

CORTLAND COUNTY MOBILITY and ACCESSIBILITY PLAN 2026–2029



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GO
CORTLAND

nadtc
NATIONAL AGING AND DISABILITY
TRANSPORTATION CENTER



ACKNOWLEDGEMENTS

Thank you, Cortland County.

Public Participants

Thank you to the residents of Cortland County for their participation in this planning process and their passion for improving the place they call home.

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Thank you to the engaged leaders of the Cortland County community for their participation throughout the planning process and for their commitment to furthering the efforts of this plan.

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Also, a special thank you to all the Stakeholders involved in the Transportation Advisory Committee, who were responsible for creating the subcommittee.



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EXECUTIVE SUMMARY

Overview

The Cortland County Mobility & Accessibility Plan is a strategic roadmap to improve transportation access for all residents, especially older adults, individuals with disabilities, rural residents, and low-income households. Developed through an extensive community-driven process, this plan reflects the lived experiences of Cortland County residents and lays the foundation for equitable, coordinated, and sustainable mobility solutions.

This plan was made possible through funding from the **National Aging and Disability Transportation Center (NADTC) Innovative Planning Grant**, which supported outreach, data analysis, and inclusive planning efforts over the past year.

VISION

A connected, inclusive, and resilient mobility ecosystem where every Cortland County resident, regardless of income, ability, or location, can reliably access essential services, social connection, and economic opportunity, now and into the future.

Why This Plan Matters

Cortland County faces unique transportation challenges due to its rural geography, aging population, and limited public transit coverage. Residents without access to reliable transportation are often unable to meet basic needs, such as medical appointments, grocery shopping, employment, and social connection.

Key barriers identified through outreach include:

- Geographic isolation in rural areas
- Lack of awareness about available transportation options
- Gaps in weekend, evening, and cross-county service coverage

EXECUTIVE SUMMARY

Community Engagement

Over 300 individuals contributed to the planning process through surveys, focus groups, stakeholder interviews, and public forums. Outreach intentionally prioritized the voices of:

- Older adults and caregivers
- Individuals with physical, cognitive, or mental health disabilities
- Transportation Advisory Committee partners and other Human service agencies

This feedback directly shaped the plan's strategic priorities and solutions.

Strategic Priorities:

- **Centralized Access to Mobility Information**
- **Expand Medical and Essential Rides**
- **Enhance Rural and First Mile/Last Mile Services**
- **Strengthen Public Transit Usability**
- **Recruit Volunteer Drivers**
- **Improve Accessibility, Walkability and Bike-ability**

Looking Ahead

This plan is both a vision and a commitment. It reflects Cortland County's belief that mobility is a cornerstone of health and opportunity. With coordinated action and sustained investment, the County will advance a more inclusive mobility system that supports every resident, regardless of age, ability, or location.

Introduction

Mobility is more than a way to get from one place to another, it is a critical connector to health care, employment, food, education, and social support. In Cortland County, reliable mobility is essential to supporting personal independence, community participation, and overall well-being.

Yet for many residents, particularly older adults, individuals with disabilities, low-income households, and those living in rural areas, barriers to transportation limit access to essential services and opportunities. These barriers affect more than logistics; they impact health outcomes, economic stability, and quality of life.

This Mobility & Accessibility Plan recognizes transportation as a social determinant of health, a condition in which people live, learn, work, and age that impacts their ability to achieve optimal health. Inadequate mobility can lead to missed medical appointments, food insecurity, social isolation, unemployment, and delayed care. By removing mobility barriers, Cortland County can make measurable progress toward equity, community health, and economic resilience.

Grounded in community input, this plan reflects the voices of 237 survey respondents and four focus groups conducted across the county. It outlines current gaps and opportunities, while offering actionable strategies to expand access, improve coordination, and ensure that all residents can safely and confidently navigate their community.

At its core, this plan is not just about transit services, it is about people. It is about ensuring that no one is left behind simply because they do not drive, live far from town, or can't afford a ride. It is about designing a mobility system that supports inclusion, equity, and opportunity for all. This plan outlines key transportation barriers and gaps, strengths and opportunities and proposed strategies and solutions that improves access to social determinants of health for all Cortland County residents and visitors.



Introduction

NADTC Innovative Planning Grant: Foundation for the Plan

This Cortland County Mobility & Accessibility Plan is an outcome of the funding and technical support from the National Aging and Disability Transportation Center (NADTC) Innovative Planning Grant. Cortland County was selected as one of twelve communities nationwide to receive the grant in September 2024 to conduct inclusive, locally informed transportation planning with a focus on older adults, people with disabilities, and their families and caregivers.



What is the NADTC Planning Grant?

The NADTC Innovative Planning Grant is a nationally competitive program that supports community-driven planning efforts aimed at improving accessible transportation. The goal of the program is to build capacity at the local level, promote inclusive planning practices, and support the development of innovative mobility solutions that reflect the needs of aging and disabled populations.



Why Cortland County Applied

Cortland County Mobility Management applied for the NADTC grant in response to growing transportation challenges in rural areas, as well as an opportunity to evaluate the efficiency of the current resources available, including:

- Gaps in transportation for medical care, groceries, and social activities.
- A desire to better coordinate transportation services across agencies and providers.
- Limited options for non-drivers and caregivers.



Mobility Management recognized the need to engage with residents and community partners to develop a plan that would align with lived experience and local data.

Introduction

Outreach and Engagement Activities

As part of the NADTC grant, Cortland County conducted a robust community engagement process from Fall 2024 through Spring 2025. This outreach informed every aspect of the final plan

Community Participation Metrics:

- ✓ 237 survey responses (print and online)
- ✓ 4 focus groups (including rural older adult centers and disability advocates)
- ✓ 5 subcommittee stakeholder interviews
- ✓ 7 community education events attended (in Truxton, Scott, Preble, Virgil, Cincinnatus, and Cortland)

Who was Engaged:

- Older adults from satellite centers and the Age Well Center.
- Individuals with physical and cognitive disabilities.
- Caregivers and family members.
- Staff from the Office for Aging, Community Action Program of Cortland County, Access to Independence, Seven Valleys Health Coalition, Mental Health Department, and Long-Term Care Coalition.



Introduction

How Feedback Shaped the Plan

Community and stakeholder feedback led directly to key themes and strategies in this plan, including:

- The need for a rural transportation pilot programs to address rural isolation.
- Strong demand for travel training and personal assistance with trip planning.
- Enhancing and strengthening Way2Go Cortland's One-Call/One-Click resource hub for easier access to services.
- The importance of recruiting volunteer drivers and expanding non-emergency medical transportation options.
- A clear need to coordinate better across agencies to reduce duplication and close service gaps.

The NADTC planning process served as a critical foundation for this Mobility & Accessibility Plan. It ensured that Cortland County's priorities were shaped by those most affected by transportation barriers. This plan reflects that input and provides a roadmap for implementing more equitable, responsive, and sustainable mobility solutions across the county.



Vision & Guiding Principles

VISION

A connected, inclusive, and resilient mobility ecosystem where every Cortland County resident, regardless of income, ability, or location, can reliably access essential services, social connection, and economic opportunity, now and into the future.

Guiding Principles



Equity

Prioritize underserved communities



Collaboration

Strengthen agency and regional partnerships



Flexibility

Embrace diverse, creative solutions



Transparency

Communicate clearly with the public



Resilience

Build sustainable, long-term mobility programs

Existing Conditions

1. Mobility Management

Cortland County's Mobility Management program serves as the central hub for connecting residents to available transportation services, addressing mobility gaps, and coordinating cross-sector partnerships to improve access, particularly for older adults, individuals with disabilities, low-income residents, and those living in rural communities.

Housed within the Cortland County Planning Department, the Mobility Management office works collaboratively with transportation providers, human service agencies, healthcare organizations, municipal leaders, and state partners to design mobility solutions that are responsive, equitable, and sustainable.



Key Roles and Responsibilities

The Mobility Management team carries out a broad range of activities that collectively support a more coordinated and accessible transportation ecosystem, including:

- **Travel Training Program:** Through the County's Travel Training program, the Mobility Management team helps new or hesitant riders learn how to safely and confidently navigate local transit and other transportation options. The program is customized to each participant's needs and includes trip planning, escorted travel, and follow-up support.
- **Community Education & Outreach:** Public education is a core function. The Mobility Management team attends health fairs, various events, municipal meetings, and other public forums to raise awareness of services, collect feedback, and inform transportation planning.

Existing Conditions

Key Roles and Responsibilities continued

- **Stakeholder Engagement & Coordination:** The Mobility Management team facilitates interagency collaboration through initiatives, such as the Transportation Advisory Committee, the NADTC Subcommittee and Connectivity Subcommittee. These forums allow for ongoing dialogue between transportation providers, public health agencies, social services, and community-based organizations.
- **Individualized Rider Assistance:** The Mobility Management team assists residents one-on-one to identify and connect with appropriate transportation options, whether it be Centro bus routes, volunteer driver programs, paratransit services, Medicaid transportation, or other available resources.
- **Grant Development & Strategic Planning:** The Mobility Management team leads and supports funding applications for new or expanded mobility initiatives, including 5311 and 5310 grants, local match strategies, and pilot programs. Recent efforts include letters of interest submitted for wellness transportation pilots and coordination with the Cortland County Health Department to explore mobility innovations tied to health outcomes and development of transportation assistance pilot program.
- **Data Collection & Equity Focus:** The office plays an essential role in monitoring community transportation needs, especially those of traditionally underserved populations. By analyzing gaps in services and engaging directly with riders, the Mobility Management team helps shape a system that reflects local realities and advances transportation equity.

Mobility Management is a living, community-driven function. As Cortland County continues to identify mobility challenges and opportunities, the Mobility Manager will remain a key connector in the community by facilitating partnerships, improving system navigation, and working to ensure that no resident is left behind due to transportation barriers.

Existing Conditions

2. Fixed Route Transit Service

Cortland County has one fixed-route public transportation system open to the general public. The Central New York Regional Transportation Authority (Centro) officially began operating these bus services in Cortland County on March 31, 2025, marking its first expansion in two decades. Centro operates seven routes within the county, providing vital connections to major destinations including downtown Cortland, SUNY Cortland, and Tompkins-Cortland Community College.

Standard fares for these services are \$1.00, with a discounted fare of \$0.50 available to older adults (65+), and individuals with disabilities. Veterans ride free of charge with a Veterans pass. Despite the affordable fare structure, barriers such as route frequency, no weekend service, and limited geographic coverage, particularly in rural areas, remain challenging as of writing this plan.

3. ADA Paratransit Service

Centro's Call-A-Bus program is a federally mandated ADA paratransit service that provides curb-to-curb transportation for individuals with disabilities who are unable to access fixed-route buses. This service operates in a $\frac{3}{4}$ -mile corridor around fixed-route lines and is available in Cortland County, as well as Onondaga, Oswego, Cayuga, and Oneida counties.

Eligible riders must apply and be certified in accordance with ADA criteria. The service is shared-ride, meaning passengers may share trips with others traveling in the same direction. Vehicles are fully accessible, equipped with wheelchair lifts, securement systems, and trained drivers. Personal care attendants ride free when accompanying an eligible rider. Reservations are required at least one day in advance.



Existing Conditions

4. Specialized Transportation Services

Specialized transportation services in Cortland County are essential for residents who cannot access fixed-route transit or paratransit services due to location, eligibility, or mobility limitations. These services are designed to accommodate:

- Individuals with disabilities
- Older adults
- People with chronic health conditions
- Residents in geographically isolated or rural areas

Several human service agencies in Cortland County offer transportation services tailored to their clients, such as rides to medical appointments, social service visits, or meal delivery. Volunteer driver programs also operate in the county, often in collaboration with senior centers or nonprofit agencies. While these programs help address critical gaps, their limited scale and reliance on volunteers mean they are not a substitute for comprehensive public transit.

This includes services offered by nonprofit organizations, healthcare facilities, and local agencies that serve clients with specific mobility needs. These services often require advance scheduling, may have eligibility restrictions, and are typically limited by funding and driver availability.



Existing Conditions

5. Commercial Transportation Market

Commercial transportation options such as taxis, Uber, and Lyft are available in Cortland County, but are not reliable or accessible enough to serve as viable daily transit options for most residents, particularly older adults and people with disabilities. These services do not consistently operate in rural areas, may have long wait times, and are not required to comply with ADA standards. Additionally, the cost of frequent use can be prohibitive for individuals on fixed or low incomes.

A number of private transportation providers operate in the area, but are often affiliated with specific facilities (e.g., nursing homes, assisted living centers, or medical clinics). These providers typically use cutaway vehicles and may appear similar to public transit, but their services are restricted to eligible clients or members only.



Existing Conditions

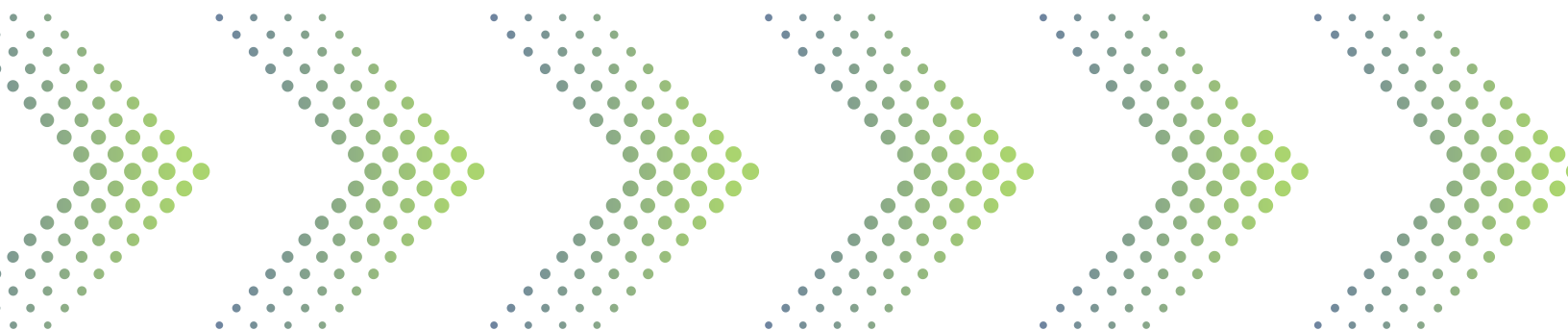
6. Service Coverage and Gaps

Centro's launch has significantly enhanced local public transportation options, particularly being able to offer reliable and consistent transportation. However, as of writing this plan, there are still notable service gaps that persist across Cortland County. Rural and outlying areas remain largely disconnected from public transit, leaving many residents without feasible transportation options. This is especially problematic where distances to healthcare, employment, and grocery resources are substantial.

