

# The MILEPOST

**May, 2019**

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*Getthere's five county service area*

## Access to Employment Panels Illustrate Transportation Options to Employers

**By Shane Solar-Doherty**

On March 7, Getthere collaborated with The Agency / Broome County IDA to co-host its first Access to Employment Panel in Binghamton. The discussion was facilitated by Stacey Duncan, Deputy Director of The Agency, and featured Bill Wagner, Director of Getthere; Greg Kilmer, Commissioner of Public Transportation for BC Transit; Charles Rutkowski, Director of Technical Assistance Programs for the Community Transportation Association of America; and Tim Lewis, Technical Specialist for 511NY Rideshare.

A second panel, held on April 2 at Tioga Downs, was facilitated by Scott Reigle, Senior Transportation Planner for the Binghamton Metropolitan Transportation Study, and featured Bill Wagner; Tina Hager, Transit Specialist for Chemung County, C TRAN, and the Elmira-Chemung Transportation Council; and Dot Richter, Community Development Director for Tioga Opportunities, Inc.

At both events, the panel discussed innovative transportation solutions available now or that will be soon that local employers can leverage to meet the transportation needs of their current and potential employees. While public transportation makes it possible for some people to access employment, there is no continuous service covering all shifts. Additionally, much of rural Broome and Tioga County has limited, if any, public transportation service.



The most significant takeaway from the panels was that, with the absence of regular and reliable transportation, employers are simultaneously struggling to meet the needs of their employees and keep turnover costs to a minimum. Attendees expressed that they are seeking solutions to their transportation barriers, and are interested in furthering the conversations initiated during the panel discussions. Getthere looks forward to being part of that conversation, as well.

## Tales from a Poverty Simulation

### Gethere Staff Members Reflect on Their Experiences

The Rural Health Network's poverty simulation on 4/17, one of three provided as a learning experience for Interprofessional Education students from Binghamton University this spring, was a great learning experience for me. I was assigned the role of the community doctor, which consisted of providing care, writing prescriptions, making referrals, and following up with patients after their visit. The simulation consisted of four, 15-minute "weeks" to represent one month as a family living in poverty.

Each "family" had to complete various tasks throughout the month such as paying rent, finding employment, and otherwise managing their lives. It was interesting to see the progression throughout the month. I did not see any patients the first week, but by the third and fourth week, I had a consistent stream of patients. This is an important observation as many people in poverty will typically overlook their health care and become more concerned with other tasks such as rent paying and childcare. Further, all but two patients knew the reason for his or her visit. I think this is important as many people living in poverty may not fully understand their condition and therefore not be able to advocate properly.



Lack of transportation is only one of many barriers to accessing medical care. This experience will allow me to be more aware of the challenges our clients face and connect them with resources to fill in the gaps.

- Kara Fisher, Mobility & Transportation Advocate, Getthere

I worked for the Community Action Agency (CAA) during the poverty simulation. My role included providing Head Start and utility vouchers, cash assistance, and referrals to other community partners. Though by providing these benefits, I had a significant ability to alleviate issues that families faced, it was clear that visiting the CAA was not an immediate priority for many of the families; in fact, most families did not ever visit during the "month". This struck true for me in that Getthere has a similar ability to provide assistance to individuals in need, but often seems underutilized, particularly by the low-income, geographically-isolated individuals that could most benefit from our service.

Additionally, in the simulation, I was tasked with collecting a transportation ticket from each CAA visitor, something meant to make apparent a hidden cost of poverty. Again this made sense, as it reflected something the Getthere Call Center encounters every day. People of little means and no personal vehicle are offered much-needed assistance, then almost as an afterthought, tasked with incredibly difficult logistical hurdles to access that assistance. In some cases, particularly in social and medical service situations, a litany of follow-up appointments are required as a condition of continued service, some demanding in-person attendance at the *same* location the *very next day*. I don't think this was lost on the participants, either, who handed their transportation tickets over to me with increasing fretfulness as the month wore on, equally aware of both the hardship in acquiring, and the inevitability of needing more.

