

Coordinated Human Services Transportation Plan 2015-2019



Greater Buffalo Niagara Regional Transportation Council
December 2015

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update



TABLE OF CONTENTS

Section 1: Introduction.....	1
What is the Greater Buffalo Niagara Regional Transportation Council?	1
History of Coordinated Human Services Transportation Planning.....	1
Required Coordinated Plan Components.....	2
Funding Program Information - Section 5310	
–Enhanced Mobility of Seniors & Individuals with Disabilities.....	2
Process for the Plan Update.....	3
Coordination Efforts in the Region.....	3
Coordinated Plan Update Public Meetings.....	5
 Section 2: Demographics	 6
Planning Area Description.....	6
Low Income Population.....	7
Zero-Vehicle Households.....	11
Job Density in Erie & Niagara Counties.....	13
Key Destinations for the Target Population & Public Transit Services.....	16
Older Adult Population.....	17
Population of Individuals with Disabilities.....	18
Veterans.....	20
Limited English Proficiency (LEP) Individuals.....	21
 Section 3: Transportation Today.....	 22
Public Transportation	22
ADA Complementary Paratransit Service.....	23
Privately-Owned Public Transportation.....	23
Non-Emergency Medical Transportation.....	23
Other Human Service Transportation.....	24
Transportation Needs & Gaps	25
 Section 4: Strategies for Improved Service & Coordination	 28
Federal Coordination Strategies & Resources.....	28
One Region Forward Strategies to Improve Transportation & Mobility.....	30
Identified Coordination Strategies	32
Competitive Selection Process for Section 5310	36

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Maps:

Map 1: MPO Planning Area – Erie and Niagara Counties.....	6
Map 2: Low-Income Household Population and Entry Level Employment in Erie and Niagara Counties.....	9
Map 3: Low-Income Household Population and Entry Level Employment in the City of Buffalo.....	10
Map 4: Low-Income Household Population and Entry Level Employment in the City of Niagara Falls.....	11
Map 5: Zero Car Household Population – Erie and Niagara Counties.....	12
Map 6: Employment Density per Acre – Erie and Niagara Counties	13
Map 7: Key Destinations – Healthcare, Daycare, Shopping & Human Service Locations with Public Transit Overlay.....	16
Map 8: Seniors 65 and Older Population with Key Destinations Overlay.....	17
Map 9: Population of Individuals with Disabilities with Key Destinations Overlay.....	19
Map 10: Veterans with Key Destinations Overlay.....	20

Tables:

Table 1: Limited English Proficient (LEP) Individuals in Erie and Niagara Counties.....	21
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Figures:

Figure 1: Go Buffalo Niagara Transportation Options Website.....	33
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Section 1: Introduction

What is the Greater Buffalo Niagara Regional Transportation Council?

The Greater Buffalo Niagara Regional Council (GBNRTC) is the federally designated Metropolitan Planning Organization (MPO) for Erie and Niagara Counties (required for receiving federal transportation funds). Established back in 1974, GBNRTC members include the two counties of Erie and Niagara, City of Buffalo, City of Niagara Falls, and the region's transportation agencies; the New York State Department of Transportation, Niagara Frontier Transportation Authority, and New York State Thruway Authority.

GBNRTC distributes approximately \$100 million a year to transportation projects and is committed to creating a vibrant future for the Buffalo Niagara Region through planning for transportation which includes the [MTP 2040 Plan](#), the region's long-range transportation plan, the Coordinated Human Services Transportation Plan and a number of other multi-modal transportation planning initiatives.

History of Coordinated Human Services Transportation Planning

In 2005 the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users* (SAFETEA-LU) legislation was enacted at the federal level and required that all Metropolitan Planning Organizations (MPOs) seek to:

- identify the transportation needs of individuals with disabilities, older adults, and people with low income
- provide strategies for meeting those local needs, and
- prioritize transportation services for funding and implementation

SAFETEA-LU required projects selected for funding under three programs be derived from a locally developed Coordinated Human Services Transportation Plan. Accordingly, GBNRTC, with the assistance of the Human Services Transportation Review Team and other health and human services transportation stakeholders developed and adopted two such plans, the first in 2007 and a plan update in 2011. Under SAFETEA-LU, the three funding programs tied to the 2007 and 2011 Coordinated Plans were:

Section 5310 Elderly Individuals with Disabilities Program

Funds for this program provided non-profit organizations assistance in the purchase of vehicles to meet the specialized transportation needs of older adults and individuals with disabilities. Typically, vans or small buses have been purchased through this initiative. Through the Section 5310 grant, the federal government covers 80% of the cost of the equipment purchased, with the remaining 20% match provided by the applicant organization.

Section 5316 Job Access and Reverse Commute (JARC) Program

JARC was a program for local government authorities/agencies (including federally recognized Native American tribes) and non-profit agencies to develop transportation services for low-income workers to and from jobs (Job Access); and to transport residents of urban centers, rural and suburban areas to suburban employment opportunities (Reverse Commute).

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Section 5317 New Freedom Program

New Freedom was a program to provide public or alternative transportation services and facility improvements to address the needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act (ADA).

Moving Ahead for Progress in the 21st Century (MAP-21) Transportation Legislation

In 2012 new federal transportation legislation was signed into law. ***Moving Ahead for Progress in the 21st Century (MAP-21)*** continued the requirement for a Coordinated Human Services Transportation Plan. However, significant changes under MAP-21 include the end of both the Section 5316 Job Access Reverse Commute (JARC) and Section 5317 New Freedom as distinct programs. New Freedom-type projects remain eligible for federal funding under MAP-21 through the significantly altered Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities.

Section 5310 program - Enhanced Mobility of Seniors and Individuals with Disabilities:

MAP-21 requires programs and projects seeking federal funding under the 5310 program adhere to a regionally developed Coordinated Plan with the program designed to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities. Eligible projects include both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services. More information on the Section 5310 Program and project selection may be found in Section 4 of this plan on page 32.

2015 Coordinated Human Services Transportation Plan Update

The 2015 Coordinated Plan Update builds upon the previous 2007 and 2011 plans for Erie and Niagara Counties and includes the following required elements originally established under SAFETEA-LU:

- An inventory and assessment of available services that identifies current transportation providers from the public, private, and nonprofit sectors;
- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited means
- Prioritized strategies to address identified gaps in service and achieve efficiencies in service delivery and eliminate or reduce duplication in services for more efficient utilization of resources;

What else is Included in the Plan Update?

In addition to demographic and other background information, the Coordinated Plan includes an inventory of existing public transportation and specialized community transportation services. The region is served by a network of transit and human service transportation options that provide public and special transportation services which range from services operated by the Niagara Frontier Transportation Authority (NFTA) such as fixed-route and paratransit services to types of transportation provided by human service agencies and private entities. A list of currently funded coordination efforts,

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

as well as needs, gaps and proposed strategies, some carried forward from previous plans, are also presented in this plan update.

Process for Plan Update

The plan update incorporated the following components, including a survey instrument and meetings with the regional transportation stakeholders as per FTA recommendations:

1. Review of 2011 Report to determine major service changes and updates.
2. Conduct a survey to solicit comments to determine “gaps” in transit service for Individuals with disabilities, low or limited incomes, and older adults in Erie and Niagara Counties.
3. Reconvene health and human services transportations stakeholders and others and conduct public outreach meetings with the purpose of soliciting input concerning transportation needs, gaps and potential strategies and/or priority projects.
4. Conduct research of any new unmet transportation needs
5. Reconfirm the unmet transportation needs/issues.
6. Develop strategies/potential projects to address unmet needs.
7. Establish the public review period.
8. Endorse the updated plan through GBNRTC Policy Committee Resolution.

This plan summarizes the range of coordination issues, service challenges, and transportation needs and gaps identified in Erie and Niagara Counties. These issues were identified primarily through input from public outreach meetings, surveys and meetings with key stakeholders. In addition, the following studies and surveys have been conducted in recent years with regard to transportation issues relating to the target population which have served to inform the Plan Update.