In addition, certain neighborhoods within the City of Cortland and surrounding towns, including areas with higher concentrations of older adults, low-income households, and residents without access to personal vehicles, continue to face disproportionate barriers to mobility. These communities often rely on public transportation, taxis or friends and family to meet basic needs, such as attending medical appointments, employment, and accessing daily essentials.

The current lack of evening and weekend service further compounds these challenges. Individuals who work second or third-shift jobs, attend night classes, or require transportation to places of worship, community events, or weekend healthcare appointments face limited or no options for travel outside of traditional weekday hours. As a result, the absence of comprehensive service during non-peak times has a direct impact on economic opportunity, public health, and social inclusion.

Addressing these mobility gaps, particularly through expanded service hours, rural coverage, and increased coordination with human service agencies and volunteer driver programs is essential to achieving a truly equitable and accessible transportation network throughout Cortland County.



Existing Conditions

7. Technology and Payment Access

Centro's services in Cortland County are expected to be supported by the GoCentroBus app, which offers real-time tracking, route planning, and service alerts for riders. However, at the time of this plan's publication, this feature has not yet been fully integrated into the newly launched public transit system. When implemented, the app has the potential to significantly improve trip reliability and the user experience for tech-savvy and choice riders.

Despite these advancements, not all residents are positioned to benefit equally from digital transit tools. Older adults, low-income individuals, and residents in rural areas may lack access to smartphones, reliable data plans, or broadband internet service.

This digital divide poses a barrier to accessing information about routes, service changes, or scheduling paratransit trips. To address these disparities, Cortland County is actively participating in broadband expansion initiatives, supported by both state and federal funding. These efforts aim to extend affordable, high-speed internet access to underserved rural communities throughout the county. As broadband infrastructure expands, so too will the ability of transit users to access mobile apps, schedule rides online, and receive real-time updates. These are tools that can be critical for improving transit efficiency and user satisfaction.

In terms of fare payment, cash continues to be the primary and most accessible option, particularly for unbanked individuals or those without access to mobile payment methods. Electronic fare systems, such as mobile ticketing or credit/debit card, have not yet been introduced in Cortland County, though they are in use elsewhere within the broader Centro network. The lack of electronic fare options can be a barrier for riders who would otherwise benefit from the speed, security, and convenience of digital transactions.

Moving forward, it will be critical to coordinate transit improvements with broadband deployment and digital literacy programs, ensuring that all residents, regardless of income, age, or geography, can fully participate in and benefit from technology-enhanced transportation services. Additional partnerships with libraries, senior centers, and community organizations can help bridge the digital gap and expand access to both technology and mobility.

Existing Conditions

8. Demographic and Transportation Dependency

Cortland County is home to a considerable share of residents who are dependent on others or systems for transportation due to age, disability, income status, or lack of access to a personal vehicle. According to recent census data, over 16.7% of the county's population is aged 65 or older, and approximately 14.2% of residents live with a disability.* Additionally, a significant percentage of households fall below the federal poverty line, and many live in zero-vehicle households, particularly in the city of Cortland and more remote rural areas.

These demographic groups are especially reliant on public and specialized transportation services, as well as friends and family to access essential destinations, such as medical appointments, grocery stores, employment, and community services.

Furthermore, rural isolation, physical limitations, and financial constraints can significantly reduce mobility options for these populations. Without reliable, affordable, and accessible transportation, individuals may experience:

-  Delayed or missed healthcare appointments
-  Reduced employment and educational opportunities
-  Social isolation and diminished quality of life

Therefore, it's important to prioritize equity-focused service delivery that addresses the specific mobility needs of these vulnerable groups. This includes expanding service coverage to rural areas, improving ADA-compliant infrastructure, increasing trip frequency, and coordinating with human service and healthcare providers.

Understanding and responding to these demographic realities is essential for building a resilient, inclusive, and equitable transportation network that truly serves all Cortland County residents.

*US Census Data. Cortland County 2023

Barriers and Gaps Identified in Needs Assessment

During the planning phase of this project, the County sought to identify transportation barriers that affected older adults, individuals with disabilities and their caregivers. To achieve this, a Mobility and Accessibility Transportation Survey was conducted from December 2024 to March 2025 and outreach by the Cortland County Mobility Management team from February 2025 to June 2025. The survey aimed to understand transportation strengths and barriers, with a focus on older adults, individuals with disabilities and their caregivers. The survey and focus group data are located in Appendices A and B, respectively.

The resulting barriers and gaps, presented below are based on 237 survey responses received from residents across the County, four focus groups and outreach by the Cortland County Mobility Management team from December 2024 to June 2025.

1. Rural Service Limitations

- Many towns in Cortland County experience sparse or nonexistent public transportation, especially outside the Centro fixed-route and paratransit zones.
- The lack of coverage leaves rural residents with no reliable transit, perpetuating rural isolation.

2. Transportation Cost Burden

- Rising costs of gas, insurance, car maintenance, taxis, private rides, and even obtaining a driver's license create severe hardship for many residents, especially low-income households, who often report the unavailability of affordable transportation options.
- 12.8% of residents live below the poverty line (vs. 14.2% in NYS)*

Barriers and Gaps Identified in Needs Assessment

3. Lack of Awareness & Coordination

- A significant number of residents are unaware of existing services, such as CAPCO's Volunteer Driver Program and Office for Aging transportation vehicle.
- Service providers lack clarity on available mobility options, leading to underutilization of resources.

4. Missed Essential Trips

- Approximately 30% of survey participants reported missing a medical or essential appointment in the past three months to a lack of transportation.

5. Physical Infrastructure Barriers

- Frequent complaints centered on poor sidewalk conditions, inadequate snow removal, and high curbs, which inhibit safe access to bus stops, especially among older adults and those with mobility aids.

Barriers and Gaps Identified in Needs Assessment

6. Over-Reliance on Informal Networks

- 44% of respondents rely on family or friends for rides, often without a backup option if unavailable.
- Many opt for personal networks over navigating an unfamiliar public transportation system, indicating high dependency on informal support.

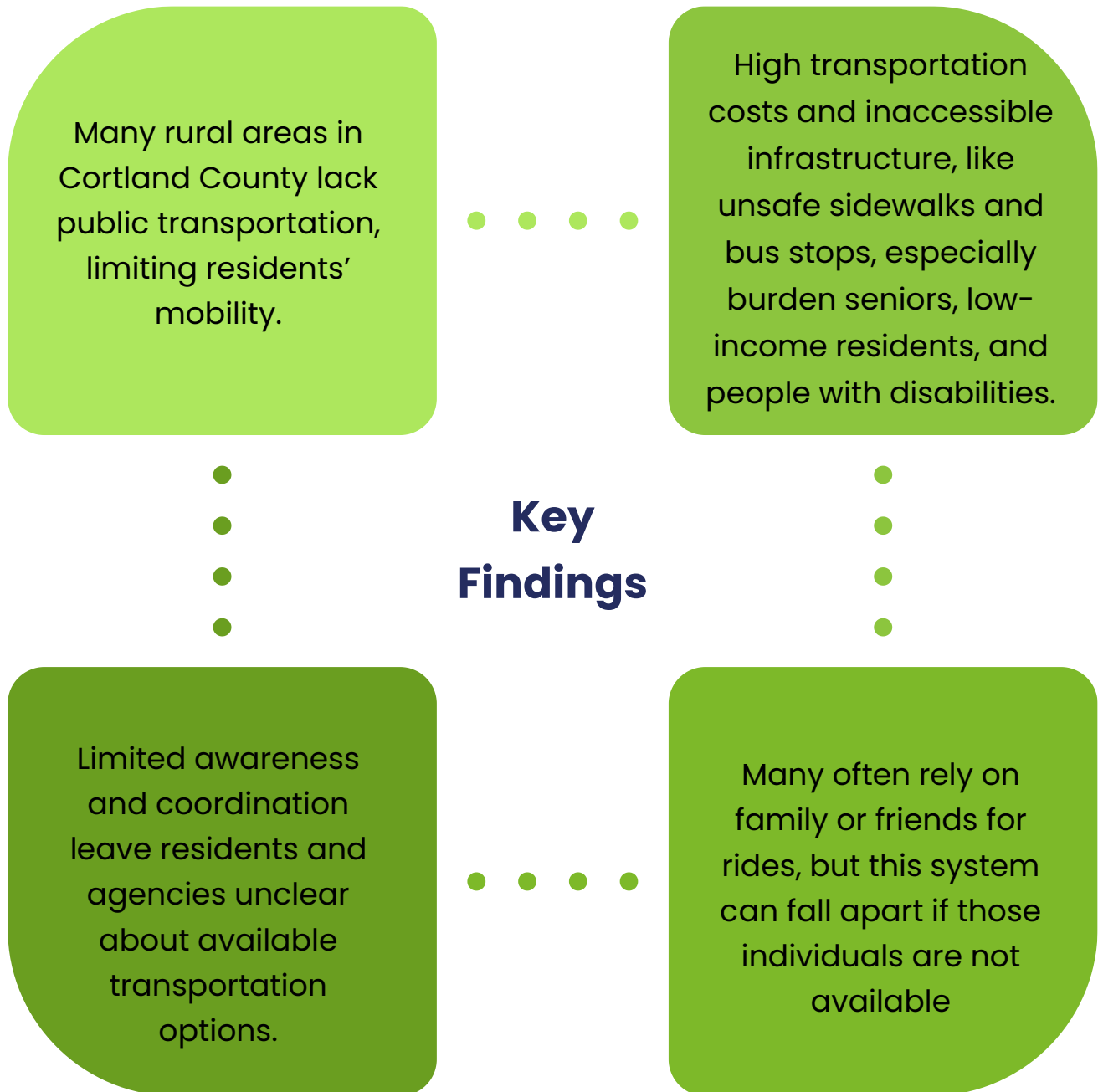
7. Public Transit Accessibility Concerns

- Roughly 30% of survey respondents described fixed-route transit as confusing, unsafe, or inaccessible.

8. Medicaid Transportation Deficit

- The County lacks a sufficient number of Medicaid-approved transportation providers, resulting in service gaps for eligible individuals who struggle to access non-emergency medical trips.

Barriers and Gaps Identified in Needs Assessment



These findings highlight critical areas to address through recommended strategic priorities and solutions, including expanding service coverage, improving infrastructure and app usability, enhancing Medicaid provider networks, and strengthening outreach and coordination to ensure that mobility truly is available to all residents

Strengths and Opportunities

Despite the transportation barriers and gaps identified, Cortland County also possesses a number of strengths and opportunities that can be leveraged to improve mobility.

Approximately 25% of survey respondents reported experiencing no transportation difficulties, indicating that for some residents, existing transportation options, whether public, private, personal or informal, are meeting their current needs.

Many residents also benefit from strong informal ride networks, relying on family, friends, neighbors, or community members for transportation. While not always reliable or sustainable, these networks demonstrate a culture of community support that can be harnessed for volunteer-based programs, coordinated ride-sharing efforts and driver recruitment for CAPCO's Volunteer Driver Program.

A number of existing agencies are actively working to meet transportation needs, particularly for vulnerable populations. For example, CAPCO's Volunteer Driver Program and the Cortland County Office for Aging's vehicle services help bridge gaps for older adults and those without access to a car. These programs, while limited in scale, represent an important foundation for more coordinated and integrated transportation solutions.

In addition, delivery apps and emerging digital services such as DoorDash, Instacart, Uber Eats, and pharmacy deliveries are expanding in Cortland County. While these services do not replace traditional transportation, they do offer new alternatives for accessing food, prescriptions, and essential goods, especially for homebound individuals or those with limited mobility. As broadband access continues to improve in the region, these digital platforms may become more accessible to a broader segment of the population.

Taken together, these strengths offer promising opportunities to build on existing resources, support innovation, and develop partnerships that enhance mobility across the County

Strategic Priorities and Solutions

This section presents six integrated strategic priorities designed to address Cortland County's most pressing mobility and transportation barriers, while leveraging its community assets. These priorities are rooted in the findings from the community survey, input from focus groups, and local mobility data, and they aim to create a more equitable, efficient, and user-friendly transportation ecosystem.

Each strategic priority includes specific action steps intended to enhance access, foster innovation, and ensure transportation and mobility solutions are sustainable and inclusive. Together, they represent a coordinated, community-centered approach to mobility planning through 2029.

1

Centralized Access to Mobility Information

Challenge: Many residents and service providers are unaware of the full range of available mobility and transportation resources. This lack of information leads to underutilization of services, missed trips, and inefficiencies across programs.

Strategy:

- Expand, strengthen and promote Way2Go Cortland's one-call, one-click mobility access hub to increase its visibility, usability, and community reach.
- Improve user experience on the way2gocortland.org website with updated trip planning tools, eligibility guides, and printable resources.
- Ensure multilingual content and accessibility for residents with disabilities.
- Continue offering direct phone-based assistance through trained staff.
- Promote the hub widely across agencies, clinics, and community centers.
- Provide training to local providers, caseworkers, and front-line staff on how to refer and assist residents using Way2Go Cortland.

Strategic Priorities and Solutions

2

Expand Medical and Essential Rides

Challenge: A significant portion of the population, especially older adults and individuals with chronic conditions, report missed medical appointments and delayed access to food and prescriptions due to transportation gaps and barriers.

Strategy:

- Expand volunteer driver programs.
- Develop a mobility management program designed to distribute ride vouchers for medical and essential trips, particularly targeting those ineligible for Medicaid transportation.
- Support partnerships with grocery stores, pharmacies, and local nonprofits to provide subsidized delivery services for residents who are homebound or have limited mobility.
- Launch mobility management pilot programs in collaboration with local health centers to proactively schedule transportation alongside appointments.

3

Enhance Rural and First Mile/Last Mile Services

Challenge: Rural isolation continues to be a major barrier to mobility in Cortland County, especially in areas not served by fixed-route transit. Poor first mile/last mile connections inhibit transit use.

Strategy:

- Partner with Local Employers for Last-Mile Shuttles. Coordinate with major employers, and schools to support shuttle service from transit stops to job sites, especially in areas like City of Cortland, Village of Homer, Cortlandville or Village of Marathon.