- Nick Cecconi, Assistant Director, Getthere

## New Mobility Group Takes Flight

By Bill Wagner

Streaks of sunshine broke through the grey skies over Ithaca on what would become the historic day of April 6, 2019. A small group of transportation professionals assembled in room 156 of Klarman Hall on the Cornell University Campus. It was later stated, "this historic assembly brought chills to my spine" by legendary mobility management advocate, John Reel. During a breakout session at Transportation Camp 2019, a proclamation was made and attestation signed by those around the table to officially form what will provisionally be known as the New York State Association of Mobility Managers, or NYSAMM.

It was agreed that a formal assembly representing mobility management and rural transportation was needed and professionals from both the former and latter should unite as one. The group would have a common mission to define mobility management in New York on its own terms and build for its future.

Those present were given assignments and it was agreed the group would move forward to consider key issues like membership, mission, and vision. Topics discussed that may eventually be addressed by NYSAMM include:

- Membership rules
- Organizational structure
- Funding advocacy
- Standardized metrics
- Best practices
- National Affiliations
- Unified support of and voice to the New York State Public Transportation Association

This is just a small representation of what was discussed. We will continue to communicate via conference call with the intention of setting up a summer meeting. Please contact Bill Wagner at [wwagner@rhnsnyc.org](mailto:wwagner@rhnsnyc.org) if interested in working on bringing this collaboration to fruition.

## CTAA Palm Springs Schedule Announced

The Community Transportation Association of America, or CTAA, has announced the schedule for its upcoming conference and expo, *It's Time to Be Bold*, which will take place May 19-23 in sunny Palm Springs, CA. In addition to its track-based workshops, Trade Show, and famed Bus Roadeo, this year's event will also feature a Mobility Management Forum on Tuesday the 21st, and several intensive training certifications. Here's what CTAA Membership Director Rich Sampson had to tell *The Milepost*:

*With many new trends impacting community & public transportation - from Uber & Lyft to autonomous vehicles - we've heard from CTAA members that they expect us to offer bold ideas and solutions at EXPO 2019 in Palm Springs. We've refined our workshop sessions to do just that by focusing on key topics our industry needs to embrace our future and to produce a road map for policies, legislation, and best practices for our next 5-10 years. Additionally, EXPO offers our attendees meaningful time for networking and socialization to discuss these ideas more informally, one-on-one or in small groups.*

The event will also feature keynote speaker Gabe Klein, Co-Founder of Cityfi and former DOT Commissioner of both Washington, D.C, and Chicago. Klein will discuss the challenges of a changing mobility landscape and how transportation leaders can work to incorporate innovation in their work. For additional details on Klein and the rest of EXPO 2019, be sure check out the official website at <https://ctaa.org/expo-2019>.

## Transportation Camp TransportationCamp Ithaca 2019 - Transportation & Technology



Transportation Camp, the un-conference where people get together for informal sessions on topics relating to transportation(!), was held April 6 at Cornell University in Ithaca. Campers attended concurrent sessions developed by each other at the beginning of the day- 12 sessions in all- along with an afternoon plenary on mobility-as-a-service, featuring Carol Schweiger of Schweiger Consultants in Massachusetts, and Jenny Milne, who presented remotely from Scotland!

Interest in topics was strong this year, and several sessions, including ones on working with transit data and improving rural bike programs, were unable to be accommodated due to scheduling

constraints. And while there was at least one decidedly unhappy camper by the end of the day, the majority seemed both engaged and in good spirits- particularly first time campers.

Getthere MTA and first timer Stephanie Button said, "I thought it was very interesting. Very refreshing to see what is out there [apart from Getthere]." Similarly, first time camper and Rural Health Network Social Determinants of Health Project Coordinator Emma Nalin noted positively how the un-conference "kept the whole day focused on the priorities of the people attending."

Perhaps the most promising occurrence of the day was the formation of a NY group of mobility professionals - potentially to be dubbed the New York Association of Mobility Managers - that will work to advance the cause of rural and small urban transportation throughout the state. For more on the group, see the *New Mobility Group Takes Flight* article above. Developments from that group will be tracked here in *The Milepost*.

