improve out of county transit service & connections	• Still lacking transit service between Livingston and Rochester. • Can transfer in Perry to RTS Wyoming Rt. 227.
	Document services and contact information for the numerous human service providers and create new or expand partnerships with non-profit and private transportation providers	• The Ride LivINgston Portal centralizes information about human service, non-profit and private providers.
	Enhance existing & create new transit stops – ensure safe & secure pedestrian/bicycle access/ADA compliance	• Appears that some stop improvements, such as installation of shelters, has occurred since 2013.
	Improve marketing/promotion/educational outreach (website, printed brochures, social media, focus on special needs groups/populations) for all public transportation offerings	• The Ride LivINgston Portal helps individuals and providers plan trips and understand provider options. • Stakeholder organization staff and clients find RTS route schedules difficult to understand.

Table 2-2: Transportation Connectivity Plan

Mobility Management in Livingston County

In 2011, New York State redesigned its Medicaid program. Medicaid Answering Service (MAS) was awarded the Medicaid transportation management contract for the Finger Lakes region, including Livingston County, in 2013.

Livingston County previously employed a transportation broker who worked to coordinate Medicaid and non-Medicaid trips for the county. MAS now coordinates all Medicaid trips, but there is currently no dedicated position to coordinate non-Medicaid trips for county residents.

Livingston County department staff currently dedicates time to coordinating transportation for their clients. Livingston DSS and OFA staff both spend time coordinating trips for their clients. The Livingston County Planning Department staff spend time administering the Ride LivINgston portal.

Demographic Data

Demographic profiles provide a context for transportation needs in the County. The demographic characteristics of a specific area have a direct impact on the demand and need for transit services. The following maps focus on the location and concentration of individuals who have a higher propensity to be transit-dependent or have limited mobility. The following population groups are considered more likely to use public transportation: people with disabilities, adults aged 60 and older, people living without access to a vehicle, and people living in households below the poverty line. The maps on page 36 show job location in Livingston County and population change.

Households below the poverty line and zero-vehicle households are concentrated in Geneseo, Dansville and Mount Morris. Seniors are concentrated in Ossian and Mount Morris. Between 2010 and 2019, Leicester and Geneseo were the only towns that experienced population growth.

Demographic Information

Figure 2-1: Livingston County 65+ Population

65+ Population
- Less than 6.4%
- 6.4% - 17.1%
- 17.2% - 19.3%
- 19.4% - 21.7%
- Greater than 21.7%

- - - Livingston County
- Villages
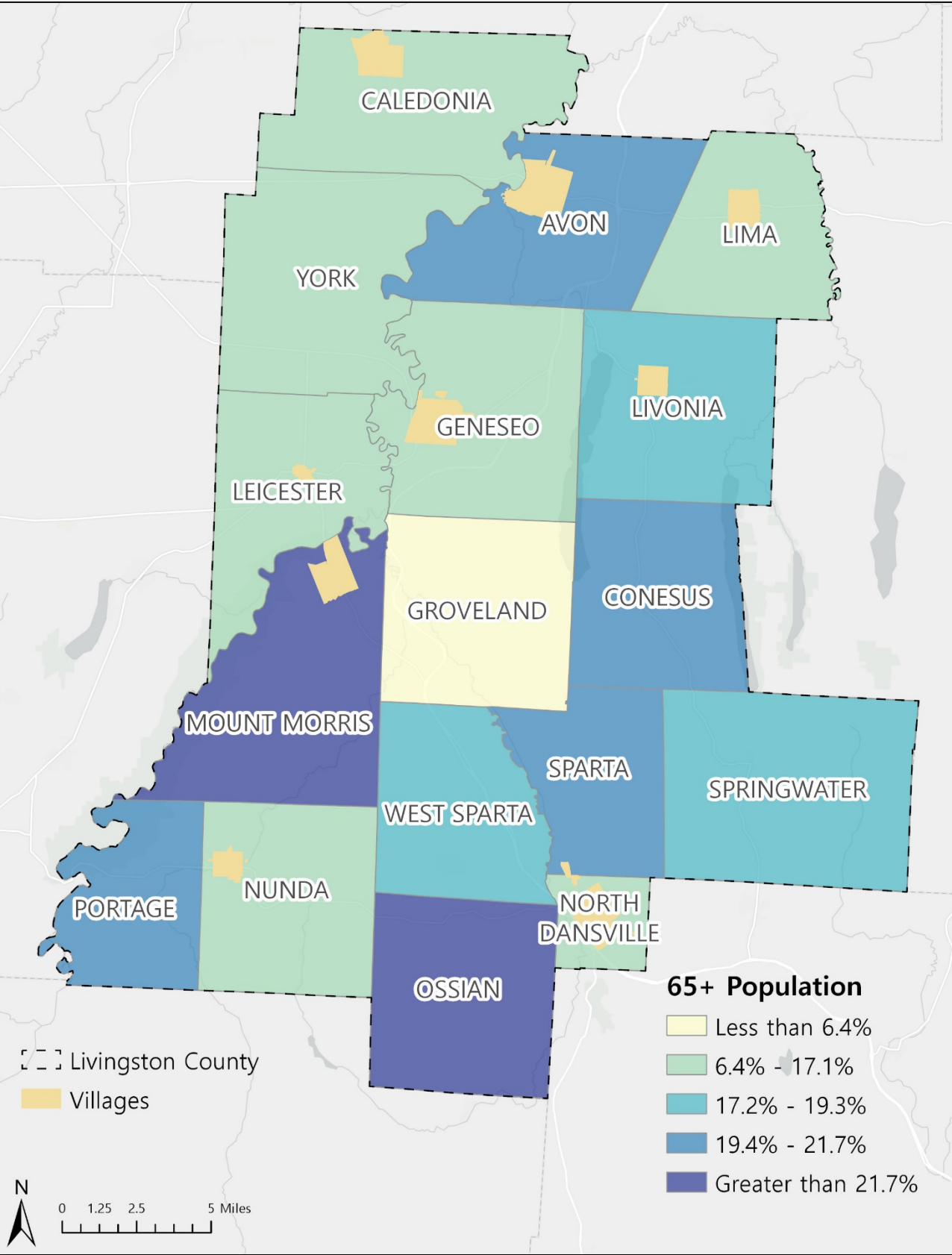
Figure 2-2: Livingston County Households Below Poverty Line

Households Below Poverty Line
- Less than 1.3%
- 1.3% - 8.1%
- 8.2% - 11.9%
- 12.0% - 20.1%
- Greater than 20.1%

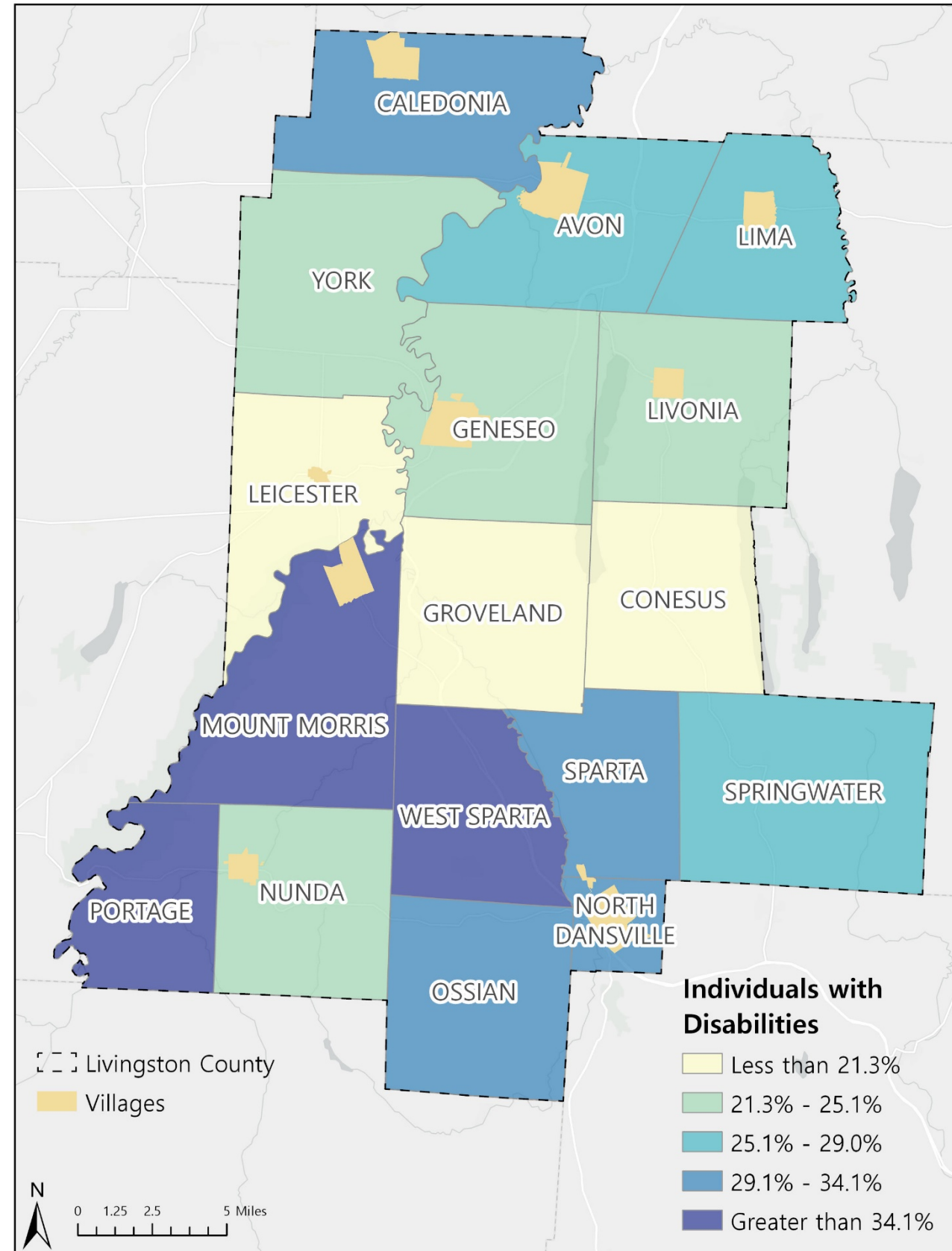- - - Livingston County
- Villages
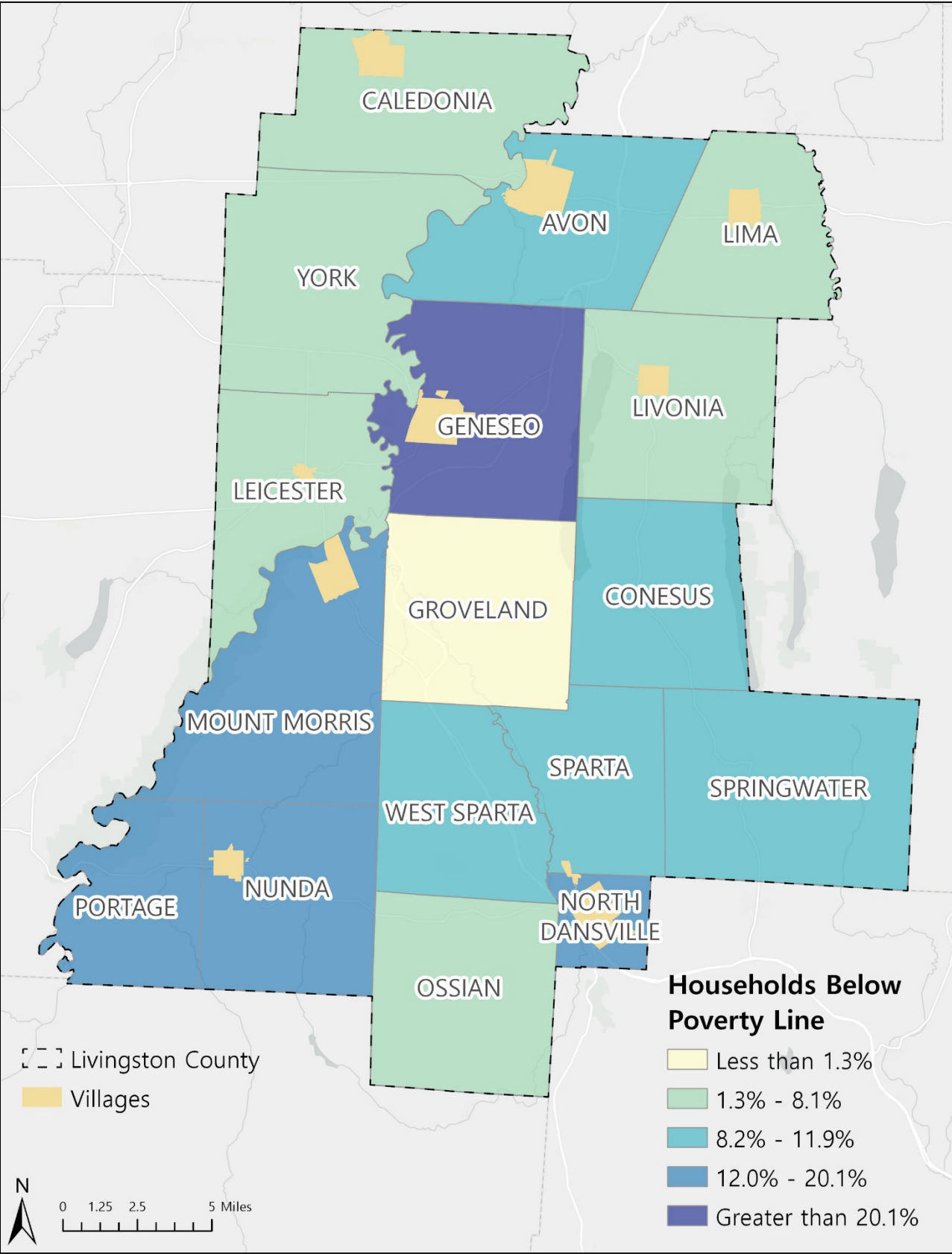
The 65+ population is proportionally greater in Mt. Morris and Ossian.

Households in poverty are concentrated in Geneseo, followed by Mt. Morris, Portage, Nunda and Dansville.

Source: U.S. Census Bureau. American Community Survey, 2015-2019 5-Year Estimates.

Demographic Information

The greatest proportion of individuals with disabilities are in the southern parts of the county, including Portage, Mt. Morris and West Sparta.

Most zero-vehicle households are located in Geneseo, Mt. Morris and Dansville.

Source: U.S. Census Bureau. American Community Survey, 2015-2019 5-Year Estimates.

Figure 2-3: Livingston County Individuals with Disabilities

Individuals with Disabilities

- Less than 21.3%
- 21.3% - 25.1%
- 25.1% - 29.0%
- 29.1% - 34.1%
- Greater than 34.1%

Livingston County

Villages

Figure 2-4: Livingston County Zero Vehicle Households

Zero Vehicle Households

- Less than 2.3%
- 2.3% - 4.2%
- 4.3% - 5.6%
- 5.7% - 7.8%
- Greater than 7.8%

Livingston County

Villages
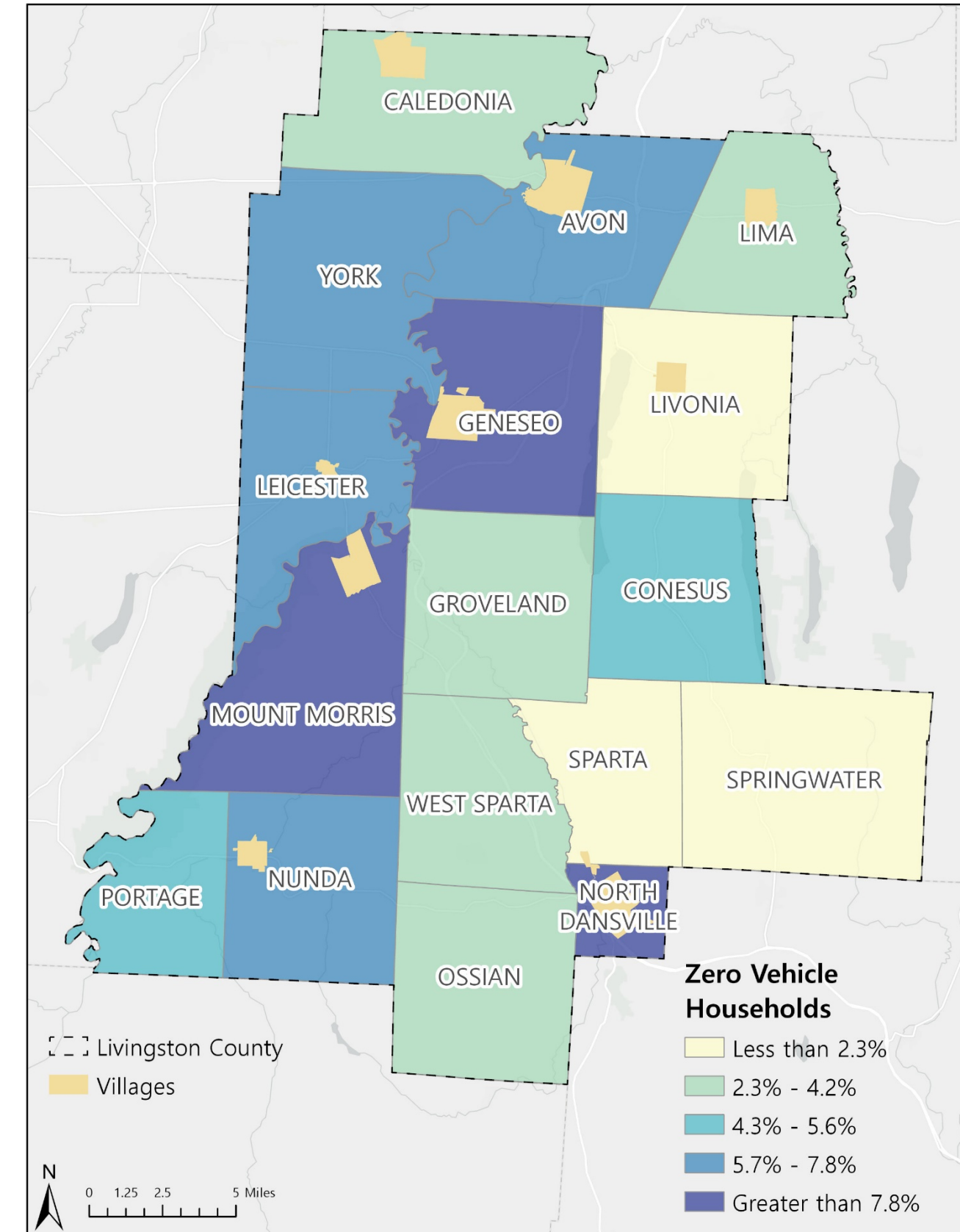
Demographic Information

Figure 2-5: Livingston County Employment

Figure 2-6: Livingston County Population Change

Major employment centers include Geneseo, Avon, Dansville and Mt. Morris.

Most town populations have declined since 2010, but Leicester and Geneseo experienced slight population increases.

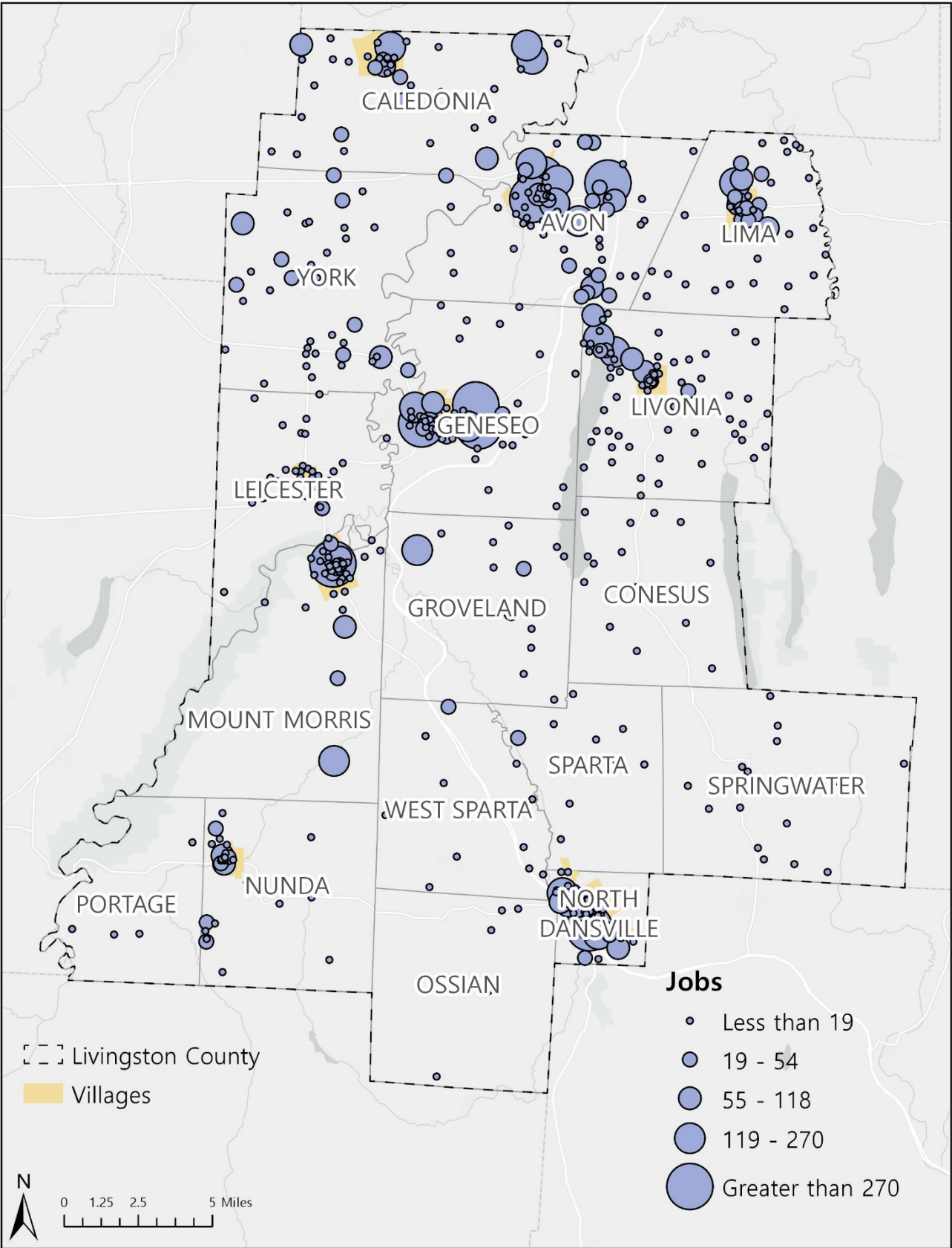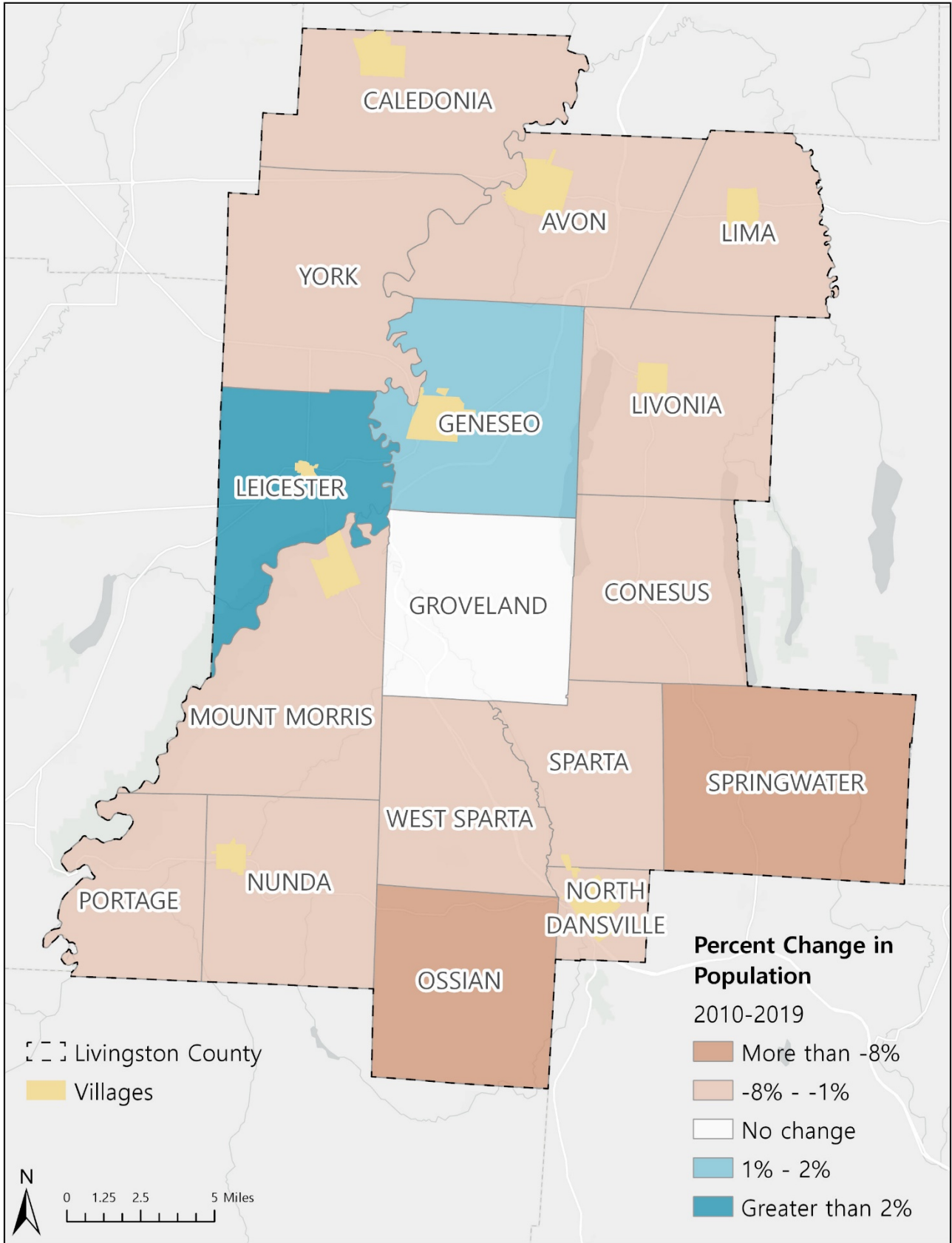*Source: U.S. Census Bureau. American Community Survey, 2015-2019 5-Year Estimates.*

Decennial Census, 2010.

