



New Freedom Program

**FY 2009 Service Profiles**

**Region II**

**New York and New Jersey**

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New Freedom FY 2009 Service Profiles: Region II

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# INTRODUCTION

This appendix presents the profiles that New Freedom grantees submitted as part of the FY 2009 reporting process. For convenience, the findings are presented in ten separate documents, corresponding to the ten FTA regions, as follows:

* Region I – Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont
* Region II – New York and New Jersey
* Region III - Delaware, Maryland, Pennsylvania, Virginia, West Virginia, and the District of Columbia
* Region IV - Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee, The Commonwealth of Puerto Rico, and the United States Virgin Islands
* Region V - Illinois, Ohio, Minnesota, Wisconsin, Indiana, and Michigan
* Region VI - Texas, Oklahoma, Arkansas, Louisiana, and New Mexico
* Region VII - Missouri, Iowa, Nebraska, and Kansas
* Region VIII - Colorado, Utah, Montana, Wyoming, South Dakota, and North Dakota
* Region IX - Arizona, California, Hawaii and Nevada
* Region X - Washington, Oregon, Idaho, and Alaska

The main report is available from FTA at http://www.fta.dot.gov/funding/grants/grants\_financing\_7188.html

## Document structure

Each volume is organized into two main sections based on the status of the grant recipient:

* **Large Urban Projects**, which includes New Freedom-supported projects reported by grantees in large urbanized areas. These are generally urban transit agencies, metropolitan planning organizations, and cities.
* **Small Urban/Rural Projects**, which includes projects in small urbanized areas and non-urbanized/rural areas that received New Freedom funding through a state department of transportation.

This structure reflects the Federal funding process for the New Freedom program, which allocates funds as follows:

* 60% of funds go to designated recipients in large urban areas with populations 200,000 and more
* 20% of funds go to states for small urban areas under 200,000
* 20% of funds go to states for non-urbanized/rural areas

For each grant recipient, projects are categorized alphabetically by recipient, sub-recipient, and project name.

Recipients, subrecipients, and services are uniquely identified with numbers shown in parentheses after the name of the agency or service, e.g. "Metropolitan Washington Council of Governments (1473)" or "Door-through-Door Service (1227).”

These identifiers allow analysts to track profile information back to the underlying database record, even in the case of duplicate service names. For instance, there are numerous services, provided by different subrecipients, named "Mobility manager." This identifying number provides a way to link to a unique database record.

Recipient identification numbers are an FTA designation and equivalent to the 4-digit TEAM identification number. Subrecipeient and service identification numbers pertain only to the

FY 2009 JARC/New Freedom evaluation database and do not map to any FTA designation.

## Profile content

Each profile includes the following information:

* **Location**  – Service area
* **Project categor**y – Grant recipients were asked to categorize each project as trip-based, information-based, or capital investment project
* **Project type** – Within each category, recipients further defined each project (e.g., demand response, mobility manager, or car-sharing)
* **Project goal** – Recipients were asked to select the primary goal for each project from a list

In addition, recipients were asked to provide a general description of service, performance indicators, and a descriptive summary or profile of the service, within each of the categories summarized below:

* **Service Description** - Provide a detailed description (1-2 paragraphs) of the New Freedom-funded service provided during FY 2009. Please indicate the route name and/or number, if available, and describe the route or service area.
* **Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.
* **Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.
* **Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you would had known when you started the service?

While the goal was to present the information as reported by the recipients, some editorial decisions were made for brevity and clarity. Blank responses or those marked “N/A,” are represented in this document by the word “None,” and those profiles that were left entirely blank were deleted. In addition, some profiles were removed because they were ineligible (e.g., route was not in service during FY 2009) or the records were duplicative.