One Region Forward

[One Region Forward](#) was initiated in 2011 to build on the region’s momentum toward sustainable development, fill key gaps in planning, and set the stage for a more prosperous future for Buffalo Niagara. Funded through the federal Partnership for Sustainable Communities, it is a highly collaborative, broad-based effort intended to guide and promote more sustainable forms of development in land use, transportation, housing, energy and climate, access to food, and more.

Oishei Mobile Safety Net Team & Strengthening Western New York’s Safety Net Reports

To strengthen the safety net in local communities where residents were struggling after the 2008 economic downturn, the John R. Oishei Foundation created the [Mobile Safety-Net Team](#) in 2009. The team assessed needs in 45 communities within Erie and Niagara Counties and worked to connect residents with services and shore up existing human service providers. The MSNT in partnership with the University at Buffalo’s Regional Institute conducted a series of reports focusing on 12 communities in total, and taking an in-depth look at critical issues affecting residents and government agencies and the nonprofit human services sector.

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Western New York Regional Economic Development Council – A Strategy for Prosperity Plan and Progress Reports

This plan was created to help provide a roadmap for the fundamental understanding and improvement of the Western New York economy, to ensure sustainable and long-term growth in jobs and income in the five-county region, and to contribute to the resurgence of the broader economy of New York State. [A Strategy for Prosperity](#) was created in response to Governor Cuomo’s challenge to chart a fresh course for sustainable economic growth in New York State and to compete for grants and tax credits from a special billion dollar fund for development projects that can be transformative for our communities.

United Way of Buffalo & Erie County Community Needs Assessment, 2011-2012

To better understand the challenges currently facing our community, the United Way of Buffalo and Erie County initiated a community needs assessment in the fall of 2011. The primary goal of the assessment was to identify and measure critical needs to better focus the organization's and community's efforts to create positive change. Drawing on past research, as well as the work of other United Ways across the country, this assessment is focused on the areas of Education, Income, and Health & Wellness as the core building blocks that contribute to a better quality of life.

2014-2017 Niagara County Community Health Assessment

The [2014-17 Community Health Assessment for Niagara County](#) serves as a blueprint for local community action to improve health and address health disparities. It takes a look at the “broader determinants of health” including factors like education, income, transportation and housing that have been shown to directly influence a person’s health status.

Age Friendly Erie County

[Age Friendly Erie County](#) is a collaborative initiative of local organizations in Western New York committed to creating a vibrant, inclusive community for residents to grow up and grow old. The initiative is facilitated by the Erie County Department of Senior Services, Center for Inclusive Design and Environmental Access at the University at Buffalo, and American Association of Retired Persons (AARP). The goal of the Age Friendly Communities Erie County Initiative is to connect the numerous local efforts already contributing to an improved quality of life for the aging population in Erie County in order to create a unified and dynamic network dedicated to ensuring a prosperous future for Erie County residents throughout their lifespans.

Go Buffalo Mom

Funded in 2015 as part of a Federal Transit Administration Ladders of Opportunity initiative through the [Healthcare Access Mobility Design Challenge](#), the Go Buffalo Mom Initiative is designing a program to improve access to affordable, dependable transportation systems for low income pregnant mothers in order to improve the likelihood that they will get to doctors’ appointments, and, thus, increase the probability of a healthy birth outcome. Go Buffalo Mom began as a collaboration between United Way’s Healthy Start Healthy Future for All Coalition and One Region Forward. The United Way of Buffalo and Erie County serves as the lead agency and key partners include the GBNRTC, Catholic Health, Kaleida Health, Niagara Frontier Transportation Authority, Jericho Road, Women, Infant and Children (WIC) Program, Buffalo Prenatal Perinatal, Oishei Mobile Safety Net Team, Belmont Housing and University at Buffalo School of Public Health and Go Bike Buffalo.

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Developmental Disabilities Alliance of Western New York (DDAWNY)

[DDAWNY](#) has an established transportation sub-committee which includes representatives from its member human service agencies, but also from private and public transportation providers. This committee works to promote the coordination existing transportation resources and efforts among their member agencies. DDAWNY shared the results of a transportation needs survey conducted in 2014 to help inform this document.

Healthy Start, Healthy Future for All Coalition Strategic Plan, 2014-2017

Concern about the disproportionately high prevalence of overweight and obesity among low-income children sparked a unique alliance between the P² Collaborative of Western New York, UBMD, and the United Way of Buffalo and Erie County. The three organizations formed the [Healthy Start Healthy Future for All Coalition](#) (formerly the Early Childhood Obesity Prevention Committee).

The Healthy Start Healthy Future for All Coalition is a network of health care organizations, medical providers, school-based and university organizations, government entities, human service organizations and faith-based partners that are committed to strengthening the systems and community supports that promote maternal, infant and child health, specifically focused on primary prevention and the social determinants of health. The purpose of the Coalition and the strategic plan is to develop a coordinated and effective medical and public health system that eliminates disparities and improves health outcomes for the most vulnerable populations in Buffalo and Erie County, NY.

Other HSTP outreach efforts include participation and input from Go BNMC Transportation Management Association, Complete Streets Coalition, Springville Regional Services Coalition Transportation Committee, [Citizens for Regional Transit \(CRTC\)](#), [Parent Network of Western New York](#), [Go Bike Buffalo](#), and the former Buffalo Carshare.

PUBLIC MEETINGS

Three formal public meetings were also conducted as part of the Coordinated Plan Update public participation effort. Please see the appendices for attendance details.

Public Meetings Held:

Niagara County

October 21, 2015 Niagara Falls Public Library, Niagara Falls, NY

Erie County

October 22, 2015 The Holiday Inn Airport, Cheektowaga, NY
Olmsted Center for Sight, Buffalo, NY

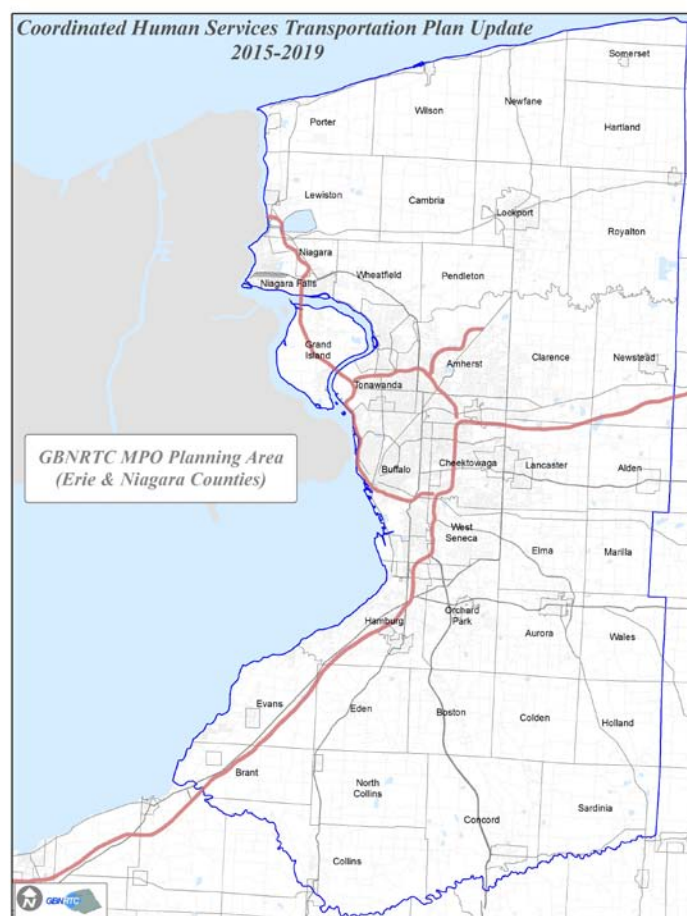


Section 2: Demographics of the Target Population

The demographic profile of the target population for the Coordinated Plan includes low-income individuals, individuals with disabilities, and older adults age 65+. New to the 2015 Coordinated Plan Update is the addition of veterans and individuals with limited English proficiency (LEP) as subset target populations.

Planning Area Description

GBNRTC's planning area (see Map 1) includes the jurisdictional limits of Erie and Niagara Counties. Erie and Niagara Counties are located in the western portion of New York State and encompass approximately 1,567 square miles. There are 69 separate municipalities in Erie and Niagara County, including 6 Cities (Buffalo, Lackawanna, Tonawanda, North Tonawanda, Lockport, and Niagara Falls) and 64 towns and villages. Three Native American Reservations (Cattaraugus, Tuscarora, and Tonawanda) are also within the GBNRTC planning area.