LEHD Origin-Destination Employment Statistics, 2018.

Mobility Providers Overview

As described in greater detail in tables 2-3, 2-4 and 2-5, this report focuses on the Livingston County departments that provide or coordinate transportation for their clients, or whose clients have significant programmatic transportation needs.

These departments include Department of Social Services (DSS), Office for the Aging (OFA), Mental Health, Health and Probation. Health and Probation departments do not provide transportation for their clients, but may help their clients navigate their transportation options. The Mental Health department uses a volunteer driver to provide transportation to their clients. DSS provides trips to clients primarily using Turbo Taxi, a taxicab company in Livingston County. OFA provides trips through RTS Livingston, the public transit provider, the Arc of Livingston-Wyoming, a nonprofit that provides services to developmentally disabled individuals, and Catholic Charities' Faith in Action program, which uses volunteer drivers to provide mobility to 60+ individuals.

Due to public health restrictions in response to COVID-19, all providers and County departments provided significantly fewer trips than in a typical year. Transportation costs are correspondingly lower than a typical year as well.

Department and Provider Trends

Through the discovery process, it was found that the trips and expenditures for which data is available is not inclusive of all trips that County departments provide, specifically trips that case workers provide to their clients on an ad hoc basis. Case workers for DSS and Mental Health are reimbursed for transportation, but reimbursements do not capture whether they were transporting a client at the time. It was also mentioned that these trips provide an opportunity for caseworkers to check in and establish rapport with their clients, so may not be desirable to be served by a transportation provider outside of the program.

The project team found that data tracking of origins and destinations, expenditures, and total trips is inconsistent among county departments, which makes identifying trends in demand challenging. From the data available, trips provided by OFA have increased between 2018 and 2019, while DSS-provided trips have declined, most likely due to lower case loads. Due to COVID-19, 2020 trips have declined significantly across all departments and providers.

In order to serve some of the mobility needs of their clients, the Office for the Aging has contracts with RTS, Catholic Charities and the Arc. The Catholic Charities contract maximum amount typically depletes within a few months of the beginning of the year. The Department of Social Services relies on Turbo Taxi for most of the rides it provides clients. While it does not have a formal contract in place with Turbo Taxi, the Department does provide schedule information on a weekly basis and Turbo Taxi provides invoicing for reimbursement based on the trips provided. Both DSS and Mental Health also provide gas cards to their clients to help fill gaps in mobility.

Livingston County Departments

Table 2-3: Livingston County Departments

Department	Annual Trips Provided	Description of Service	Means of Transportation	Transportation Expenditures	Revenue
Department of Social Services (DSS)	_See table below_ 		2019	2020
Turbo Taxi	3,279	1,193
RTS	422	N/A
Total Trips	4,600	N/A		Department of Social Services provides transportation to clients for visitations, court dates, non-medical evaluations, employment or job training, housing searches, etc. Clients include those on temporary assistance and out-of-home placements of children. DSS does not have a contract with Turbo Taxi.	• Turbo Taxi • RTS • Case Workers • Gas Cards	_See table below_ |	2017	2018	2019	2020
Turbo Taxi	$173,000	$119,000	$90,000	$79,382
RTS	N/A	N/A	N/A	$422
Gas Cards	N/A	N/A	$2,955	$1,785		• State and federal grants
Office for the Aging (OFA)			2014	2015	2016	2017
Total Trips	5,217	5,351	6,530	6,035	 		2018	2019	2020
	6,716	8,229	1,790		The Office for the Aging pays RTS fares for seniors to access congregate meal sites for noontime meals. Catholic Charities and the Arc of Livingston-Wyoming also provide trips for OFA clients based on annual contracts. The Catholic Charities contract ($4,500 annually) is typically depleted before the end of the year.	• RTS • The Arc of Livingston-Wyoming • Catholic Charities	$20,000 - $25,000 per year	• FTA 5310 Grant • NYS Unmet Needs Funds
Probation	N/A	The Probation Department does not provide trips to probationers, but helps probationers navigate RTS.	• RTS	N/A	N/A
Mental Health			2019
Total Trips	600-1,200		Mental Health Department uses a volunteer driver, whom they reimburse by the mile, to provide transportation to their clients. Case managers also provide some rides to non-Medicaid clients.	• RTS • Case Workers • Volunteer Driver • Gas Cards			2019
Volunteer Driver	$4,501
Gas Cards	$3,350		N/A
Health	N/A	The Health Department does not provide trips to clients, but tries to coordinate with DSS and medical appointments so clients are able to access appointments.	• RTS	N/A	N/A
Total	**~14,029**	Total expenditures and trips use 2019 data because it represents a more typical year in terms of mobility than 2020.		**~$120k**	

Targeted Service Providers

TransPro
Driving Excellence

Table 2-4: Targeted Service Providers

Provider	Annual Trips Provided	Eligibility	Operations	Service Standards	Fare	Contracts	Trip Purposes	Funding Sources
Catholic Charities – Faith in Action	(See table below)	• 60+ individuals • Individuals with disabilities who receive Social Security Disability. • CC transports individuals without Medicaid to medical appointments, and all clients to errands. Clients must be registered with the Faith in Action program.	• Volunteer or staff drivers with private vehicles • Catholic Charities recently purchased a vehicle and hired a driver	M – F 9AM – 5PM • Some weekend trips depending on volunteer availability. • Request that customers call and schedule rides 10-12 days in advance.	Free	Provides trips for the Livingston County Office for the Aging. The contract specifies a maximum payment of $4,500 per year for 60+ clients.	Medical appointments (dialysis, cancer treatment), grocery, other errands (banking)	• Foundational Grants • NYS DOT Grant • Community Donations
The Arc of Livingston -Wyoming	Data could not be provided at this time due to technical issues.	• Individuals part of Arc programs or other contracts. • Provides transport to OFA clients to congregate meal sites.	• 90-vehicle fleet. • Uses Versatrans scheduling software.	M – F 9AM – 5PM Nutrition site transportation	Free	• State contracts for day programs • Preschool • Head Start • School district special needs students • OFA • Medicaid transportation	Depending on clients and programs.	• FTA 5310 Grant

Catholic Charities – Faith in Action, Annual Trips Provided:

	2019	2020
Medical	1,172	434
Shopping	335	192

Universal Service Providers

TransPro Driving Excellence

Table 2-5: Universal Service Providers

Provider	Annual Trips Provided	Eligibility	Operations	Service Standards	Fare	Contracts	Funding Sources
RTS Livingston	RTS data includes fixed route, route deviation and Dial-A-Ride data. It does not include contracted services, which includes a contract with SUNY Geneseo. Total Trips: 2018: 30,643; 2019: 32,487; 2020: 19,563	No eligibility requirements	**Pre-March 2020** *Dial-A-Ride* Avon: T – F 10AM – 2PM Dansville: M – F 8AM – 4PM Mt. Morris: M – Tr 10AM – 3PM Route Deviation services area is ¾-mile buffer of fixed routes. *Fixed Route* M – F 6:30AM – 5:30PM Frequency: Varies by route. Typically 3+ hours. **Post-March 2020** *Dial-A-Ride* Since March, Dial-A-Ride serves the entire county. *Fixed Route* March – August, fixed routes were discontinued. Since August, 3 fixed routes with morning-only service were re-introduced. See pages 34 & 36 for route maps.	*Dial-A-Ride* Communitywide: $1.00 Between Communities: $2.00 Children (under 5): Free *Fixed Route* Adults: $1.00 Seniors 60+: $0.50 Persons w. Disabilities: $0.50 Children (under 5): Free	OFA contract to transport clients to congregate meal sites.	OFA contract to transport clients to congregate meal sites.	**2019** Fare Revenues: $689,161 Local Funds: $909,403 State Funds: $38,969 Federal Assistance: $145,000 **Total: $1,782,533** **Total Operating Expenses*** 2018: $779,437 2019: $1,017,154 2020: $891,151 *Total operating expenses does not include contracted services.
Turbo Taxi	Not available	Not available	Service area is based on discretion of staff, including long-distance trips. M – Tr 8AM – 8PM Friday & Saturday 8AM – 9PM After 9PM and Sundays: By request and with pre-payment & premium price. Can typically respond to unscheduled trips within 30 minutes.		Cars: $2/mile Vans: +$10	Provides trips to DSS clients with unsubsidized fare	Not available

Trip-Data Themes

County offices in Mount Morris and Geneseo are common origins and destinations for DSS clients. Most travel between Mount Morris and Geneseo, or Mount Morris and Dansville. There are also important out-of-county destinations, like Rochester, Bath and Batavia.

Catholic Charities-provided trips for the Office for the Aging originate all over the county, with particular concentrations in Geneseo and Caledonia zip codes. Over 75% of trips are medical trips. RTS provides transportation to congregate meal sites, but because we did not have access to trip-level data, it is not represented in the following section. See Table 2-3 for more details.

Ride LivINgston allows County residents to explore transportation options. Based on inputted trip information, many users are interested in travelling to and from the Government Center, SUNY Geneseo, medical facilities and grocery stores.

Village Dial-A-Ride comprised 68% of total RTS trips in 2019, with the highest Dial-A-Ride ridership in Dansville. Route 243 makes up almost half of total fixed route ridership, connecting Dansville, Mount Morris and Geneseo.

Important Origins and Destinations
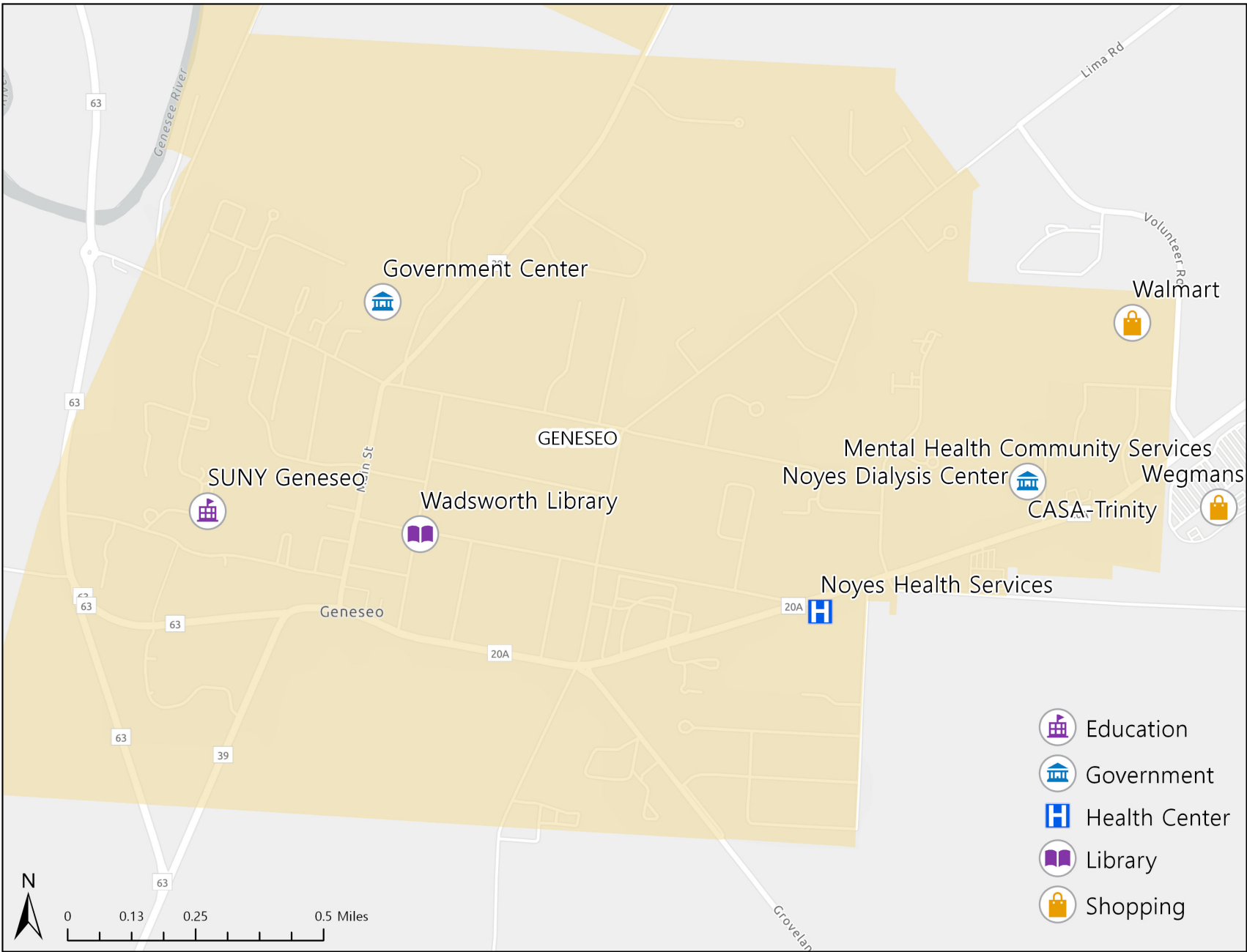
Figure 2-7: Important Origins and Destinations
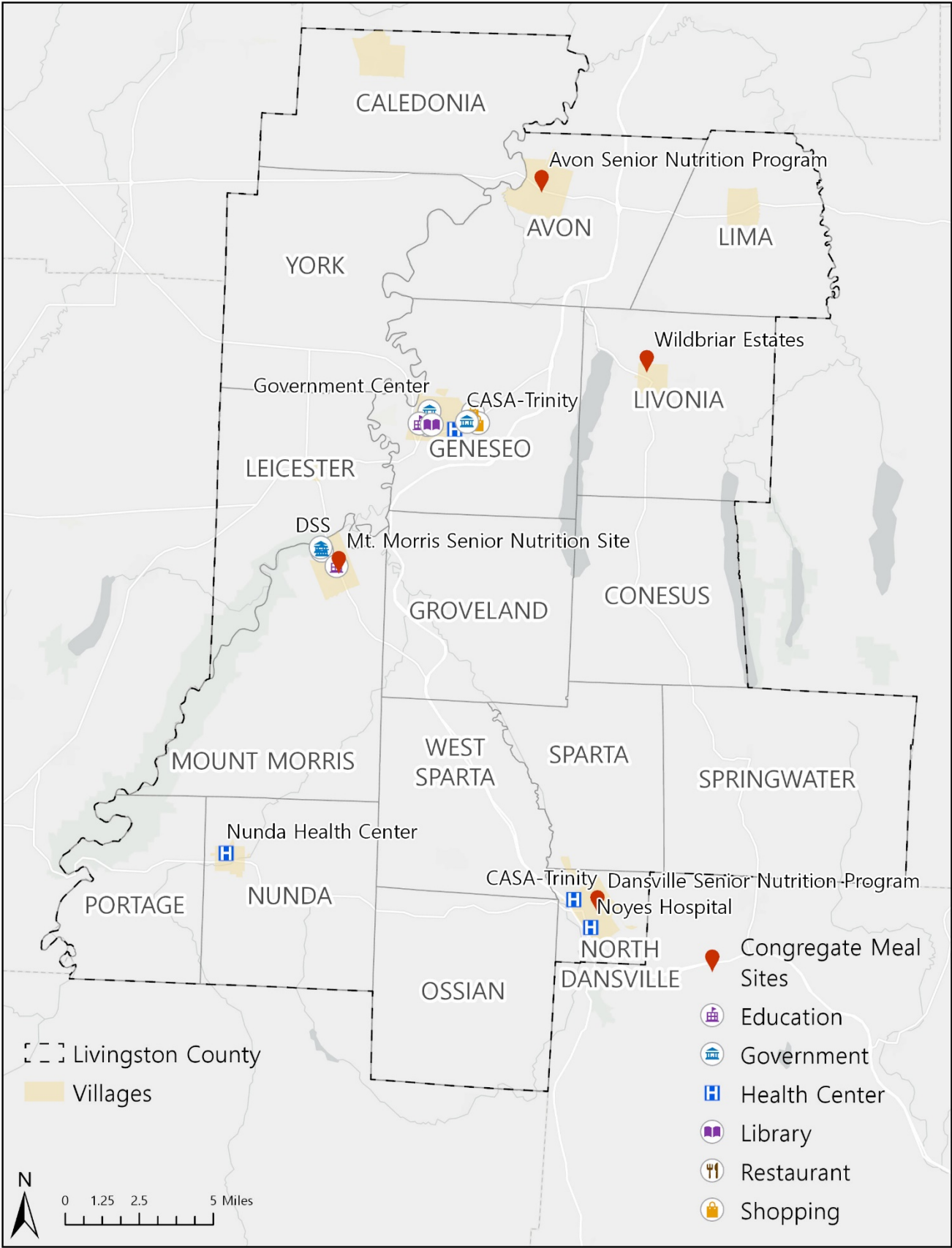
These key locations within Livingston County are based on stakeholder engagement interviews with County Departments and providers. As can be seen in the figures, key locations tend to be located within villages.

Figure 2-8: Important Origins and Destinations – Geneseo Detail

DSS-Provided Trips

Turbo Taxi

Turbo Taxi is a private taxicab company operating in Livingston County. The Department of Social Services relies on Turbo Taxi for the majority of its clients' transportation needs. DSS provides a weekly schedule to Turbo Taxi and is charged the standard fare. The origin-destination data was gathered from pickup and drop-off addresses for DSS clients using Turbo Taxi. **Figure 2-3** shows the greatest density of Turbo Taxi pickups in Mount Morris, Geneseo, Dansville and Nunda. The darkest blue indicates the greatest density of pickups, and the lightest blue indicates lower density pickup areas.

- Top trip origins and destinations include:
  - CORE – The Learning Center
  - 7 Murray Hill Drive*
  - Government Center
  - DSS
  - Center for Nursing and Rehabilitation
  - Residences in Nunda, Geneseo, Dalton, Lakeville

- Top Paired Origins-Destinations:
  1. Geneseo – Mt. Morris
  2. Mt. Morris – Mt. Morris
  3. Mt. Morris – Nunda
  4. Dansville – Mt. Morris
  5. Mt. Morris – Avon
  6. Geneseo – Geneseo
  7. Dansville – Geneseo
  8. Geneseo – Nunda
  9. Dalton – Mt. Morris
  10. Lakeville – Geneseo

*These are not Veterans Services-related trips. This address is used for supervised child visitation for DSS.
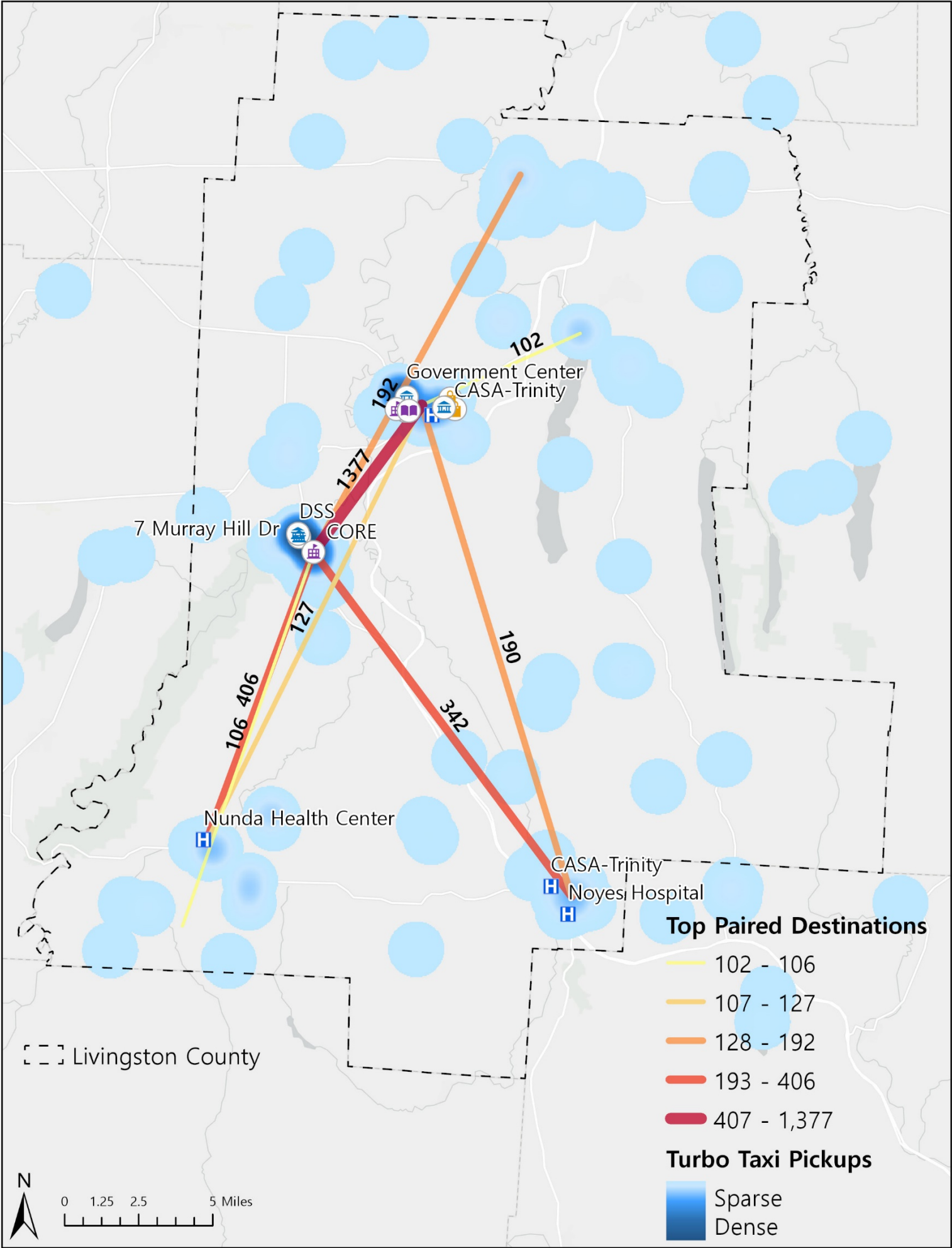
Figure 2-9: Turbo Taxi Trip Density

DSS-Provided Trips

Turbo Taxi

Figure 2-10: Turbo Taxi Trip Density – Regional
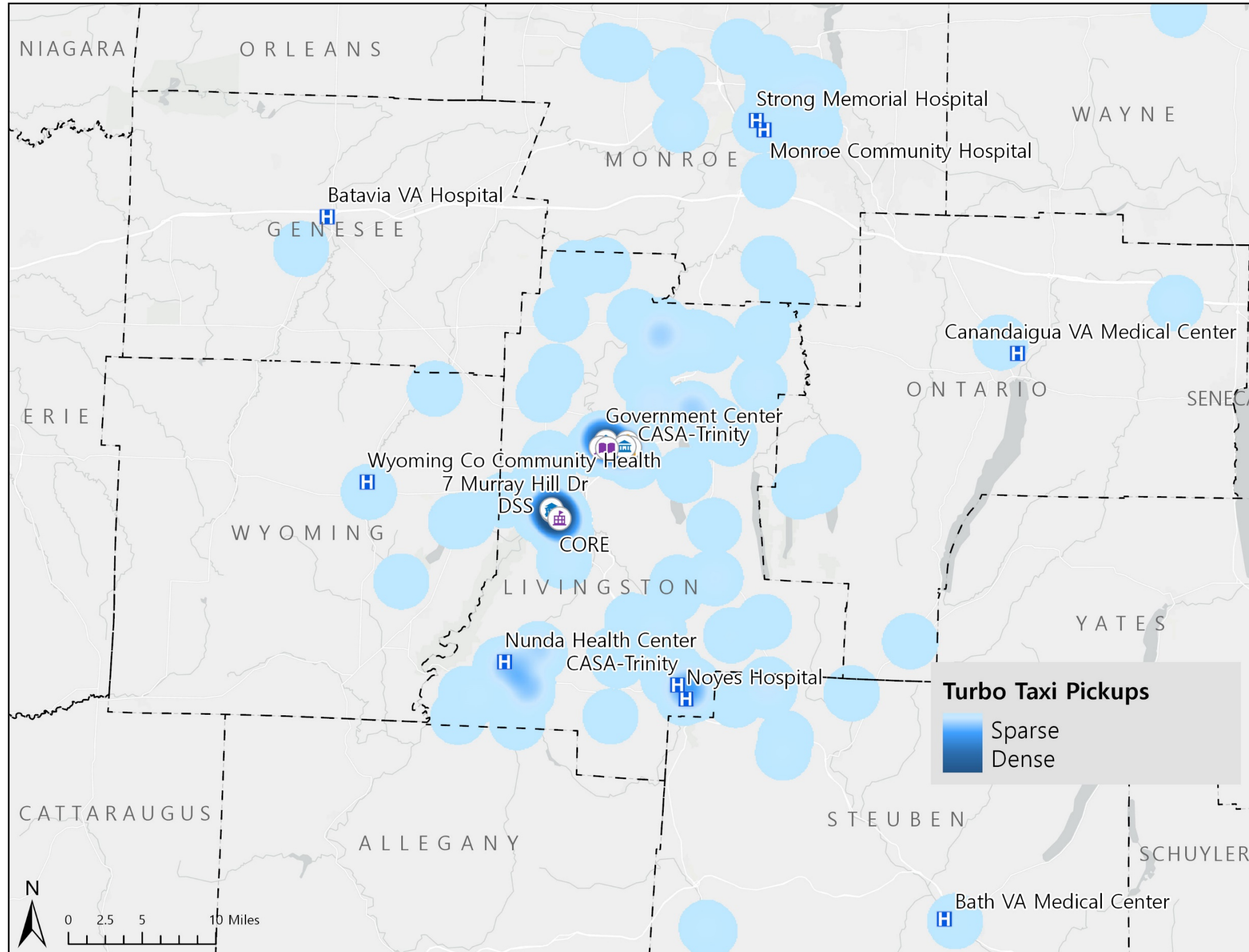
Turbo Taxi provides trips to DSS clients primarily within the County, but also travels to nearby counties and destinations, including Canandaigua, Bath, Batavia and many destinations in Monroe County and Rochester.