Strategic Priorities and Solutions

- Launch “Transit Connector Days.” Pilot special scheduled ride days for rural hamlets (e.g., Tuesdays and Thursdays) with guaranteed trips into Cortland or regional hubs—great for grocery trips, medical appointments, or social services.
- Incentivize “Carpool Captains” or Community Vanpools. Recruit trusted community members with clean driving records to lead neighborhood vanpools or coordinated carpool groups. Provide mileage reimbursement, training, or a small monthly stipend.
- Bike-Share or E-Bike Lending Program in Rural Villages. Offer access to e-bikes or regular bikes with designated loan stations near bus stops or community centers. Include helmets and safety gear. Great for students, older adults, or low-income residents.
- Integrate Greenways and Blueways into First Mile/Last Mile Planning. Leverage existing and planned trails, waterways, and recreation corridors to support transportation access. Collaborate with the County Planning Department and NYS Parks to map and improve trailheads, bike/ped connections, and canoe/kayak access points that link rural areas with transit stops or community hubs.

4

Strengthen Public Transit Usability

Challenge: Even when transit is available, usability issues such as unclear signage, language barriers, and limited rider education discourage use, especially among new riders, older adults, and individuals with disabilities.

Strategy:

- Host “On the Move” sessions where mobility management staff accompany first-time riders to familiarize them with the system.
- Strengthen “Mobility Meet-up” program, designed to collaborate with agencies to develop a consistent presence in the community. In turn, community members learn to contact Mobility Management team for questions regarding the transportation options available to them in Cortland County.

Strategic Priorities and Solutions

5

Recruit Volunteer Drivers

Challenge: A shortage of available drivers limits the capacity of both volunteer and on-demand transportation options. Rural areas are especially impacted due to long distances and fewer willing drivers.

Strategy:

- Incentivize local residents to become Lyft or Uber drivers, particularly in rural areas, through outreach campaigns, signup events, and fuel or maintenance subsidies.
- Build partnerships with churches, schools, veterans' organizations, and civic groups to recruit volunteer drivers from trusted community networks.
- Provide training, background checks, insurance assistance, and scheduling software for volunteers to reduce barriers to participation.
- Create a volunteer driver recognition program to honor contributions and encourage retention.

6

Improve Accessibility, Walkability and Bikeability

Challenge: Inaccessible infrastructure, ranging from icy sidewalks, to missing curb cuts and disconnected bike routes, creates significant safety and mobility challenges, particularly for individuals using mobility devices, older adults, and parents with strollers.

Strategy:

- Conduct seasonal accessibility audits to evaluate sidewalks, curb ramps, bike lanes, bus stop areas, road and bike infrastructure and pedestrian crossings throughout the county.
- Partner with municipal departments to develop a prioritized repair and upgrade schedule for critical zones, focusing on high-need areas such as those near healthcare centers, senior housing and public transit hubs.

Strategic Priorities and Solutions

- Improve and maintain safe pedestrian crossings, ADA curb ramps, tactile warning strips, and snow/ice removal near bus stops.
- Collaborate with the Cortland County Planning Department and municipalities to include accessible designs for walkability standards into new developments and renovations.
- Support the development of “Safe Routes to Transit” and “Complete Streets” plans that emphasize safety, equity, and accessibility for all modes, including people walking, rolling, biking or using transit.
- Expand multimodal and micro-mobility access. That includes support infrastructure for alternative transportation options including, electrical vehicle charging stations, secure bike racks and lockers near bus stops, libraries and parks, designated share-use paths or lanes and pilot scooter or e-bike share programs.

These strategic priorities reflect Cortland County’s commitment to advancing mobility equity and transportation access. With coordinated efforts, innovative thinking, and broad-based community support, these solutions will help build a stronger, more inclusive mobility future. A future where every resident can connect to opportunity with safety, dignity, and confidence.



Sustainability Strategy

Ensuring the long-term success and resilience of Cortland County's mobility and accessibility initiatives requires a strong commitment to operational, financial, and environmental sustainability. Sustainability is not a single goal, but a continuous practice of aligning services with community needs, securing stable funding, and building adaptable systems that can evolve over time.

This section outlines Cortland County's strategy to sustain the programs, pilots, and innovations outlined in this plan beyond the 2026–2029 implementation period.

Operational Resilience

In rural counties like Cortland, long-term transportation success depends on flexible, community-anchored alternatives beyond fixed-route transit. Building resilience means strengthening the capacity of human service programs, volunteer-based transportation, and informal community networks that support daily mobility needs, especially for older adults, people with disabilities, and low-income families.

Support and Expand Volunteer Driver Programs:



Prioritize funding, coordination, and recruitment efforts for volunteer driver networks, such as those run through the Office for Aging, DSS, or CAPCO, to ensure reliable transportation to medical appointments, shopping, and essential services. Offer driver incentives, mileage reimbursement, and flexible scheduling tools.

Invest in Mobility Management:



Fund and support the role of mobility management who can serve as navigators for individuals with complex mobility and transportation needs. Ensure riders, especially those with cognitive or mobility challenges, have a trusted contact to help coordinate and problem-solve transportation.

Sustainability Strategy

Utilize Office for Aging and Partner Agency Vehicles More Fully:



When possible, expand the use of underutilized agency vehicles during off-peak hours or coordinate shared use with other providers. Consider partnerships that allow flexible scheduling, especially for rides to food pantries, congregate meals, or adult day programs.

Pilot Alternative Service Models for Low-Density Areas:



Implement creative solutions like community vanpools, rural ride cooperatives, or “scheduled rides” that operate on select days in outlying towns. These low-cost alternatives are often more sustainable than maintaining low-ridership public routes.

Build Cross-Agency Coordination for Client Transportation:



Create formal collaboration channels among healthcare providers, such as Guthrie Medical Center, Cayuga Health, Family Health Network and Mental Health Department, senior services, and non-profits to pool transportation resources and avoid duplication. Develop shared calendars or dispatch systems to match clients with available rides across agencies.

Sustainability Strategy

Financial Sustainability

Cortland County's mobility work leverages both federal and private funding. Sustaining these initiatives will require continued use of formula funds, pursuit of competitive grants, and development of diversified funding streams.

Coordinated Use of FTA Section 5310 – Enhanced Mobility of Seniors & Individuals with Disabilities

The FTA Section 5310 Program, which is designed to improve mobility for older adults and individuals with disabilities will be pursued through a coordinated and collaborative effort. This program supports key services such as volunteer driver initiatives, accessible vehicle purchases, travel training, and mobility assistance programs, all central to the County's mobility and accessibility goals.

To strengthen future 5310 applications, Cortland County will coordinate with key partners, including:

Office for Aging

Outreach to older adults, assistance identifying accessibility needs and access to accessible vehicle for older adults.

CAPCO

Management of volunteer driver programs and outreach.

Access to Independence

Outreach to individuals with disabilities, assistance identifying accessibility needs and access to accessible vehicle.

Local Healthcare Providers

Collaboration on Rides to Wellness and medical transportation.

Mobility Management

Development of travel training, outreach and education, data analysis, and grant writing support.

Sustainability Strategy



Through this collaborative approach, Cortland County aims to expand and sustain core programs like travel training, rural volunteer transportation, and accessibility outreach. making 5310 not just a funding source, but a foundation for building a more inclusive mobility ecosystem.

FTA Section 5311 – Formula Grants for Rural Areas

Cortland County will pursue FTA Section 5311 funding specifically to support mobility management activities that improve coordination, access, and efficiency across rural transportation services. While Centro of Cortland serves as the primary applicant for 5311 operations funding, the County's mobility management team plays a distinct and complementary role focused on planning, coordination, and rider support.

5311 funds will support the following mobility management priorities:

Outreach and education to help rural residents understand and access transportation services.

Travel training and trip planning assistance, particularly for older adults and individuals with disabilities.

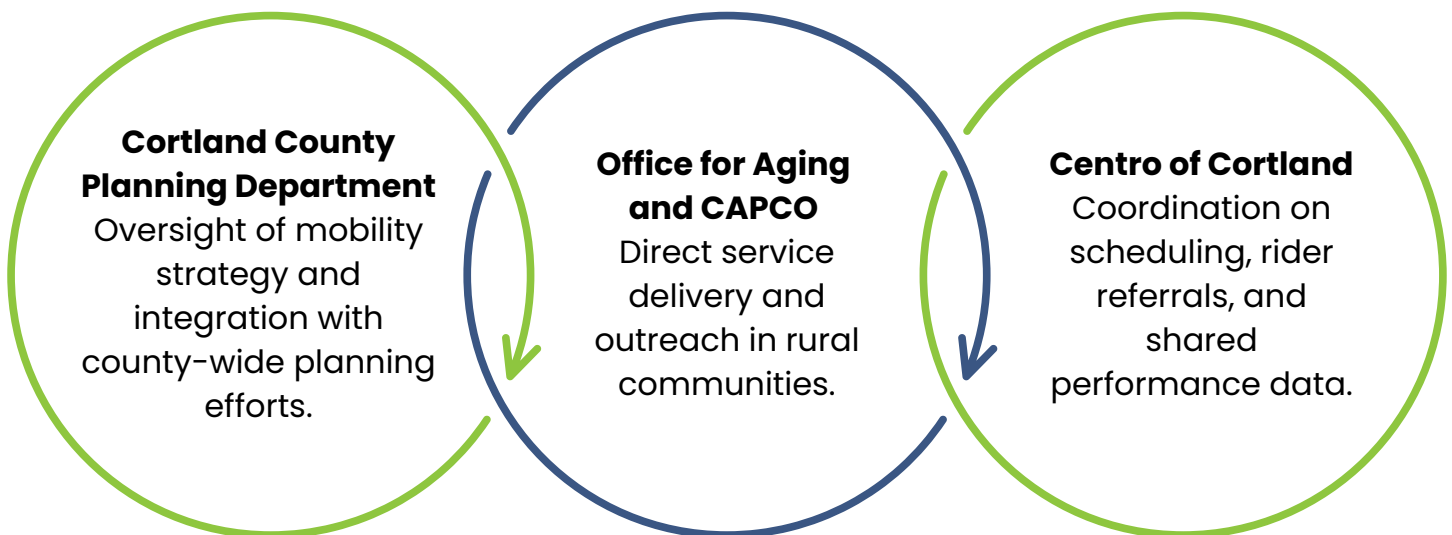
Sustainability Strategy

Data collection and analysis to identify service gaps, track utilization, and inform adaptive planning.

Pilot coordination, including community engagement and evaluation for volunteer programs.

Regional collaboration with neighboring counties and state partners to align service coverage and communication tools.

To strengthen the County's mobility management capacity under 5311, key partners will include:



By using 5311 to expand its mobility management program, Cortland County will ensure that rural residents, especially those in unserved or underserved areas, have the tools, support, and information they need to travel reliably and independently, regardless of geography.

Sustainability Strategy

Private and Philanthropic Grant Opportunities

Cortland County will explore partnerships with private foundations and community benefit organizations to support pilot projects and equity-focused programming. Opportunities include:

FUNDER	PROGRAM TYPE	POTENTIAL USE
Excellus BlueCross BlueShield	Community Health Grants	Support for Rides to Wellness
AARP Community Challenge	Livable communities and infrastructure	Sidewalk audits, bus stop improvements
United Way of Cortland County	Local funding and collaboration	Outreach, travel training, public education
Community Foundation of Central NY	Community Impact Grants	Mobility navigation, volunteer coordination
Amazon/Google/ Tech Foundations	Tech-for-good initiatives	Digital inclusion tools for transportation info access

Robust evaluation is essential for ensuring that the strategies outlined in this plan are effective, equitable, and sustainable. Cortland County will implement a clear performance measurement and reporting process to:

- Demonstrate impact to funders and the public
- Guide data-informed decision-making
- Support adaptive planning and continuous improvement
- Strengthen future grant applications

Sustainability Strategy

Evaluation and Reporting

Robust evaluation is essential to ensuring that Cortland County's mobility strategies are effective, equitable, and sustainable. Regular tracking and reporting will help demonstrate progress to stakeholders, inform adaptive decision-making, and build trust with the public and funders alike.

This plan includes a coordinated evaluation framework that will be overseen by the Mobility Management Office, in collaboration with key partners such as CAPCO, the Office for Aging, the County Planning Department, Centro of Cortland, and regional health and transportation agencies.

Key Performance Indicators (KPIs)

FOCUS AREA	KEY METRICS
Access & Utilization	Number of rides by ZIP code and trip type (medical, shopping, social)
	Mobility hub usage (web traffic, hotline calls, printed guide distribution)
Equity & Inclusion	Rider demographics (age, disability, rural status, income level)
	Outreach participation by target population

Sustainability Strategy

FOCUS AREA	KEY METRICS
Service Efficiency	Cost per trip (public transit vs. volunteer vs. pilot models)
	Average ride wait times or service coverage area
Health Impact	Change in missed medical appointments (Rides to Wellness pilot)
	Rider-reported changes in quality of life or independence
Coordination & Growth	Interagency referrals or co-developed services
	Joint funding applications and shared planning initiatives
Infrastructure Impact	Completion of sidewalk/accessibility audits
	Improvements to priority zones (based on audit results)

Sustainability Strategy

Reporting Strategy

To maintain transparency and encourage stakeholder input, Cortland County will follow a regular reporting schedule:

- **Quarterly Updates:** Shared internally among lead agencies and the Transportation Advisory Committee.
- **Annual Reports:** Public-facing documents summarizing progress, challenges, and key takeaways.
- **Grant-Specific Reporting:** Customized outputs aligned to requirements of funders such as FTA, NYSDOT, and private foundations.
- **Public Dashboards** (*planned*): Infographics or online tools to share metrics with community members in a clear, visual way.

Community Feedback Loop

Evaluation is not limited to data. Ongoing community input, especially from older adults, people with disabilities, and rural residents, will be critical for accountability and refinement. Feedback will be gathered through:

- Post-ride or outreach surveys.
- Focus groups or community forums.
- Direct conversations during travel training and mobility navigation services.

These insights will ensure services remain responsive, culturally appropriate, and locally relevant.

Sustainability Strategy

Using Evaluation to Strengthen Sustainability

Evaluation is directly tied to the plan's sustainability. Measured impact will help:

- Secure and justify continued 5310/5311 funding.
- Support competitive applications to private and philanthropic funders.
- Adapt and scale successful pilots.
- Advocate for infrastructure and policy changes with data in hand.