# LARGE URBAN PROJECTS

## New York

### Central New York Regional Transportation Authority (1778)

#### CNYRTA (223)

##### CNYRTA (Travel Training) (406)

**Location**: Onondaga (NY)

**Type**: Information-Based Services/One-stop center/referral

**Goal**: Improved customer knowledge

S**ervice description**: Full service Travel Training program included:
1. Functional Assessment of individuals capabilities and ability to learn
2. Mode selection
3. Path of Travel assessments for common trips at origins and destinations
4. Mobility device assessment - provision of straps for securement if necessary
5. One on One Travel Training sessions

**Evaluation**:Results-oriented evaluation centered on the individuals use or lack of use of transportation mode after training. Approximately 20% of the applicants for ADA paratransit met conditions for assessment. Of those completing an assessment, only 5% were considered for Travel Training.

**Accomplishments**: This program is still under evaluation.

**Lessons learned**:This program is still under evaluation.

### Rochester-Genesee Regional Transportation Authority (1797)

#### Rochester-Genesee Regional Transportation Authority (769)

##### Lift Line Supplemental Service (979)

**Location**: Monroe County (NY)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: The specific project proposed for funding by this grant has two parts:

1. The expansion of RGRTA's Lift Line paratransit service beyond the limits defined by the Americans with Disabilities Act (ADA). The grant is intended to fund a "Supplemental Service Area," expanding Lift Line's coverage from 3/4 mile of RTS fixed route bus service to 2 3/4 miles of RTS fixed route bus service.

2. Reduce the premium fare for "Same Day" service from $10 to $6, plus distance-based fare. The expanded service area covers a total of 346 square miles, compared to the original Lift Line weekday service area of 219 square miles and the original Lift Line Sunday service area of 106 square miles.

**Evaluation**: RGRTA and its subsidiary, Lift Line, maintain accounting records and reports that are in compliance with generally accepted accounting principles and in full compliance with performance measures required by the National Transit Database. RGRTA tracks the number of rides that begin or end in the Lift Line supplemental service area. RGRTA also tracks the number of same-day rides that are scheduled on Lift Line.

**Accomplishments**: Two significant achievements resulted from this New Freedom funding. The first achievement is the expansion of the paratransit service area a full two miles in all directions beyond the ADA-required boundaries. Instead of extending 0.75 miles beyond the RTS fixed route system, as the ADA requires, the Lift Line paratransit service area now extends 2.75 miles beyond the RTS fixed route system. This service area expansion has allowed more people to use Lift Line paratransit service, and it has allowed previously existing customers to travel to more places than before. The second achievement is the reduction of the same-day service charge from $10 to $6 (plus the distance-based fare). This 40% reduction in the same-day service charge has made Lift Line more affordable for customers who book rides on short notice.

**Lessons learned**: RGRTA is dedicated to providing quality service in a fiscally responsible manner. RGRTA assessed the financial impact of both the service expansion and the same-day charge reduction to ensure that these customer enhancements could be sustained. This is a vital step in ensuring financial stability.

# SMALL URBAN/RURAL PROJECTS

## New Jersey

### New Jersey Transit Corporation (1414)

#### Senior Citizen United Community Services (415)

##### South Jersey Special Services Operations: Camden-SCUCS (400)

**Location**: Camden County (NJ)

**Type**: Trip-Based Services/Demand response service

**Goal**: Expanded geographic coverage

S**ervice description**: This service, provided in Camden and neighboring counties through Senior Citizen United Community Services (SCUCS) and SEN-HAN, is coordinated special transportation services for persons with disabilities. It is door-to-door in Camden, Burlington, Gloucester, and Atlantic counties as well as to major medical centers in Philadelphia, PA. The funding allows SCUCS-SEN-HAN to increase service times from 9 AM to 5 PM, Monday through Saturday to 6 AM to 11 PM, Monday through Saturday, thereby increasing opportunities for individuals with disabilities to access jobs more readily.