Though snow cancelled the first attempt at 2019 camp back in January, it would seem, based on feedback, that the wait was worth it. The day was filled with inquisition, exploration- a diverse body of transpormauts plumbing the depths of the theoretical, well-established, and wholly unknown. What is known is that the third Transportation Camp at Cornell will surely not be the last.

## Getthere Announcements



### Rural Health Network and Getthere Join Forces with Springbrook on New Project

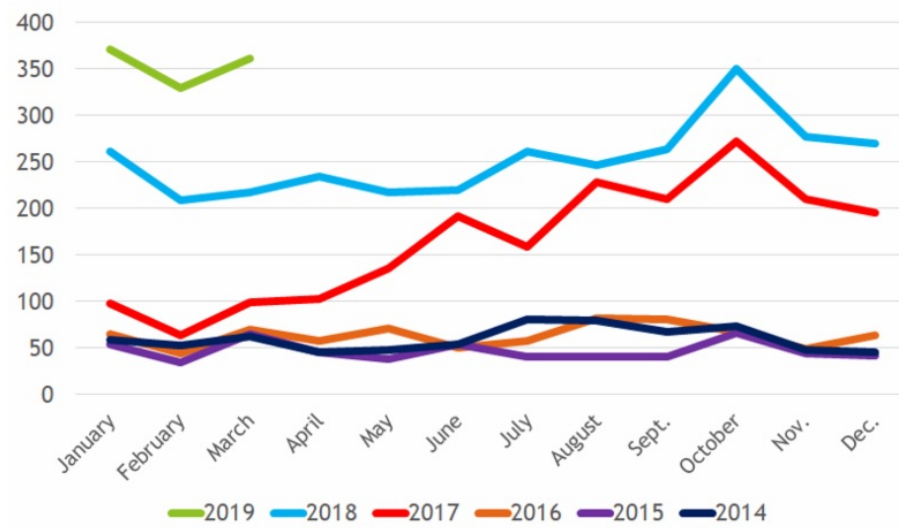
Getthere is partnering with Springbrook as part of a new Care Compass Network project in its South and East Regional Performance Units, covering Broome, Chenango and Delaware Counties. Specifically, the Springbrook Cohort Project's goal is to support people with developmental disabilities in accessing primary care. Springbrook, Bassett Healthcare Network, and Southern Tier Care Coordination will work together, sharing a cohort of 100 individuals and being assigned those with whom they have preexisting relationships. Rural Health Network's role will be to increase primary care access by assisting with transportation services through Getthere and, possibly, educating individuals through its Community Health Services on the benefit of primary care.

### Aiding in Regional Mobility Management

Earlier in April, Getthere hosted new Madison County Mobility Manager Matt Rose of the Madison County Rural Health Council. Madison County adopted a mobility management plan in 2017 after years of work. Rose is tasked with assessing the needs of county residents without reliable transportation to health-related services, shopping, and other opportunities. He is also looking to supplement the county's community transportation system by working to bring volunteer transportation to the county. Getthere staff were eager to share details about the program's operations and looks forward to working with a new regional partner for years to come.

## Metrics Quick View

### Case Numbers Remain Strong



Getthere Monthly Cases

Getthere continues to build off of its strong 2018 numbers. In January, February, and March of 2019, the call center worked on 371, 330, and 361 cases, respectively. The 1,062 cases worked in the first quarter is over a third of its case total from 2018. Getthere's Connection to Care case numbers are similarly strong, with 378 total year-to-date.

## News and Notes

### BMTS Long Range Plan Needs Your Input!

BMTS is preparing a new Long Range Transportation Plan, which will define the future vision of transportation in 21 cities, towns, and villages within Broome and Tioga counties. We need your input to help define the plan's vision. We will be participating in a series of events beginning in June, including Stand for Children on June 6, First Friday on June 7, and the Owego Strawberry Festival on June 15. Be on the lookout for us at these events to share your thoughts and ideas about transportation. In the meantime, you can find out more about us at [BMTS online](#) and [Facebook](#).