LONG-TERM VISION

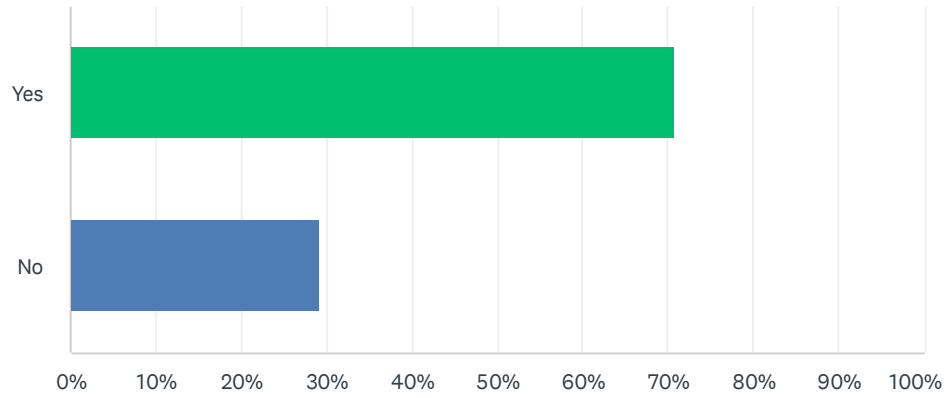
Cortland County envisions a future where accessible mobility is no longer seen as a special program, but a fully integrated part of community life. By weaving together partnerships, funding strategies, and scalable models, this plan lays the foundation for a sustainable rural mobility ecosystem that can thrive beyond 2029.

Appendix A

Mobility and Accessibility Transportation Survey

Q1 Are you currently able to drive?

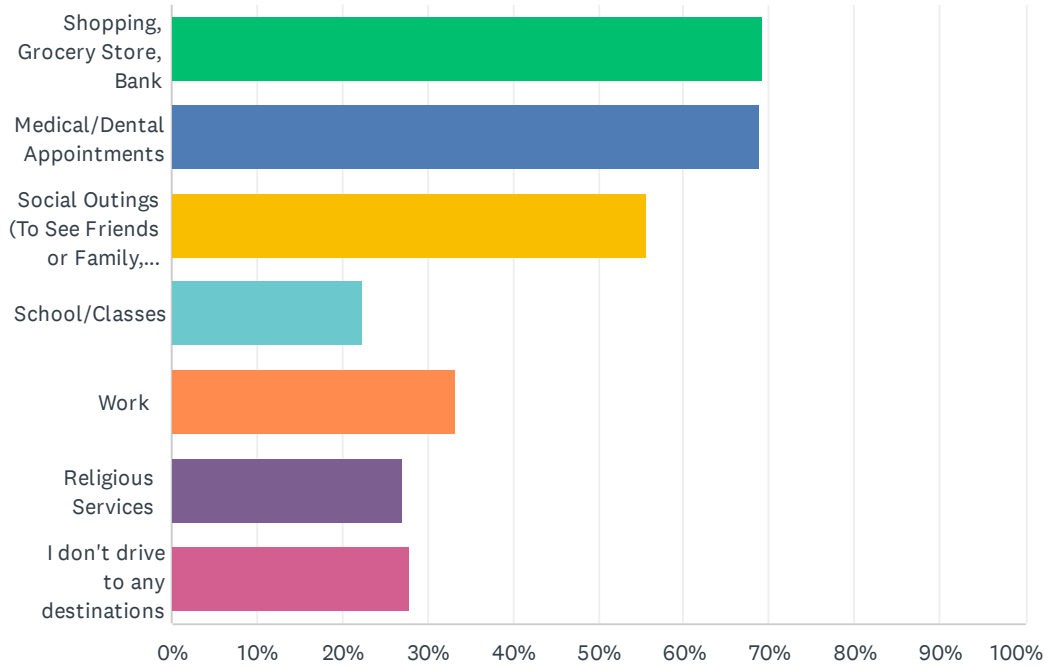
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	70.89%	168
No	29.11%	69
TOTAL		237

Q2 If you are able to drive, to which of the following local destinations do you drive? (Check all the apply)

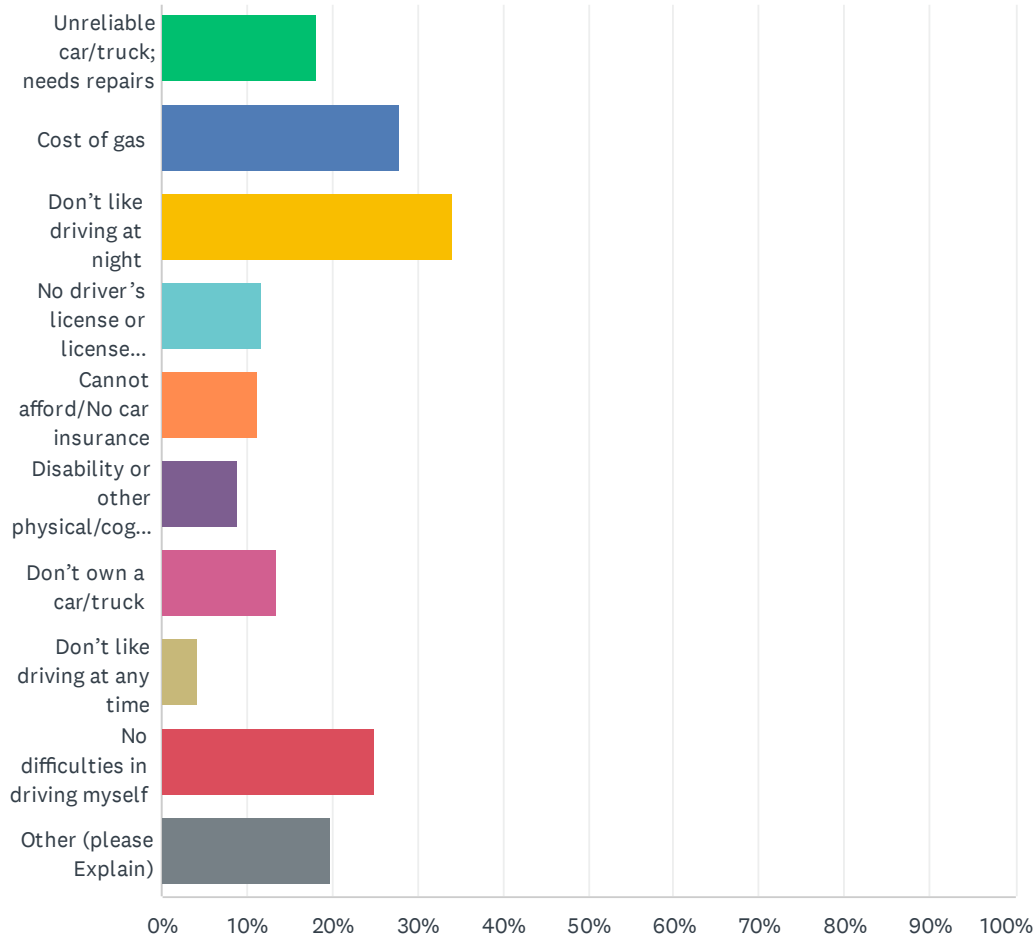
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Shopping, Grocery Store, Bank	69.20%	164
Medical/Dental Appointments	68.78%	163
Social Outings (To See Friends or Family, restaurant, golf, etc.)	55.70%	132
School/Classes	22.36%	53
Work	33.33%	79
Religious Services	27.00%	64
I don't drive to any destinations	27.85%	66
Total Respondents: 237		

Q3 If you are able to drive yourself, what challenges have you experienced during the past 3 months? (Check all that apply)

Answered: 237 Skipped: 0

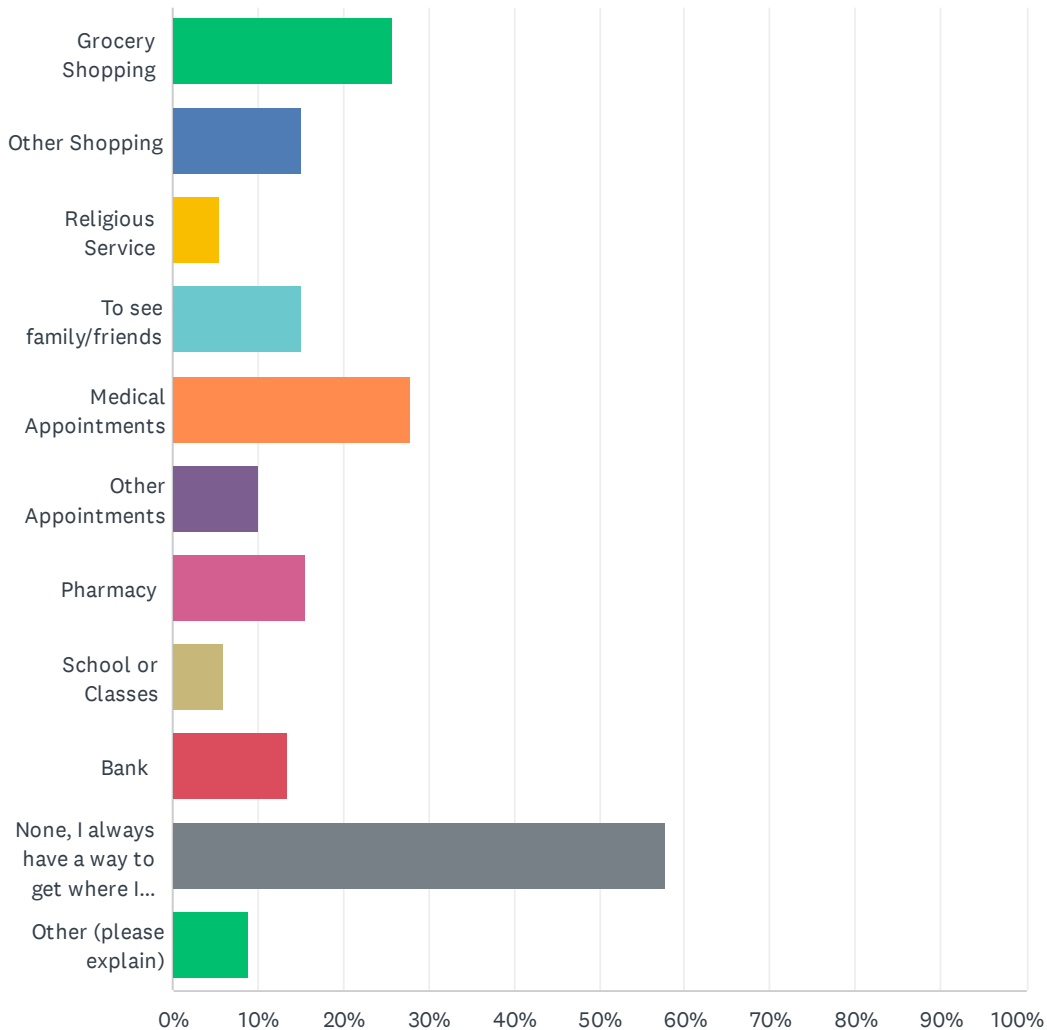


Mobility and Accessibility Transportation Survey

ANSWER CHOICES	RESPONSES	
Unreliable car/truck; needs repairs	18.14%	43
Cost of gas	27.85%	66
Don't like driving at night	34.18%	81
No driver's license or license suspended	11.81%	28
Cannot afford/No car insurance	11.39%	27
Disability or other physical/cognitive limitation that restricts driving	8.86%	21
Don't own a car/truck	13.50%	32
Don't like driving at any time	4.22%	10
No difficulties in driving myself	24.89%	59
Other (please Explain)	19.83%	47
Total Respondents: 237		

Q4 During the past 3 months, were you unable to travel to any of the following destinations because you did not have access to transportation (either your own vehicle or a ride)? (Check all that apply)

Answered: 237 Skipped: 0

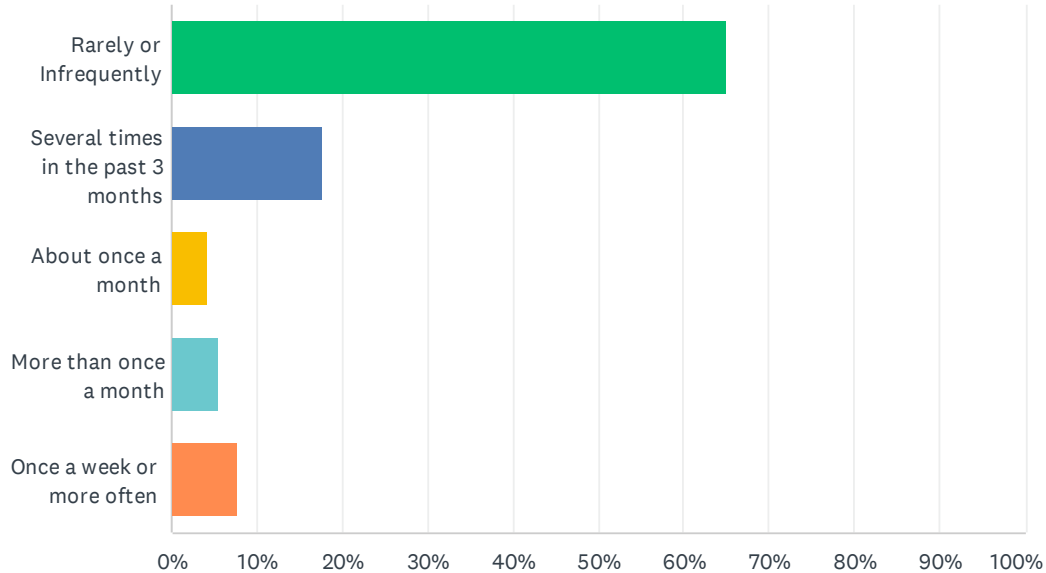


Mobility and Accessibility Transportation Survey

ANSWER CHOICES	RESPONSES	
Grocery Shopping	25.74%	61
Other Shopping	15.19%	36
Religious Service	5.49%	13
To see family/friends	15.19%	36
Medical Appointments	27.85%	66
Other Appointments	10.13%	24
Pharmacy	15.61%	37
School or Classes	5.91%	14
Bank	13.50%	32
None, I always have a way to get where I need to go	57.81%	137
Other (please explain)	8.86%	21
Total Respondents: 237		

Q5 During the past 3 months, how often are you unable to get where you need to go because of not having a way to get there?