DSS-Provided Trips

Turbo Taxi

Most trips that Turbo Taxi provides to DSS clients occur at 9AM, followed by 4PM and 2PM.

Figure 2-11: Turbo Taxi Trip Times

Trip Times
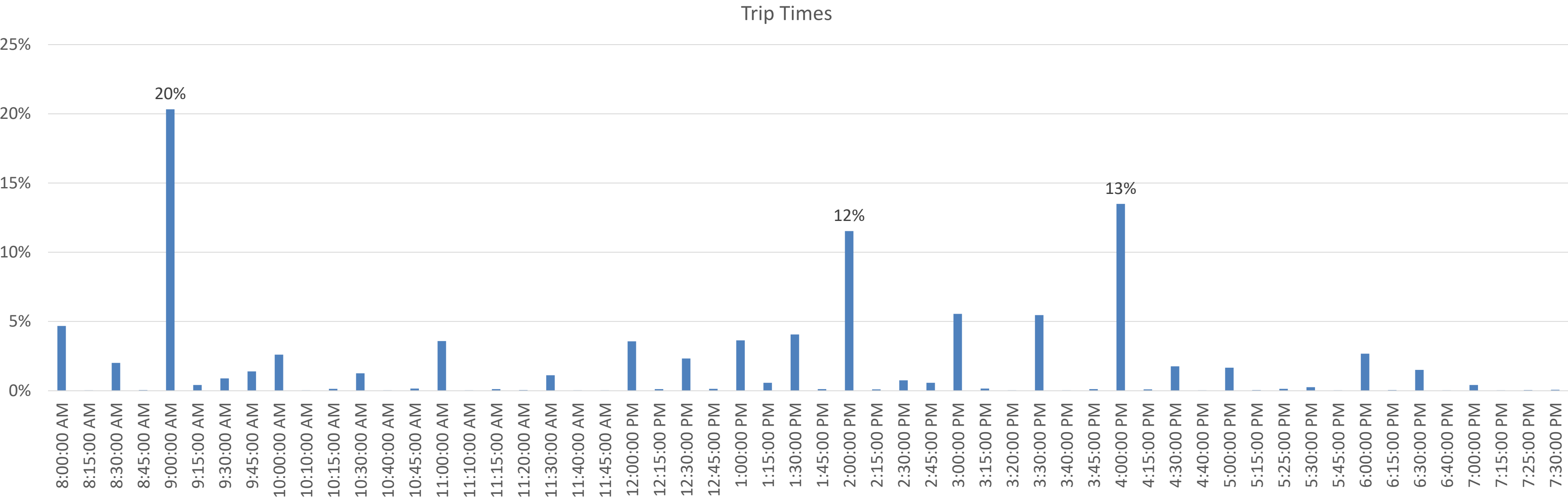
Source: Trip-level data is from Turbo Taxi and DSS, 2019-2020.

OFA-Provided Trips

Catholic Charities

Catholic Charities provides transportation to 60+ individuals and individuals with disabilities. The Livingston County Office for the Aging has an annual contract of $4,500 with Catholic Charities to help pay for these trips. When the contract amount is depleted, Catholic Charities continues to provide trips.

Figure 2-12: Catholic Charities Top Trip Destinations

Most medical trips are local, followed by Rochester, Batavia and Canandaigua.

- Local Medical: 36.8%
- Errands (Hair, Pharmacy, Bank, Laundry, Grocery): 20.0%
- Rochester Medical: 17.1%
- Local Dialysis: 14.3%
- Shopping Assist: 9.8%
- Batavia Medical: 1.6%
- Canandaigua Medical: 0.4%

Source: Trip-level data is from Catholic Charities, 2019-2020.

Figure 2-13: Catholic Charities Average Trip Duration

- Shopping: 2.0 Hours
- Medical: 2.3 Hours

Figure 2-14: Catholic Charities Trip Purpose

Medical trips are slightly longer on average than other trips. Over ¾ of all trips are medical-related trips.

- Shopping: 24.7%
- Medical: 75.3%

OFA-Provided Trips

Catholic Charities

Figure 2-15: Catholic Charities Trips by Client Zip Code
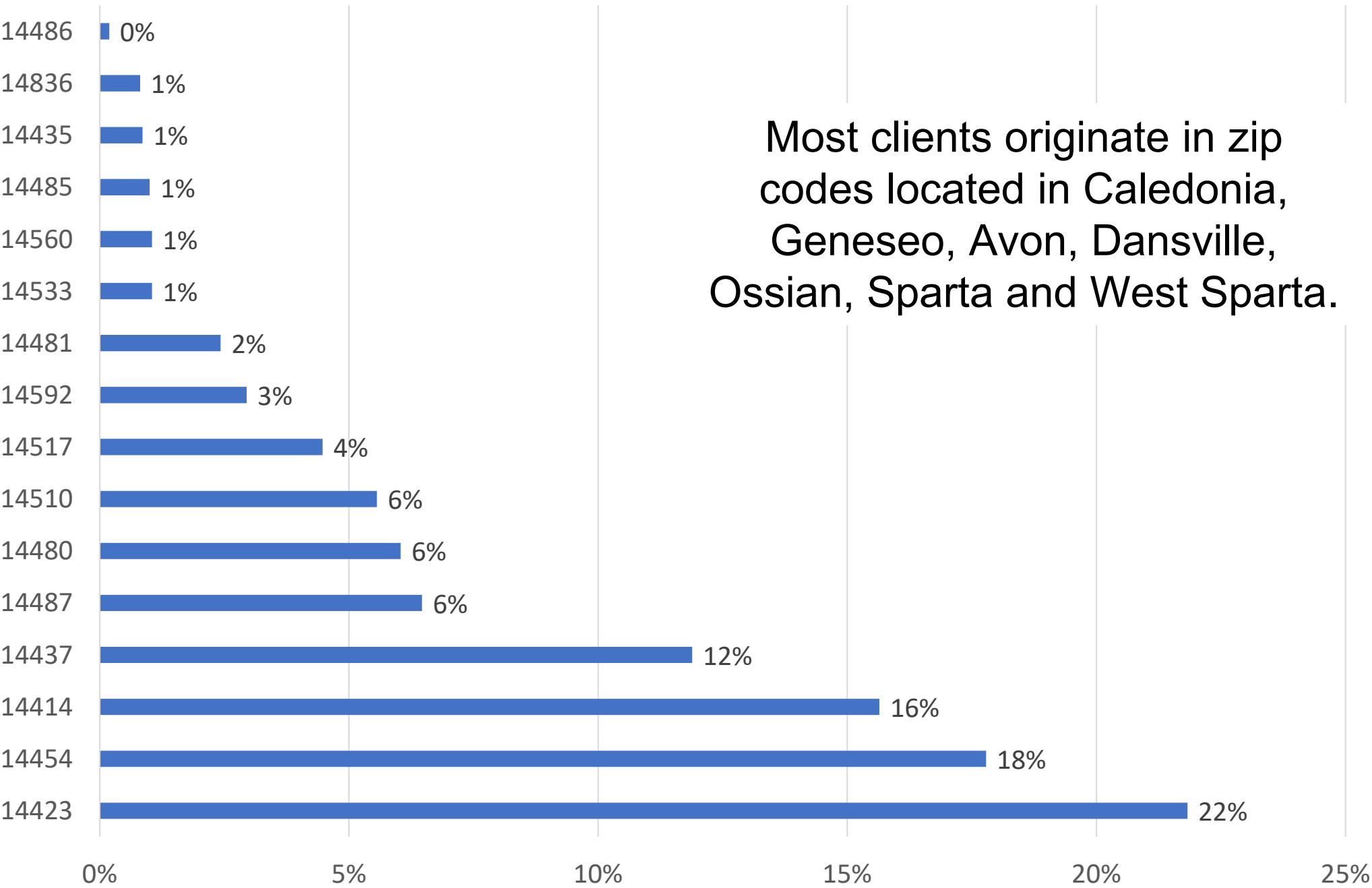
Most clients originate in zip codes located in Caledonia, Geneseo, Avon, Dansville, Ossian, Sparta and West Sparta.

Zip Code	Percentage
14486	0%
14836	1%
14435	1%
14485	1%
14560	1%
14533	1%
14481	2%
14592	3%
14517	4%
14510	6%
14480	6%
14487	6%
14437	12%
14414	16%
14454	18%
14423	22%
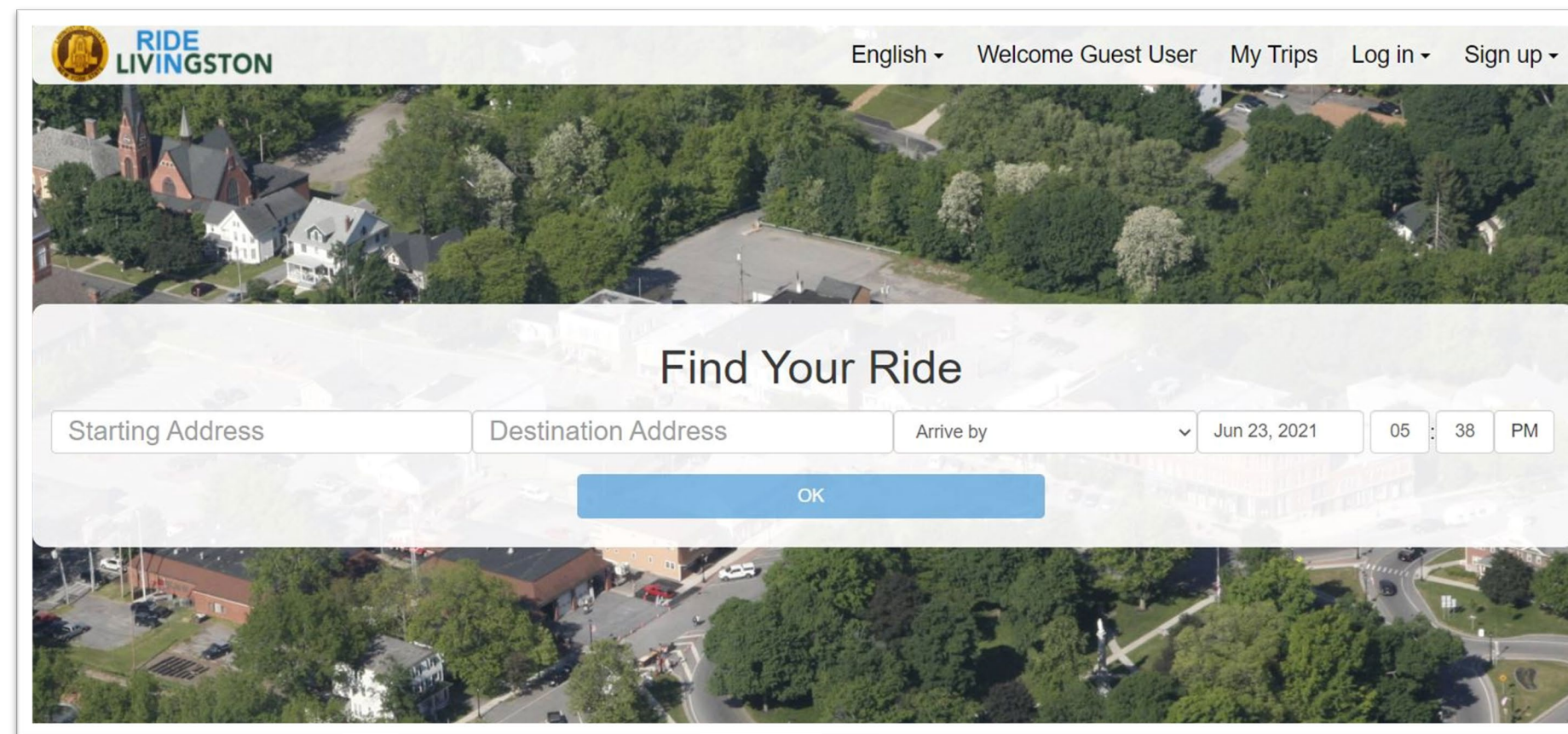
Source: Trip-level data is from Catholic Charities, 2019-2020.

Figure 2-16: Catholic Charities Trips Map by Client Zip Code

Trips by Client Zip Code:
- Villages
- Livingston County
- Less than 4
- 4 - 51
- 52 - 136
- 137 - 329
- Greater than 329
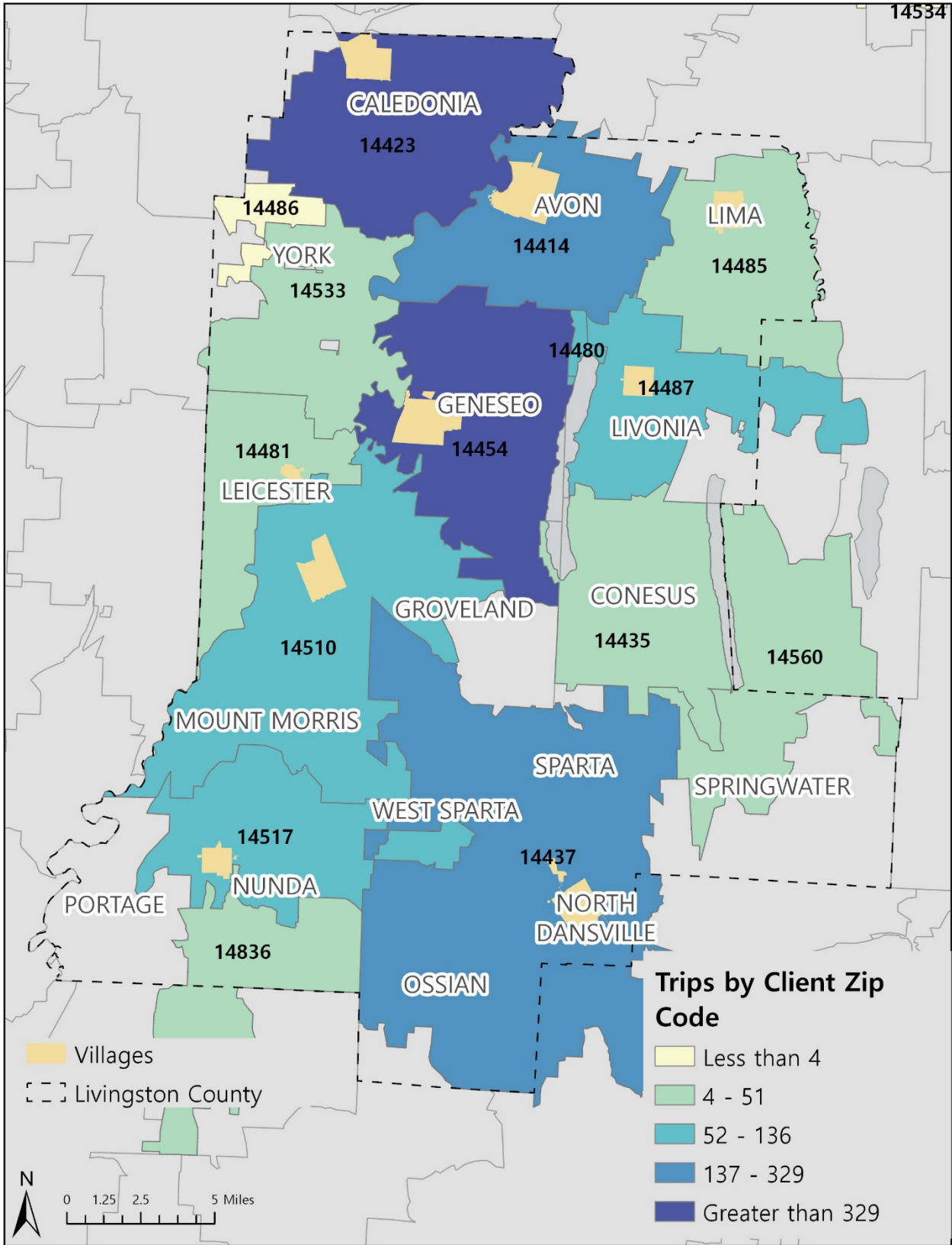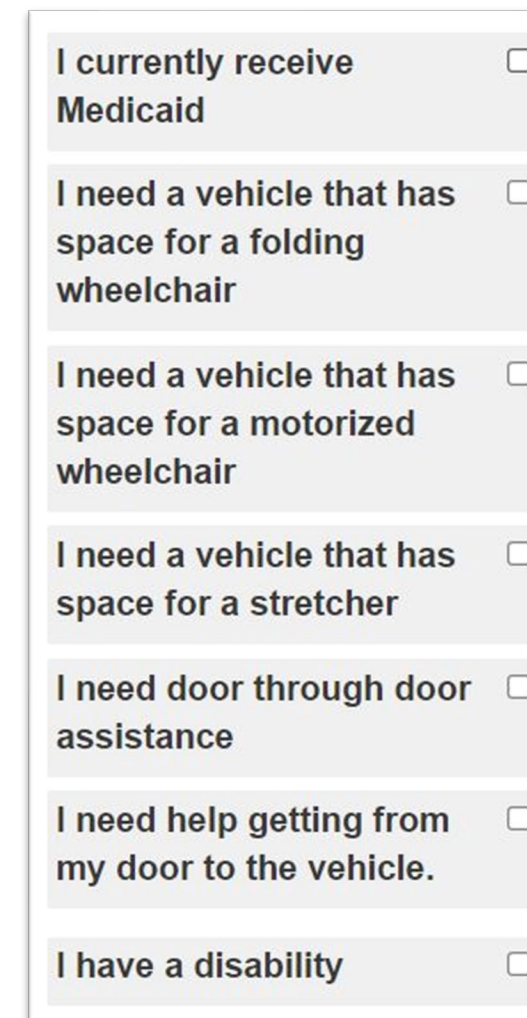
Ride LivINgston

The Ride LivINgston portal was created by Livingston County in 2016 to match the transportation needs of Livingston County residents with appropriate providers. The portal allows users to enter a starting address, destination address and preferred arrival date and time. Users can indicate whether they receive Medicaid, if they need a wheelchair-accessible vehicle, etc. and what the purpose of their trips is, including medical, grocery, work or other. Users can also indicate their mode preference (paratransit, taxi, walk, drive, etc.). Using this information, the portal provides a user with possible trip options based on their eligibility, preference, and origin and destination. A user can then pick an option and the portal provides provider contact information and instructions for booking trips.

Source: http://www.ridelivingston.com/.

Ride LivINgston

Feedback from Stakeholders

County stakeholders provided feedback on the Ride LivINgston portal. Providers and County departments found the portal useful for finding a variety of provider options and contact information. Stakeholders saw trip-booking capabilities as a useful enhancement. Other stakeholders indicate that because most of their clients can't afford taxi trips, the portal isn't very useful. Stakeholders also shared that some information is inaccurate or out of date. Some of these inconsistencies were validated by the project team.

Data Reports

Data reports from the Ride LivINgston portal record user and trip information for trip information requests (see Figures 2-11 through 2-15). Most riders are finding medical trips (though many users don't indicate purpose because it is not a required field). Most registered users are staff or administrators, with most trips being searched by guest users. 2019 saw the most trips examined through the portal, with a steep drop-off in 2020 consistent with lower travel demands due to COVID-19. The most popular origins and destinations that are searched within the portal include County offices.

Source: Ride LivINgston data consists of trip information from 2016-2020.

Figure 2-17: Ride LivINgston Trip Purpose

- Grocery 26%
- Medical 55%
- Other 10%
- Work 9%
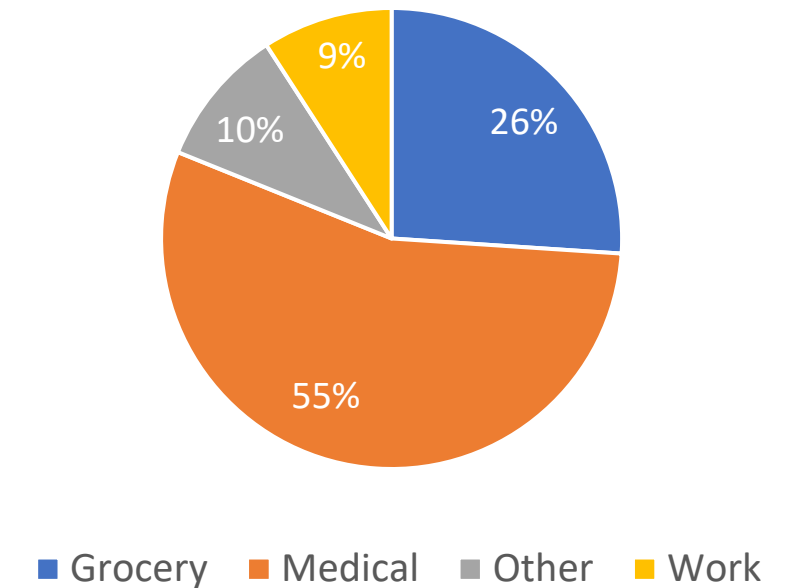
Figure 2-18: Ride LivINgston Users

Users
- Travelers: 40
- Staff: 1
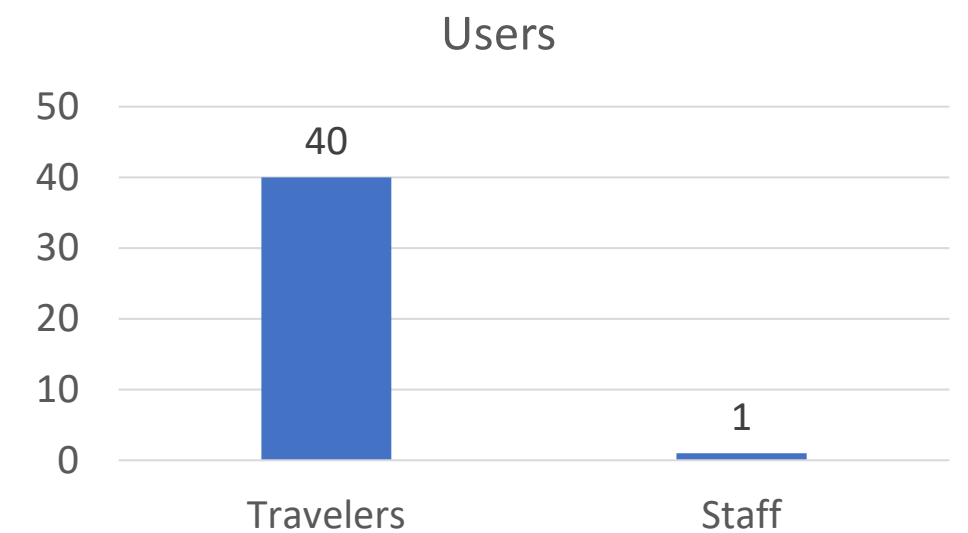
It appears that staff in county departments and providers use the 'Travelers' category to find rides for their clients.

