

# The MILEPOST

*An Update From Getthere  
September, 2018*

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## A New Look

This edition of *The Milepost*, our 14th, features a new look for our ongoing communication to key constituents, community organizations, and other interested individuals in or near our five-county service area. We will continue to use it to convey periodic updates on mobility and transportation-related issues and initiatives. It is one step in our efforts to educate and inform people about mobility - what's out there; what's going on; what we are doing; future plans and aspirations.



We are celebrating a new name and a new home, plus some new offerings, including staff and programs.

We will no longer be known as Mobility Management of South Central New York. **We are *Getthere***, a mobility management program of Rural Health Network.

Our services will continue from 455 Court Street in Binghamton, where Rural Health Network has leased space. We will be housed along with fellow staff members from Rural Health Network.

## 455 Court Street

*Getthere* phone numbers and hours will remain the same. (Call Center phone: 1-855-373-4040; hours: 7 am - 7 pm weekdays.) Our new mailing address will be: *Getthere*, 455 Court Street, Binghamton, NY 13904.

The new location will provide quality work space for our growing staff and improve operating efficiencies. Our five-county service area remains the same. Our mission remains the same while we offer increased services, such as our Transportation to Employment Program and our new and improved Website with Trip Planner capacity described below.



new home for *Getthere*

## Welcoming New *Getthere* Team Members

*Getthere* is a team effort. With each staff addition, the team grows stronger and better able to assist those with transportation barriers through the pursuit of more transportation innovations for rural, upstate New York.

**Stephanie Button** joined the *Getthere* staff this month as a Mobility and Transportation Advocate. For as long as she can remember she has had an urge to help others. She has always wanted a fulfilling job where she could have an impact on the lives of other people. Her focus became disability-based, and personal, when her mom became sick in 2012. She experienced firsthand the dire need for people in rural communities to have access to medical care.

Before joining *Getthere*, Stephanie worked with the elderly at Gracious Living Estates in Montrose, PA. She also worked at Black Bear Winery in Chenango Forks, where she enjoyed conducting wine tastings. Meeting and interacting with new people were enjoyable, but she couldn't shake the feeling that there was something else she was meant to do. That is when she found Rural Health Network, and she is very excited to join the *Getthere* team.



When she's not at work, she enjoys spending time with her fiancé, their two kids, and their dog.

**Shane Solar-Doherty** has joined the *Getthere* team as the Transportation to Employment Coordinator. This announcement marks the fruition of a lengthy effort to develop transportation to employment services for *Getthere* – specifically vanpool and ridesharing services.

Shane has worked as a farmer in Western Massachusetts growing food for 275 families, a project manager helping schools obtain free solar panels, and a volunteer coordinator pairing NYC elementary school students with adult mentors. Before becoming the Transportation to Employment Coordinator, Shane worked as the Urban Farm Manager for VINES and studied at Tufts University's Friedman School of Nutrition Science and Policy, with a focus on developing equitable and sustainable regional food systems. Having moved to the Southern Tier in January, Shane is originally from the Lower Hudson Valley and holds a BA in Writing & Literature from Emerson College.

Shane's commitment to improving resources and services for underserved communities will

serve our area and residents who face transportation challenges well!



**Kara Fisher** is another new face at Getthere. She too is a Mobility and Transportation Advocate.

Kara grew up in Buffalo, New York and has always had a passion for helping others and the desire to make a difference. After graduating from Gannon University with a Bachelor's degree in Health Science, she continued her education at Binghamton University, earning a Masters in Public Administration.



Kara has volunteered with a variety of organizations that serve senior citizens and individuals with disabilities. In this capacity, she learned about the challenges vulnerable populations face. In her role at Getthere, Kara hopes to use her educational and volunteer background to help serve the community.

Both Stephanie and Kara will be working out of the Getthere Call Center, providing case management, information and referral services, trip planning, travel training, and transportation education services.

Each of the above will play an integral role in our ability to extend outreach and expand service throughout.

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## Open For Business The Transportation to Employment Program

The Transportation to Employment Program (TEP) is an important new offering from *Getthere* that will benefit residents of Binghamton who are unemployed, under-employed, and seeking employment, who have identified transportation as a barrier to employment. TEP seeks to develop a sustainable transportation to employment strategy for individuals referred to the program. TEP was designed with two components -- a transportation voucher service and a vanpool service.

Referrals for the voucher program will be provided by community partners working in job placement programs. TEP coordinator, Shane Solar-Doherty, will work with individuals that have been referred to develop a sustainable strategy for transportation to employment by utilizing the most cost effective and appropriate mode of transportation. It will highlight multiple ways for an individual to commute to employment without actually owning an automobile. *Getthere* has started to receive referrals for the voucher part of the program, and has seen success in developing a customized and sustainable strategy. Initial costs of these strategies may be offset by *Getthere* TEP.