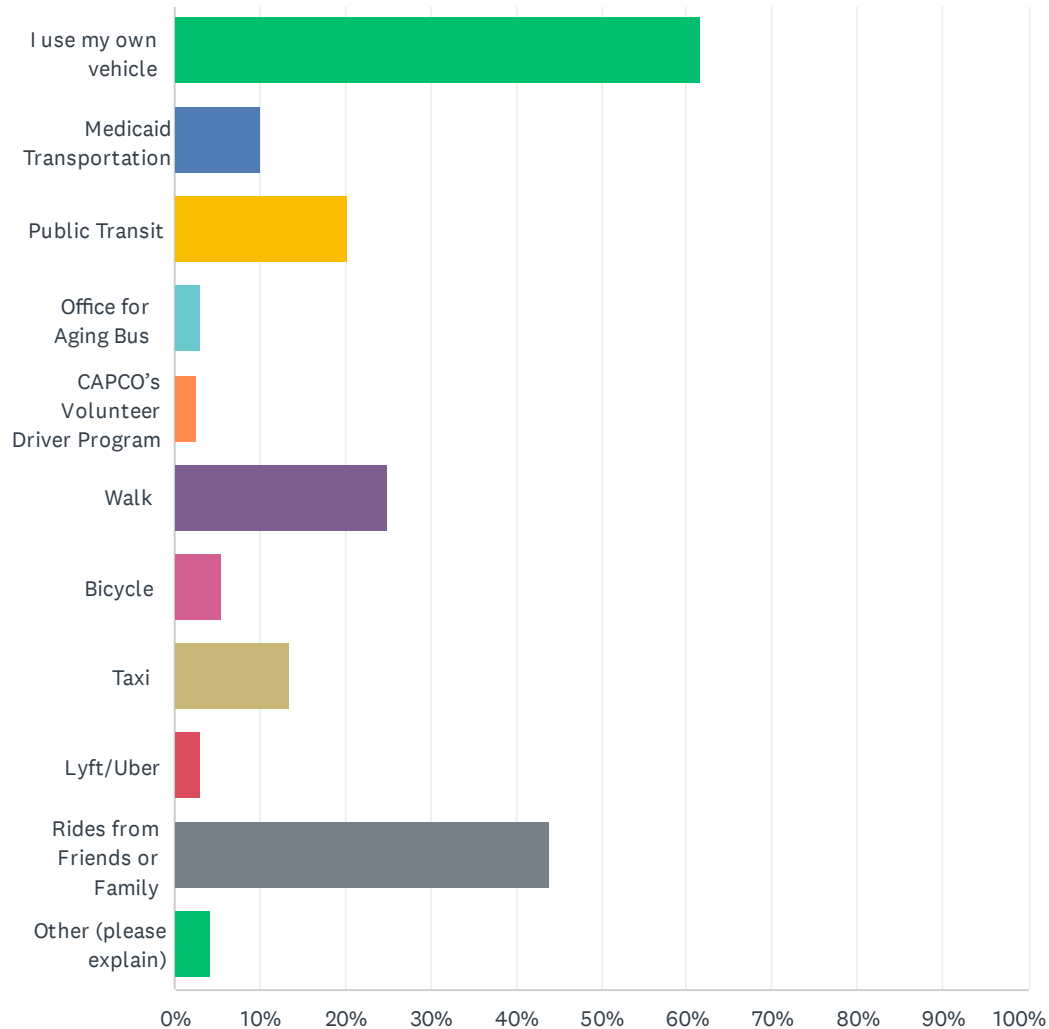
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Rarely or Infrequently	64.98%	154
Several times in the past 3 months	17.72%	42
About once a month	4.22%	10
More than once a month	5.49%	13
Once a week or more often	7.59%	18
TOTAL		237

Q6 What type of transportation have you used in the past 3 months? (Check all that apply)

Answered: 237 Skipped: 0

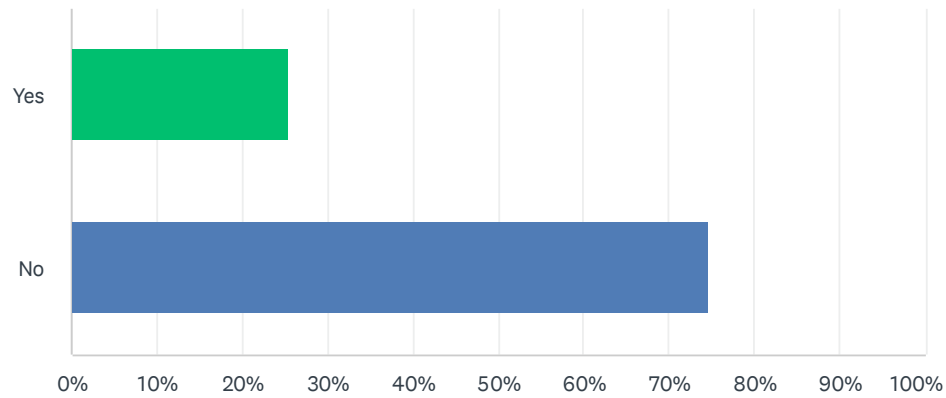


Mobility and Accessibility Transportation Survey

ANSWER CHOICES	RESPONSES	
I use my own vehicle	61.60%	146
Medicaid Transportation	10.13%	24
Public Transit	20.25%	48
Office for Aging Bus	2.95%	7
CAPCO's Volunteer Driver Program	2.53%	6
Walk	24.89%	59
Bicycle	5.49%	13
Taxi	13.50%	32
Lyft/Uber	2.95%	7
Rides from Friends or Family	43.88%	104
Other (please explain)	4.22%	10
Total Respondents: 237		

Q7 Do you know what the CAPCO's Volunteer Driver Program is?

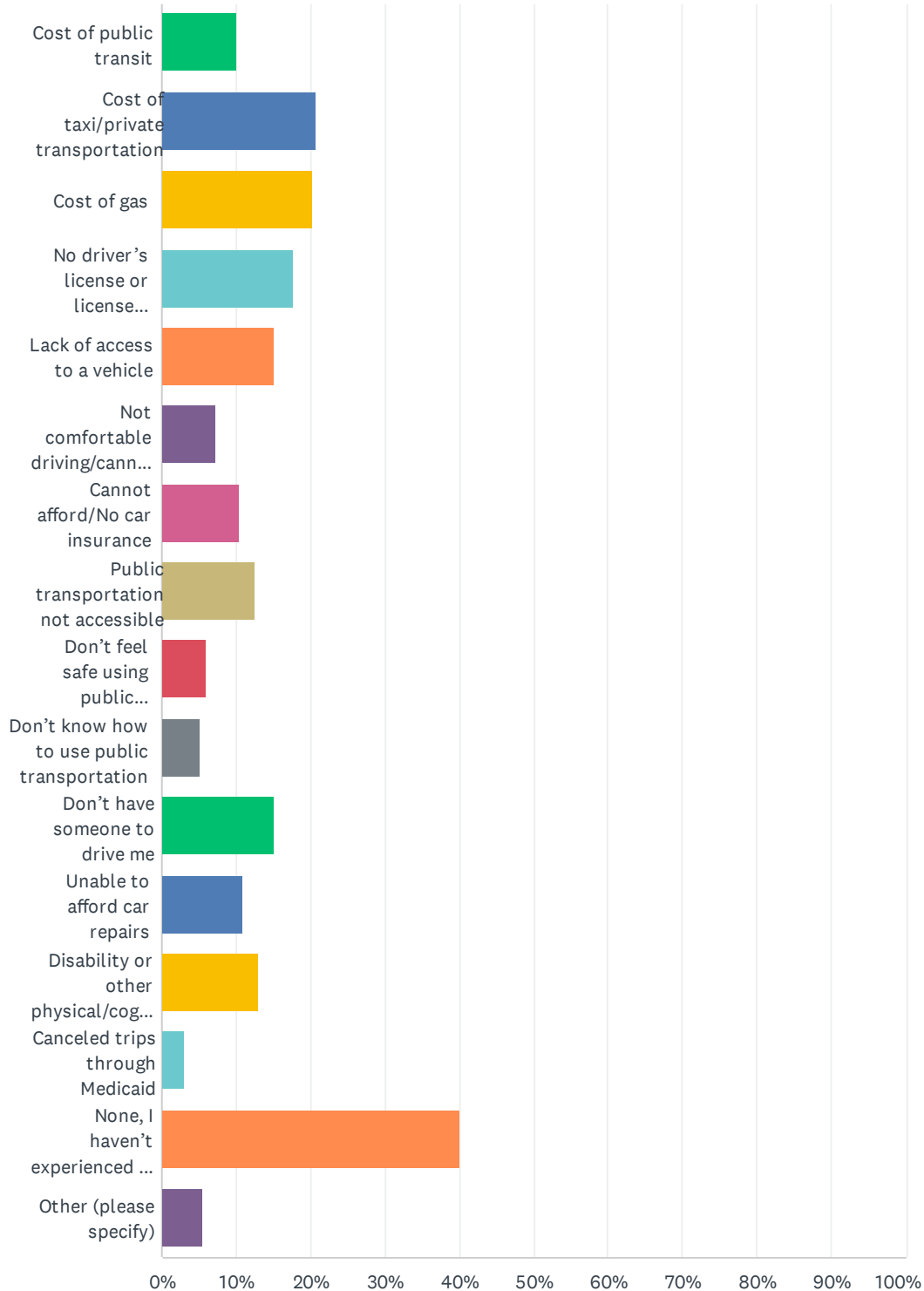
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	25.32%	60
No	74.68%	177
TOTAL		237

Q8 During the past 3 months, what barriers to reliable transportation do you experience? (Check all that apply)

Answered: 237 Skipped: 0

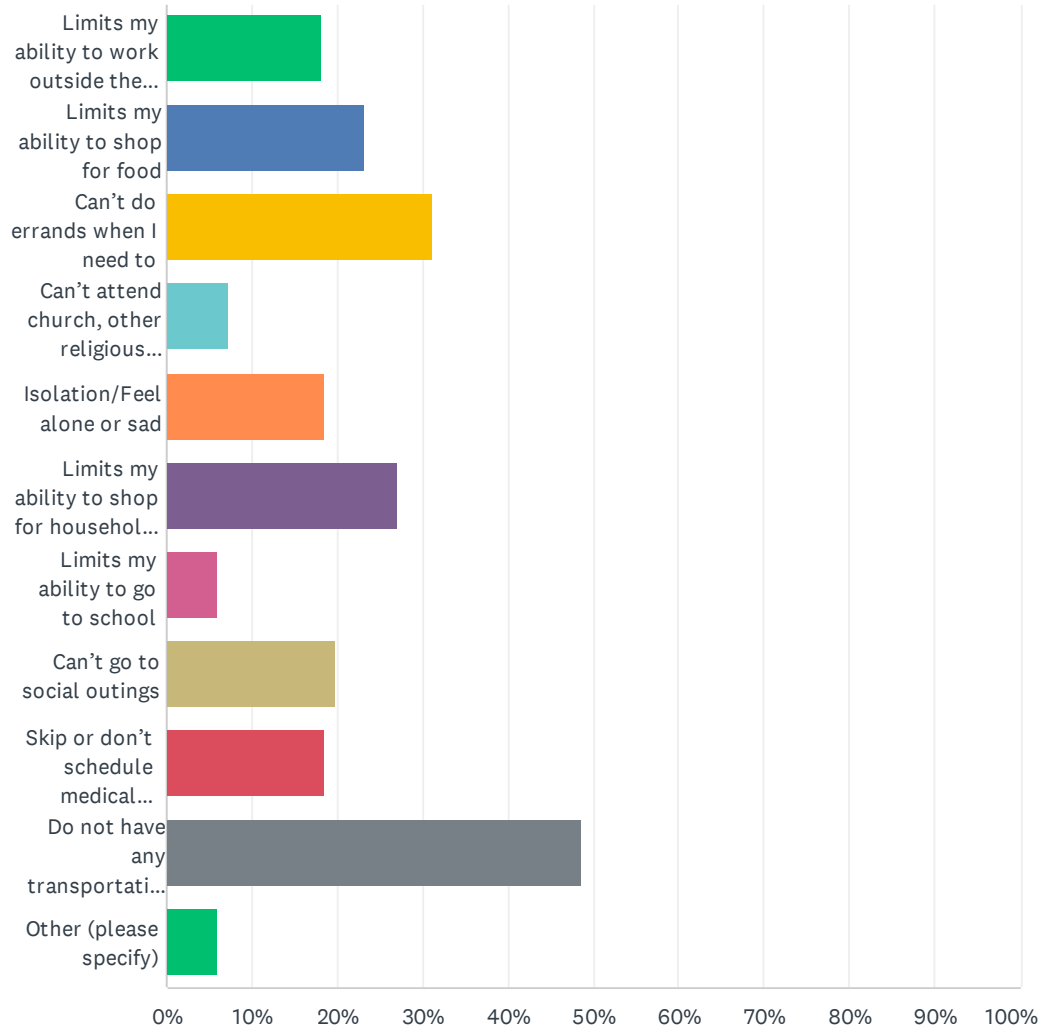


Mobility and Accessibility Transportation Survey

ANSWER CHOICES	RESPONSES	
Cost of public transit	10.13%	24
Cost of taxi/private transportation	20.68%	49
Cost of gas	20.25%	48
No driver's license or license suspended	17.72%	42
Lack of access to a vehicle	15.19%	36
Not comfortable driving/cannot drive	7.17%	17
Cannot afford/No car insurance	10.55%	25
Public transportation not accessible	12.66%	30
Don't feel safe using public transportation	5.91%	14
Don't know how to use public transportation	5.06%	12
Don't have someone to drive me	15.19%	36
Unable to afford car repairs	10.97%	26
Disability or other physical/cognitive limitation that restricts driving	13.08%	31
Canceled trips through Medicaid	2.95%	7
None, I haven't experienced any barriers during the past 3 months.	40.08%	95
Other (please specify)	5.49%	13
Total Respondents: 237		

Q9 If you experience transportation barriers, how do these affect you? (Check all that apply)