Map 1: MPO Planning Area – Erie & Niagara Counties

Regional Population Overview

Erie County's 2013 population, per the American Community Survey (ACS) 2009-2013 Five Year Estimate was 919,230; a nominal increase from the 2010 Census Estimate of 919,040. In contrast to a previous trend of continued population decline, the 2013 estimate points to a stabilization of the County's population over the past few years. Niagara County, however, has continued to experience some population loss. In 2010, the US Census population estimate for Niagara County was 216,469 and the 2009-2013 ACS population estimate for Niagara was 215,465.

Since 2010, the two major cities in the region have also continued to experience some decline in population. The American Community Survey 2009-2013 data estimates the population of the City of Buffalo to be 260,568 individuals, indicating a loss of approximately 742 individuals overall. Similarly in Niagara Falls, the ACS 2009-2013 data notes the City of Niagara Falls to have a population of 49,920 or a loss of 273 residents. However, recent economic activity at least within the City of Buffalo seems to indicate that trends of the past may be changing. According to a February 2015 Buffalo Business First article, since 2014, nearly 1,000 downtown and Larkin District residential units have either come on line or been added to City of Buffalo's economic development pipeline and may improve population trends in the City of Buffalo going forward.

Though, despite the recent positive growth in Downtown Buffalo, the planning area is still continuing to experience some sprawl in suburban and rural areas as some residents and employers move further from the city centers and existing transportation infrastructure and services.

This plan identifies the following, through maps and the ensuing narratives, in order to more clearly delineate and define the transportation needs of the target population:

- Geographic distribution of low-income households in proximity to employment opportunities
- Geographic distribution of employment densities across the region
- Geographic distribution of population of older adults
- Geographic distribution of individuals with disabilities
- Geographic distribution of employment densities across the region
- Geographic distribution of key destinations (medical, daycare, retail, and human service)
- and NFTA routes
- Geographic and non-geographic barriers to transportation service use

Low-Income Individuals

The American Community Survey 2009-2013 indicates 158,434 persons in the region living below the federal poverty level, comprising 14.4% of the total population of Erie and Niagara Counties. That is an increase from Census 2010 levels in which 148,958 persons or 13.1% in Erie and Niagara Counties were living below the federal poverty level.

Poverty among individuals in Erie County increased slightly from 13.9% according to the 2010 US Census to 14.6% per the ACS 2009-2013 estimate. In Niagara County, the percentage of individuals living below the poverty level minimally decreased from 13.9% in 2010 to 13.7% according to the ACS 2009-2013 estimate.

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

The Cities of Buffalo and Niagara Falls have also realized increases in the percentages of persons living below the poverty level over the past decade. According to the ACS 2009-2013, 30.7% of individuals were living below the federal poverty level in the City of Buffalo, an increase of 2.1% since 2010. In the City of Niagara Falls, the ACS 2009-2013 estimates that 24.9% individuals were living below the poverty level, an increase of 4% since 2010.

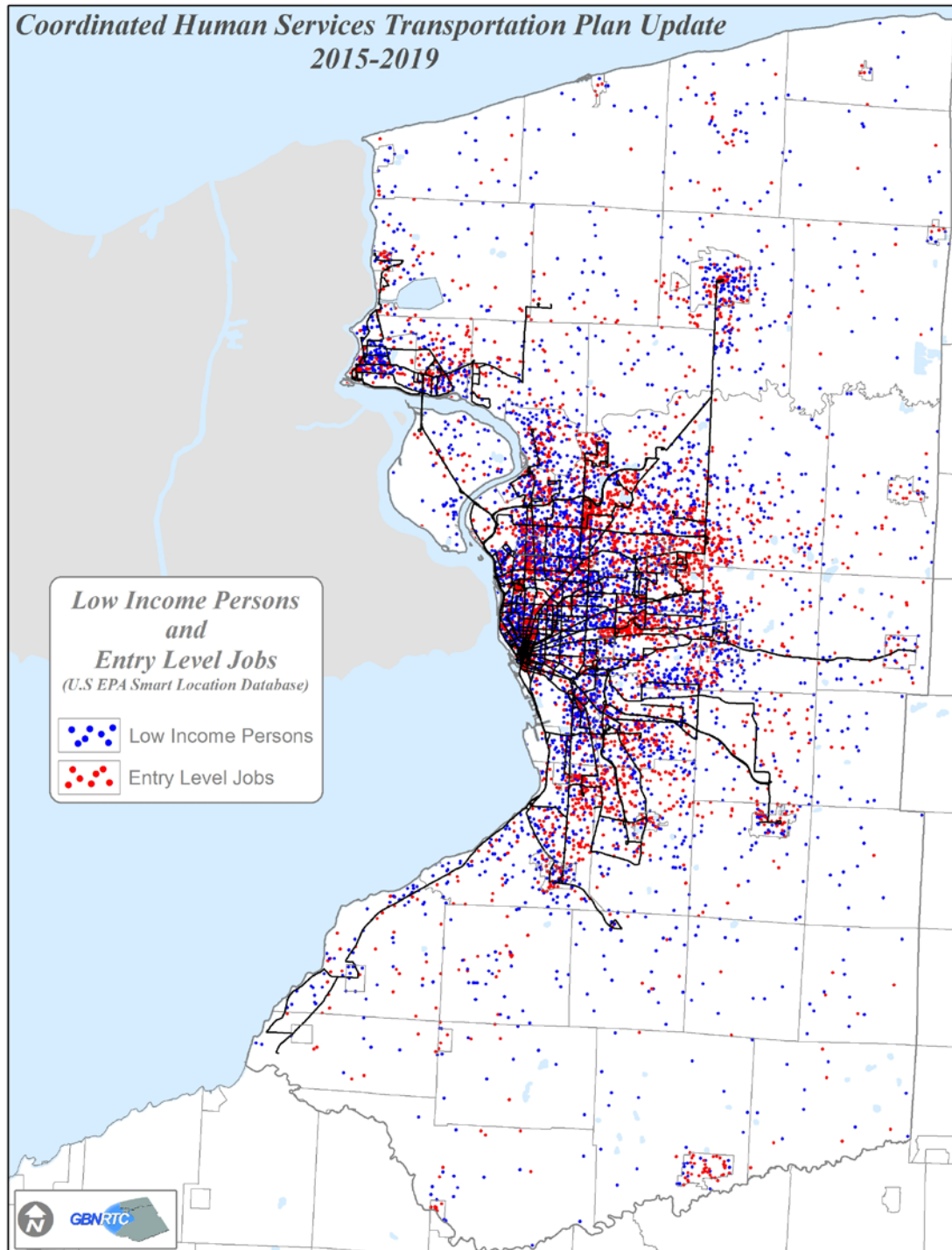
Traditionally, the highest concentration of economically disadvantaged individuals are located within the Cities of Buffalo and Niagara Falls. However, the economic downturn of 2008 was a major factor in the emergence of poverty in the suburbs over the last decade. The suburban poor face transportation disadvantages unlike those of their urban counterparts. These include an over-reliance on public transportation and a spatial mismatch between where they live and where they work or need to get to for key services. According to the ACS 2009-2013, 9.4% of persons in the Town of Tonawanda are living below the poverty level. In Cheektowaga persons in poverty stood at 10.6% and in Amherst 8.7%.

Maps 2, 3 and 4 show the locations of low-income households in proximity to entry level employment opportunities. As shown on Map 3, there are individuals, especially to the northwest and east of the Central Business District in Buffalo and neighborhoods to the south of the University at Buffalo, South Campus living well below the federal poverty level. These communities are considered extremely low-income neighborhoods. In Niagara Falls, neighborhoods to the northeast of the Central Business District are considered extremely low-income communities.