### Chenango County Plan in the Works

The Chenango County Planning Department is developing a Human Service Transportation Coordination Plan to help guide its transportation work. The plan will help the county integrate its transit and other community transportation options, identify existing gaps in the system, and prioritize projects moving forward. The county estimates the draft plan will be available in late August. Once published, the plan will be available at [GetthereSCNY.org](http://GetthereSCNY.org).

## MobiLinks

### Emanuel: Chicago Is Now the First U.S. City to Publish Detailed Ride-Hailing Data

John Greenfield | [Streetsblog Chicago](#)

On April 12, Chicago Mayor Rahm Emanuel, along with the Department of Business Affairs and Consumer Protection and the Department of Innovation and Technology, announced that the city will publish anonymized data from ride-hailing apps for providers like Uber, Lyft, and Via, on its Open Data Portal. According to the city, this makes Chicago the first city in the nation to publish detailed ride-hailing data[...] [Read More](#)

### State budget deal includes Upstate NY car rental tax, spares Centro

Mark Weiner | [Syracuse.com](#)

A New York budget deal would impose a new 6 percent tax on car rentals in Upstate New York. The state wants to use the money to subsidize mass transit operated by Centro and other public bus services[...] [Read More](#)



## USDOT Unveils \$900M BUILD Grant NOFO

[editor@aaashto.org](mailto:editor@aaashto.org)

The U.S. Department of Transportation published a Notice of Funding Opportunity in the Federal Register on April 18 for \$900 million worth of fiscal year 2019 Better Utilizing Investments to Leverage Development or BUILD transportation grants[...] [Read More](#)

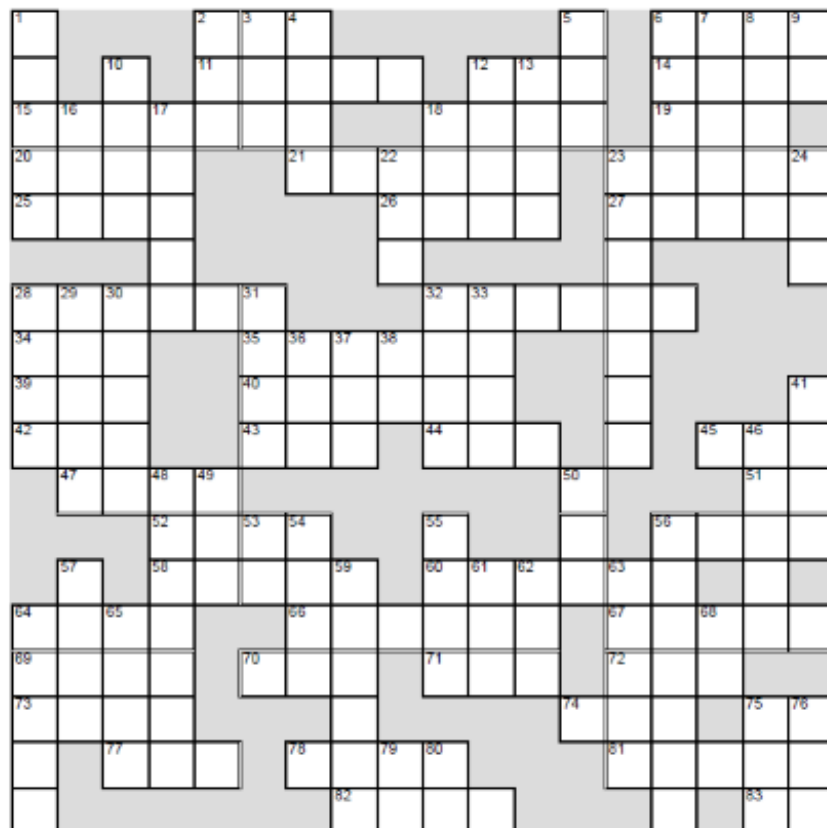
## On the Horizon

### Upcoming Events, Conferences, & Workshops

May 3, 9:30 AM	<a href="#">Navigating Our Transportation Future: Preparing New York for Autonomous Vehicles</a>	IT Building, Mohawk Valley CC, Utica, NY
May 19-23	<a href="#">CTAA Conference and EXPO</a>	Palm Springs Convention Center, Palm Springs, CA
May 20, 2:00 PM	Otsego County Transportation Planning bi-monthly meeting	Arc of Otsego, Oneonta, NY
June 6, 5:00 PM	Stand for Children	Recreation Park, Binghamton, NY
June 20, 12:00 PM	Getthere Advisory Committee meeting	So. Tier Independence Center, Binghamton, NY
August 4-7	<a href="#">ACT Conference</a>	Marriott Marquis, New York, NY