Ride LivINgston

Figure 2-22: Ride LivINgston Top Trip Destinations Map
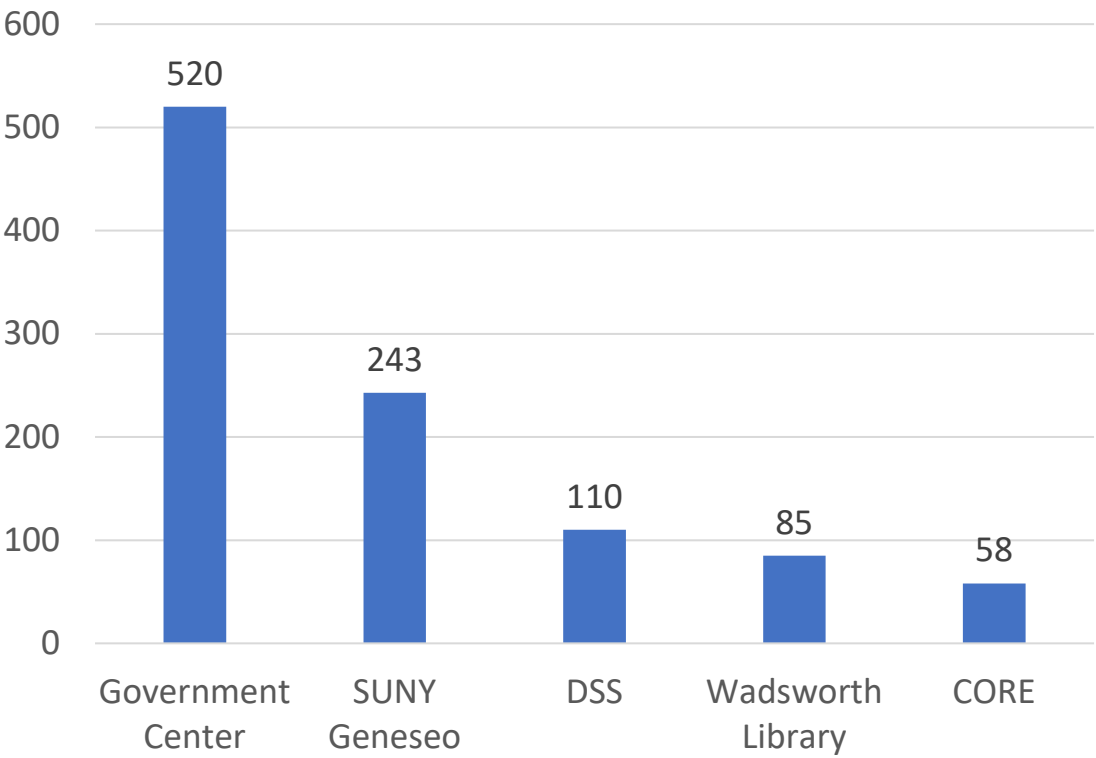
Figure 2-19: Ride LivINgston Top Trip Origins

Figure 2-20: Ride LivINgston Total Trips 2017-2020

Source: Ride LivINgston data consists of trip information from 2017-2020.

Figure 2-21: Ride LivINgston Top Trip Destinations
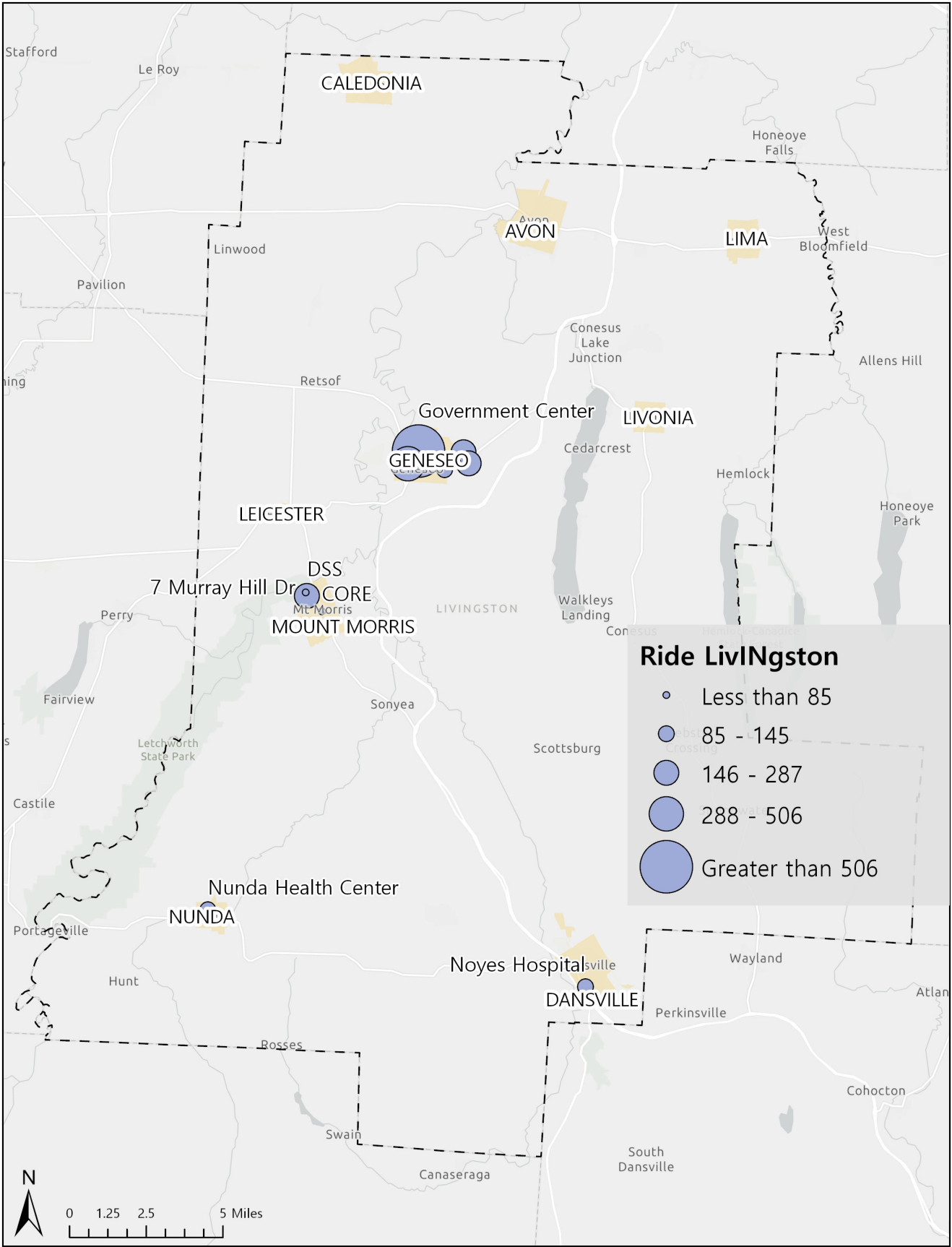
RTS Livingston

RTS Livingston is the public transit provider in Livingston County. It provides significant mobility to County residents through Dial-A-Ride and fixed route services. Typically, RTS operates 4 fixed routes and Dial-A-Ride service within villages (see Table 2 for details).

Due to public health restrictions on transit in response to COVID-19, Dial-A-Ride service is now countywide. Fixed routes are only operated in the morning. Dial-A-Ride service provides trips in the afternoon. Route 242 is no longer in operation (see Figure 2-26).

Source: Ridership data and route shapefiles from RTS.

Figure 2-23: RTS Service (Pre-March 2020)
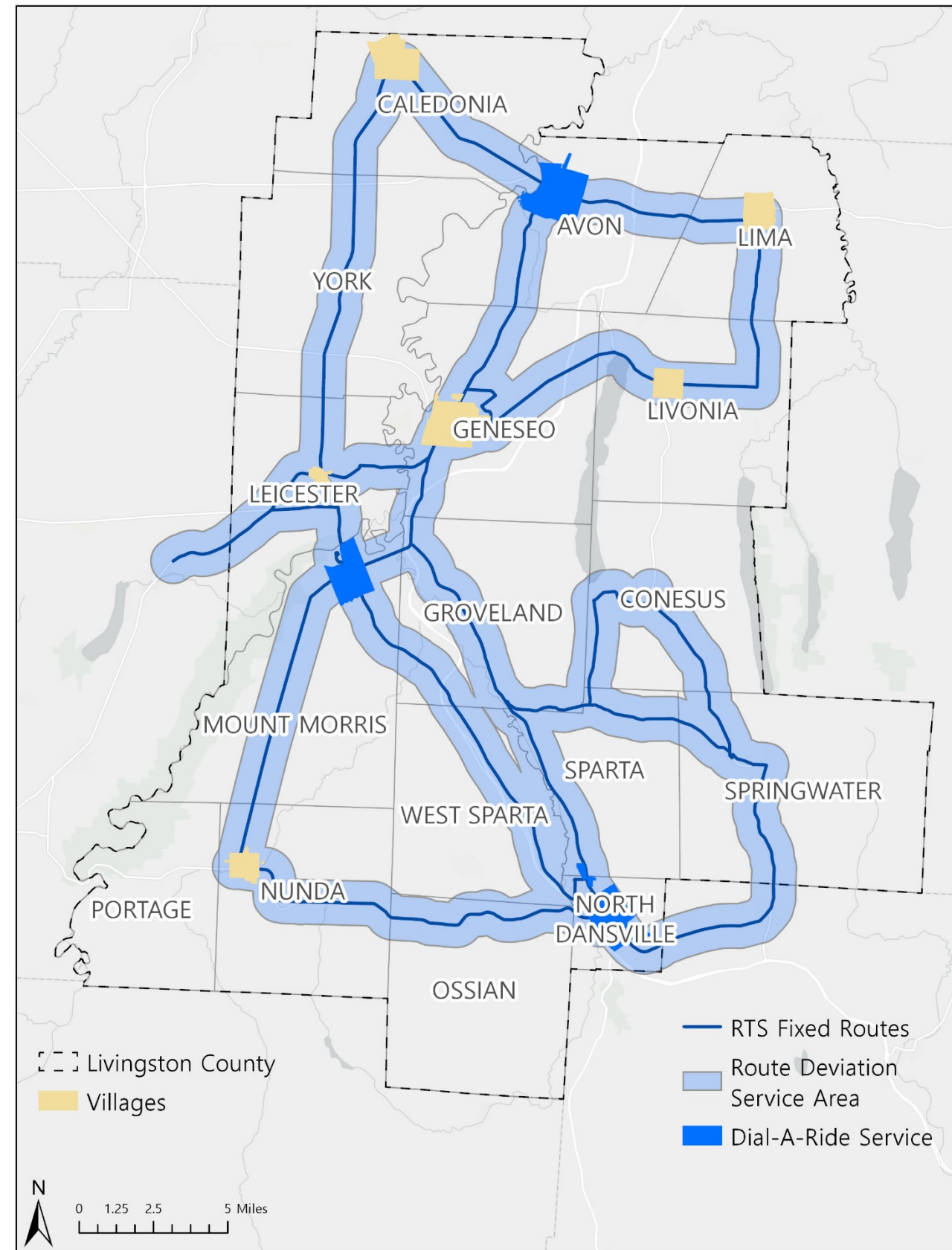
Figure 2-24: RTS Service (Post-March 2020)
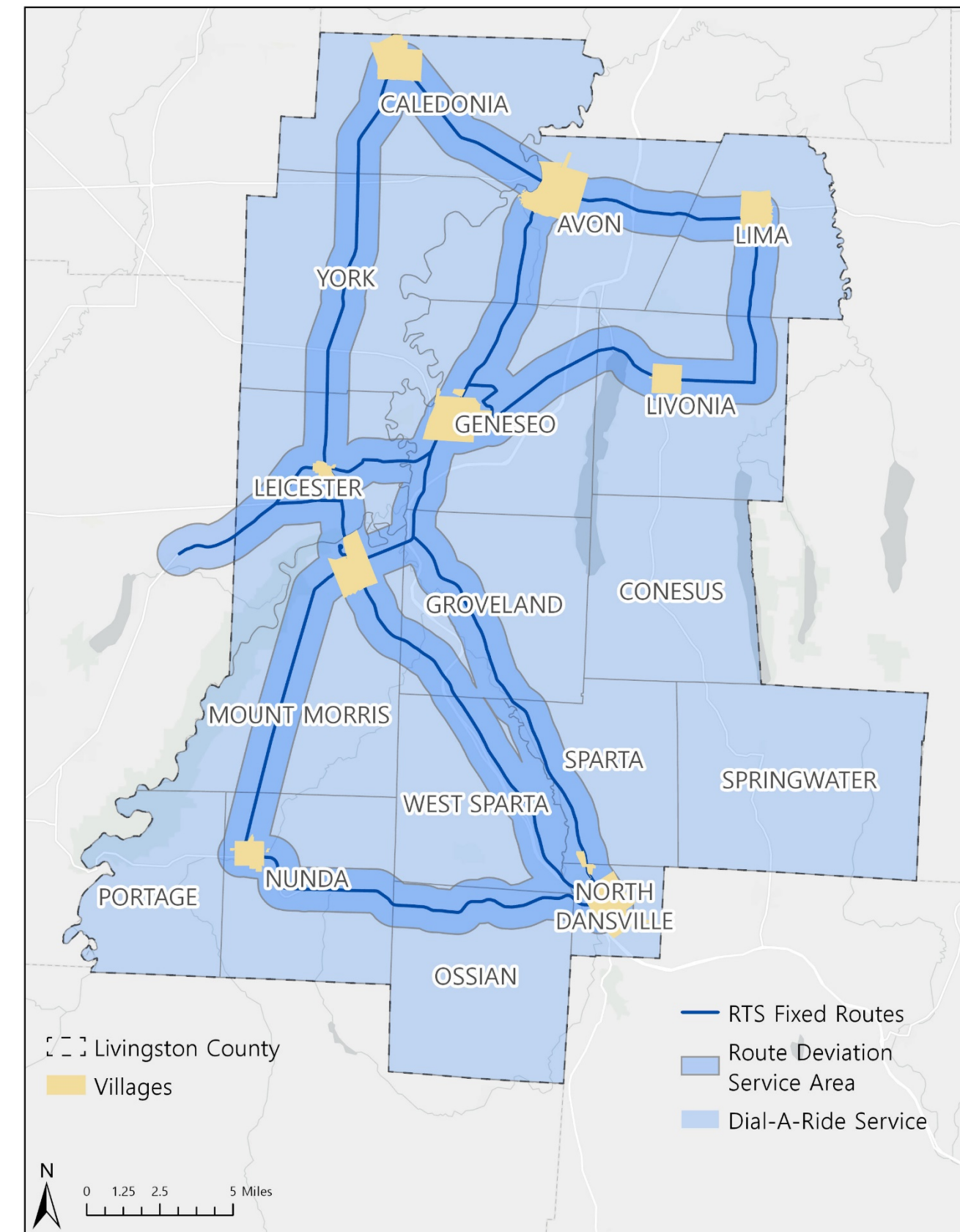
RTS Livingston

Figure 2-25: RTS Village Dial-A-Ride Ridership

Dansville: 10,555 (2018), 11,259 (2019), 6,778 (2020)
Mt. Morris: 5,431 (2018), 5,768 (2019), 3,502 (2020)
Avon: 4,915 (2018), 5,191 (2019), 2,598 (2020)

Legend: Dansville, Mt. Morris, Avon
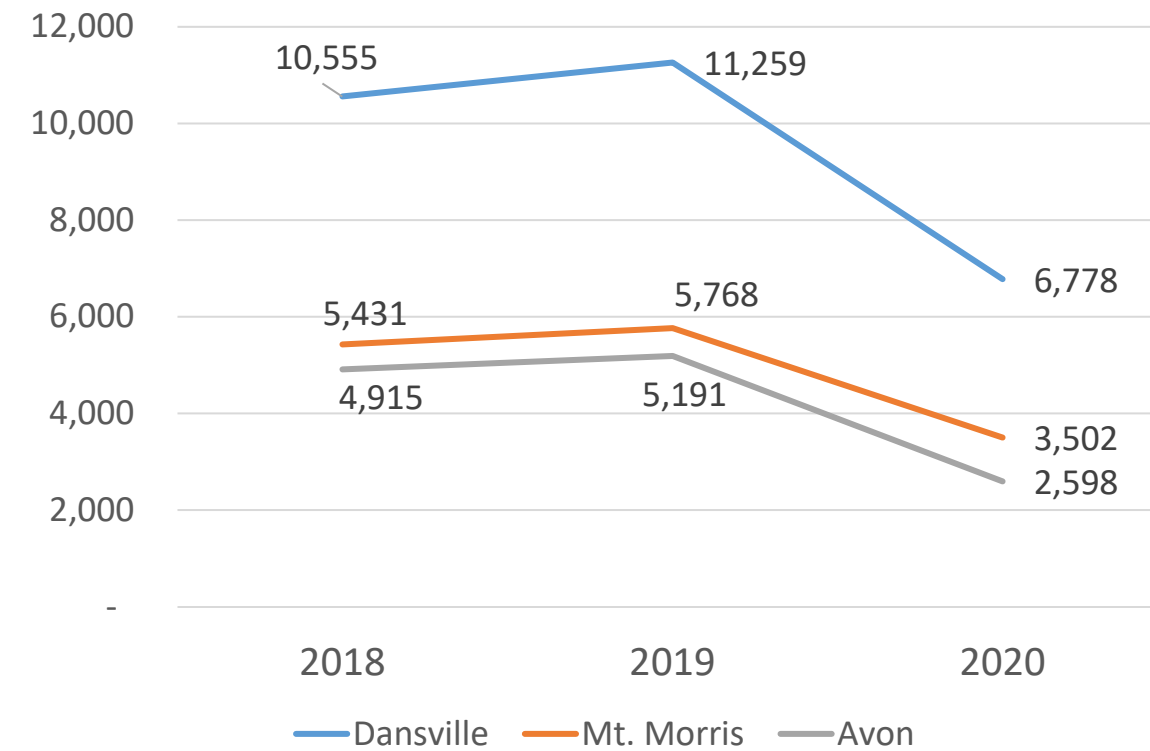
Figure 2-26 RTS Fixed Route Ridership

Route 243: 5,059 (2018), 5,006 (2019), 2,564 (2020)
Route 231: 2,150 (2018), 2,985 (2019), 1,654 (2020)
Route 232: 1,684 (2018), 1,627 (2019), 1,769 (2020)
Route 242: 711 (2018), 510 (2019), 671 (2020)

Legend: Route 231, Route 232, Route 242, Route 243
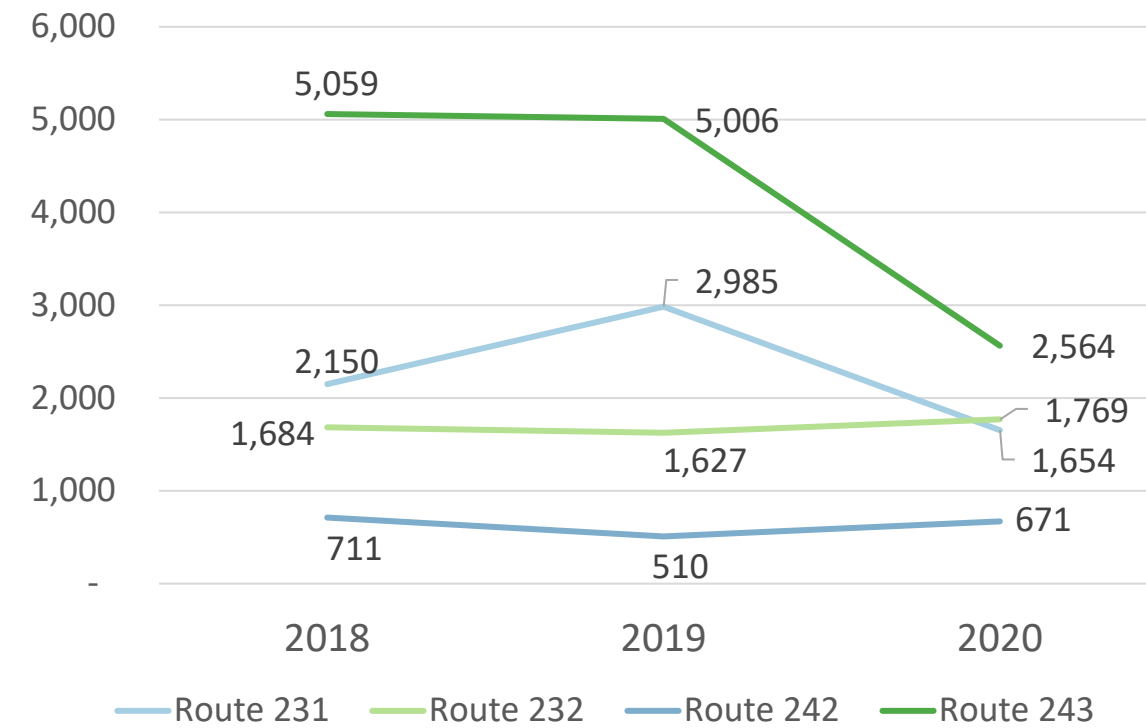
Figure 2-27: RTS Total Ridership

Total: 30,643 (2018), 32,487 (2019), 19,563 (2020)
Dial-A-Ride: 20,901 (2018), 22,218 (2019), 16,577 (2020)
Fixed Route and Vanpool: 9,742 (2018), 10,269 (2019), 2,986 (2020)

Legend: Dial-A-Ride, Fixed Route and Vanpool, Total

Figure 2-28: RTS Expenses

Total: $779,438 (2018), $1,017,154 (2019), $891,152 (2020)
Fixed Route and Vanpool: $489,251 (2018), $620,961 (2019), $258,851 (2020)
Dial-A-Ride: $290,187 (2018), $396,194 (2019), $632,301 (2020)