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

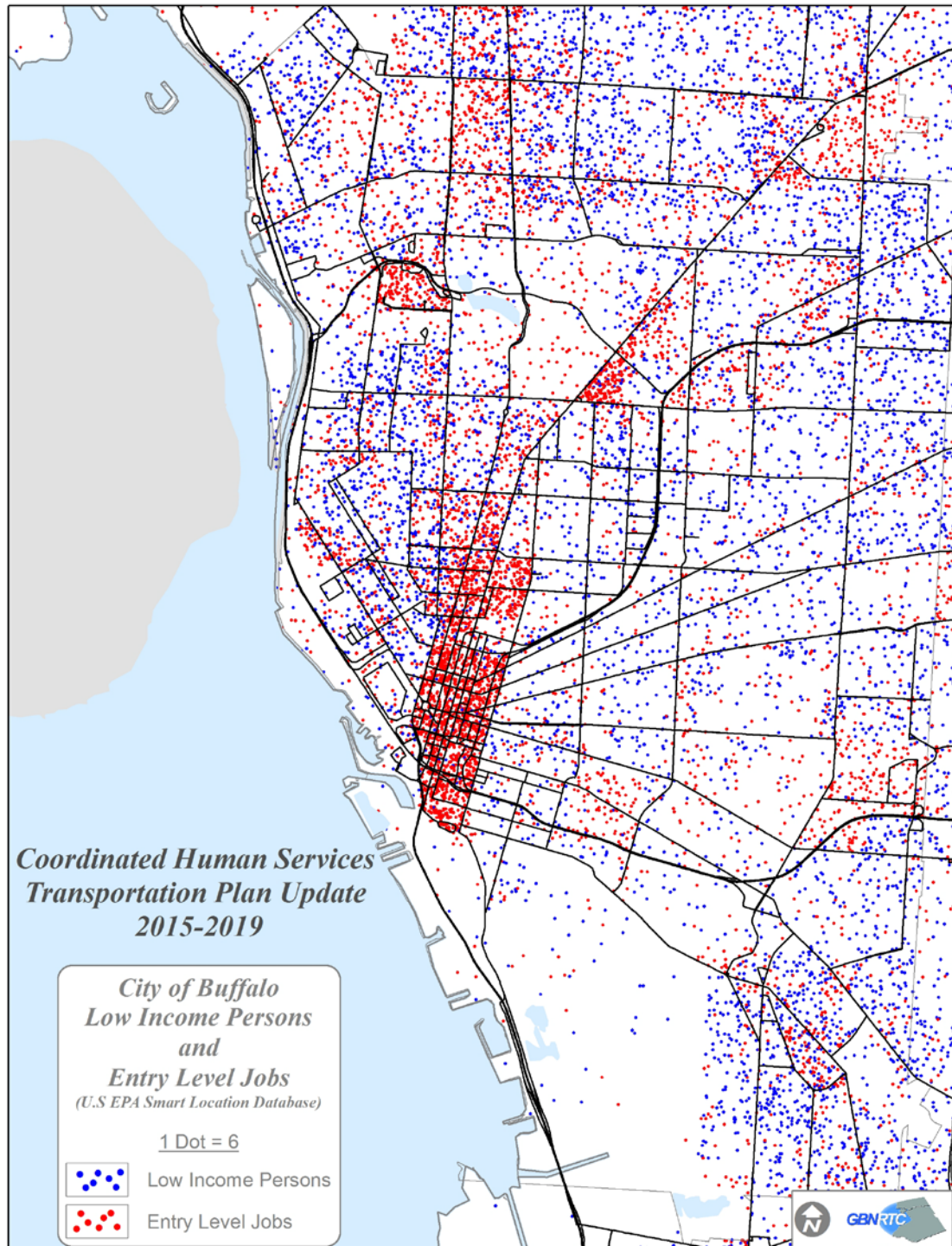


Map 2: Low-Income Household Population and Entry Level Employment in Erie and Niagara Counties
(1 Blue Dot = 6 Low-Income Persons/1 Red Dot = 6 Entry Level Jobs)

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

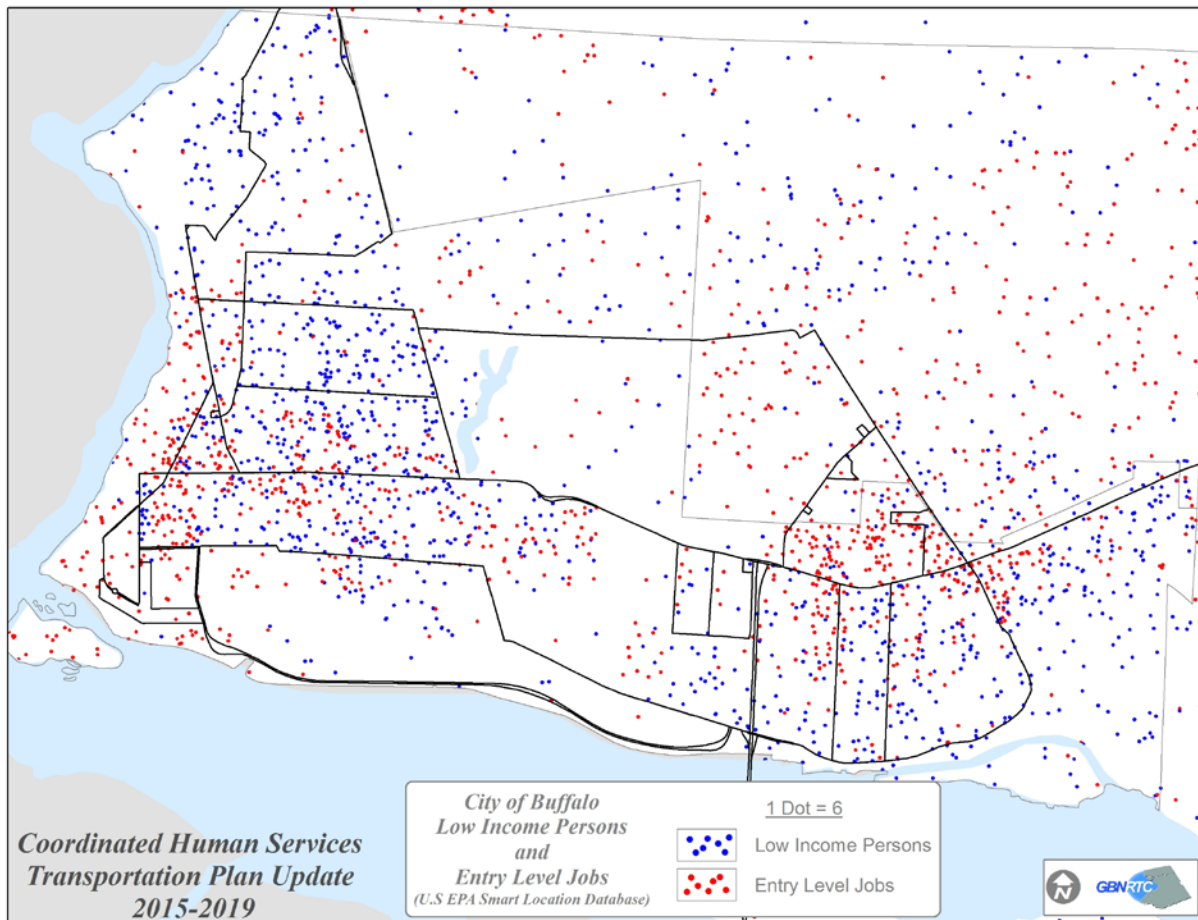


Map 3: Low-Income Household Population and Entry Level Employment in City of Buffalo

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update



Map 4: Low-Income Household Population and Entry Level Employment in City of Niagara Falls