Answered: 237 Skipped: 0

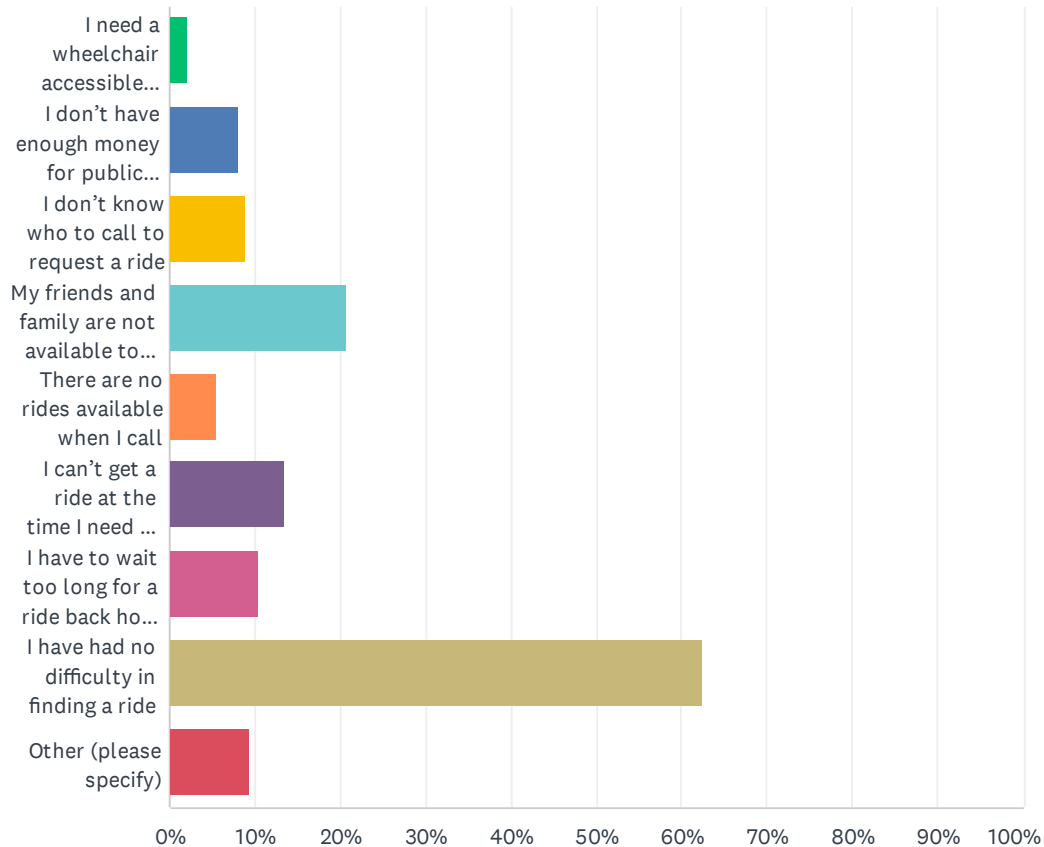


Mobility and Accessibility Transportation Survey

ANSWER CHOICES	RESPONSES	
Limits my ability to work outside the home	18.14%	43
Limits my ability to shop for food	23.21%	55
Can't do errands when I need to	31.22%	74
Can't attend church, other religious services	7.17%	17
Isolation/Feel alone or sad	18.57%	44
Limits my ability to shop for household needs	27.00%	64
Limits my ability to go to school	5.91%	14
Can't go to social outings	19.83%	47
Skip or don't schedule medical appointments	18.57%	44
Do not have any transportation obstacles	48.52%	115
Other (please specify)	5.91%	14
Total Respondents: 237		

Q10 Have you had difficulty finding a ride to a medical appointment in the past 3 months? If yes, please select all reasons that apply:

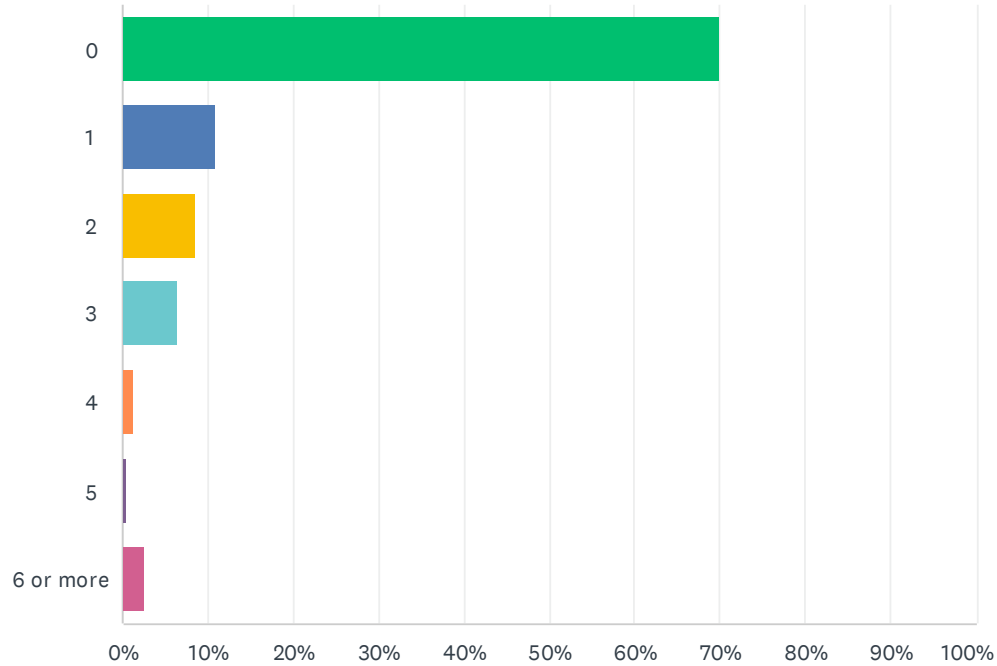
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
I need a wheelchair accessible vehicle	2.11%	5
I don't have enough money for public transit fare	8.02%	19
I don't know who to call to request a ride	8.86%	21
My friends and family are not available to take me	20.68%	49
There are no rides available when I call	5.49%	13
I can't get a ride at the time I need to go	13.50%	32
I have to wait too long for a ride back home after my appointment	10.55%	25
I have had no difficulty in finding a ride	62.45%	148
Other (please specify)	9.28%	22
Total Respondents: 237		

Q11 How many times in the last 3 months have you had to cancel a medical appointment due to lack of transportation?

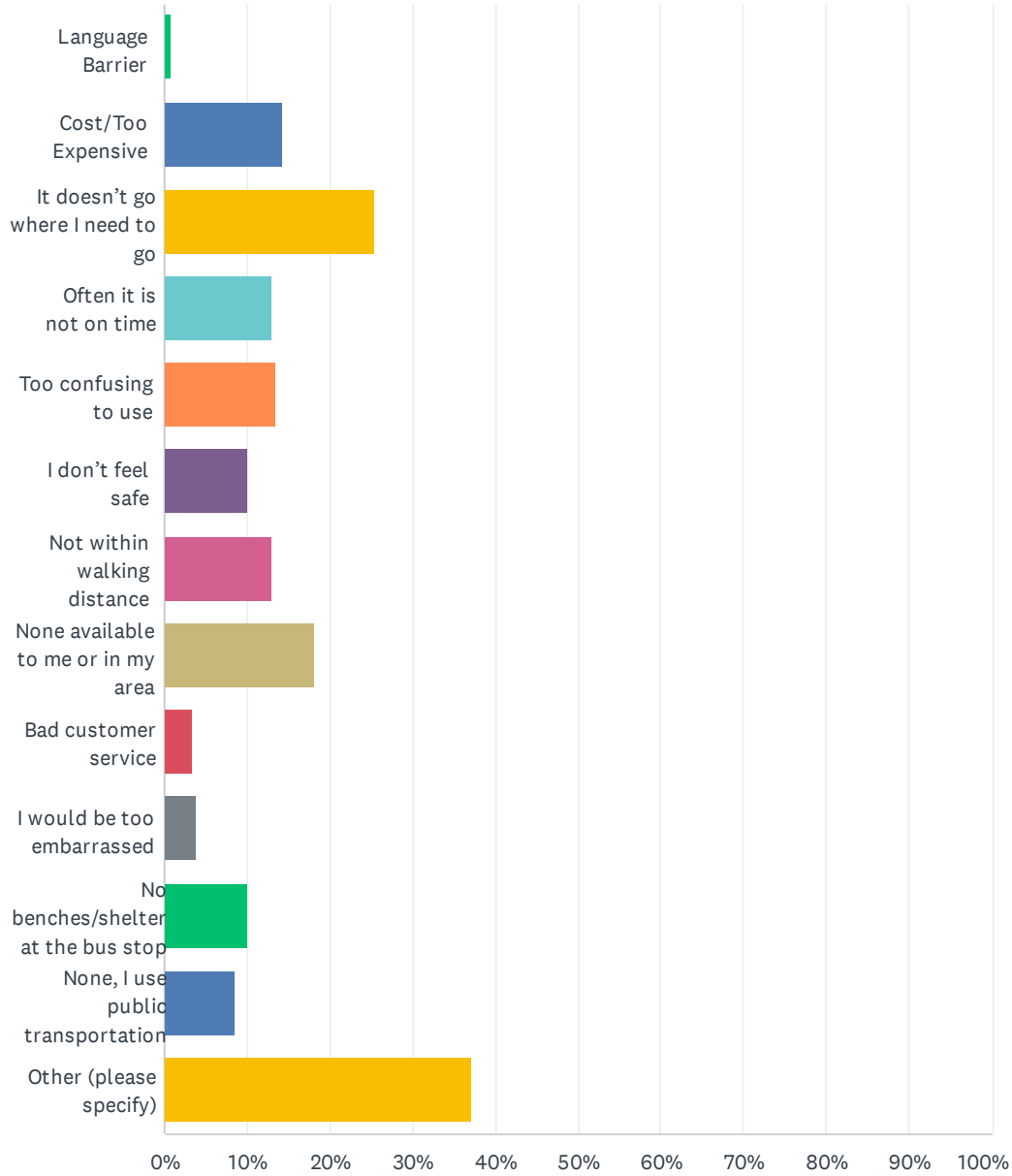
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
0	70.04%	166
1	10.97%	26
2	8.44%	20
3	6.33%	15
4	1.27%	3
5	0.42%	1
6 or more	2.53%	6
TOTAL		237

Q12 What prevents you from using public transportation in your area? (Check all that apply)

Answered: 237 Skipped: 0

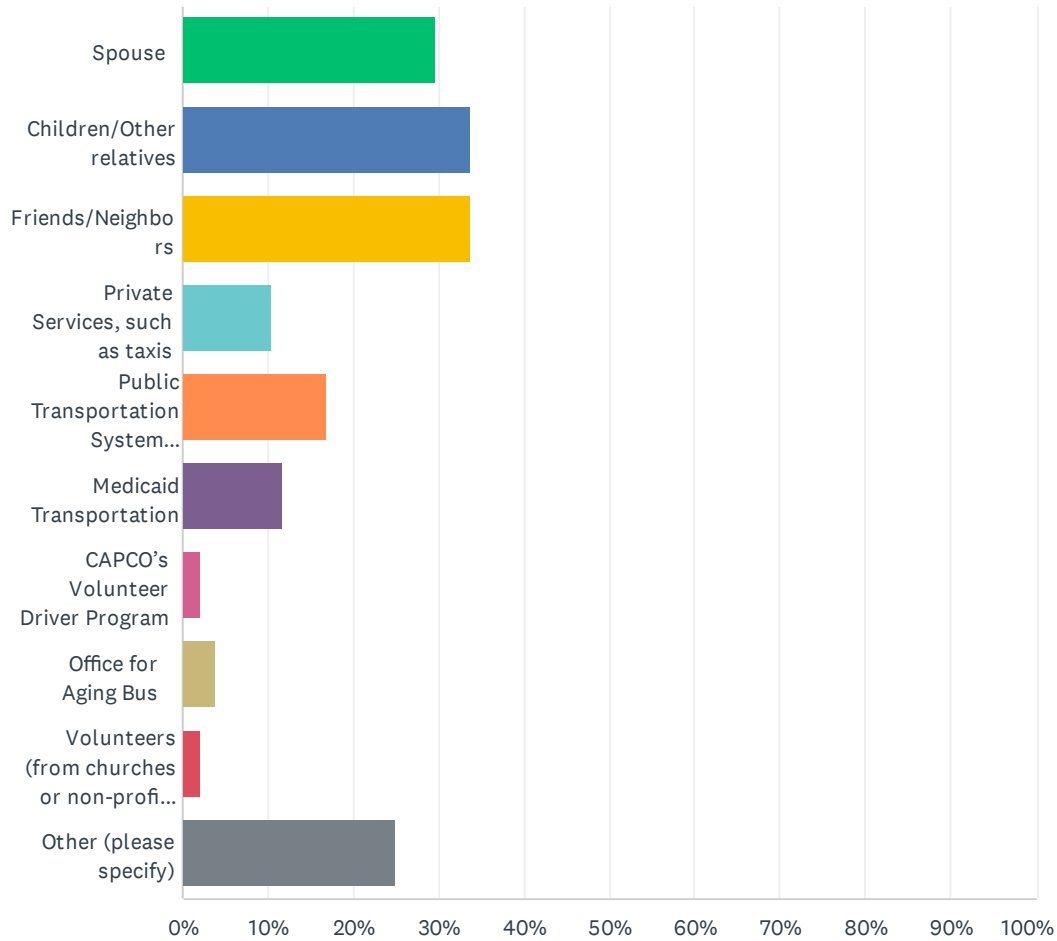


Mobility and Accessibility Transportation Survey

ANSWER CHOICES	RESPONSES	
Language Barrier	0.84%	2
Cost/Too Expensive	14.35%	34
It doesn't go where I need to go	25.32%	60
Often it is not on time	13.08%	31
Too confusing to use	13.50%	32
I don't feel safe	10.13%	24
Not within walking distance	13.08%	31
None available to me or in my area	18.14%	43
Bad customer service	3.38%	8
I would be too embarrassed	3.80%	9
No benches/shelter at the bus stop	10.13%	24
None, I use public transportation	8.44%	20
Other (please specify)	37.13%	88
Total Respondents: 237		

Q13 If you depend on others for any of your trips, who do you depend on? (Check all that apply)

Answered: 237 Skipped: 0

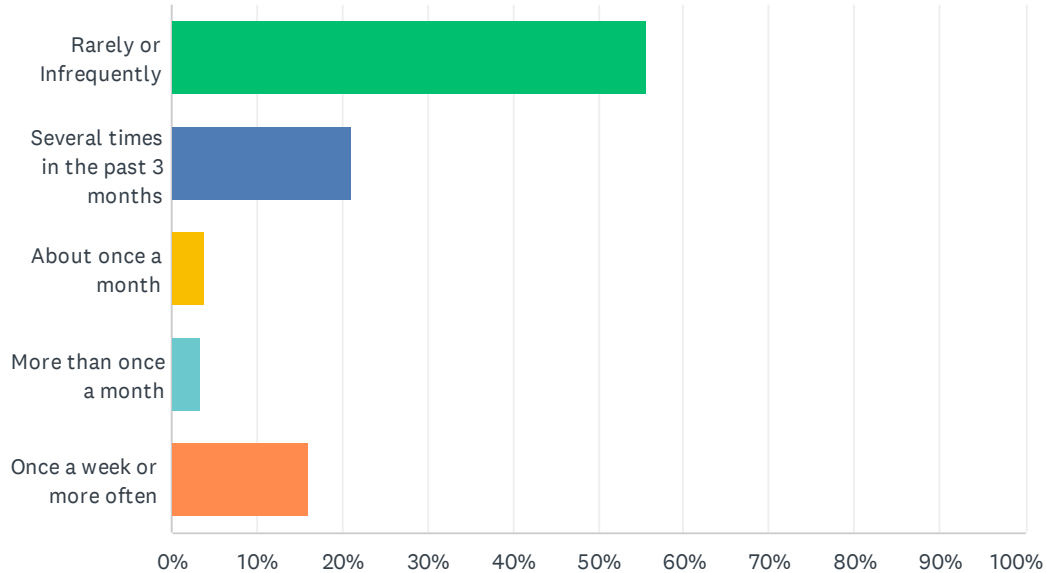


Mobility and Accessibility Transportation Survey

ANSWER CHOICES	RESPONSES	
Spouse	29.54%	70
Children/Other relatives	33.76%	80
Friends/Neighbors	33.76%	80
Private Services, such as taxis	10.55%	25
Public Transportation System (Cortland Transit)	16.88%	40
Medicaid Transportation	11.81%	28
CAPCO's Volunteer Driver Program	2.11%	5
Office for Aging Bus	3.80%	9
Volunteers (from churches or non-profit organizations)	2.11%	5
Other (please specify)	24.89%	59
Total Respondents: 237		

Q14 Over the past 3 months, how much did you rely on others for transportation?