Legend: Dial-A-Ride, Fixed Route and Vanpool, Total
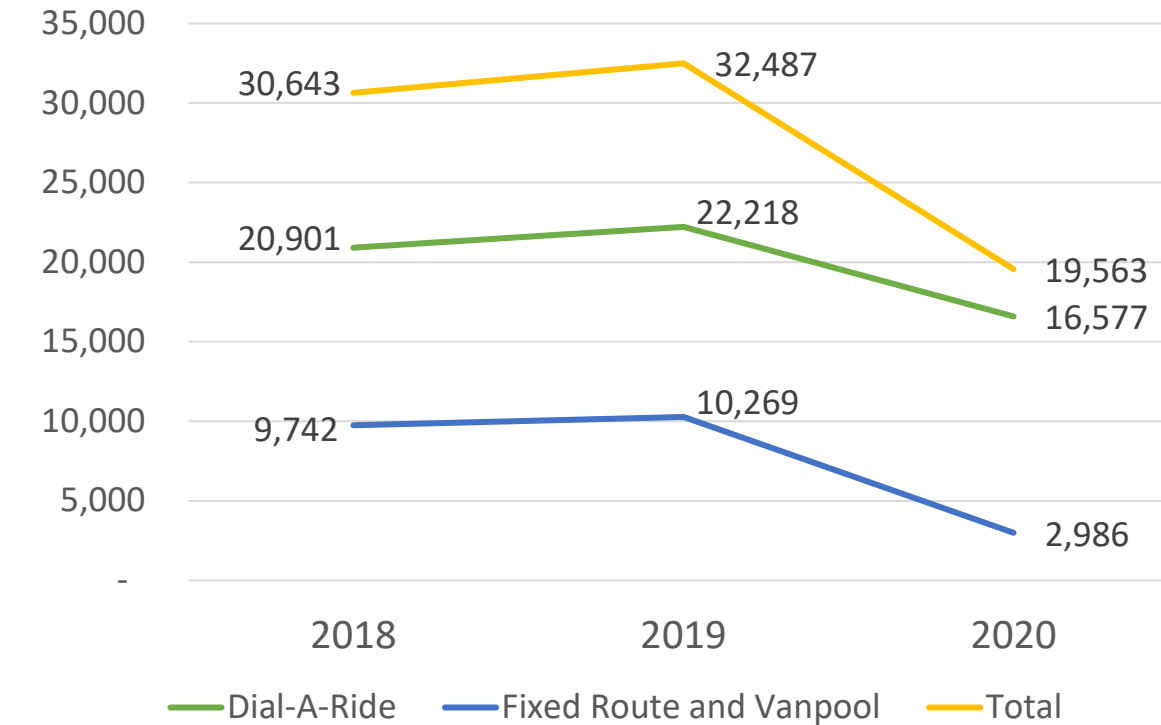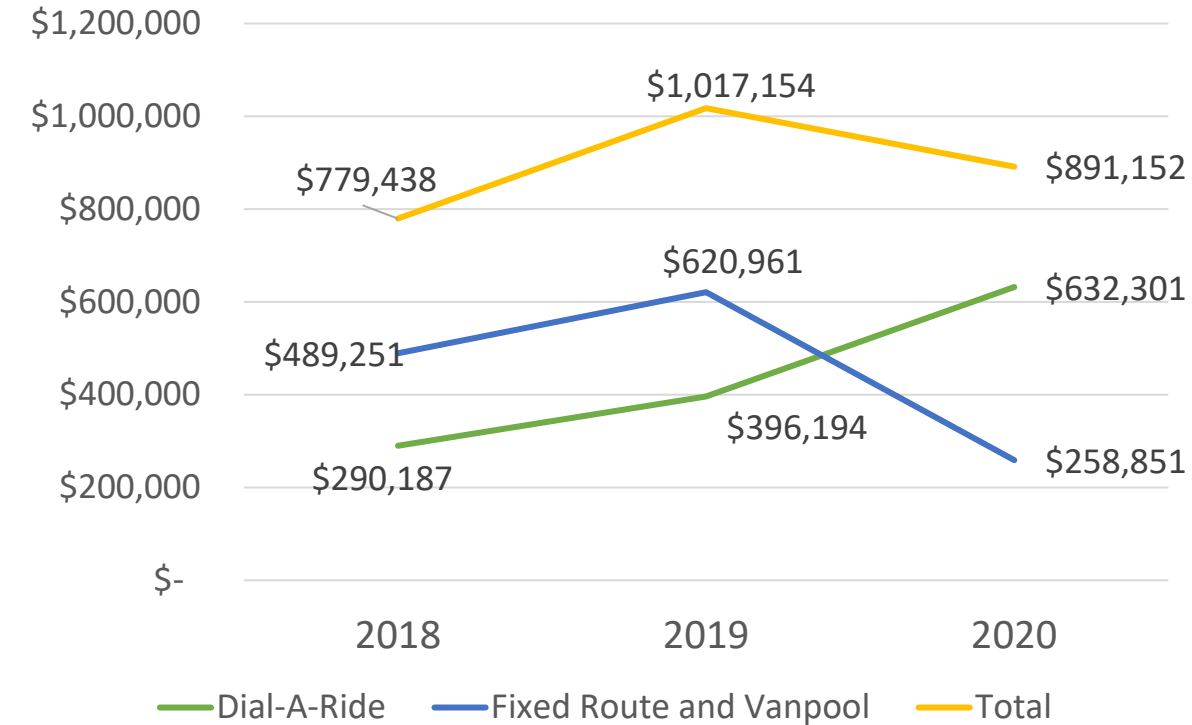
Dansville Dial-A-Ride has the greatest village ridership. Route 243 has the greatest ridership of the 4 fixed routes, but declined significantly in 2020.

Dial-A-Ride serves more riders than fixed route. It also declined less than fixed route in 2020, as it replaced some fixed route service

RTS data includes fixed route, route deviation and Dial-A-Ride data. It does not include contracted services, which includes a contract with SUNY Geneseo.

Source: Ridership data and route shapefiles from RTS.

RTS Livingston

The highest ridership route, Route 243, provides service between Dansville, Mount Morris, Geneseo, Livonia, Lima and Avon. Route 231, the next highest ridership route, connects Caledonia, Avon, Geneseo and Leicester. Route 232 provides services between Mount Morris, Nunda and Dansville. The lowest ridership route, Route 242, connects Mount Morris to Dansville, Springwater and Conesus.

Dial-A-Ride costs RTS significantly less per trip than RTS fixed routes. It is also more productive, serving more customers per hour and mile. Customers pay $1 per one-way trip.

Figure 2-32: RTS Fixed Route Ridership Map

RTS Fixed Route Ridership (2019)
- Villages
- Livingston County
- Route 242 (510 trips)
- Route 232 (1627 trips)
- Route 231 (2985 trips)
- Route 243 (5006 trips)

0 1.25 2.5   5 Miles

Figure 2-30: RTS Riders per Hour

	2018	2019	2020
Dial-A-Ride	3.69	3.84	2.11
Fixed Route	1.02	1.14	0.93

Figure 2-29: RTS Cost per Trip

	2018	2019	2020
Dial-A-Ride	$13.88	$17.83	$38.14
Fixed Route	$50.20	$60.16	$86.59

Figure 2-31: RTS Riders per Mile

	2018	2019	2020
Dial-A-Ride	0.32	0.31	0.12
Fixed Route	0.04	0.04	0.03

Source: Ridership data and route shapefiles from RTS.

3 Needs Assessment

Key Themes

The Needs Assessment was informed by stakeholder conversations as well as by examining the gap between existing services and the demographic analysis. This analysis shows that transit need has increased since 2010, as zero-vehicle households and households below the poverty line have increased.

In terms of geographic distribution of need, the non-program demand is centralized in Mt. Morris, Geneseo, Dansville and Avon.

Based on stakeholder conversations, the largest unmet needs for non-program trips include non-medical errands, medical appointments for non-Medicaid recipients, medical trips with regular, recurring appointments, out-of-county trips, and any trip on weekends and beyond working hours.

RTS provides a coverage model of service with its fixed routes that provide a basic level of service to most geographic areas in the County. However, low frequency and limited hours of operation limit its usability. Providers and customers also find schedules and maps difficult to interpret.

Departments are generally able to meet program demand, but there are gaps in mobility services, particularly in Mental Health, Probation and Office for the Aging.

Peer counties offer similar models for serving program and non-program trips, but some counties have centralized demand response-type service to serve all program needs.

Transit Need

The 2013 Transportation Connectivity Plan quantifies **transit need** in the County through methods like the Population Segment Method and Mobility Gap Method. This report replicates these efforts to determine changes in need since 2010.

The Population Segment Method estimates the number of people that are likely to require public transit service based on households below the poverty line and zero-vehicle households. Based on this calculation, the population that needs access to public transit increased, as both households below the poverty line and zero-vehicle households have increased between 2010 and 2019.

The Mobility Gap Method examines the number of trips taken by zero-vehicle households compared to one-vehicle households. TCRP Document 49 identifies the mobility gap between zero and one-vehicle households, which is 2.7 for the Middle Atlantic region, meaning one-vehicle households take 2.7 more trips per day than zero-vehicle households. Assuming 250 work days in a year, there is a potential non-program demand for 1,186,650 annual trips in Livingston County, a 50% increase from 2010.

Population Segment Method

Table 3-1: Population Segment Method

Demographic Group	2010		2019	
	Count	% of HHs	Count	% of HHs
Households Below Poverty Line	2,840	12%	3,095	13%
Zero-Vehicle Households	1,174	5%	1,758	7%

Mobility Gap Method

Table 3-2: Mobility Gap Method

Demographic Group	2010	2019
	Count	Count
Zero-Vehicle Households	1,174	1,758
Annual Trip Demand	792,450	1,186,650

Source: American Community Survey 2015-2019 5-Year Estimates.
American Community Survey 2006-2010 5-Year Estimates.
TCRP Document 49

Transit Demand

Transit Cooperative Research Program Document 49, "Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation", defines **transit demand** on page 3 as "the number of trips likely to be made over a given period within a given geographic area".

On page 4-4, the 2013 Transportation Connectivity Plan differentiates between program and non-program transit demand. According to the report, program demand includes "demand generated by transit ridership to and from specific social service programs," while non-program demand is "demand generated by other mobility needs to elderly persons, persons with ambulatory disabilities, and persons below poverty income." The Transportation Connectivity Plan focuses on non-program demand "because satisfying demand for program services are adequately met through existing institutional arrangements."

This reports **examines both non-program and program demand** to determine if institutional arrangements are still sufficient.

Transit Demand

Non-Program

The report uses the Greatest Transit Need Index Model to estimate **non-program demand** in Livingston County. The Greatest Transit Need Index Model examines density of zero-vehicle households, seniors (60+), persons with disabilities (16-64) and households living below the poverty level. Using US Census block groups, the density of the above populations are ranked and categorized into 5 groups. The rankings are aggregated to produce an overall score of transit demand in which the lowest score equates to lower demand for transit, and the highest score indicates the greatest demand for transit.

Greatest Transit Need

- Zero-Vehicle Household Density
- Senior Density
- Individuals with Disabilities Density
- Individuals Below Poverty Line Density

Transit Demand

Non-Program

Figure 3-1: Greatest Transit Need Index Score (2013)
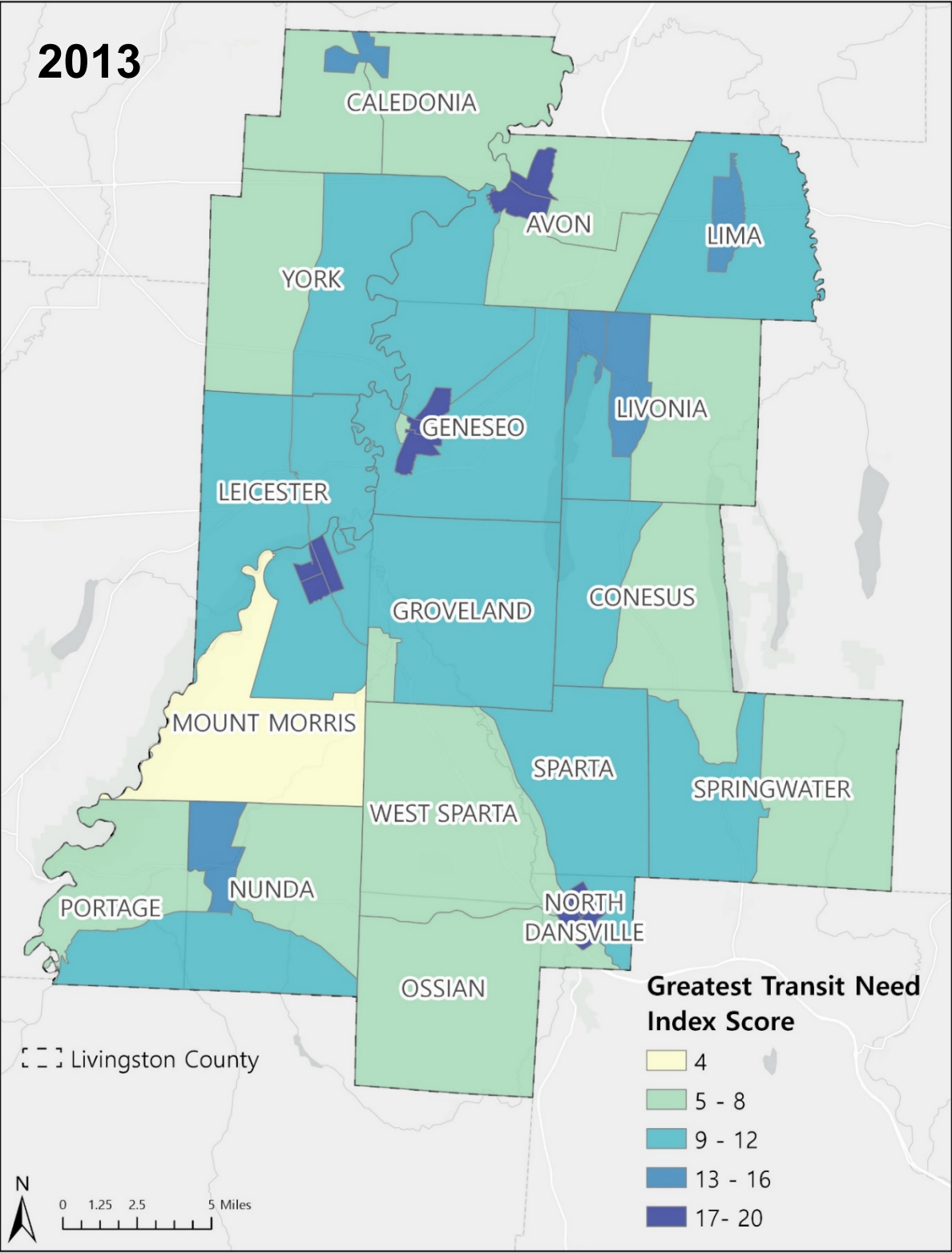
Figure 3-2: Greatest Transit Need Index Score (2019)
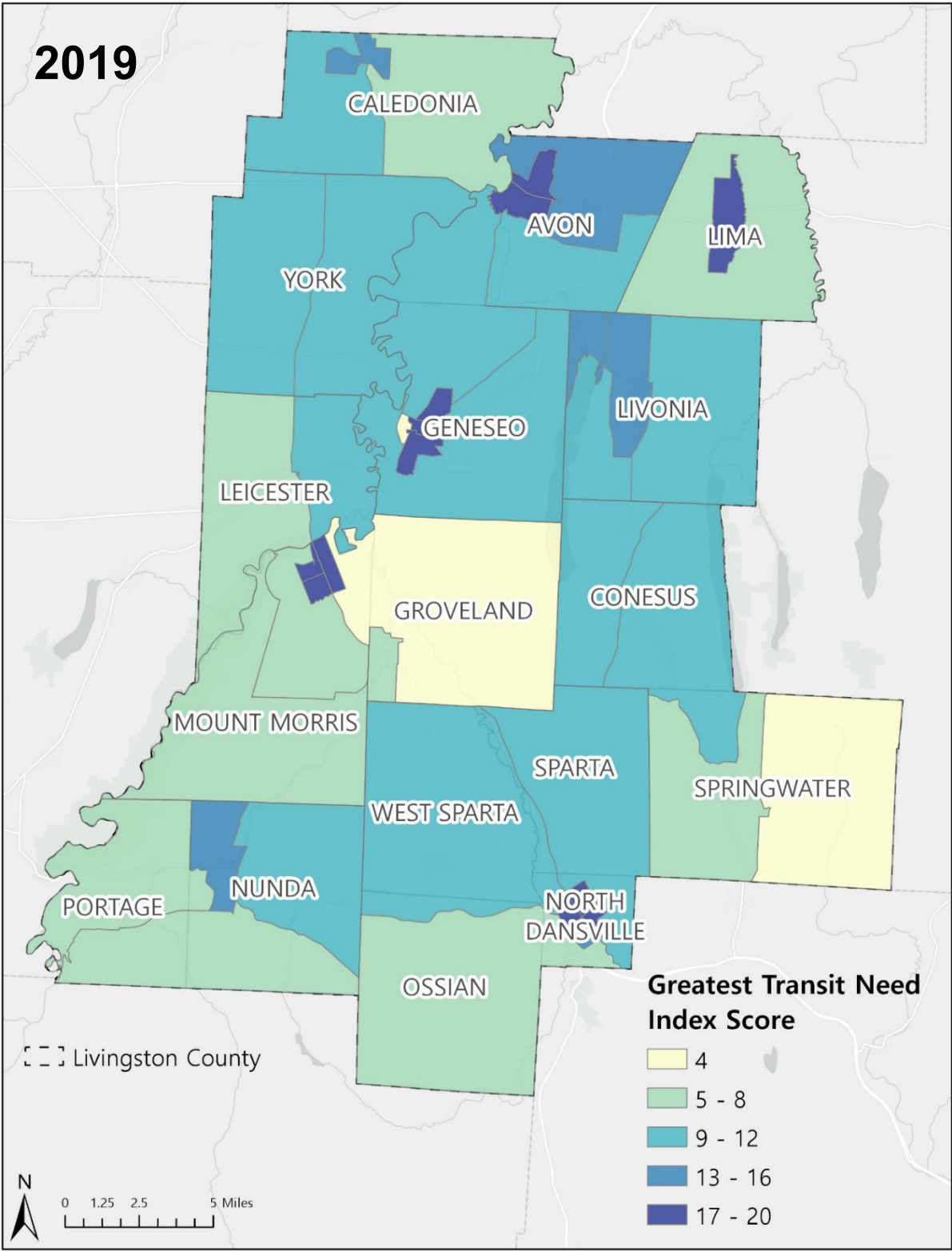
Table 3-3: Transit Demand Demographic Groups

Demographic Group	2013	2019
Zero-Vehicle Households	6.1%	7.3%
Seniors (60+)	20.2%	24.5%
Individuals with Disabilities (16-64)	5.9%	6.8%
Households Below Poverty Line	13.4%	12.8%

Greatest transit demand is in town centers, including Mount Morris, Geneseo, Avon, Lima and Dansville. Patterns in transit demand have remained largely the same between 2013 and 2019, although greater transit demand is identified in Avon.

While percent of households below the poverty line has slightly decreased, other demographic variables have increased, particularly the senior population.

Stakeholder Conversations

This table shares the primary individuals and organizations that the project team engaged with to inform the analysis and recommendations.

Stakeholder engagement is important in developing an understanding of mobility in the County, as each organization or individual listed are experts in the mobility needs and challenges of the people they serve. Conversations across County departments and providers illuminated similar gaps in mobility, including limited weekend and late night/early morning transportation options, as well as limited options for regular medical trips and out of county trips.

Public Participation
Sue Carlock, Office for the Aging
Diane Deane, Department of Social Services
Lynne Mignemi, Probation
Michele Anuszkiewizc, Mental Health
John Prospero, The Arc of Livingston-Wyoming
Desiree Weldy, Catholic Charities
Cameron Copeland, Turbo Taxi
Ken Boasi, RTS
Jason Skinner, Veterans Services
Margaret Betette, Health Department
Continuum of Care Coalition
Stephanie Metz, KidStart
Kate Hilfiker, Workforce Development

Non-Program Mobility Needs

Stakeholder conversations with County Departments and direct service providers help identify gaps in mobility services for both program and non-program transportation needs. The chart below details **non-program** mobility needs by service area.

Service Area	Non-Program Mobility Needs
Fare Price	• Turbo Taxi fare is cost prohibitive for many clients. • RTS fare can also be a barrier to mobility.
Time of Day	• Early mornings and late evenings are typically not served by any provider. • Providers are especially busy at 9AM, so they try to schedule medical appointments for later in the day. The Arc has more availability to provide trips between 9AM and 2PM. • Post COVID-19, RTS provides fixed route service in the morning only, with afternoon service being replaced by county-wide Dial-A-Ride.
Days of the Week	• Weekend service is not provided by most providers, including RTS. Turbo Taxi provides regular Saturday service and Sunday service for a premium cost.
Geography	• In general, more rural parts of the County are under-served, including Groveland, Sparta, South Dansville and Nunda. • Out-of-county trips are limited, particularly to Wyoming County. • Within-town transportation is limited.
Trip Purpose	• Medical trips with recurring appointment times are challenging to serve for all clients. These include dialysis treatment, which is typically 3x per week, methadone treatment, which is required often daily, and various cancer treatments. This applies primarily to clients not covered by Medicaid. • Non-medical trips for both non-Medicaid and Medicaid clients are challenging to service completely. These include trips to the pharmacy, grocery store, bank, and other essential errands, as well as non-essential trips to socialize, particularly for seniors and individuals with disabilities. According to Catholic Charities, there are 25+ individuals on their waitlist for transportation services. • Some individuals with disabilities do not have consistent transportation to work. According to the Arc, there are often 2 or 3 individuals with disabilities who are unable to get to work due to lack of transportation.
Contracts	• The OFA annual contract with Catholic Charities is not sufficient to meet need, as it is typically depleted within a few months.
Service Model	• Catholic Charities is volunteer-based, so capacity is dependent on availability of volunteers. During the ongoing COVID-19 pandemic, Catholic Charities' transportation capacity was drastically reduced due to safety concerns. • Advanced reservations are required for most providers.
Accessibility	• RTS route schedules and maps are challenging to interpret for both Department staff and clients.

Table 3-4: Stakeholder Conversation Themes

Program Mobility Needs

The 2013 Connectivity Plan did not examine **program demand** because it was determined that institutional arrangements were sufficient. This Needs Assessment evaluated if that determination is still accurate for social service programs in Livingston County. The project team evaluated program demand based on stakeholder conversations with County Departments. While some County Departments are able to meet mandated program transportation requirements, this chapter addresses best practices and efficiencies.

The **Department of Social Services** is able to provide transportation for their clients for program-related needs through RTS, gas cards and Turbo Taxi. Because the number of individuals receiving temporary assistance has declined to 472 individuals on average per month in 2020 and 533 per month in 2019 from a peak of 864 per month in 2014, program demand has declined as well.

The **Probation Department** does not provide transportation to probationers due to limited resources, and transportation is identified as a barrier for probationers to attend program-specific appointments. In 2019, there were 371 adult probationers. Of those, 110 were DWI probationers who have greater transportation needs because of driving restrictions. Most adult probationers fall within the Low Risk category, meaning they require minimum supervision, or approximately 1 report per month.

The **Mental Health Department** is able to meet program demand through a volunteer driver, gas cards and case managers, who provide transportation to clients on an ad hoc basis. Transportation is still considered a barrier to treatment. CASA-Trinity facilitates a peer transportation program to help individuals access treatment.

Program Mobility Needs

The **Health Department** does not provide transportation to clients. It relies on RTS and coordination with medical appointments and other program appointments to ensure clients can access their offices for WIC benefits.

The **Office for the Aging** provides transportation to congregate meal sites through contracts with RTS and the Arc of Livingston-Wyoming. While all meal sites are within RTS route deviation service, transportation is still a barrier for seniors trying to access meal sites, particularly those in Livonia, Conesus, Springwater and Nunda.

Veterans Services works to connect veterans with VA benefits, all of which are out-of-county. They currently do not provide transportation but are exploring an option to purchase a vehicle to be operated by volunteer drivers who could transport veterans to services in Bath, Batavia, Rochester and Buffalo.

KidStart Children's Services provides preschool, day care, early intervention, evaluation and Head Start programs to area children and families. While most children are Livingston County residents and live in Mount Morris, Livonia, Geneseo, Dansville and York School Districts, some families travel from Wyoming and Genesee Counties. The Arc of Livingston-Wyoming provides transportation. According to staff, transportation is a barrier for participation in the Head Start program in particular, as children are picked up and dropped off at centrally-located bus stops rather than curbside, as is the case for the preschool program. There are currently 50 children in the Head Start program of 138 total center-based participants.

4 Recommendations & Alternatives

Recommendation Development

The project team began developing recommendations using the below inputs and considerations:

Scan of best mobility practices and case studies from organizations across the country

Transportation practices from peer counties

Program and non-program needs identified in the Needs Assessment

Stakeholder conversations and Advisory Committee meetings

The initial draft recommendations were presented to the Advisory Committee. Through collaborative discussion, the project team re-prioritized the draft recommendations and considered relationships between different recommendations that would impact funding, feasibility, and timeline.

Peer Data

Peer benchmarking offers an additional lens and set of data points by which to conduct a fact-driven assessment.