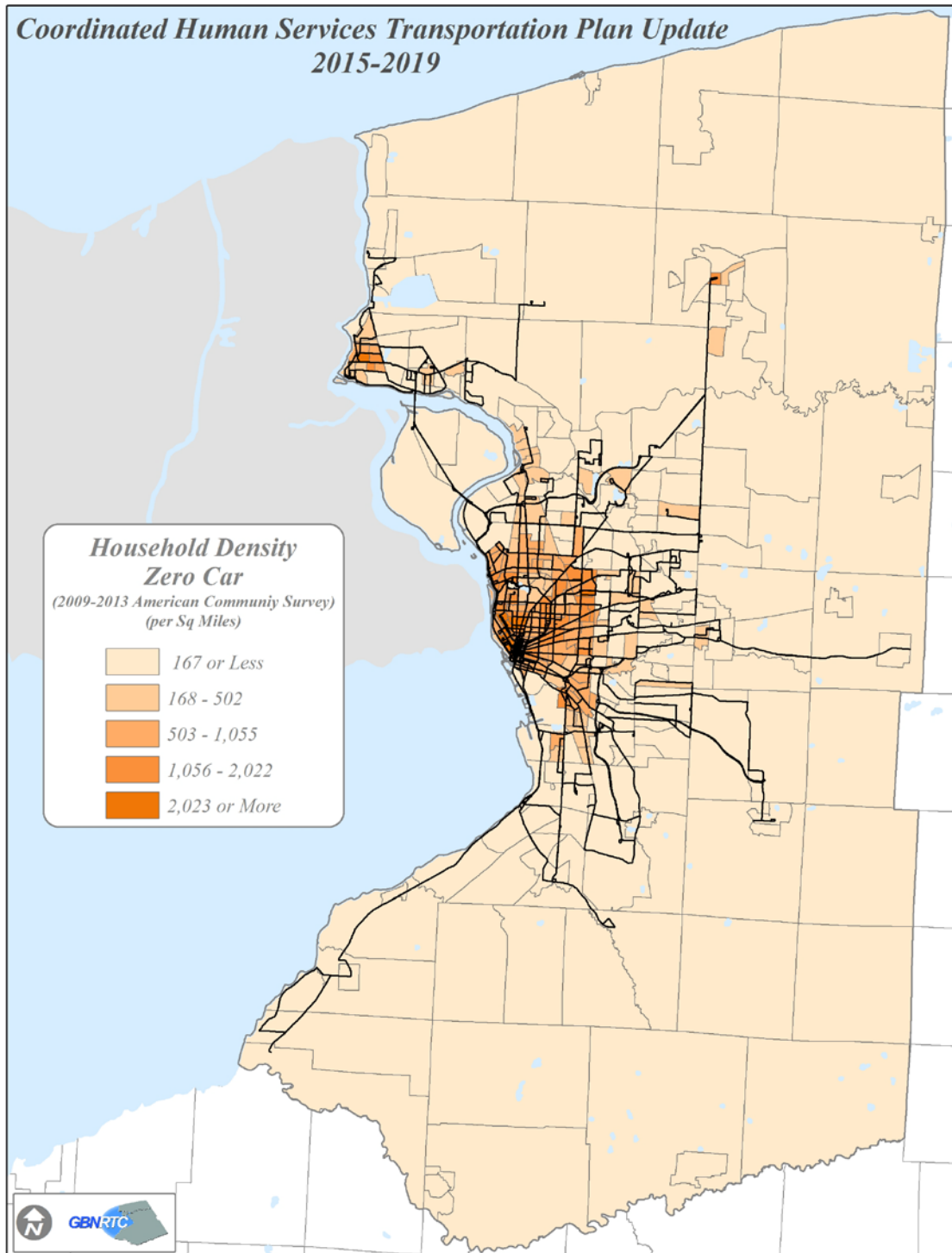
Zero-Vehicle Households

The 2009-2013 American Community Survey indicates that nearly 13.2% of the households in the two-county area do not have a vehicle. Within the City of Niagara Falls the figure of zero-vehicle households jumps to 20.2% and in the City of Buffalo to 30.1%. According to an August 2011, Brookings Institution Report, *Transit Access and Zero Vehicle Households*, "Zero-vehicle households live in neighborhoods well-served by bus and rail service, however, that transit service frequently falls short on connecting households to ample job opportunities."

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

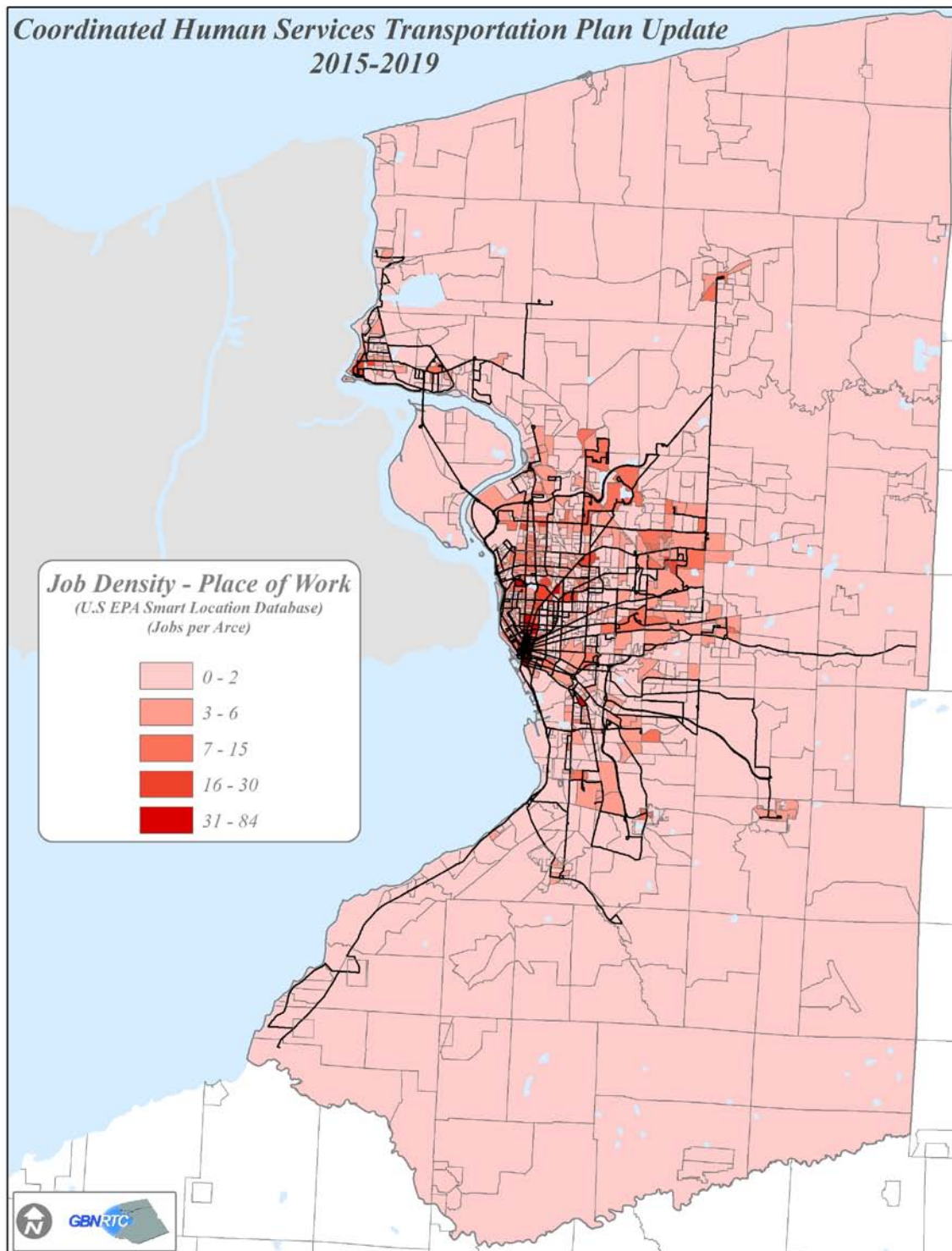


Map 5: Zero Car Households – Erie & Niagara Counties

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update



Map 6: Employment Density per Acre – Erie & Niagara Counties

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Employment

Erie County has the largest number of jobs, with employment concentrated in Downtown Buffalo, as well as a small number of significant suburban nodes including the University at Buffalo North and South Campuses, Buffalo Niagara International Airport/Williamsville area, Walden Galleria Mall, and Boulevard Mall. The majority of large employers in the region are in the areas of healthcare, education, office and administrative occupations including government and service related occupations.

Although Downtown Buffalo has the highest concentration of jobs, a vast majority of employment opportunities are now located outside the City of Buffalo. Like many cities across the nation, Buffalo has experienced the same phenomenon of jobs following the residential exodus to the suburbs. Much of the suburban employment is located in low density business parks with dispersed buildings, large supplies of free parking, and easy access to the ring expressway network. These suburban employment centers include a mix of public/private companies and educational & governmental facilities located in transit corridors throughout the region.