If you'd like your transportation meeting or event featured in next quarter's *The Milepost*, please contact us at [getthere@rhnsny.org](mailto:getthere@rhnsny.org). Those interested in attending or learning more about Getthere's Advisory Committee meetings should contact Bill Wagner.

## Mobility Madness and More The Milepost's Crossword Puzzle



### Across

2 Intra-cellular messenger

6 USDE's think-tank

### Down

1 Crown

2 Letter after pi

11	Matins, Lauds, Vespers, e.g.	3	Negative, in Nanterre
12	NYC-based 24-down	4	Owner of AID AV effort
14	Circuit part consuming power	5	Contactless payment; ____ and go
15	Flee	6	Lot (var.)
18	With Zone, 1994 Snipes feature	7	Schweppes competitor
19	Light controlling chem. compound	8	Bab al-Yaman locale
20	See 36-down	9	CA city
21	Comoros' ocean	10	CIS predecessor
23	Oranje Vrij ____	12	True in Tours
25	Site of Shah Jahan's mausoleum	13	Home of the Gaels
26	Palmer, Wetton, Downes, Howe, collectively	16	Friedkin movie
27	Tioga transit operator	17	Word with star or bar
28	With 60-across, coordinating effort of CCAM	18	God of the underworld
32	Former USDOT Commissioner	22	Dollop
34	Apple's Commodore 64 killer	23	Lime offering
35	Carroll's bivalve	24	App-ride connector
39	Binghamton's sec. 5307 administrator	28	2018 bracket buster
40	Albany administrator of FTA funds	29	UBDG author
42	Getthere program to help qualified individuals access health-related services	30	Int'l road safety grp.
43	Commune near Nice	31	"one and ____"
44	Botany Bay's prov.	32	Cool Runnings star
45	Finn & Jake's housemate	33	Modell and Carney
47	Galba's successor	36	Instrumental by 20-across
51	Muppeteer Frank	37	Edmeston to Otego dir.
52	Rounds and slugs	38	It's worth six
56	1949 org.	41	Maltese island
58	Branzino, with de mer	46	Engine
60	See 28-across	48	Hornsby's ____ Days
64	Sub-G7 cohort	49	The Fed's way to alter the money supply
66	Italian glass-making comune	50	Travel training org.
67	6-time U.S. Open champ	53	Letter after Lambda
69	GOT's Robert Baratheon	54	____ StreetMap
70	Here Come the Warm Jets artist	55	Absent
71	English WC	56	Art or Aaron
72	My Own Worst Enemy band	57	Tolkein's pre-Earth
73	RHN ED	59	Pieces of symbolic language
74	Home to MARTA	61	Lynne, Tandy, Bevan et al.
75	Keurig Dr. Pepper-owned cola	62	Grande or Tinto
77	Tree-person	63	American competitor
78	Major Chinese 24-down	64	Livable European city
81	Cental Asian range	65	Sawa/Green horror romp, with Hands
82	Mlle in Mallorca	68	Spielberg smash
83	Korean PGA pro	75	Vied for office
		76	Hyde Park sch.

By Nick Cecconi  
Answers will be printed in the next edition of The Milepost

## 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.

## Getthere Staff Recommendations

Bill: [Garage's Shrimp Tacos](#)  
Anne Marie: [These things...](#)  
Nick: [Avengers Endgame](#)  
Kara: [ME! by Taylor Swift](#)  
Shane: [Silicon Valley](#)  
Stephanie: [Michelangelo's French Dressing](#)

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

Getthere Call Center hours: 7 am - 7 pm weekdays



Getthere is the mobility management program of  
Rural Health Network Serving South Central NY

STAY CONNECTED