Peers were identified based on a variety of factors:
- Population size and density
- Poverty level
- 0-vehicle households
- Senior population
- Proximity to large metropolitan areas

Table 4-1: Peer County Data

Peer County	Total Population	Population Density (People per Sq. Mi.)	% Below Poverty Line	% of 0-Vehicle Households	Seniors (60+)
Livingston County, NY	**62,914**	**99.6**	**13%**	**7%**	**25%**
Lincoln County, NC	86,111	291.1	13%	4%	24%
Salem County, NJ	62,385	188.0	13%	8%	26%
Orleans County, NY	40,352	103.1	15%	8%	25%
Seneca County, NY	35,251	105.1	12%	8%	25%
Wayne County, NY	89,918	148.9	12%	7%	26%
Madison County, IN	129,569	286.7	17%	7%	25%

Peer Benchmarking

The project team examined transportation and mobility management operations identified on the previous page. This analysis uses publicly-available data to populate the below chart, supplemented and confirmed through conversations with peer county staff. The New York State peer OFA and DSS departments are similar to Livingston County in their provision of trips to their clients. Seneca County OFA department employs operators and owns vehicles.

Peer County	Mobility Management/Public Transit		Expenditures*	Trips*
Livingston County, NY	RTS Livingston County operates 4 fixed routes in Livingston County. Dial-A-Ride service is now county-wide due to the COVID-19 pandemic. OFA provides rides through contracts with RTS, the Arc of Livingston-Wyoming and Catholic Charities. DSS provides rides through RTS and Turbo Taxi. The Mental Health Department uses a volunteer driver to transport clients. Other departments refer clients to RTS.	RTS: M-F 6:30AM-5:30PM	RTS: $1,017,154‡ OFA: $25k DSS: $90k	RTS: 32,487‡ OFA: 8,229 DSS: 4,600
Orleans County, NY	RTS Orleans County operates 5 fixed routes between Albion and Medina, with connections to Brockport in Monroe County and Batavia in Genesee County. Similar to RTS Livingston, it offers Dial-A-Ride and Route Deviation services. Community Action Transportation System (CATS) operates fixed route and demand services for 60+ residents not on Medicaid to access medical appointments through contract with the County OFA. It also has contracts with the Arc of Genesee-Orleans, which does not operate vehicles, for transportation to day treatment and Orleans DSS for in-county medical transportation.	RTS: M-F 7AM-5:30PM	RTS: $874,575‡ OFA: $31k	RTS: 33,541‡ OFA: 8,281
Seneca County, NY	RTS Seneca County operates 2 fixed routes between Waterloo and Seneca Falls, along with Dial-A-Ride and Route Deviation services. DSS operates its own vehicles for out-of-county appointments, and contracts with private vendors for specialized trips. Mozaic (a chapter of the Arc) provides transportation for Arc clients only.	RTS: M-F 7AM-6PM	RTS: $974,132‡	RTS: 57,863‡
Wayne County, NY	RTS Wayne County operates 8 fixed routes, along with Dial-A-Ride and Route Deviation services. The Arc of Wayne County provides transportation to their own clients and contracts with other organizations to provide transportation, but only for NY Office for People with Developmental Disabilities-eligible individuals. OFA provides rides to seniors to congregate meal sites and other errands using their own driver and small vehicle. OFA also partners with RTS and Wayne County Action Program. DSS previously operated their own vehicles to provide general trips to County clients and Medicaid clients, but now relies on contracts with RTS to provide trips.	RTS: M-F 7AM-6PM	RTS: $2,696,204 OFA : $36k DSS: $170k	RTS: 51,000‡ OFA: 4,360 DSS: 4,175**

Table 4-2: Peer County Transportation Operations

*2019 data
**2018 data
‡ Does not include contracted services.

Peer Benchmarking

Some peers like Madison and Lincoln counties are served by centralized transit systems with mostly demand response-type service. These systems typically serve Office for the Aging and Social Service clients as well as the general public.

Peer County	Mobility Management/Public Transit		Expenditures*	Trips*
Lincoln County, NC	Centralized transportation system that offers subscription routes and demand response transportation by contractual agreement with Lincoln County Senior Services, Services for the Blind, DSS, Veterans Services and Gaston Skills/Salem Industries.	In-county service: M-F 6AM-5PM Out-of-county service: Typically M-F 9AM-2PM. Other areas are M, W, F or T, Tr.	$1,191,752	47,248
Salem County, NJ	SCOOT Transportation is a demand-response system. Riders are required to call the system with 48-hours notice. To be eligible for SCOOT rides, riders must be Salem County residents 60+ years or older, or persons with disabilities or residents living in a designated rural area within Salem County. SCOOT transport non-Medicaid clients to various appointments and trips for errands.	Everyday. Span varies.	N/A	14,186
Madison County, IN	TRAM is a door-to-door transportation system. Destinations are restricted to Madison County, and origin or destinations must be outside the urbanized area of Anderson. Approximately half of TRAM riders are people with disabilities who work at the Hopewell Community Employment Services Program. The City of Anderson Transit System (CATS) runs fixed routes and ADA paratransit service.	TRAM: M-F 7AM-5PM CATS: M-Sa 6AM-6:30PM	TRAM: $453,284 CATS: $2,693,139	TRAM: 17,610 CATS: 237,451

Table 4-2: Peer County Transportation Operations

*2019 data
**2018 data
‡ Does not include contracted services.

Case Studies

Case studies can provide useful examples of mobility management practices in different communities. The below table provides a summary of presented case studies, with details on the following pages.

Case Study	Description
Wayne County, NY Office for the Aging	The Wayne County OFA owns a 12-passenger van and employs a driver to transport clients for errands and medical appointments.
Transportation Lincoln County	Lincoln County, NC created a centralized transportation department to serve DSS, Senior Services and Veterans Services clients, as well as the general public.
Denver Ride Alliance	The Ride Alliance is a trip exchange software that acts as a central hub between providers like RTD, City and County of Broomfield and Seniors' Resource Center.
Pomona Valley Transportation Authority Dial-A-Ride	PVTA contracts with private taxicab companies to provide their demand response Dial-A-Ride services.
Door County Taxicab Travel Voucher	Half-Price Travel Voucher program allows individuals who earn less than 200% of the Federal Poverty Level to purchase taxi coupons at a 50% subsidy.
Pickup by Capital Metro	Riders in Manor, TX can use a smartphone or call a dispatcher to book on-demand rides.

Table 4-3: Case Study Summary

Case Study: Wayne County OFA

TransPro
Driving Excellence

Location: Wayne County, NY
Intervention: In-Department Vehicle and Driver
Actors: Office for the Aging, Wayne Community Action Program (WayneCAP), Wayne County RTS

Description:
Wayne County, NY Office for the Aging owns a 15-passenger bus with 2-wheelchair capacity. The OFA-employed driver provides in-county trips for seniors, including shopping, errands, to congregate meal sites and medical appointments. WayneCAP runs the RSVP program, a volunteer driver program that provides transportation for in-county and out-of-county medical appointments. RTS also provides on-demand transportation for seniors for a variety of trip purposes using a voucher reimbursement system with OFA.

Impact:
Annual Trips Provided: OFA provided ~3,000 trips; RTS provided ~360 trips, WayneCAP provided ~1,000 trips.
Annual Operating Cost: OFA spent ~$55,000 on driver salary, benefits and vehicle maintenance ($18.33 per trip on average), and provided WayneCAP $10,000 for support ($10 per trip on average). Spent ~$2,160 on RTS ($6 per round trip).

Funding:
Local grant for WayneCAP reimbursement.

Case Study: Transportation Lincoln County (TLC)

Location: Lincoln County, NC
Intervention: Centralized Transportation Department
Actors: Transportation Coordinator, Office for the Aging, DSS, Veterans, Services for the Blind, Gaston Skills/Salem Industries

Description:
Lincoln County, NC created a Transportation Department in 2007 as part of the County government to provide transportation for the public, Medicaid clients, through agreements with county departments, like Senior Services, DSS and Veterans Services, and with nonprofit Gaston Skills that serves adults with disabilities. They employ 3 full-time administrative staff, along with 2 full-time dispatchers that use Route Match scheduling software. They provide a deviated fixed route service in Lincolnton, and demand response service county-wide with select connections to out-of-county destinations with a fleet of 17 vehicles.

Impact:
Annual Trips Provided: 47,248
Annual Operating Cost: $1,191,752
$25.22 per trip

Funding:
Along with federal grants, Lincoln County uses NCDOT's Rural Operating Assistance Program Grant funding. The County pays for the majority of the service (74%).

Case Study: Ride Alliance

TransPro
Driving Excellence

Location: Denver Metro, CO
Intervention: Trip Exchange
Actors: Denver Regional Council of Government/Denver Area Agency on Aging, Via Mobility Services

Description:
The Denver Regional COG and Via developed a program in 2020 to help older adults, veterans and people with mobility challenges access transportation options more easily through coordination between demand-response transportation providers in the Denver metropolitan area. The Trip Exchange software acts as a central hub between providers like RTD, City and County of Broomfield and Seniors' Resource Center. Users create an account with Ride Alliance, allowing all participating providers to view their eligibility. When a trip is requested, an initial provider is identified. The initial provider can accept or reject a trip. If rejected, the trip with be posted to the Trip Exchange, which will allow another provider to accept the trip. Ride Alliance employs coordinators who help riders book trips over the phone, answer questions about the status of booked rides, and coordinate details about the upcoming ride. If no provider accepts the ride, the coordinator will contact the rider as soon as possible. The Trip Exchange software also allows for interoperability between the diverse routing and scheduling systems of different providers.

Funding:
Mobility Services for All Americans (MSAA) grant - $240,000
Veterans Transportation and Community Living initiative grants

Case Study: Dial-A-Ride/Cab Service

Location: Pomona Valley – San Dimas & Claremont, CA
Intervention: Taxicab contracted services
Actors: Pomona Valley Transportation Authority (PVTA)

Description:
PVTA contracts its door-to-door shared ride transportation services with the local taxicab company. Customers can call one hour in advance to book a trip. Trips are open to anyone with any trip purpose, but fares increase if trips go beyond city limits or core service hours. The taxi company uses their own vehicles, as well as 5 accessible vehicles leased to the company by PVTA to provide wheelchair-accessible trips. PVTA pays a flat rate of $9.05 per passenger in Claremont, and $11.06 per passenger in San Dimas. A program called CabMaestro records mileage and meter fare for each trip, which helps determine cab driver salary. The company pays drivers the standard rate less $.10 per mile. Because the taxi contract replaces traditional Dial-A-Ride service, the taxi company is required to report data to the National Transit Database and keep preventative maintenance records.

Impact:
2010: 69,000 trips
$760,000

Funding:
LA Metro sales tax

Case Study: Half-Price Travel Voucher

Location: Door County, Wisconsin
Intervention: Taxicab Voucher Program
Actors: Door-Tran, taxicab companies

Description:
Started in 2009 by a Door County mobility manager, the Half-Price Travel Voucher program allows individuals who earn less than 200% of the Federal Poverty Level to purchase taxi coupons at a 50% subsidy. Door-Tran negotiated with local taxicab companies to ensure participation. Because Door County Transportation Department only runs Monday-Friday from 8am – 4pm, the taxicab subsidy allows for individuals to travel in the evening and on weekends. Door-Tran also provides demand-response and volunteer driver programs to provides trips for those who cannot afford the voucher cost.

Impact:
Annual Trips Provided (2018): 1,631 for the voucher program. Door-Tran also provides 51,490 trips total through demand-response, deviated fixed route services, volunteer drivers and the voucher program.
Annual Operating Cost (2018): $15.44 per trip

Funding:
Section 5310 funds, Foundational grants, Section 5317 (New Freedom) funds passed through WisDOT

Case Study: Pick-up

Location: Manor, Texas
Intervention: On-Demand Service Model
Actors: City of Manor, Via, CapMetro, Travis County, Central Area Rural Transportation System (CARTS)

Description:
CapMetro, Austin, Texas' public transit provider, launched several on-demand pilot projects to serve rural and suburban parts of their service area and beyond. In Manor, Texas, a rural community 15 miles east of Austin, the on-demand service model replaced a traditional Dial-A-Ride service and an infrequent fixed route. The service has grown in popularity since it was first introduced, leading CapMetro and Manor to add more vehicles to meet increased demand. The fare is $1.25, matching CapMetro's typical bus service. The service also improves service standards for Manor residents, as on-demand vehicles are promised to arrive within 15 minutes of a request. Riders can use a smartphone to book rides, or call dispatchers, which are CARTS employees. CARTS employees also serve as drivers. Via algorithms create group trips through rides booked on the app or on the phone.

Impact:
December 2020: 1,736 trips
Total Annual Cost: $466,560; Travis County's Contribution: $65,141
$21.87 per trip

Funding:
1% sales tax through CapMetro
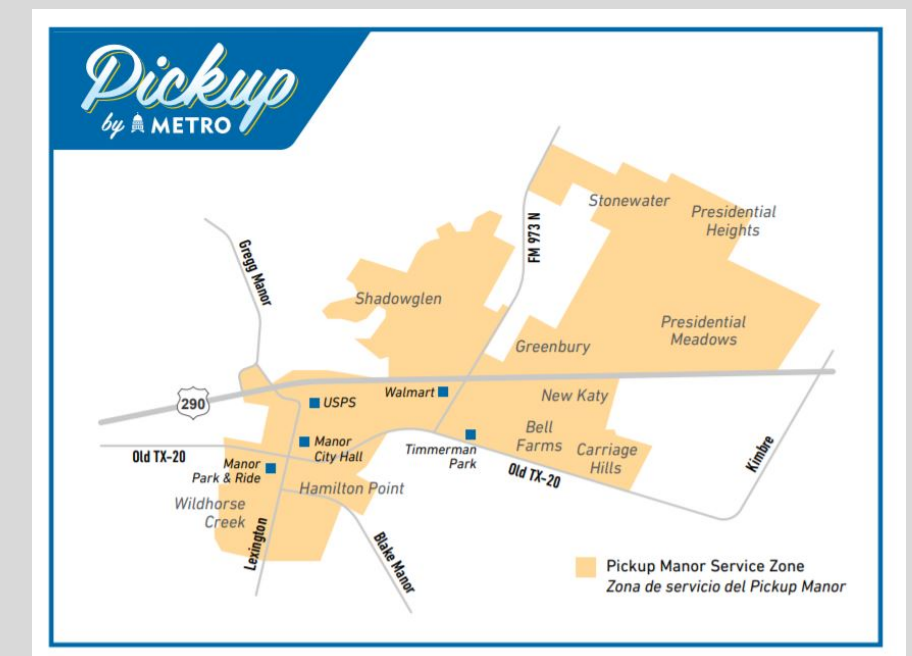
Initial Recommendations

Table 4-4 on the next page provides a summary of the initial draft recommendations, which were developed based on the Needs Assessment and solutions informed by regional and national case studies. As a result of further analysis and discussions with County staff and the Advisory Committee, a final set of recommendations was identified in Table 4-5 and discussed in more detail in the pages that follow.

Initial Recommendations

Recommendation Area		Description	Advisory Committee Comments
Centralized Transportation Model	Central Coordination (Mobility Manager)	• Centralized reservations and scheduling • Clients of different departments can call a single phone number and book trips with multiple providers	• Centralized coordination was preferred over central operations. It was noted that this can be pursued with the Trip Exchange recommendation.
	Central Operations	• Establish an in-house transportation department including a coordinator, dispatchers, drivers and fleet of vehicles • County clients could book trips directly with the County department	• Analysis revealed that this would likely be more expensive than the current service providers.
RTS Service	Dial-A-Ride	• Continue countywide Dial-A-Ride service • More efficient service could produce savings and extend service hours	• Recognized as a flexible and cost-effective option.
	Fixed Route	• RTS could invest in a single fixed route that connects most popular origins in the County, including Dansville, Mt. Morris, Geneseo and Avon • More efficient service could allow RTS to provide more frequent service	• General support for service changes, as long as existing fixed route customers are made aware of other options like Dial-A-Ride.
On-Demand Mobility Options		• RTS launched an on-demand service pilot in select areas of Monroe County • Explore similar on-demand mobility options for Livingston County in partnership with RTS	• Interest in this as a longer term option. • Technology barriers among potential users would need to be considered.
Ride LivINgston Portal	Trip Exchange	• Expand capabilities of the Ride LivINgston portal by creating a Trip Exchange • Customers can request a trip through the Trip Exchange, and providers can accept the trip based on eligibility, capacity and other trip details	• Discussed this as a logical progression of the Ride LivINgston portal that increases functionality. • Can be managed by a centralized Mobility Manager
Contracts	County Providers	• Utilize additional capacity from providers like RTS, Catholic Charities and the Arc	• Support for expanding options
	Turbo Taxi	• Develop a formal contract with Turbo Taxi to provide trips to County clients	• Based on a follow-up meeting with Turbo Taxi, a contract with a specific level of service is not feasible due to capacity. A contract would likely not have significant impact on cost as well because of efficiencies already in place, like ride sharing
Taxi Vouchers		• Subsidize taxi vouchers for County residents to expand transportation options, particularly in the evening and weekend hours	• Support if funding allows
Data Management		• Develop standard data management practices across County departments	• Recognized as a precursor for effectiveness of the Trip Exchange

Table 4-4: Initial Recommendations

Advisory Committee Discussion

The Advisory Committee dedicated two meetings to discussing the initial recommendations presented on the previous page. The most attractive strategies to Advisory Committee members for immediate application include:

- Centralized call center and scheduling through a Mobility Manager, in conjunction with the Trip Exchange enhancement to the Ride LivINgston portal

- Countywide Dial-A-Ride service provided by RTS

- Increasing usage of other providers in the County through additional contracts, including the Arc, Catholic Charities and RTS

The Committee was also interested in exploring the on-demand mobility service model in the longer term as an enhancement to Dial-A-Ride service.

Final Recommendations

Recommendation Area		Description
Centralized Transportation Model	Central Coordination with a Mobility Manager	• Centralized reservations and scheduling • Clients of different departments can call a single phone number and book trips with multiple providers
Ride LivINgston Portal	Trip Exchange	• Expand capabilities of the Ride LivINgston portal by creating a Trip Exchange • Customers can request a trip through the Trip Exchange, and providers can accept the trip based on eligibility, capacity and other trip details
RTS Service	Dial-A-Ride	• Continue countywide Dial-A-Ride service • More efficient service could produce savings and extend service hours
	Fixed Route	• RTS could invest in a single fixed route that connects most popular origins in the County, including Dansville, Mt. Morris, Geneseo and Avon • More efficient service could allow RTS to provide more frequent service
On-Demand Mobility Options		• RTS launched an on-demand service pilot in select areas of Monroe County • Explore similar on-demand mobility options for Livingston County in partnership with RTS
Contracts	County Providers	• Utilize existing County contracts to increase transportation options and capacity
Data Management		• Develop standard data management practices across County departments

Table 4-5: Final Recommendations

Centralized Transportation Model – Coordination

Need(s) Addressed: Efficiency and effectiveness

Agencies Involved: County Departments and Providers

Description: A centralized transportation model can include coordinated trip booking among many providers, or coordinated trip booking as well as centralized vehicles, drivers and dispatchers from a single provider. This recommendation includes centralized coordination among many providers through a Mobility Manager. Centralizing reservations and scheduling would allow clients of different County departments (or department staff on behalf of their clients) to call a centralized phone number (or use the Trip Exchange described on Page 64), describe their trip details and eligibilities, and the Mobility Manager would coordinate with Catholic Charities, the Arc of Livingston-Wyoming, RTS or Turbo Taxi to book the trip, considering eligibility and cost efficiency. The Mobility Manager could also contact the rider with trip details once confirmed with the provider, or the provider would be responsible for rider communication after the trip is booked. Payment would be coordinated between riders and providers, or between departments and providers, depending on rider eligibilities. The Mobility Manager could be employed through Livingston County or another County provider, like RTS, the Arc of Livingston-Wyoming, or another option.

Challenges:
- Significant initial staff work
- Ongoing operating expenses for Mobility Manager salary
- No scheduling software among any provider

Benefits:
- Centralized trip database
- Efficiencies through group trips
- Serve more customers through increased productivity and decrease cost per trip
- Department staff time savings through centralized booking and payment
- Manage Ride LivINgston portal

Best Practice
Foothills Area Mobility System (FAMS) in Virginia started their one-call center using Google Voice, a free service that collects data as you take calls. After securing funding to build a call center and hire more employees, they continue to use Google Voice's free text messaging option to contact clients about trip details. This is especially important for their low-income clients, who may run out of minutes and be unable to take calls.

Immediate Opportunity for Livingston County: Seek funding for this position through FTA 5310 program, while working with existing administrative staff to develop data standards for consistent tracking of trips.

Centralized Transportation Model – Coordination

Cost:

- Approximately $50,000 salary + benefits

Potential Funding Sources:
- FTA Section 5310 funds for Mobility Management
- 10% match from County funds (could use fund braiding to meet match requirements, see page 73)

Implementation Steps:

1. Determine which agency will house the Mobility Manager (potentially based on existing infrastructure, expertise, and/or current call volume). Potential partners include, but are not limited to: RTS, the Arc, or Livingston County.

2. Develop job description (see example in Appendix A.)

3. Develop agreements with Livingston County providers to formalize workflow based on eligibilities, costs, and funding sources. Agreements could also exist outside of contracts through Memorandums of Understanding. For instance, the Mobility Manager could coordinate with RTS Dial-A-Ride to book trips with the regular $2 fare without a contract in place.

   a. Develop a process for determining rider eligibility by department.

   b. Develop a process for determining the most cost-effective providers for different scenarios, considering trip eligibility, cost for each provider, trip purpose and origin-destination.

4. Train County departments' riders and staff on new trip booking phone number and system.

5. Regularly evaluate cost per trip and trips per hour to determine how efficiently trips are being provided. Evaluate if process for determining appropriate providers is still working.

Ride LivINgston - Trip Exchange

Need(s) Addressed: Efficiency and effectiveness

Agencies Involved: County Departments and Providers

Description: According to the National Center for Mobility Management (NCMM), there are three tiers of trip reservation systems: Trip Information, Trip Booking and Trip Payment. With the Ride LivINgston portal, Livingston County already offers Trip Information to County residents. This recommendation proposes building upon the information Ride LivINgston already provides to create a Trip Exchange. As illustrated in the diagram on the next page, customers, or agencies on behalf of customers, request a trip through a reservation service. Based on customer eligibility, the trip is assigned a default provider. If that provider is unable to provide the trip, the trip is posted on an Exchange, where other providers are able to review trip details and accept the trip based on their capacity. The County may develop a response deadline for providers, like 24-48 hours, so clients are notified if their trip has been accepted or not. The reservation system or provider itself contacts the customer to verify trip details. Trip payment is dealt with outside this platform. While some larger organizations use specialized software to integrate many scheduling programs, a simple Google Sheet and form may be sufficient for Livingston County, along with capabilities in the Ride LivINgston platform to connect trip requests to the Exchange, or as a separate process. The Mobility Manager recommended on the prior pages could also facilitate this process to ensure customers with barriers to technology adoption could still access mobility services, and provide reporting on utilization and opportunities for further efficiencies. The Arc indicated they could provide a demonstration of a free software system through Finger Lakes Performing Provider System that may be relevant to the trip exchange.

Challenges:
- Trip payment would be handled separately
- Must be made clear when departments would be responsible for trip payment vs. a client themselves
- Clear workflow must be established so customer trip requests don't go unanswered
- Does not increase ride options in the County
- Response time for provider

Benefits:
- Customers can see trip options and request trips through a single platform
- Transparency around trip booking
- Reduced staff time spent on trip booking
- Centralized database of trips
- Understanding of overall trip demand and capacity

Immediate Opportunity for Livingston County: Mobility Manager and Data Management recommendations can develop the standards and workflow that underpin the technology enhancements in this recommendation.

Ride LivINgston - Trip Exchange

Cost:

- Ride LivINgston enhancements: An estimate was requested from the developer, but not received in time for inclusion in the report (likely several thousand dollars)

- Trip Exchange workflow: Minimal cost if facilitated by a Mobility Manager using basic tools like Google Forms and Sheets

Potential Funding Sources: FTA 5311 funds; FTA Access and Mobility Partnership Grants

Implementation Steps:

1. Develop scope of work to enhance the existing Ride LivINgston portal to allow users to book trips, and connect trip data to a centralized, shared database between participating providers that allow providers to accept trips. Alternatively, a system could be developed outside the Ride LivINgston portal.

2. Hire a technology firm to implement enhancements.

3. Negotiate and coordinate with providers and County departments to determine default providers, department payments, etc.