Transit corridors with increases in employment locations include:

- Millersport/Transit Road
- Main Street/Transit Road
- Genesee/Walden/Airport
- Route 5/Hamburg
- Grand Island/Niagara Falls

Other areas of employment concentrations in the region include the Towns of Amherst and Tonawanda. These northern suburban growth areas all have major residential development, regional retail mall and shopping centers, educational facilities, services, manufacturing, lodging, distribution, retirement centers, health care, and hi-tech businesses. Despite growth in certain suburban townships, significant populations of transit dependent individuals remain in the urban core and now the first ring suburbs. With this trend, a number of city residents are "reverse commuters".

Western New York Regional Economic Development Council and Workforce Development

For Western New York, workforce development is both a strategy at the heart of the economic development plan, *A Strategy for Prosperity*, as well as a key component in systemically dealing with economic inequality. The WNY Regional Economic Development Council (REDC) and its Opportunity Agenda is working to address the challenges and barriers to job connectivity, economic self sufficiency and equal access to resources for the most vulnerable populations in our region, including the formally incarcerated, the unemployed, individuals living in poverty and individuals with no work experience.

Transportation is a key focus area under the WNY REDC Opportunity Agenda which has recognized these particular strategies to address needs related to workforce transportation:

- Increase access to public transportation in rural and other underserved areas
- Enhance coordination between public transportation service areas and employment hubs

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

- Improve transportation services for early morning/late night workers

In addition to the Opportunity Agenda, the WNY REDC has a Smart Growth Agenda which is working on improving access to employment opportunities through efficient development and revitalization of existing community assets in the region accessible by multiple transportation options.

Riverbend

RiverBend is a 96 acres site in South Buffalo that was once home to a Republic Steel manufacturing facility. Construction of a factory for Solar City, the nations' largest rooftop solar power provider, is now underway on the site of this former brownfield. Once completed, this site will also be home to the Buffalo High-Tech Manufacturing Innovation Hub at RiverBend, a new START-UP NY site owned by the State University of New York's Polytechnic Institute.

Northland Job Training Center

Located on Northland Avenue on the east side of the City of Buffalo, this \$44 million job training center in a former manufacturing facility on Northland Avenue is home to the new Western New York Workforce Development Center, funded with \$29 million in Buffalo Billion money and another \$15 million from the New York Power Authority. The Workforce Development Center will focus on helping local residents develop the skills to work in the region's newest light manufacturing factories. In addition, it will work with specific employers to train workers for specific jobs which includes opportunities at Solar City in South Buffalo.

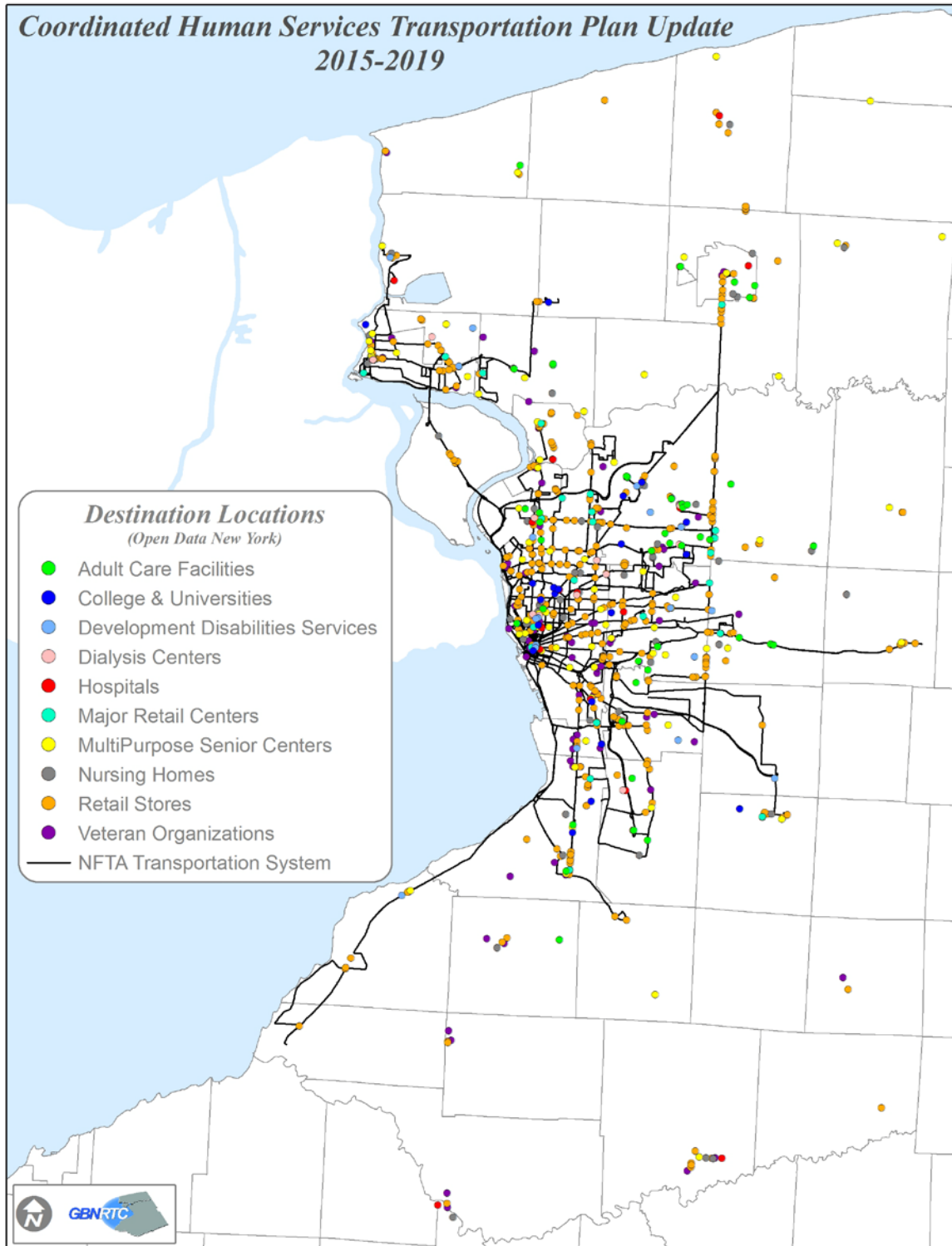
Niagara Falls and the Robert Moses Parkway Removal

New York State, through the Buffalo Billion initiative, has invested over \$10 million in resources to leverage tens of millions of dollars in private investment to boost the economy and create jobs. This investment is designed to help the city's tourism business by routing traffic through the city instead of bypassing it and restore the connection between downtown and Niagara Falls State Park. The completion of the removal of this southern section of the parkway is slated for completion in Spring 2016. Planning efforts are also underway for the next step in the overall Niagara Gorge Corridor Project which involves the removal of a northern portion of the Robert Moses Parkway and reconstruct Whirlpool Street between Main Street and Findlay Drive in Niagara Falls.