**Evaluation**: Analyze monthly data on ridership, hours, miles. Meet with stakeholders throughout the region.

**Accomplishments**: Our outreach efforts resulted in the program growing quickly. Staff networked with various disabled groups in the community and we placed the information about the program along with the application on our website as a means of reaching those who were in need of the service.

**Lessons learned**: Many of the persons with disabilities/employees using the service have no regular schedule. Their assigned work hours vary from week to week. Very few have full time work schedules that remain the same week after week.

## New York

### New York State Department of Transportation (1791)

#### The ARC of Livingston-Wyoming (455)

##### Assisted Seniors Door Through Door non-emergency medical transportation (1138)

**Location**: Livingston County (NY)

**Type**: Trip-Based Services/Door-to-door or door through-door

**Goal**: Improved access/connections

S**ervice description**: The New Freedom-funded service is a non-emergency medical, door-through-door transportation service for older adults and persons with disabilities. The service is designed for both ambulatory and wheelchair clients who require specialized transportation service to medical appointments. This is essentially a demand responsive service, although some set or fixed routes developed over the course of the year in order to accommodate dialysis patients who had set appointments. We utilize existing Section 5310 vehicles during their scheduled down-time from our main transportation operation.

**Evaluation**: We evaluated the service in two different methods. First, we conducted a customer satisfaction survey during the third and fourth quarters of the reporting year. The results of the survey were overwhelmingly positive. We also evaluated the amount of Medicaid dollars saved by Livingston County. There were no carriers in Livingston County that provided this service. The County Transportation Brokers office was forced to hire transportation providers from Rochester, which is over 30 miles away. These providers were very costly. So, the Medicaid and non-Medicaid riders were combined which saved Livingston County more than $30,000 in Medicaid dollars, which was more than the value of the grant.

**Accomplishments**: The service was absolutely essential for a number of individuals that require dialysis treatment. Livingston County, in partnership with Noyes Community Hospital, opened a dialysis center in Geneseo. We are providing transportation services to eight people who are not Medicaid eligible and would otherwise not have a way to get to their treatment. Three of these individuals are ambulatory, but require wheelchair transport on the way home because of the treatment. This is not a service they could afford or find without this program. We are able to offer the service with the use of our 5310 vehicles--for a small voluntary contribution. The grant has given a number of families piece of mind and given the folks we transport some of their independence back. Instead of relying on family members, they are now able to handle their own transportation.
 A great example of the peace of mind and independence that we are able to provide is the story of "Joe". Joe's wife has transported him to and from dialysis, three times a week, for over five years. Joe now rides our bus on Saturday, so his wife can have the day off and some time for herself. This little victory has given Joe a great lift and allowed him to give something back to his wife.

**Lessons learned**: The one area that we have struggled in is collecting the voluntary contributions. We will not refuse a rider, but the voluntary contributions are an important part of our sustainability plan. We definitely need to engage the social workers and force them to take a more active role in this process.

##### Assisted Seniors Door Through Door non-emergency medical transportation (1139)

**Location**: Livingston County (NY)

**Type**: Capital Investment Projects/ITS-related hardware/software investments

**Goal**: Improved access/connections

S**ervice description**: The software purchased for this grant was used to allow the Livingston County DSS Transportation Broker to request trips with our agency via the internet. The software tied in directly to our current routing and dispatch system and we are also able to track and bill with this product. The software was used specifically for the Assisted Seniors Door through Door non-emergency medical transportation service. This project is a new service in Livingston County. Prior to the New Freedom grant, the DSS Transportation Broker was forced to contract with carriers from Rochester, which is 35 miles away. This was extremely expensive for the county and too costly for any private pay clients.

**Evaluation**: The software allows us to track all of the trips provided with this program and also provided a billing function. The true evaluation measures for the program involved the overall savings that the county realized through the project (over $30,000) which was more than the grant award. Additionally, we conducted a survey with our riders during the third and fourth quarters of this reporting year and received an overwhelmingly positive response.