4. Test system.

5. Communicate with County department clients and the general public about new capabilities.

6. Ensure provider information is up to date.

Trip Payment

Trip Booking

Trip Exchange

Trip Info

Trip Exchange
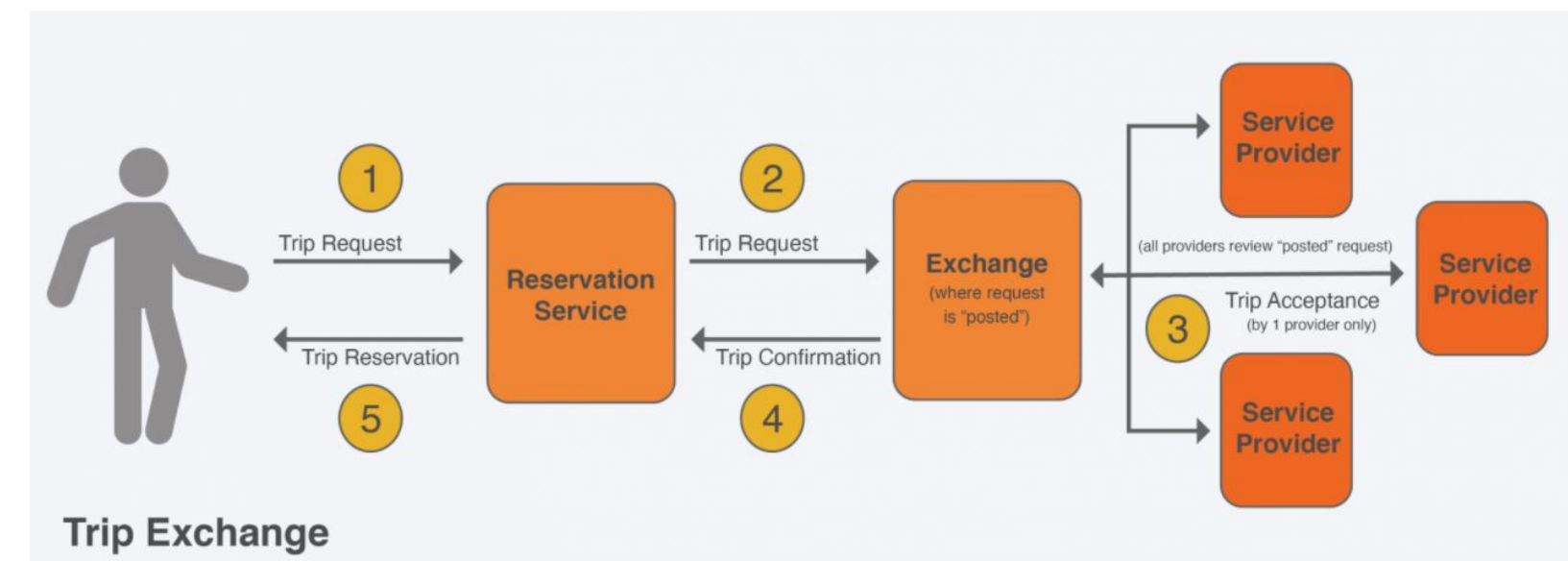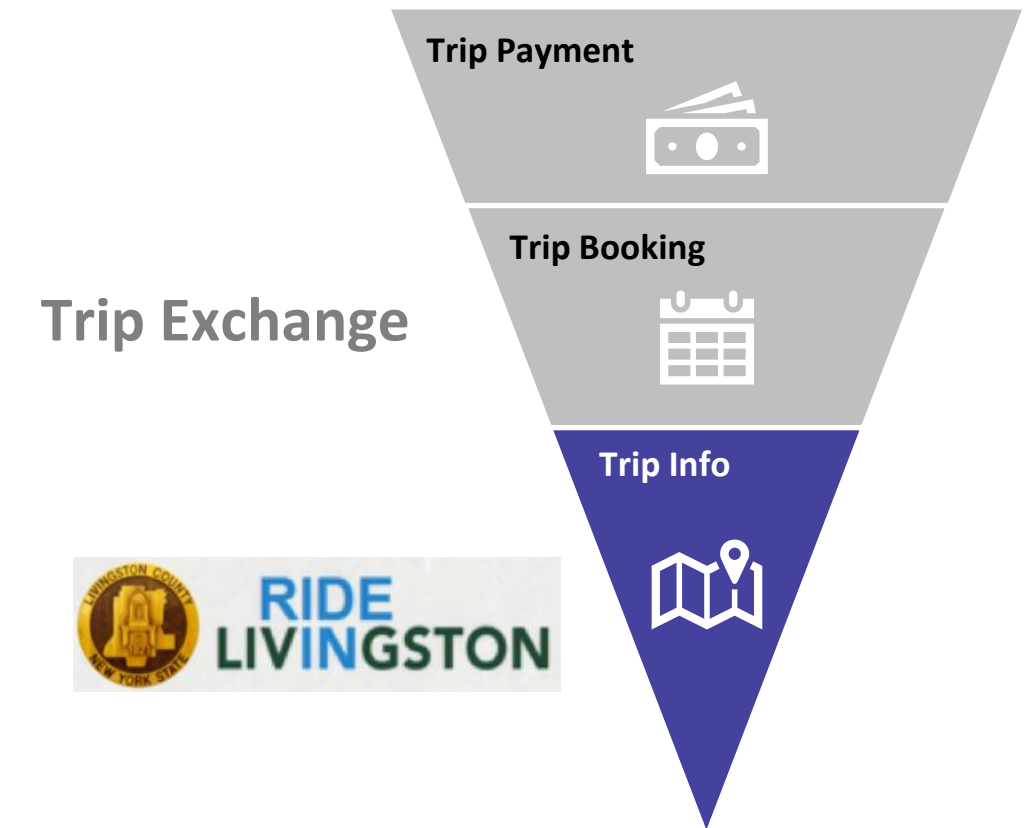
RTS Countywide Dial-A-Ride Service

Need(s) Addressed: Program and non-program needs, non-medical trips

Agencies Involved: RTS Livingston

Description: Previously, RTS provided Dial-A-Ride service within Avon, Dansville and Mt. Morris. Customers reserved trips at least one day in advance. From March through August 2020, RTS has been providing countywide Dial-A-Ride service in lieu of fixed route service due to COVID-19. Since August 2020, RTS resumed limited fixed route service in the mornings, and continued countywide Dial-A-Ride. Based on 2018-2020 ridership data, Dial-A-Ride service appears to be more productive and cost-effective than fixed route service. Beyond the COVID-19 response, the recommendation includes continuing countywide Dial-A-Ride service and potentially utilizing savings from reduced fixed route service to extend service hours into evenings and weekends.

Based on 2018-2020 average cost per trip for Dial-A-Ride service ($23.29) and the 2019 cost per trip for fixed route service ($60.16), RTS Livingston could serve customers using primarily Dial-A-Ride service with opportunities for cost-savings. If RTS provided ~33,000 trips through Dial-A-Ride only, they would save ~$260,000 annually (based on 2019 trips and expenses – see page 31). Savings could be reinvested in longer hours of operation to serve evenings and weekend days. RTS Livingston should further evaluate the impact of making Dial-A-Ride service permanently countywide based on cost per trip and RTS capacity.

Challenges:
- Could result in demand beyond existing capacity as more County departments and members of the community become aware of the service
- Requires customers to reserve trips in advance
- Communication to existing RTS customers if more fixed route services are discontinued

Benefits:
- Provides coverage to the entire county
- Curb-to-curb service
- Shorter trip times for customers
- More cost-effective than taxi

*TransPro used 2019 average cost per trip for fixed route because it represents a more "typical" year. 2018-2020 average cost per trip for Dial-A-Ride service was used because Dial-A-Ride only served villages from 2018-2019, but was countywide for most of 2020. Therefore, an average of the past 3 years is potentially a more accurate estimate of average cost per trip in the future with countywide service.

Immediate Opportunity for Livingston County: County Departments can refer their clients or book trips for their clients using the countywide Dial-A-Ride service today.

RTS Countywide Dial-A-Ride Service

Cost:

$320,000 savings (assuming replacement of unproductive fixed route service). These savings are for RTS Livingston, not Livingston County.

Potential Funding Sources:

N/A (reallocation of existing expenditures)

Implementation Steps:

1. RTS Livingston is conducting a study that will more thoroughly evaluate trip origin and destinations based on 2020 Dial-A-Ride data.

2. Livingston County (and/or the Mobility Manager) can help RTS disseminate information about discontinued fixed route and provide information about how to use Dial-A-Ride service.

3. Livingston County (and/or the Mobility Manager) could develop a travel training program to help their clients understand how to use Dial-A-Ride.

4. Consider coordinating Dial-A-Ride service among nearby counties.

On-Demand Mobility Option

Need(s) Addressed: Program and non-program needs, evenings and weekends

Agencies Involved: RTS

Description: RTS launched an on-demand service model on May 17, 2021 for select zones within Monroe County, including portions of Brockport, Greece, Henrietta, Irondequoit, Northwest Rochester, Perinton and Webster. Customers can book rides through the On Demand app, myRTS.com or by calling Customer Service. Riders have the option to book curb to curb for a premium fare, or curb to hub, which starts or ends at a Connection hub within an On Demand Zone.

This recommendation suggests exploring similar on-demand mobility options for Livingston County in the future. Livingston County can monitor the results of the on-demand service model in areas that resemble Livingston County in terms of demographics and population density.

RTS expressed intention to expand this model over a longer time horizon, dependent on the success of the pilot and future funding for supporting technology in rural counties.

Challenges:
- Potentially added expense
- Limited driver pool in rural counties
- Funding for technology can take several years

Benefits:
- Improved convenience and reliability

Immediate Opportunity for Livingston County: N/A – longer term recommendation

Use/Expand Existing Contracts

Need(s) Addressed: Program transportation needs, non-medical essential trips for seniors, potentially evening/weekend trips

Agencies Involved: The Arc of Livingston-Wyoming, Catholic Charities, RTS

Description: The Arc of Livingston-Wyoming is a major transportation provider, with the largest fleet of any provider in the County. Along with serving their own clients and Medicaid clients, the Office for the Aging also has a contract with the Arc of Livingston-Wyoming for occasional individual trips and group trips. Other Livingston County departments could begin booking trips for their clients through the Arc to take advantage of midday lulls in the Arc's other service provision, typically between 9am – 2pm. At this time, the Arc typically has one spare vehicle. As many County departments already do, it will be helpful to continue scheduling program appointments during the midday hours, if the client is available, and ask seniors to schedule medical appointments during non-peak hours as well. Staff at the Arc also suggested that the vehicle could be utilized for a shuttle-type service rather than demand response to increase efficiency, perhaps to serve medical or grocery needs. Catholic Charities provides significant mobility to OFA clients through volunteer drivers, and recently purchased a vehicle. They may have additional capacity to serve more County clients. RTS already provides the largest number of trips in the County through its public fixed routes and Dial-A-Ride service. It also has a contract with OFA for access to congregate meal sites. RTS may have additional capacity to serve more County clients as well.

Challenges:
- Requires coordination between County departments for trip-booking.
- Requires administrative oversight and monitoring of trips.
- Depends on capacity of different providers

Benefits:
- Increase productivity and cost-efficiency of the other providers' transportation service through more group trips and greater utilization.
- Allows Department clients to access more transportation options during the middle of the day, and potentially evening/weekend hours.

Immediate Opportunity for Livingston County: Take advantage of existing transportation capacity.

Use/Expand Existing Contracts

Cost:

- Negotiate on a per trip or mile basis with annual maximum amounts.

- Department staff time will be required for initial negotiation, ongoing coordination between departments, and scheduling and monitoring of trips.

Potential Funding Sources:

- Current County department transportation expenditures

- Private businesses or hospitals with transportation needs

Implementation Steps:

1. Continue conversations with the Arc, Catholic Charities, and RTS to get a clear sense of their potential capacity and standard cost.

2. Coordinate between departments to determine the best method of requesting rides from different providers.

3. Develop a new contract that includes all relevant departments.

4. Track trips provided by the provider in a standard format. Include a stipulation in the contract to ensure the provider provides trip information correctly and at regular intervals. Regularly evaluate cost per trip and trips per hour to determine if greater efficiencies can be found through group trips.

Data Management

Need(s) Addressed: Efficiency and effectiveness

Agencies Involved: County Departments and Providers

Description: As described in the Needs Assessment chapter, each County department and provider tracks transportation data in different ways. Currently, the Arc of Livingston-Wyoming is the only provider that uses scheduling and routing software to plan trips. Others use spreadsheet-based trip-tracking or track trips based on the number of invoices. This makes it challenging to look at trends in expenditures and trips over time. This recommendation includes creating a standardized data management system across departments and providers. This system can be as simple as a Microsoft Excel spreadsheet or Google Sheet that providers fill out as they provide trips, with common required fields. Departments can also track their other transportation-related expenditures with a common form, including gas cards, mileage reimbursement, and more.

Cost: Minimal staff time

Potential Funding Sources: N/A

Implementation Steps:

1. Develop data standards collaboratively with County departments and providers. Consider how providers' existing data management systems may be transformed into a common format with minimal effort and how data will be shared. Consider what data fields will be important to capture – trip length, time, origins and destinations, eligibility, purpose, time of day, day of week, etc.

2. Develop similar tracking system for transportation expenditures.

Challenges:
- Requires changing current process
- Providers have different methods of tracking data

Benefits:
- Identify trends over time – trip demand, waitlists, etc.
- Reliable data

Immediate Opportunity for Livingston County: Provides the groundwork for future technology enhancements like the Trip Exchange and integration with routing software.

5 Implementation Plan

Implementation Plan

The following pages provide a consolidated summary of implementation steps described in the Recommendations and Alternatives.

Implementation Step	Recommendation Area	Who	Timeline	Dependent on Funding?
Develop data standards collaboratively with County departments and providers for key fields like trip length, time, origins and destinations, eligibility, purpose, time of day, day of week, etc. Develop similar tracking for County transportation expenditures.	Data Management and Trip Exchange	• Public Transportation Working Group	• <6 months	No
Determine which agency will house the Mobility Manager (potentially based on existing infrastructure, expertise, and/or current call volume). Develop job description.	Central Coordination with a Mobility Manager	• Livingston County • RTS • The Arc of Livingston-Wyoming	• <6 months	Yes
Develop agreements with Livingston County providers to formalize workflow based on eligibilities, costs, and funding sources.	Trip Exchange (with or without Mobility Manager)	• Livingston County • RTS • The Arc of Livingston-Wyoming • Catholic Charities • Turbo Taxi	• 6-12 months	Indirectly (dependent on Mobility Manager to coordinate)
Train County departments' riders and staff on new trip booking phone number and system.	Trip Exchange (with or without Mobility Manager)	• Public Transportation Working Group	• Short-term: when Mobility Mgr. hired • Long-term: when Trip Exchange launched	Yes
Develop scope of work to enhance the existing Ride LivINgston portal to include Trip Exchange (ride booking) functionality	Trip Exchange	• Mobility Manager • Public Transportation Working Group	• 6-12 months	Yes
Hire a technology firm and implement enhancements to Ride LivINgston portal.	Trip Exchange	• Mobility Manager • Public Transportation Working Group	• 12-18 months	Yes

Table 5-1: Implementation Plan

Implementation Plan

Implementation Step	Recommendation Area	Who	Timeline	Dependent on Funding?
Disseminate information about availability and how to use Dial-A-Ride service.	RTS Dial-A-Ride	• RTS • Public Transportation Working Group	• Immediate and Ongoing	No
Conduct analysis of Dial-A-Ride usage and complete transportation study focused on villages to determine whether to reallocate unproductive fixed route service to Dial-A-Ride.	RTS Dial-A-Ride	• RTS	• 6-18 months	No
Develop a travel training program to help transportation disadvantaged populations to understand how to use Dial-A-Ride.	RTS Dial-A-Ride	• Mobility Manager • Public Transportation Working Group	• <6 months (after Mobility Mgr. hired)	Indirectly (dependent on Mobility Manager to coordinate)
Continue conversations with County providers to get a clear sense of their potential capacity and standard cost. Coordinate between departments to determine the best method of requesting rides from providers.	Contracts	• Livingston County • The Arc of Livingston-Wyoming • RTS • Catholic Charities	• <6 months	No
Develop a new contract that includes all relevant departments.	Contracts	• Livingston County • The Arc of Livingston-Wyoming • RTS • Catholic Charities	• 6-12 months	No
Seek funding and implement technology solution that would enable on-demand mobility options for rural counties, including Livingston County	On-Demand Mobility Options	• RTS	• 3-5 years	Yes

Table 5-1: Implementation Plan

Potential Funding Options: Federal

The Federal Transit Administration (FTA) is the primary provider of funding for public transportation, though funding for transportation needs can also be sought from other federal programs to serve program-specific needs. FTA funding requires varying amounts of local match, which can come from general funds, advertising or other non-fare revenues, or fund braiding using other federal programs. The table below provides a brief description of the primary funding programs.

Source	Description
FTA Access and Mobility Partnership Grants	This program provides competitive funding to support innovative capital and operating projects for the transportation disadvantaged that will improve the coordination of transportation services and non-emergency medical transportation services.
FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities	Section 5310 grants are formula funds based on the state's share of older adults and people with disabilities. Capital expenses can be funded through this program, as well as mobility management and contracted transportation services.
FTA Section 5311 Rural Area Formula Funds	Section 5311 grants are formula funds based on land area, population, revenue vehicle miles, and low-income individuals in rural areas. Operating and capital expenses can be funded through this program.

Table 5-2: FTA Funding Programs

Federal fund braiding for local match, also referred to as Federal fund braiding, is when funds from one Federal program are used to meet the match requirements of another. A 20% match is typically required for capital expenses and a 50% match is typically required for operating expenses. Mobility Management is eligible as a capital expense, which means it requires the lesser local match amount. The Coordinating Council on Access and Mobility (CCAM) developed guidance on which Federal programs allowed for fund braiding, specifically in the context of reducing transportation barriers. This guide is provided as Appendix B.

Source: https://www.transit.dot.gov/grants

Potential Funding Options: Other

New York State provides additional funding options for services, especially those that target the elderly and people with disabilities. Livingston County OFA already uses NYSOFA Unmet Needs Fund to help provide transportation to elderly residents. The National Center for Mobility Management is a useful resource for additional funding and technical assistance opportunities that are available at the state and national level.

Source	Description
New York State Office for the Aging – Community Services for the Elderly Block Grant	State block grant that allows local governments to determine unmet needs and community service solutions, including transportation.
New York State Office for the Aging – Unmet Needs Fund	Counties may use this grant to support unmet need in many services, including transportation. Livingston County OFA currently uses Unmet Needs funds.
National Center for Mobility Management – Grants and Opportunities	Offers a variety of grant, training, and technical assistance resources throughout the year. Topics/ opportunities are updated frequently and have included innovative community mobility projects, one-call/one-click systems, mobility management, and more.
National Center for Mobility Management – External Grants and Opportunities	Resource that is updated frequently with both federal and foundation grant opportunities that can be used for mobility management/ transportation projects. Opportunities often have goals around health, economic development, jobs access, or other needs tied to transportation access.

Table 5-3: Other Funding Programs

Appendix A: Sample Mobility Manager Job Description

Reporting Relationship:
Reports directly to the Associate Director

General Summary of Duties:
This is a full-time paid position based at the Institute for Human Services location in Bath ,N.Y. The Mobility Manager is responsible for the development, coordination, and promotion of Transportation services in Steuben County in coordination with regional transportation providers. The Incumbent will work under the general supervision of the Associate Director and serve as the facilitator for the Steuben Coordinated Transit Committee.

Essential Duties and Responsibilities:
1. Facilitate and promote coordinated efforts to enhance the availability and access to transportation services in Steuben County, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals.

2. Serve as the facilitator and liaison with County transportation providers, human services and community-based organizations, as well as employers and consumer groups to maximize available transportation resources to meet local and regional transportation needs.

3. Design, implement, and provide funding strategies for programs to address community needs and to inform the public of efficient ways to access existing transportation services.

4. Assist in developing and implementing the priorities of the "Steuben County Coordinated Public Transit-Human Services Transportation Plan" which identifies the transportation needs of individuals in the county including those with disabilities, older adults and individuals with lower incomes.

5. Assess priorities and develop recommendations to address unmet or anticipated transportation need, including recommendations for new routes, route deviations, service hours, and cross-system scheduling, travel training, electronic fare collection systems, and coordination.

6. Incorporate General Transit Feed Specification (GTFS) based planning into service delivery and transportation assessments of all county transit services, including volunteer driver programs.

7. Promotes "United We Ride" efforts including activities related to the Job Access, Elderly Individuals, and Individuals with Disabilities programs.

8. Facilitates the Steuben Coordinated Advisory Committee including key level provider organizational and community groups.

9. Leads the development and implementation of transportation marketing and educational strategies.

10. Completes all reporting accurately and timely.

11. Serves as back up to the Transportation Specialist at Turning Point.

12. Performs other duties as assigned.

Required Knowledge and Skills:
Excellent verbal and written communication skills, poverty informed, strong organizational skills, professionalism and attention to detail and quality, ability to follow specific protocols and procedures, ability to establish priorities and work in a multi-tasking environment, skill in identifying and resolving problems, ability to identify community needs and resources as they relate to human services programs and services, knowledge of computer systems, internet and software applications, skill in exercising initiative, judgment, discretion and decision-making to achieve transportation related objectives, ability to work collaboratively as a member of a team, geographic knowledge of Steuben County.

Qualifications:
Associate degree in business, human services or related field preferred, at least four years' experience in transportation service design and development, project management, transportation planning, data entry, and support.

Additional Requirements:
Work schedule is 8:30am - 4:30pm (37.5 hours/week), Monday through Friday. Additional weekend and evening work may be necessary for special events. Must be willing to travel, including air. A valid NYS driver's license, clean driving record, and operable vehicle are essential for travel to other sites for meetings and events.

To Apply: Please submit a cover letter and resume to careers@ihsnet.org by May 17, 2019.

Revised 4.29.2019

Appendix B: Federal Fund Braiding Guide

Coordinating Council on Access and Mobility (CCAM) Federal Fund Braiding Guide

June 2020

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1.0 Introduction to Federal Fund Braiding for Local Match

In 2018, the Coordinating Council on Access and Mobility (CCAM) conducted focus groups and listening sessions across the country to capture what State and local stakeholders perceived to be the most prominent barriers to local human service transportation coordination. Stakeholders, particularly those serving rural areas, consistently stated that fulfilling the match requirement for Federal grant programs is a challenge that impacts their ability to provide transportation. In some cases, potential Federal grantees reported canceling transportation projects altogether because they were unable to obtain the required match funds and thus could not receive Federal funding. Several participants stated that the ability to use Federal program funds to fulfill other Federal programs' match requirements ("Federal fund braiding for local match") would enable them to provide and coordinate transportation.

Section 200.306(b) of Title 2, Code of Federal Regulations, prohibits Federal fund braiding for local match "except where the Federal statute authorizing a program specifically provides that Federal funds made available for such program can be applied to matching or cost sharing requirements of other Federal programs."

The CCAM conducted Program Analysis Working Sessions in 2018 and 2019 with several Federal CCAM sub-agencies to clarify and document which Federal programs' statutes expressly provide this authorization. Participating sub-agencies were from the Department of Transportation (DOT), the Department of Justice (DOJ), the Department of Health and Human Services (HHS), the Department of Agriculture (USDA), and the Department of Veterans Affairs (VA). In total, 61 programs were examined out of the 130 Federal programs that may provide funding for human service transportation for people with disabilities, older adults, and/or individuals of low income.[1]

Based on the input from each participating agency, this guide defines Federal fund braiding for local match and program eligibility to enable Federal agencies and Federal grant recipients to more effectively manage Federal funds and coordinate human service transportation.

1.1 Definition of Federal Fund Braiding for Local Match

Federal fund braiding for local match, also referred to as Federal fund braiding, is when funds from one Federal program are used to meet the match requirements of another. The term "braiding" describes multiple independent funding streams coming together to fund a single project. These Federal funding "strands" never lose their identity and grantees report to both participating agencies regarding how specific funds are spent. Though the phrase "Federal fund braiding" sometimes refers to other arrangements, this guide uses the phrase exclusively in the context of Federal fund braiding for local match.

Funds eligible for Federal fund braiding can be categorized into two types: incoming and outgoing. A program considers a Federal fund braiding arrangement to be incoming when another Federal program's funds fulfill its match requirement in order to fund a single transportation project. A program considers a Federal fund braiding arrangement to be outgoing when its funds fulfill the match requirements of another Federal program in order to fund a single transportation project.