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update



Map 7: Key Destinations – Healthcare, Daycare, Shopping & Human Service Locations with Public Transit Overlay

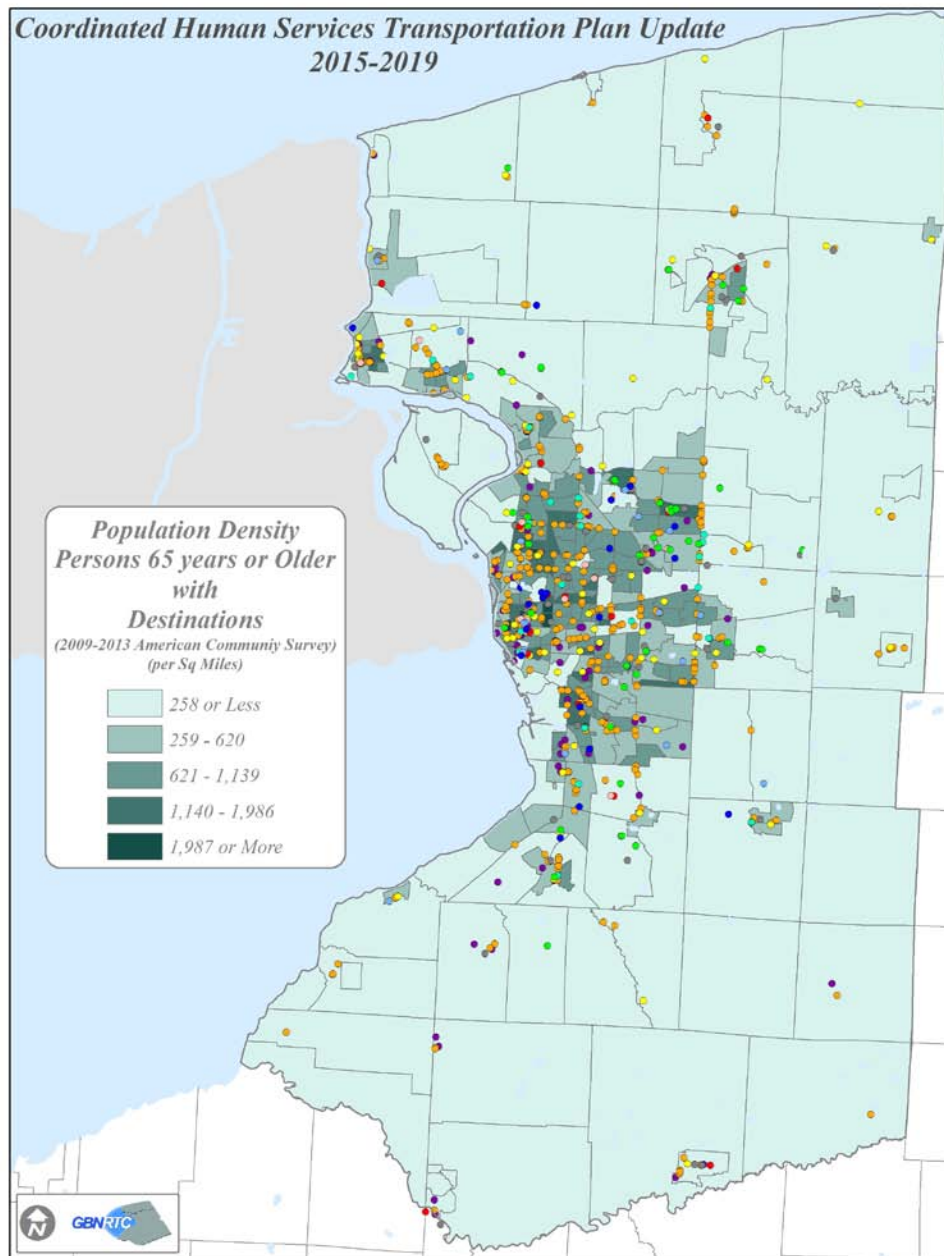
2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Older Adults

The Federal Reserve Bank of Buffalo notes that by the Year 2030, one in five persons in upstate New York will be over the age of 65. Based on American Community Survey 2009-2013 data, 181,296 (15.9%) of the population consists of persons 65 years of age or older. Map 8 identifies the location of seniors age 65 and over and where they live in proximity to key destinations such as medical facilities, daycare programs, retail locations and human service organizations.



Map 8: Older Adult Population Erie & Niagara Counties with Key Destinations Overlay

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Individuals with Disabilities

Over 145,054 individuals or approximately 13% of the total population within Erie and Niagara Counties is comprised of individuals living in the community with a disability per the 2009-2013 American Community Survey. Map 9 identifies the location of persons with disabilities in the region in proximity to key destinations to maintain healthy and fulfilling lifestyles.

Transportation is an issue vital to quality of life for older adults and individuals with disabilities. When physical and cognitive impairments prevent this population from driving or using public transportation, caregivers often become primary transportation providers. For most of us, transportation is a link to independence, quality of life and social interaction. This is especially true for older adults and persons with disabilities who no longer or never drove and are therefore reliant on others for their transportation needs.

As the maps in this section illustrate, a large percentage of the population of seniors and individuals with disabilities is living outside of the City of Buffalo in assisted-living-and senior housing complexes that are usually located in suburban and rural settings. While these settings provide calm and quiet environments, they are not located in areas with high levels of public transit service. Van service is available within many of the larger facilities; however, the van service is primarily for emergency and medical visits. Access to non-emergency, social visits or shopping trips on facility vans are usually prohibited or considered a low priority. The location of assisted living facilities for older adults and individuals with disabilities in the suburbs creates a further transportation barrier as home health aide workers find it difficult to reach these locations to care for clients. Their services allow seniors and individuals with disabilities to live independently and not in more costly, acute care facilities.

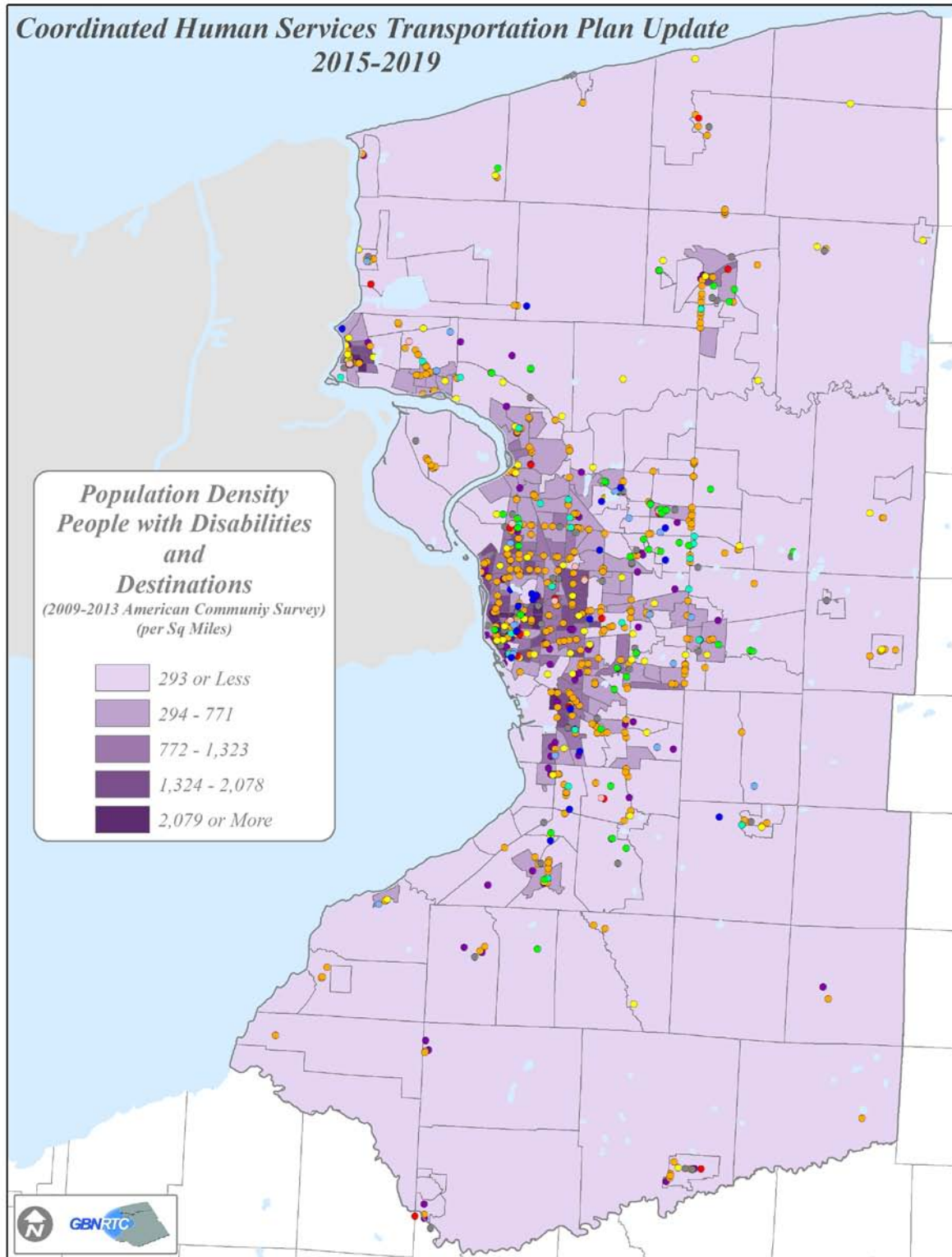
In November 2012, Governor Cuomo issued Executive Order Number 84, creating the Olmstead Development and Implementation Cabinet (Olmstead Cabinet), which was directed to develop a plan to integrate disabled persons into independent living arrangements and competitive employment, consistent with the U.S. Supreme Court's decision in *Olmstead v. L.C.* (1999). In 2013, the State's Olmstead Cabinet released its [Report and Recommendations of the Olmstead Cabinet](#), outlining strategies for State agencies to ensure that people with disabilities have the opportunity to live in the "most integrated setting" possible. New York, in essence, is transitioning from centralized support services, such as State institutions, group facilities, and sheltered workshops, to community-based residential settings (i.e. apartments) and competitive-wage employment.