In other TEP news, we are moving forward with the purchase of two vans. TEP staff have met with multiple businesses that have large employee bases. The Vanpool business model is built utilizing the Wealthworks Rural Economic Development strategy and we are working with Shanna Ratner of Yellow Woods Associates, Inc. to develop this strategy and plan of assessment. A *Getthere* Vanpool will provide a cost effective and sustainable strategy for individuals to commute to work without the expense of a personal auto.

Binghamton-Broome Anti-Poverty Initiative (BBAPI) funding has made TEP possible. Rural Health Network is one of 12 organizations selected to implement projects under Governor Cuomo's Empire State Poverty Reduction Initiative ([ESPRI](#)), through the Binghamton-Broome Anti-Poverty Initiative (BBAPI). Use this link to find out more about the [Binghamton-Broome Anti-Poverty Initiative](#), an initiative of United Way of Broome County.

If you are interested in more details about the TEP program, contact [Shane Solar-Doherty](#), *Getthere's* Transportation to Employment Program Coordinator.

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## A Coming Attraction

## Website with Trip Planner

Another Getthere offering is our new website, featuring a trip planner. We are pleased to announce it is almost ready to go live! We thank you all for your input and commitment to this initiative.

Our staff and some friends and partners have been testing this product. Infojini is addressing issues identified; editing and corrections are taking place over the next several days. Our plan is to go live in late September. Then, we will launch the site more broadly in October, when marketing and training will begin.

We think this will become a great asset to the healthcare community and the individuals we serve, and look forward to sharing the new site with everyone soon.

*The website actually helped me solve a problem already. I was struggling to set up transportation for a patient, because almost all the Medivans do not start transporting patients until 8 am and his surgery was at 5:15. This website allowed me to see what ones had different hours! Amazing....*

some feedback received during the testing phase

This project is possible because of a Care Compass Network ([CCN](#)) award from their Inaugural Innovation Fund, designed as a way for CCN to work with partners to identify creative, alternative ways to support the improvement of healthcare access for Medicaid members.

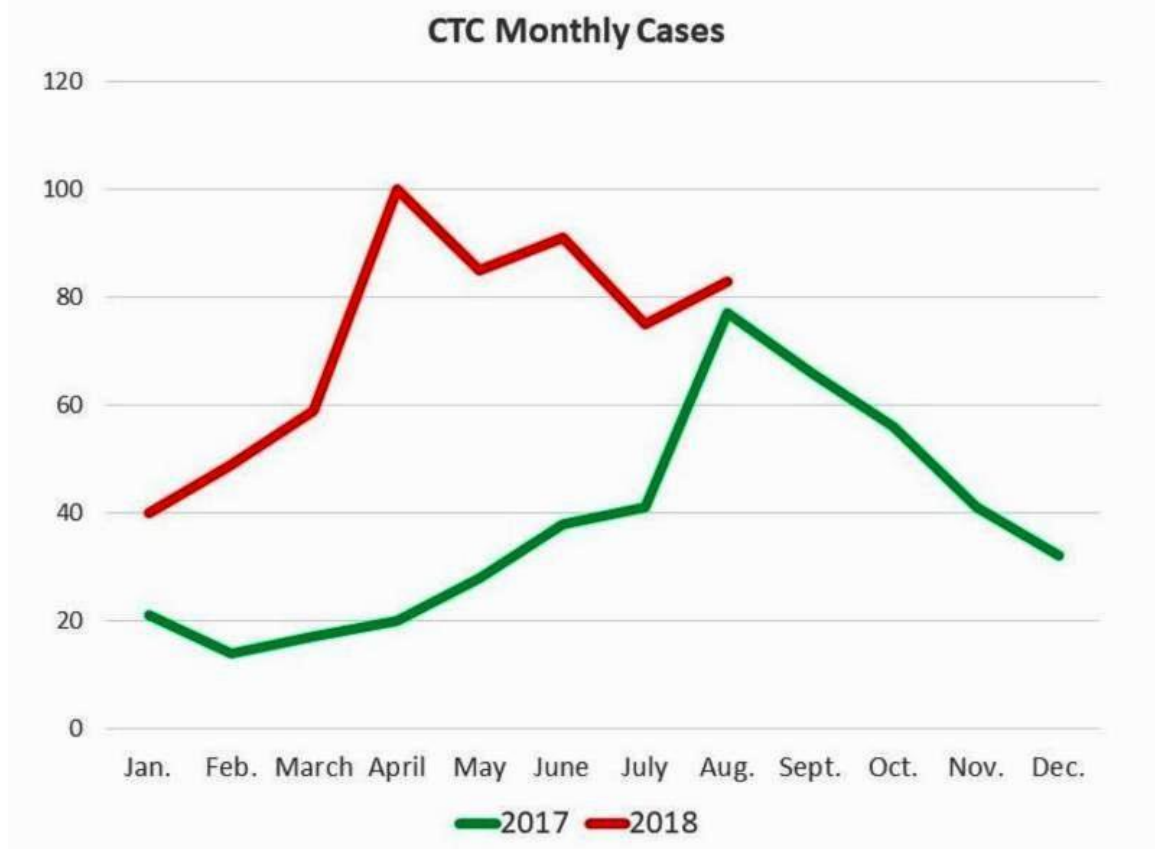


**Search for Nearby Transportation Providers  
with Best Possible Route**

## Metrics Quick View

Connection to Care is on pace to help more than twice as many people in 2018.