**Accomplishments**: The actual go-live process for the software took much longer than anticipated due to a number of firewall issues. But, the training for the software was excellent and once the problems were resolved, we were able to go fully live an functional in June. The software truly streamlined the request and dispatch process and is a great example of how technology can make your operation more efficient. The software allows both of our dispatchers and me to see each of the requests that are coming from the county Transportation Broker. This type of operational vision is very helpful for our entire program.

**Lessons learned**: The Triptracker software is excellent. However, we had a great deal of difficulty with the connections between our Network Server and the County network server. Although, we involved both IT Departments during all phases of the project, we still had a number of problems and delays. We eventually had to involve the software vendor to solve all the issues. We should have had a kick-off meeting that involved both IT Departments and someone from the software vendor. This may have eliminated many of the problems and allowed us to go live much sooner.

##### Supported Employment Transportation (1422)

**Location**: Livingston and Wyoming counties (NY)

**Type**: Trip-Based Services/Demand response service

**Goal**: Improved access/connections

S**ervice description**: This project provides transportation to adults with developmental disabilities to Supported Employment opportunities. Supported Employment is a New York State Office of Mental Retardation and Developmental Disabilities (OMRDD) program designed to place individuals with developmental disabilities in more traditional work settings. Unfortunately, the program does not include any funding for transportation services.
 The local public transit operates a fixed route schedule that makes it almost impossible for our consumers to get to and from work. Only a few of our consumers have a driver's license, so they depend on others to transport them to work. Our job coaches and transportation department provide transportation for our consumers to their places of employment. The funding from this grant is essential for our consumers to continue to receive transportation services.

**Evaluation**: We evaluated our project by benchmarking the number of consumers that we were able to help maintain employment. When the reporting period started, we were assisting 40 consumers with transportation to and from work. The number rose to 54 by the end of the 12 months. In addition, we tracked the number of one way trips that we provided (8,019).

**Accomplishments**: This project allowed the agency to enter into a pilot program with our local Developmental Disabilities Service Office (DDSO) for enhanced Supported Employment. This program provides more severely disabled individuals with the opportunity for traditional employment out in the community. However, there are only a select number of employers, especially in rural counties, who are able and/or willing to commit to our consumers. The consumers who would qualify for this program are not appropriate candidates for public transportation, even if it is available. So, the grant was an absolute necessity for these consumers. We were able to place four consumers with employers because of our ability to transport.
 Ultimately, without this grant, the agency’s Supported Employment Program would have had to make drastic cuts. Many of the 54 consumers that benefited from this grant may not have otherwise been able to experience work in the community or the empowerment that can bring to someone with a developmental disability.

**Lessons learned**: The service is a combined effort between transportation and the supported employment team. One area that we struggled with was the mileage reporting from the Supported Employment drivers. These employees were not used to reporting mileage with such detail and this caused us a great deal of problems in collecting the initial data for reporting. We could have avoided these issues with a simple training class before we went live with the reporting.

#### Town of Brookhaven (862)

##### Equal Access & Mobility For All - Round 1 & 2 (1471)

**Location**: Suffolk County (NY)

**Type**: Information-Based Services/Mobility manager

**Goal**: Improved access/connections

S**ervice description**: During this reporting period 10/1/08 to 9/30/09, the Town began its outreach efforts by contacting various agencies to compile the information needed to build a Transportation Services and Human Service Organization Database. All of the agencies contacted provide services within the Town of Brookhaven. We asked all agencies if they use or provide transportation for those residents who for various reasons may not be able to transport themselves.

**Evaluation**: We have not had enough progress during this period to evaluate.

**Accomplishments**: Our accomplishment this reporting period was starting to compile our database.

**Lessons learned**: The delay we experienced was mainly due to an uncertainty in what we were looking for in a Mobility Manager and how to go about hiring one. The process of hiring personnel through the Department of Civil Service can be a lengthy one.

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