Consider the case where Program A contributes 80 percent of a project's cost and Program B fulfills the match requirement of Program A by contributing the remaining 20 percent of the project's costs. Program A considers this arrangement to be incoming Federal fund braiding because another program's funds are "coming in" to fulfill its match requirement. Program B considers this

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[1] See the CCAM Program Inventory, published October 2019, for the list of 130 Federal programs that may fund transportation. Link to Program Inventory: https://www.transit.dot.gov/regulations-and-guidance/ccam/about/ccam-program-inventory.

arrangement to be outgoing Federal fund braiding because its funds are "going out" to fulfill another program's match requirement. Grantees still need to fulfill Program B's match requirement, if applicable. For example, this may mean that Program A funds 80 percent of the project cost, Program B funds 15 percent, and the grantee funds the remaining 5 percent with local funds in order to fulfill Program B's match requirement. The figure below depicts the flow of incoming and outgoing funds for this example project.

Figure 1: Federal Fund Braiding Example

| **Program A** |
| *Considers this to be incoming Federal fund braiding because Program B's funds fulfill its match requirement* |

| **Program B** |
| *Considers this to be outgoing Federal fund braiding because its funds fulfill Program A's match requirement* |

0%   *Project Funding*   100%
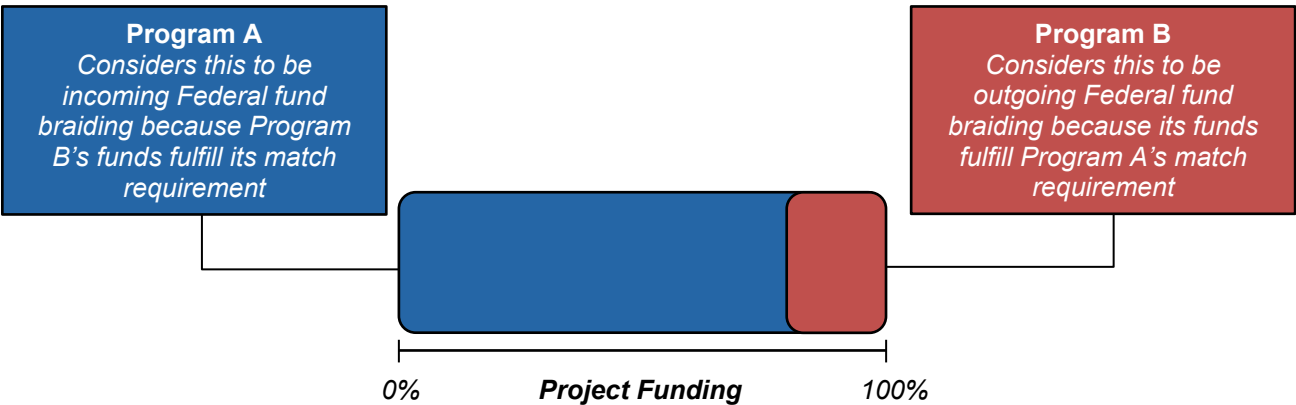
2.0 Federal Fund Braiding Information for Grantees

A project that receives funds from multiple Federal programs must meet all requirements of the participating Federal agencies, including eligibility requirements, reporting requirements, regulatory requirements, statutory requirements, and program guidance.

Potential grantees should first verify that their prospective project meets both Federal programs' eligibility requirements. For example, any program funds used to fulfill the match requirement of another program must fund a transportation project or activity that is eligible under both programs and benefits both programs' grantees.

| **Remember** |
| In order to participate in Federal fund braiding, a project must meet all requirements of the participating Federal agencies, including:
• Eligibility requirements
• Reporting requirements
• Match requirements
• Regulatory requirements
• Statutory requirements
• Program guidance |

Potential grantees should then confirm whether the two Federal programs from which they would like to receive funds may participate in Federal fund braiding. The table in Section 4 of this guide, as well as individual program webpages, should be consulted. If the two programs allow Federal fund braiding, the potential grantee would likely be able to apply for both sources of funds as long as they meet all other requirements, such as reporting requirements. Potential grantees should confirm with both programs' program managers to confirm that applicability has not changed.

If it is unclear whether one or both Federal programs may participate in Federal fund braiding, then potential grantees should contact the program managers at the relevant Federal agencies for assistance in making a determination.

While the information in this guide is accurate as of publication, legislative or regulatory changes may affect programs' Federal fund braiding eligibility. Grantees should confirm with the appropriate Federal agency that Federal fund braiding is allowable before braiding funds.

3.0 Federal Fund Braiding Information for Federal Agencies

The following two decision trees summarize the basic questions that Federal agencies and their counsel must answer in order to determine if a program may participate in a potential Federal fund braiding arrangement. It is important to consider whether Federal fund braiding is theoretically and legally possible, not whether it has been done previously. Once a determination is made, the CCAM encourages the Federal agency to update the program website to clarify the issue for prospective grantees, as well as contact the CCAM (CCAM@dot.gov) so that the broader CCAM materials may be updated.

Remember
In order to participate in Federal fund braiding, a project must meet all requirements of the participating Federal agencies, including: • Eligibility requirements   • Reporting requirements   • Match requirements   • Regulatory requirements   • Statutory requirements   • Program guidance

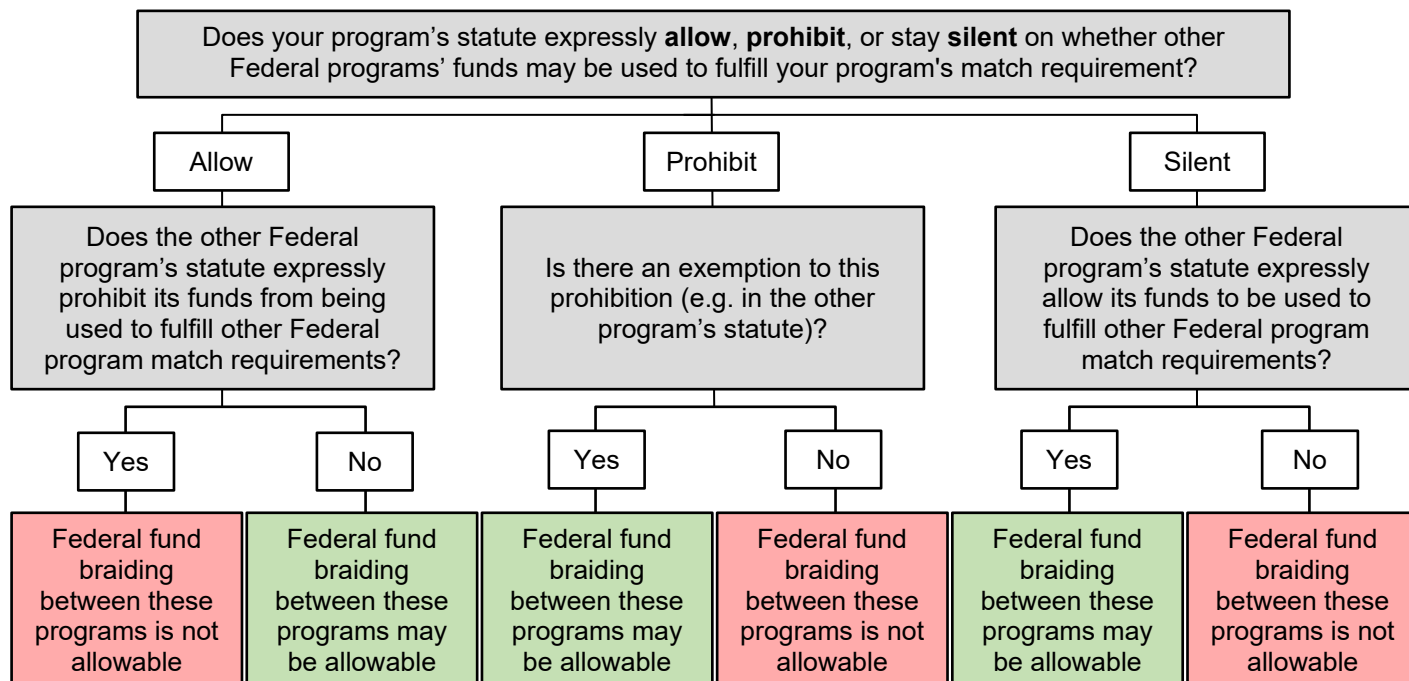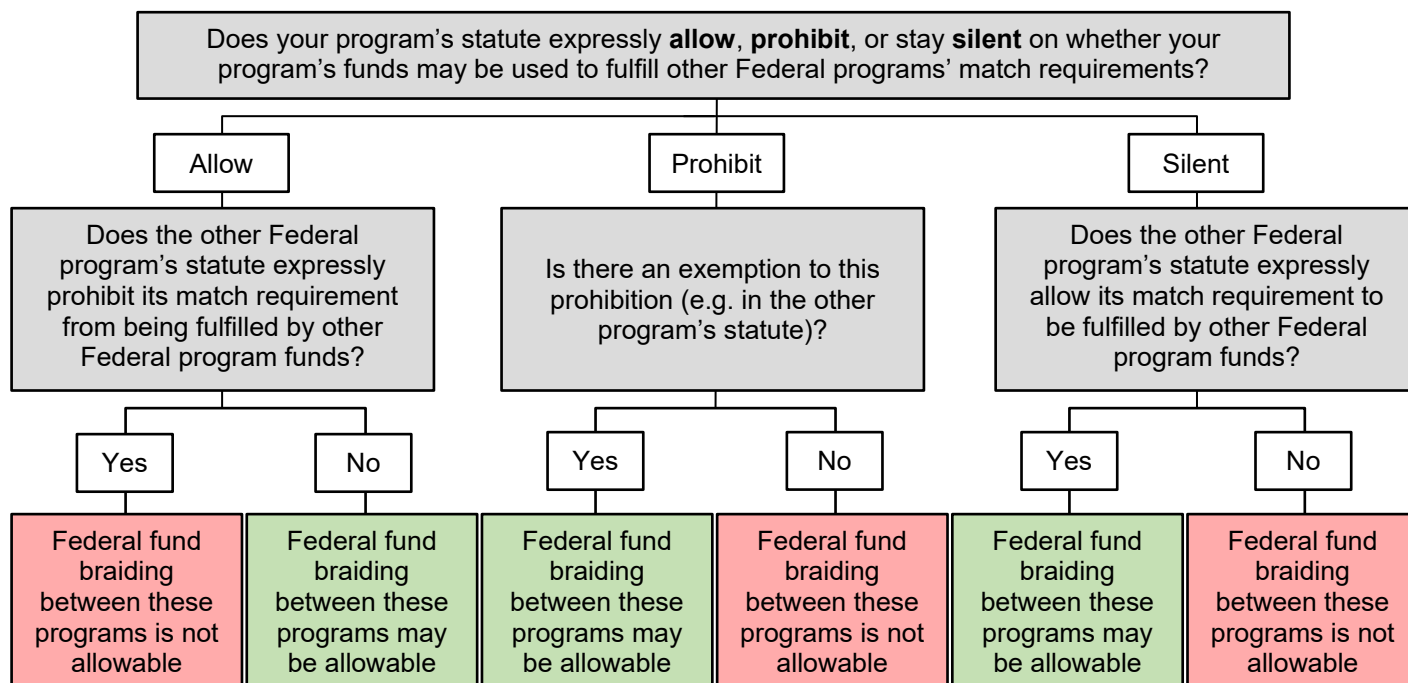**Figure 2: Incoming Federal Fund Braiding Decision Tree**

Figure 3: <u>Outgoing</u> Federal Fund Braiding Decision Tree

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┌─────────────────────────────────────────────────────────────────────────────────┐
│  Does your program's statute expressly allow, prohibit, or stay silent on whether │
│  your program's funds may be used to fulfill other Federal programs' match        │
│  requirements?                                                                    │
└─────────────────────────────────────────────────────────────────────────────────┘
        │                              │                              │
    ┌───────┐                     ┌─────────┐                     ┌────────┐
    │ Allow │                     │ Prohibit│                     │ Silent │
    └───────┘                     └─────────┘                     └────────┘
```

Does the other Federal program's statute expressly prohibit its match requirement from being fulfilled by other Federal program funds?	Is there an exemption to this prohibition (e.g. in the other program's statute)?	Does the other Federal program's statute expressly allow its match requirement to be fulfilled by other Federal program funds?

Yes	No	Yes	No	Yes	No
Federal fund braiding between these programs is not allowable	Federal fund braiding between these programs may be allowable	Federal fund braiding between these programs may be allowable	Federal fund braiding between these programs is not allowable	Federal fund braiding between these programs may be allowable	Federal fund braiding between these programs is not allowable

4.0 CCAM Federal Fund Braiding Program Determinations

The table below lists program-by-program determinations on Federal fund braiding eligibility, as documented in the 2018 and 2019 Program Analysis Working Sessions. It does not include all CCAM agency grant programs found in the CCAM Program Inventory. The CCAM Program Inventory was published in October 2019 and identifies 130 Federal programs that are able to provide funding for human services transportation for people with disabilities, older adults, and/or individuals of low income. A project that receives funds from multiple Federal programs must meet all requirements of the participating Federal agencies, including eligibility requirements, reporting requirements, regulatory requirements, statutory requirements, and program guidance.

The table below notes several instances where a program may participate in Federal fund braiding if the other participating program's statute has express authority to allow Federal fund braiding. In these instances, the original program's statute is silent on whether it may participate in Federal fund braiding.

In addition to the results below, HHS counsel has confirmed that any HHS grant program that may fund transportation is eligible to participate in outgoing Federal fund braiding as long as (1) the HHS program's statute is silent on whether its funds can be used to fulfill the match requirement of the other participating Federal program; and (2) the other participating Federal program must expressly allow its match requirement to be met with other Federal funds.[2] As with all projects funded via Federal fund braiding, the project must still meet all requirements of the participating Federal agencies, including eligibility and reporting requirements, regulations, and program guidance. This determination applies to all HHS grant programs that may fund transportation, including those not listed in the table below but found in the CCAM Program Inventory.

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[2] This determination was first announced in October 2019 at the Access and Mobility for All Summit hosted by DOT. Link to Summit materials: https://cms7.fta.dot.gov/regulations-and-guidance/ccam/about/2019-ccam-meetings-listening-sessions. HHS counsel has continued to share this information, including at the HHS Program Spotlight Webinar in February 2020. Link to webinar materials: https://www.transit.dot.gov/regulations-and-programs/ccam/about/2020-ccam-meetings-listening-sessions.

Figure 4: Table of Federal Fund Braiding Determinations by Program

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
DOJ	Office of Justice Programs	**Comprehensive Opioid Abuse Program**	**Not Allowed**	**Not Allowed**
DOJ	Office of Justice Programs	**Justice and Mental Health Collaboration Program**	**Not Allowed**	**Not Allowed**
DOJ	Office of Justice Programs	**Residential Substance Abuse Treatment Program**	**Not Allowed**	**Not Allowed**
DOJ	Office of Justice Programs	**Second Chance Act**	**Not Allowed**	**Not Allowed**
DOJ	Office of Justice Programs	**Adult Drug Court Discretionary Program** *Drug Court Program*	**Not Allowed**	**Not Allowed**
DOJ	Office of Justice Programs	**Veterans Treatment Court Program** *Drug Court Program*	**Not Allowed**	**Not Allowed**
DOJ	Office of Justice Programs	**Family Drug Court Program** *Drug Court Program*	**Not Allowed**	**Not Allowed**
DOJ	Office of Justice Programs	**Juvenile Drug Treatment Court Program** *Drug Court Program*	**Not Allowed**	**Not Allowed**
DOJ	Office of Justice Programs	**Tribal Juvenile Healing to Wellness Courts** *Drug Court Program*	**Not Allowed**	**Not Allowed**
DOJ	Office of Justice Programs	**Youth Mentoring**	**Not Allowed**	**Not Allowed**

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
DOT	Federal Highway Administration	**Recreational Trails Program**	**Allowed** under 23 U.S.C. 206(f) under the following conditions: • If the project is sponsored by another Federal agency, only 95% of the cost of the project may be federally funded • If the project is sponsored by any other entity, up to 100% of the cost of the project may be funded with other Federal funds	**Allowed** under 23 U.S.C. 206(f)
DOT	Federal Highway Administration	**Transportation Alternatives Set-Aside**	**Allowed** under the following condition: • The Federal program providing the matching funds expressly authorizes its funds to fulfill the match requirement of another Federal program	**Allowed** under the following condition: • The statute for the program for which FHWA funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
DOT	Federal Highway Administration	**Tribal Transportation Program**	**Not Applicable**: No Match Requirement	**Allowed** under 25 CFR 170.133 under the following condition: • The statute for the program for which Tribal Transportation funds are fulfilling match requirements does not prohibit Title 23 funds from fulfilling its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
DOT	Federal Transit Administration	**Section 5307 Urbanized Area Formula**	**Allowed** under 49 U.S.C. 5307(d)(1)(D) under the following conditions: • Match funds are available at the time of the award • Funds expended before the date of authority will not be eligible for credit toward local match • DOT funds may not be used as match	**Allowed** under the following condition: • The statute for the program for which FTA funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
DOT	Federal Transit Administration	**Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities**	**Allowed** under 49 U.S.C. 5310(d)(3)(B) under the following conditions: • Match funds are available at the time of the award • Funds expended before the date of authority will not be eligible for credit toward local match • DOT funds may not be used as match, with the exception of Federal Lands Access Program (23 U.S.C. 204) funds, which may be used as match	**Allowed** under the following condition: • The statute for the program for which FTA funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
DOT	Federal Transit Administration	**Section 3006(b) of the FAST Act Pilot Program for Innovative Coordinated Access and Mobility Grants**	**Allowed** under the following conditions: • The Federal program providing the matching funds expressly authorizes its funds to fulfill the match requirement of another Federal program. • Funds expended before the date of authority will not be eligible for credit toward local match	**Allowed** under the following condition: • The statute for the program for which FTA funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
DOT	Federal Transit Administration	**Section 5311 Formula Grants for Rural Areas**	**Allowed** under 49 U.S.C. 5311(g)(3)(D) and (E) under the following conditions: • Match funds are available at the time of the award • Funds expended before the date of authority will not be eligible for credit toward local match • DOT funds may not be used as match, with the exception of Federal Lands Access Program (23 U.S.C. 204) funds, which may be used as match	**Allowed** under the following condition: • The statute for the program for which FTA funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
DOT	Federal Transit Administration	**Section 5312 Public Transportation Innovation**	**Allowed** under the following conditions: • The Federal program providing the matching funds expressly authorizes its funds to fulfill the match requirement of another Federal program • Funds expended before the date of authority will not be eligible for credit toward local match	**Allowed** under the following condition: • The statute for the program for which FTA funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
DOT	Federal Transit Administration	**Section 5324 Emergency Relief**	**Allowed** under the following conditions: • The Federal program providing the matching funds expressly authorizes its funds to fulfill the match requirement of another Federal program • Funds expended before the date of authority will not be eligible for credit toward local match	**Allowed** under the following condition: • The statute for the program for which FTA funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
DOT	Federal Transit Administration	**Section 5339 Bus and Bus Facilities**	**Allowed** under the following conditions: • The Federal program providing the matching funds expressly authorizes its funds to fulfill the match requirement of another Federal program • Funds expended before the date of authority will not be eligible for credit toward local match	**Allowed** under the following condition: • The statute for the program for which FTA funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Chafee Foster Care Program for Successful Transition to Adulthood**	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Child Care and Development Fund (CCDF)** *Discretionary – States and Territories*	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Child Care and Development Fund (CCDF)** *Discretionary – Tribes*	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
HHS	Administration for Children and Families	**Child Care and Development Fund (CCDF)** *Mandatory and Matching Funds – States and Territories*	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Child Care and Development Fund (CCDF)** *Mandatory and Matching Funds – Tribes*	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Community Services Block Grant**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Community Services Block Grant Discretionary Awards**	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
HHS	Administration for Children and Families	**Esther Martinez Immersion**	**Allowed** under the following conditions: • Incoming funds may only be from 1975 Indian Self-Determination and Education Assistance Act (PL 638) programs, the 477 Program, or Native American Housing Assistance and Self-Determination Act (NAHASDA) programs	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Head Start**	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Native Employment Works**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
HHS	Administration for Children and Families	**Native Language Preservation and Maintenance**	**Allowed** under the following conditions: • Incoming funds may only be from 1975 Indian Self-Determination and Education Assistance Act (PL 638) programs, the 477 Program, or Native American Housing Assistance and Self-Determination Act (NAHASDA) programs	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Promoting Safe and Stable Families**	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Refugee and Entrant Assistance - Discretionary Grants** *Refugee Health Promotion, Targeted Assistance and Social Services Discretionary Grants Only*	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Refugee and Entrant Assistance - Voluntary Agency Programs** *Matching Grants Only*	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
HHS	Administration for Children and Families	**Refugee and Entrant Assistance – Wilson/Fish Program**	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Refugee and Entrant Assistance State/Replacement Designee Administered Programs** *Transitional and Medical Services and Social Services Formula Grants Only*	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Social and Economic Development Strategies**	**Allowed** under the following conditions: • Incoming funds may only be from 1975 Indian Self-Determination and Education Assistance Act (PL 638) programs, the 477 Program, or Native American Housing Assistance and Self-Determination Act (NAHASDA) programs	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Social Services Block Grants**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
HHS	Administration for Children and Families	**Temporary Assistance for Needy Families**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Children and Families	**Transitional Living Program for Homeless Youth**	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACF funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Community Living	**Centers for Independent Living**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which ACL funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Community Living	**Developmental Disabilities Basic Support and Advocacy Grants**	*No determination has been made. Please contact the program manager*	**Allowed** under the following condition: • The statute for the program for which ACL funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
HHS	Administration for Community Living	**Developmental Disabilities Projects of National Significance**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which ACL funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Community Living	**Independent Living State Grants**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which ACL funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Community Living	**Special Programs for the Aging, Title III, Part B Grants for Supportive Services and Senior Centers**	**Not Allowed**: Match must come from "non-Federal" sources, which is interpreted to mean that no Federal funds may fulfill this requirement	**Allowed** under the following condition: • The statute for the program for which ACL funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Administration for Community Living	**Special Programs for the Aging, Title VI** *Part A Grants to Indian Tribes and Part B Grants to Native Hawaiians*	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which ACL funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
HHS	Centers for Disease Control and Prevention	**High Obesity Program**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which CDC funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Centers for Disease Control and Prevention	**Improving the Health of Americans through Prevention and Management of Diabetes and Heart Disease and Stroke**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which CDC funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Centers for Disease Control and Prevention	**Improving the Health of People with Mobility Limitations and Intellectual Disabilities through State-Based Public Health Programs**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which CDC funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Centers for Disease Control and Prevention	**Innovative State and Local Public Health Strategies to Prevent and Manage Diabetes, Heart Disease, and Stroke**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which CDC funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
HHS	Centers for Disease Control and Prevention	**Monitoring and Evaluating Programs that Support Young Breast Cancer Survivors**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which CDC funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Centers for Disease Control and Prevention	**National Breast and Cervical Cancer Early Detection Program**	**Not Allowed:** Match must come from "non-Federal" sources, which is interpreted to mean that no Federal funds may fulfill this requirement	**Allowed** under the following condition: • The statute for the program for which CDC funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Centers for Disease Control and Prevention	**National Centers on Health Promotion for People with Disabilities**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which CDC funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Centers for Disease Control and Prevention	**National Comprehensive Cancer Control Program**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which CDC funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
HHS	Centers for Disease Control and Prevention	**Racial and Ethnic Approaches to Community Health**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which CDC funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Centers for Disease Control and Prevention	**State Physical Activity and Nutrition Program**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which CDC funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
HHS	Centers for Disease Control and Prevention	**Strengthening Public Health Systems and Services through National Partnerships to Improve and Protect the Nation's Health**	**Not Applicable**: No Match Requirement	**Not Allowed**
USDA	Rural Development	**Community Facilities Loan and Grants**	**Not Applicable**: No Match Requirement	**Allowed** under the following condition: • The statute for the program for which USDA RD funds are fulfilling match requirements expressly authorizes other Federal programs to fulfill its match requirement
VA	Veterans Health Administration	**Beneficiary Travel** *Veterans Transportation Program*	**Not Applicable**: No Match Requirement	**Not Allowed**

Department	Sub-Agency	Program	Incoming Federal Funds	Outgoing Federal Funds
VA	Veterans Health Administration	**Highly Rural Transportation Grants** *Veterans Transportation Program*	**Not Applicable**: No Match Requirement	**Not Allowed**
VA	Veterans Health Administration	**Veterans Transportation Service** *Veterans Transportation Program*	**Not Applicable**: No Match Requirement	**Not Allowed**