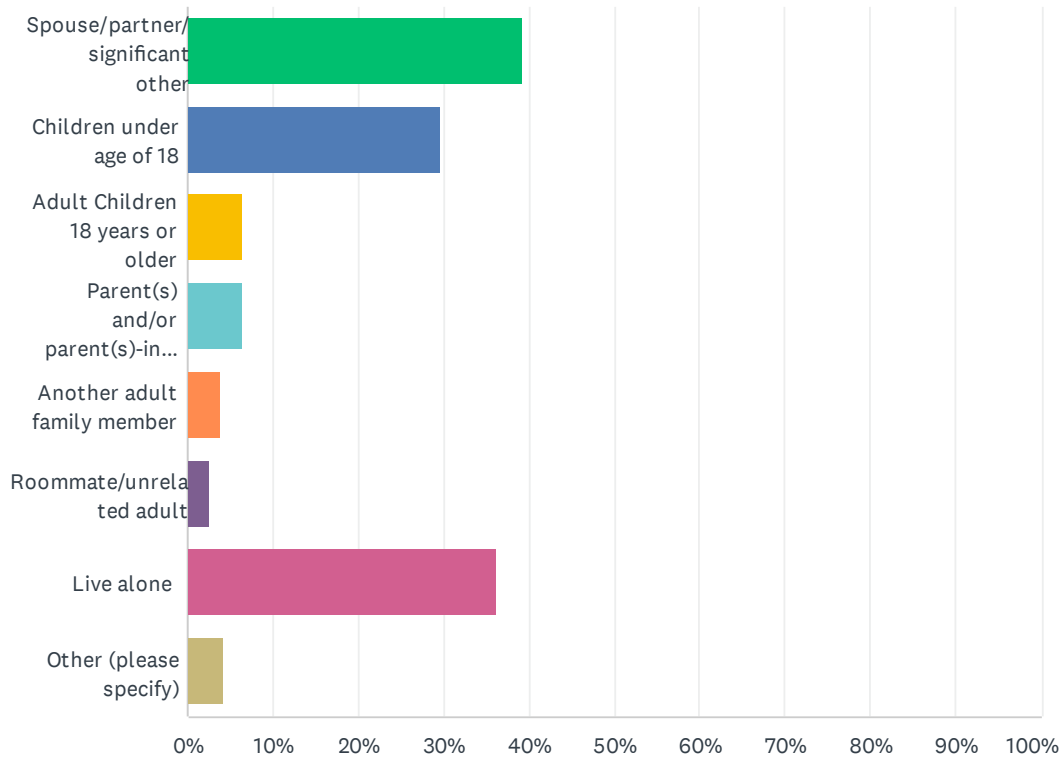
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Rarely or Infrequently	55.70%	132
Several times in the past 3 months	21.10%	50
About once a month	3.80%	9
More than once a month	3.38%	8
Once a week or more often	16.03%	38
TOTAL		237

Q15 Who lives with you? (Check all that apply)

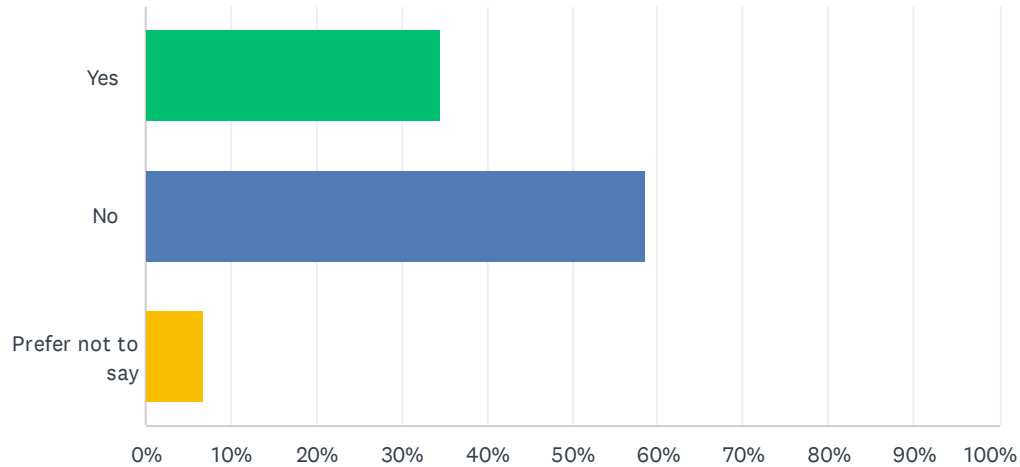
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Spouse/partner/significant other	39.24%	93
Children under age of 18	29.54%	70
Adult Children 18 years or older	6.33%	15
Parent(s) and/or parent(s)-in-law	6.33%	15
Another adult family member	3.80%	9
Roommate/unrelated adult	2.53%	6
Live alone	36.29%	86
Other (please specify)	4.22%	10
Total Respondents: 237		

Q16 Do you identify as a person with a disability or other physical or cognitive/intellectual limitation?

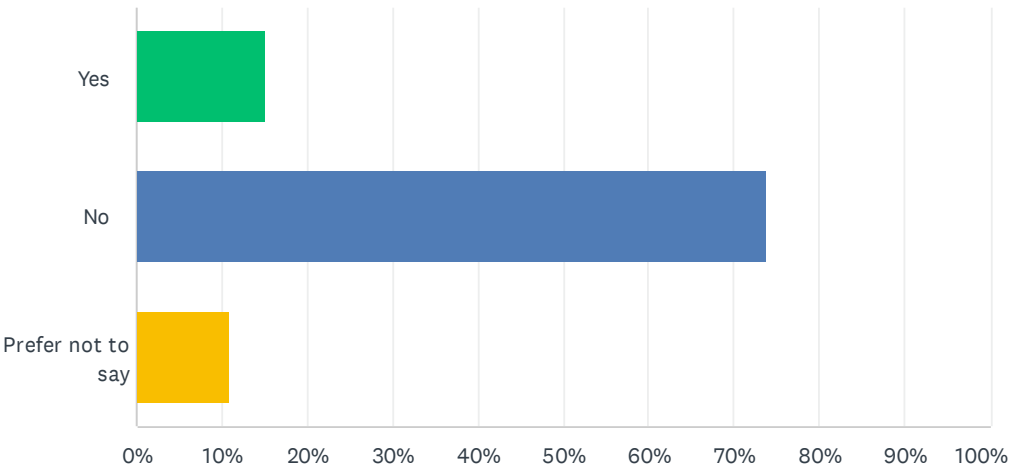
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	34.60%	82
No	58.65%	139
Prefer not to say	6.75%	16
TOTAL		237

Q17 Does anyone who lives with you identify as a person with a disability or other physical or cognitive/intellectual limitation that affects their ability to drive?

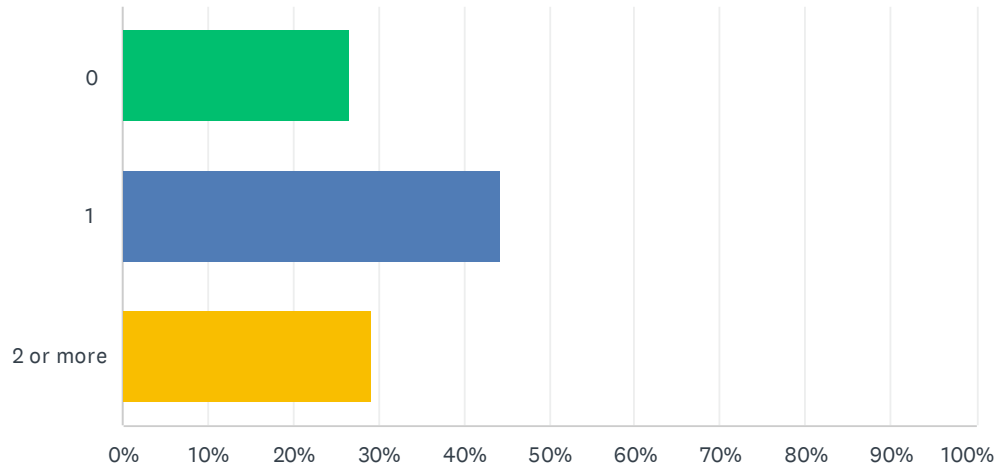
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	15.19%	36
No	73.84%	175
Prefer not to say	10.97%	26
TOTAL		237

Q18 How many motor vehicles (cars, vans, trucks, motorcycles) are available in your household?

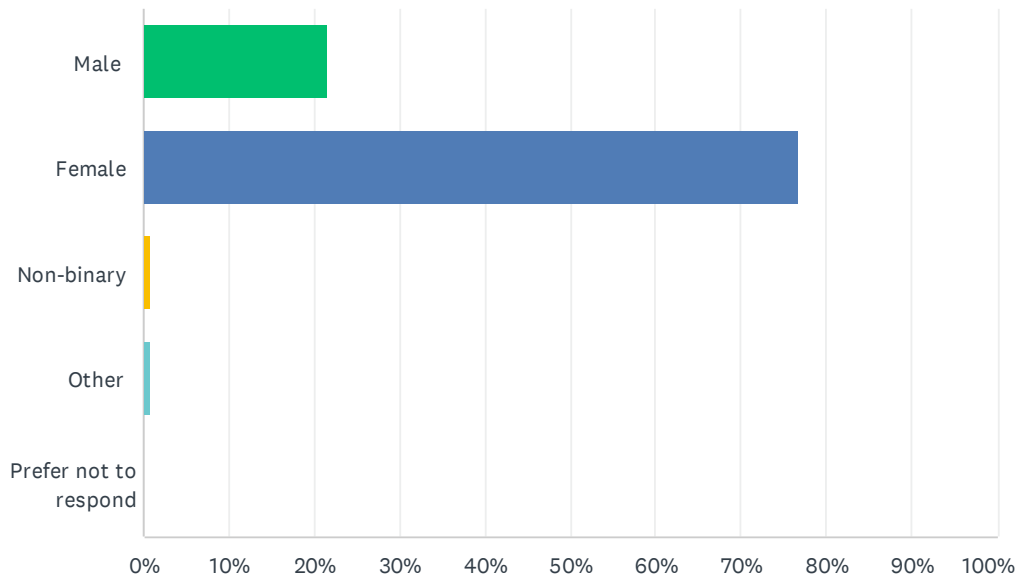
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
0	26.58%	63
1	44.30%	105
2 or more	29.11%	69
TOTAL		237

Q19 What is your gender?

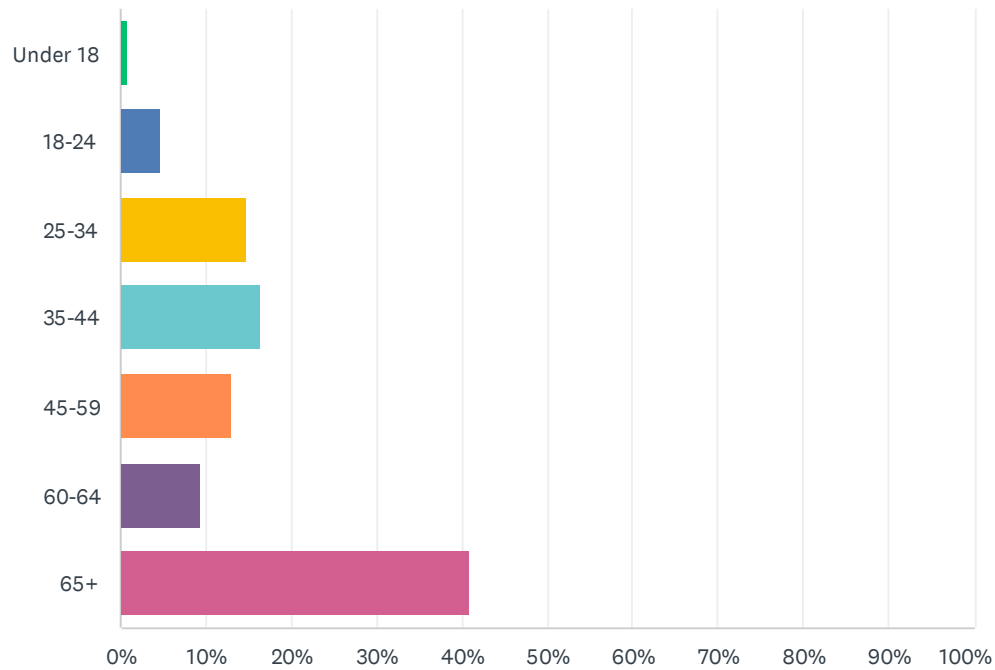
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	21.52%	51
Female	76.79%	182
Non-binary	0.84%	2
Other	0.84%	2
Prefer not to respond	0.00%	0
TOTAL		237

Q20 What is your age?