2017: Jan. - Aug. 256 cases  
 2018: Jan. - Aug. 582 cases

## Quote of the Day

*"You not only made my day or week or month, you made my life."* (Lila)

Lila had recently contacted *Getthere* for assistance. She was really worried about being able to get to medical appointments that she could NOT miss. Anne Marie, one of *Getthere's* Transportation Advocates, was able to find volunteers to get her to these important appointments. Lila was happy; her response is gratifying to the *Getthere* team and is our quote of the day.

## County News and Notes

RFPs (Request for Proposals) to Tioga, Chenango, Delaware and Otsego counties for transportation and mobility services will go out in October. We anticipate contracts with county partners for Rural Transportation and Mobility Services Development to begin in November.

Tioga County applied for and was awarded funding that will make this possible through NYS Department of Transportation and the Federal Transit Administration 5311 Program (Formula Grants for Rural Areas). Tioga County contracts with Rural Health Network of SCNY to administer the program and provide mobility management services across the *Getthere* service area.

## Did You Know?

According to the *High Cost of Free Parking* by Professor Donald Shoup at UCLA, the average car spends 95% of its life parked.

Now, another fact to think about: the true cost to own and operate a vehicle is \$8,469 a year if driven 15,000 miles per year, according to a 2017 AAA study.

## Links Of Potential Interest

[Amish Uber Horse and Buggy Rides](#)

[A good read on transportation, poverty & health](#)

## Some Mobility Resources

[CTAA](#) - Community Transportation Association of America

[FTA](#) - Federal Transit Administration

[Mobility Management News](#), a newsletter from the National Center for Mobility Management

[Move Together NY](#), a newsletter from the Move Together NY Regional Transportation Project

[Move Together NY Regional Transportation Project](#)

[NCMM](#) - National Center for Mobility Management

[NYPTA](#) - NY Public Transit Assoc., Inc.

[NYSDOT](#) - New York State Department of Transportation

[US DOT](#) - U.S. Department of Transportation

[511 NY Rideshare](#)

[Broome Tioga Rideshare](#)

[511 NY Rideshare SCNY](#) - Chenango, Delaware and Otsego Counties landing page

## Our Transit Partners

[BMTS](#) - Binghamton Metropolitan Transportation Study

(the Metropolitan Planning Organization for Broome and Tioga Counties)

[BC Transit](#) Broome County Transit

[C-Tran](#) Chemung County Transit

[Chenango Transit](#)

## Others

[NYSDOH](#) - New York State Department of Health

[NYSHF](#) - New York State Health Foundation

[NRHA](#) - National Rural Health Association

[NYSARH](#) - New York State Association for Rural Health

[WealthWorks](#)

[Yellow Woods Associates](#)

## Upcoming

### Events, Conferences, Workshops, Save-the-Date

September 27-29, annual [New York State Association for Rural Health](#) Conference, Greek Peak. The [conference program](#) is available online. Among its offerings is: SOCIAL DETERMINANT OF HEALTH: MEETING TRANSPORTATION NEEDS AND ITS IMPACT (Bill Wagner will discuss the Transportation Voucher Program as Getthere marks the beginning of the second year of this program.)

October 3, Chenango County Transportation Group meeting, 2 pm

October 16, *Getthere* Quarterly Advisory Committee, noon at STIC

October 23 -25, [NYPTA Conference & Expo](#): Public Transit & The Mobility Movement

November 15, National Rural Health Day 2018

December 7, Tioga County Transportation Group quarterly meeting - 1 pm, at Tioga DSS

December 13, *Getthere* Quarterly Advisory Committee, noon at STIC

Those interested in attending or learning more about *Getthere's* Advisory Committee meetings should contact Bill Wagner.

## You Can Help

Join in promoting our cause! You can help spread the word and gather feedback. Share this communication with others who may be interested or let us know who to add to the distribution list. Share your ideas and those you hear from others with us. Share mobility related news, events, and images representative of your area.

Partner involvement and support at the local, regional, state, and national level has been critical to *Getthere*. We extend thanks to our numerous partners, stakeholders and funders.

### Contact information:

*Getthere*

phone: 607-692-7669

William Wagner, Director, e-mail: [wwagner@rhnscny.org](mailto:wwagner@rhnscny.org)

Nick Cecconi, Assistant Director, e-mail: [ncecconi@rhnscny.org](mailto:ncecconi@rhnscny.org)

Getthere Call Center phone: 1-855-373-4040

Getthere Call Center hours: 7 am - 7 pm weekdays



*Getthere* is a mobility management program of  
Rural Health Network serving South Central NY

STAY CONNECTED