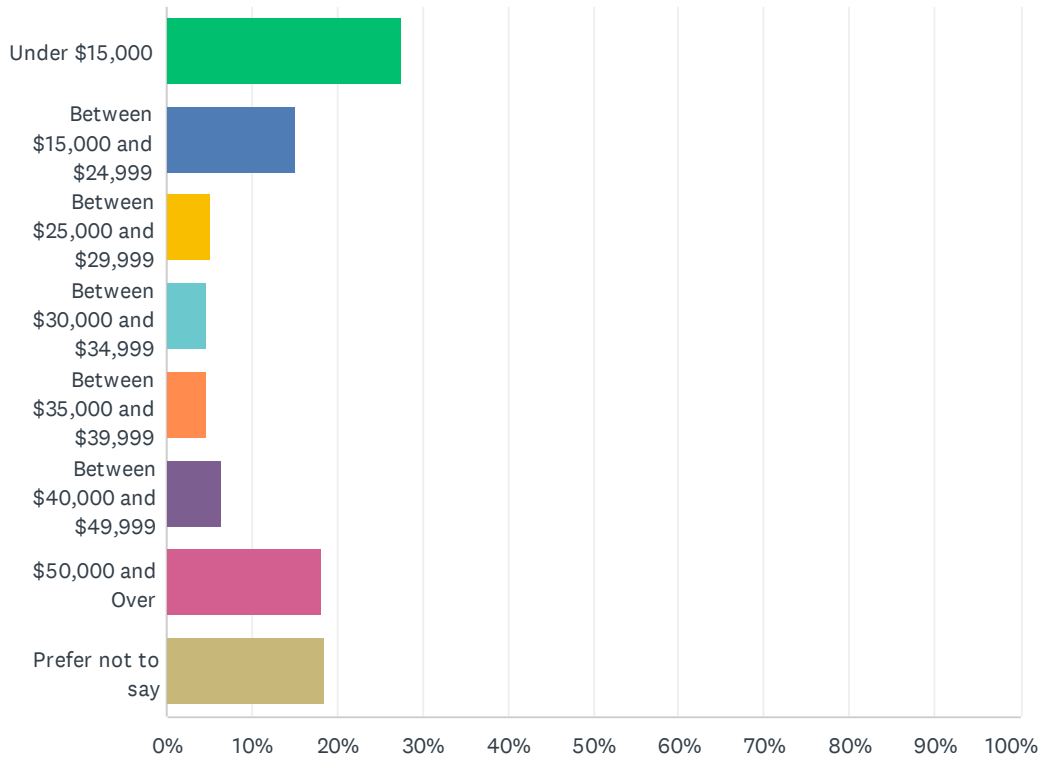
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.84%	2
18-24	4.64%	11
25-34	14.77%	35
35-44	16.46%	39
45-59	13.08%	31
60-64	9.28%	22
65+	40.93%	97
TOTAL		237

Q21 What is your annual total household income?

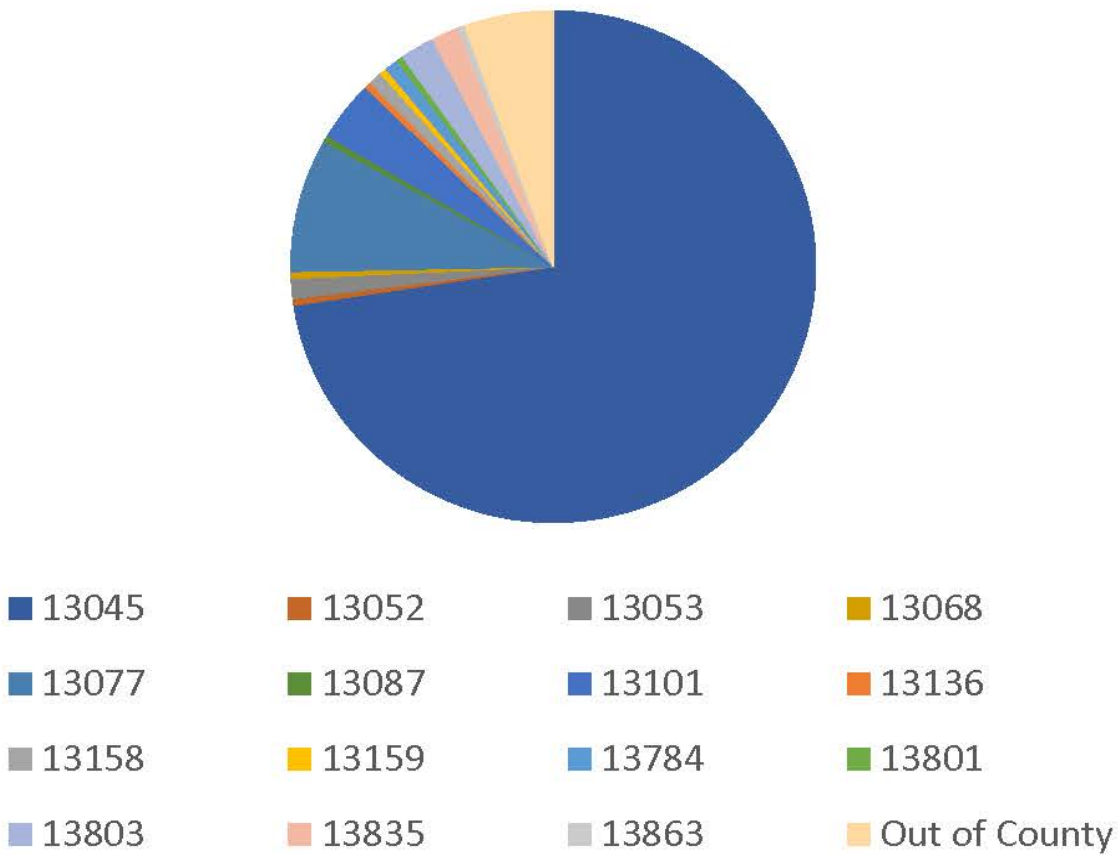
Answered: 237 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under \$15,000	27.43%	65
Between \$15,000 and \$24,999	15.19%	36
Between \$25,000 and \$29,999	5.06%	12
Between \$30,000 and \$34,999	4.64%	11
Between \$35,000 and \$39,999	4.64%	11
Between \$40,000 and \$49,999	6.33%	15
\$50,000 and Over	18.14%	43
Prefer not to say	18.57%	44
TOTAL		237

Q22 What zip code do you live in?

Answered: 237 Skipped: 0



Q23 Please use this space for comments or service suggestions:

- I live alone and cannot drive during the treatment.
- More hows & frequency for current transportation, free buss pass for people who are unable to work for other things like shopping and non-medical appointments, shuttles to larger cities (Syracuse, Auburn, Ithaca, Binghamton) for more employment opportunities
- I would like to see bus on weekend. That nice bus on weekend more disability. I have a walker.
- Walmart could use a shelter for people to wait for the bus. P&C need a shelter to wait for the bus. Grand Union need a shelter outside for people all the businesses need a shelter for people.
- More bus times; need transportation on weekends; for us disability; more connections
- Extra Large Shelter at Friendship House Handicap Accessible. Shelters with shopping
- I rely on my daughter or grandson to get around but with their work schedule sometimes its hard to make appointment around their schedule
- Weekend Service for public transit; Bus to Syracuse
- Lower cost of transit would help
- Buses need to run on the weekend and nights for people who work.
- Thank you very much for your service. I enjoy riding with Sandy.
- I'm interested in this program. I will find out more about it. Thank you
- Unable to pay for car repairs making me rely on a family member for rides everywhere. Weather conditions play a role. I won't allow my children to wait out in the cold for a bus.
- Use some federal money for bus passes to get kids back and forth to the early headstart
- At my job, I see people who need public transportation that is reliable and that operates to accommodate retail workers who often work until 9pm
- Community bike safety coarse. Safer roads (less pot holes etc) Public Transit on weekends to allow people to better access employment opportunities
- I personally have access to personal vehicles to transport myself but have dealt with the unreliable bus system in the recent past. I work for an organization that many, if not most, of our clients, need public transportation for 100% of their transportation needs. A huge barrier for our clients is the ability to get where they need to go - jobs, to earn income and stop a viscous cycle of other barriers from holding them back from other opportunities. They need money for the bus or taxis, need a job for money, cant get money if they cant get to work etc.
- Public Transportation in Cortland County is laughable; operating on bankers severely limits anyones ability to use it and if you don't live in the city of Cortland there is no public transit
- Need more public transit in Virigil area
- Never had a drivers license
- More bus stops, more reliable public transport. Would like to be able to utilize public transport for getting to work, but concern with bus not getting me where I need to go on time. Clear instructions on how to use bus system. Instructional video would be helpful. Designated stops with set pick up times
- The bus schedule does not have hourly transportation to local dr offices outside of Cortland County and for families that need to go to the laundromat or grocery shopping on the weekends and don't have the money to take a cab or pay a friend they also don't have a bus that could be potentially cheaper to get those errands done either.
- I don't drive due to a suspended license and my family members are ill and not always available to drive. I work and need transportation to and from work. There is limited transportation to McGraw
- Hire more taxi drivers
- Aides take me to most of my appointments; most of my family live out of state
- Insurance is also incredibly high, increases annually and significantly
- Please put a bus stop bench here by the complexes behind footies freeze !
- I am unable to work because of my spouses hours. My availability is limited also due to childcare. I have to make several trips to syracuse when I need our vehicle
- Proof of disability makes me uncomfortable when purchasing a reduced fare. Cant afford my own vehicle

Appendix B - Focus Group Data

Marathon Focus Group

How do you currently get around?

- Bus
- Biking
- Walking
- Friends/ Family
- Drive own vehicle

What are some challenges you face?

- Cost of bus / taxi
- The bus doesn't go everywhere in the city. Walking a 1/2 mile to a stop is often needed
- Communication between bus and getting picked up from a medical appointment.
- Desired destinations are not offered
- Bus doesn't run on weekends
- Inconsistent bus policies
- More rural transit, more often
- Maps are hard to understand
- Lack of technology- knowing where the bus is currently
- Unmarked bus stops, flag down system is hard to navigate

Are there any physical barriers?

- Sidewalks not being cleared of snow and ice
- Lack of sidewalks
- Damaged sidewalks (accessibility concern)
- Road conditions (pot holes)
- Bus stop is too far from home

Places that you want to go but are hard to reach

- Major food bank such as Salvation Army and Catholic Charities
- Maplefest in Marathon, NY
- Special Events inside and outside the county
- Food pantries that are open after work when transit is closed
- McLean food pantry
- Amphitheater (parking challenge with long walk)
- Little York (county park- 4th of July event)
- Lights on the Lake
- Weekend events (Business Showcase)
- Towns of Willet and Cincinnatus on weekends

New Service Suggestions

- Narcan available on buses
- E-Bikes & Scooters (infrastructure needed)

Access to Independence Focus Group

How do you currently get around?

- Bus
- Walking
- Friends/ Family
- Drive own vehicle

What are some challenges you face?

- Cost of bus / taxi
- The bus doesn't go everywhere in the city. Walking a 1/2 mile to a stop is often needed
- Bus doesn't run on weekends
- More rural transit, more often
- Bus route maps can be hard to follow
- Lack of technology- knowing where the bus is currently
- Unmarked bus stops, flag down system is hard to navigate

Are there any physical barriers?

- Sidewalks not being cleared of snow and ice
- Damaged & Lack of sidewalks (Save-a-lot, Big Lots, Walgreens)

Places that you want to go but are hard to reach

- Special Events inside and outside the county
- Food pantries in general
- Amphitheater (parking challenge with long walk)
- Little York (county park- 4th of July event)
- Lights on the Lake
- Weekend events, such as church
- Work

New Service Suggestions

- On demand service (similar to Uber & Lyft)
- Powered wheelchairs or motors for wheelchairs

Age Well Center Focus Group

How do you currently get around?

- Public Transit
- Pay a friend or family member
- OFA Bus
- Drive own vehicle
- Neighbor
- 7 Valley Drivers

What are some challenges you face?

- Not liking to use the taxi due to the drivers being rude, inconsistent, and smoke
- Uneven sidewalks- difficulty with walker outside CVS
- No public transportation being available on weekends
- Not knowing how to ride the bus

Are there any physical barriers?

- Uneven sidewalks (Generally in Cortland)
- High curbs in Homer
- Distance from Age Well Center door to bus stop distance

Places that you want to go but are hard to reach

- Syracuse - \$150 to get to and from a medical appointment
- Church services on the weekends
- Urgent Care on the weekends
- McGraw - long wait times

New Service Suggestions

- Narcan available on buses
- On demand service (similar to Uber & Lyft)
- E-Bikes & Scooters (infrastructure needed)
- Powered wheelchairs or motors for wheelchairs
- EV charging stations
- Maplefest train transportation
- Routes to Lime Hollow Nature Center
- Recreation trails (next to waterways, that are accessible)
- Bus to Whitney Point

Horizon House Focus Group

How do you currently get around?

- Bus
- Walk – fastest option at times
- Family and Friends
- Taxi – Although many bad experiences
- Bike

What are some challenges you face?

- Taxis dropping rides or simply not showing up, leaving rider stranded
- Taxis are too expensive and often the only option
- Taxi drivers are unprofessional
- Relying on Door dash and Instacart to get essentials delivered due to lack of transportation in the evenings and weekends
- Weekends - feeling stranded, taxis across town are \$8 one way to Walmart
- Avoiding taxis all together when possible
- Lack of WIFI to connect to the bus app

Are there any physical barriers?

- Sidewalks too icy in the winter - so the road is walked on instead
- Inconsistent curb heights are a tripping hazard
- More curb cuts would be helpful near bus stops'
- Walkers in areas where there is construction
- Drainage grates being too high

Places that you want to go but are hard to reach

- Syracuse
- Late afternoon doctor appointments
- Urgent care - ER was utilized due to walkability

New Service Suggestions

- Super Cream in Homer
- Way 2 Go information sessions
- Continued Focus Groups
- Grant to cover grocery and medical trips