The extent to which this State initiative impacts the need for specialized transportation has yet to be fully realized. However, it could have far-reaching impacts, as individuals with disabilities begin living and working in locations that may, or may not, provide the current level of transportation or specialized transportation services.

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update



Map 9: Individuals with Disabilities in Erie & Niagara Counties with Key Destinations Overlay

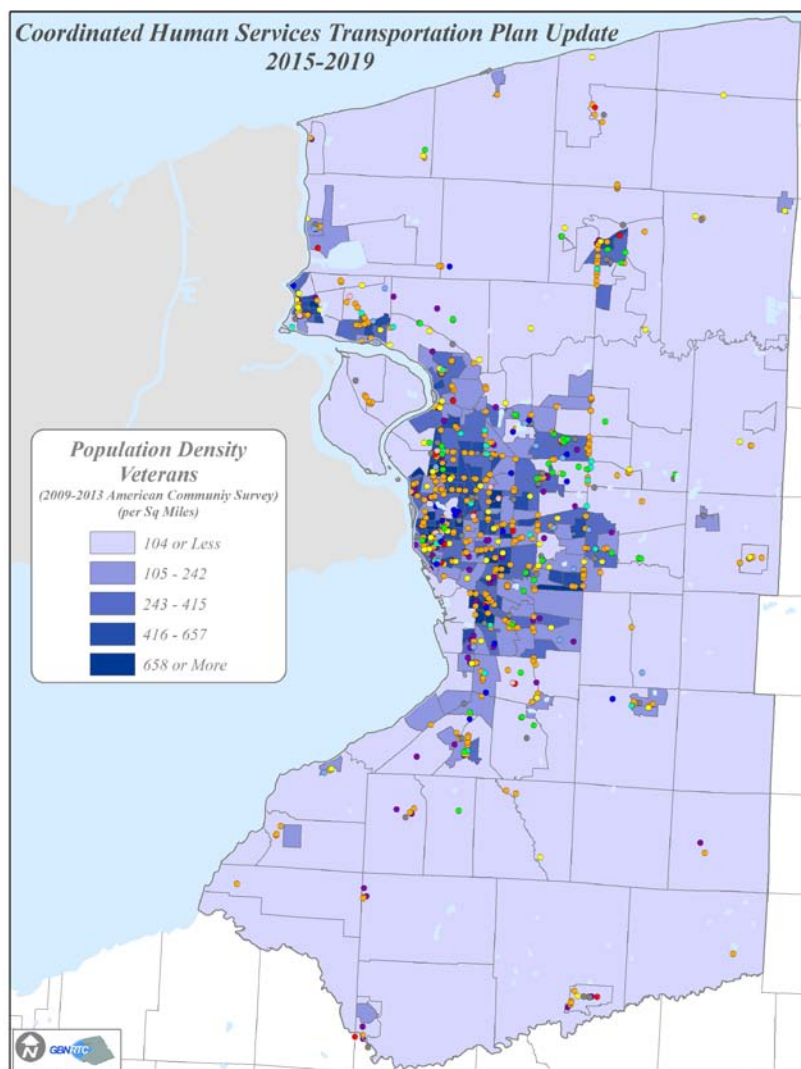
2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Veterans

With the recent wind down of the Iraq and Afghanistan wars, many military veterans across the country are returning home and integrating back into civilian life. Transitioning from military service to civilian life can be a difficult process for many returning veterans. At the same time, World War II veterans are well into their 80's and 90's and Korean and Vietnam War veterans are nearly 70 or older. Veterans in Erie and Niagara Counties comprise 9.2% of our region's population. For some veterans and their families, routine transportation is a challenge because of a disability or financial hardship. Many veterans returning home are entering the work force or going back to school with the intent of entering the workforce at a later date. When compared to the general population, a disproportionately higher percentage of veterans have a disability. Map 10 indicates where veterans live in the Buffalo Niagara region in proximity to medical facilities, human service agencies and other important destinations to help them transition back into civilian life for recent veterans returning from overseas and stay living in the community for older veterans.



Map 10: Veterans in Erie & Niagara Counties with Key Destinations Overlay

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Limited English Proficient Individuals

Limited English proficient (LEP) individuals are defined as people who either do not speak English well or do not speak any English. Language difficulties create substantial barriers to accessing employment opportunities, engaging in community or cultural activities, and performing daily tasks. Because they do not speak English well, LEP individuals tend to work lower-wage jobs and are more likely than the general population to have limited incomes. In addition, many LEP individuals also face barriers in accessing transportation information resources, which can prevent them from utilizing the transportation options that do exist. Of the 32,200 LEP individuals in the region, 8,233 persons or 25% are Spanish language speakers.

American Community Survey 2009-2013 REGIONAL LIMITED ENGLISH PROFICIENCY POPULATION		
Total Population for Whom English is Proficiency is Determined	Total Limited English Proficiency Population	%
1,074,379	32,200	2.99%

Table 1: Limited English Proficient (LEP) Individuals in Erie and Niagara Counties



Section 3: Transportation Today

Erie and Niagara Counties have five layers of transportation services:

Public Transportation

Niagara Frontier Transportation Authority

The Niagara Frontier Transportation Authority (NFTA) is a regional multi-modal transportation agency responsible for air and surface transportation for Erie and Niagara Counties. NFTA's public transit operation consists of a regional bus system, a light rail system and complementary paratransit service. With a fleet of 301 buses, including 20 new fuel efficient compressed natural gas (CNG) vehicles, 27 rail cars, and 74 Metrolink and paratransit services, NFTA operates nearly 870,000 revenue hours and over 9.2 million revenue miles of service each year.

NFTA carries approximately 25 million passengers annually. Where public transit is available, it is the region's most economical travel option; is well-established and subsidized; and has available capacity for additional passengers on almost all routes. It is an option that can be leveraged by exploring further human service agency-public transit partnerships (beyond those currently in place) in offering transit voucher programs, tailored service routes or feeder services between in-demand destinations, or deviated fixed-route service.

While many employment centers are served by NFTA's public transit system, the level of service to each is highly variable. Downtown Buffalo and regions within the first and second ring suburban areas have the highest level of service. Service to far reaching suburban/rural areas of the region have medium to low level of service. Over the past decade, the NFTA to some degree has responded to suburban and rural sprawl. In addition to still pursuing a policy of dedicated service along main corridors supported by large, fixed route buses, they have attempted to stretch their system to serve the new job locations outside of existing public transit service. However, in an era of operating funding shortfalls these suburban and rural services have become increasing difficult and in some cases unsustainable to operate.

Seneca Transit Services (STS)

In 2011, the Seneca Nation of Indians (SNI) entered into a partnering agreement with the City of Olean and the Cattaraugus Rehabilitation Center, Inc. to finance the operation of public transportation bus service between the Allegany Territory of the Seneca Nation, the City of Salamanca and the City of Olean. The service was initiated in November 2011 as one route within the operation of the Olean Area Transit System (OATS). This service grew rapidly in the first year to provide 1,200 riders a month transportation service.

With the success of this transportation route with OATS, SNI engaged in additional transportation planning efforts and in 2013 the initiated the Seneca Transit System (STS) to expand service routes to meet the demands of the community. STS currently operates six round trips, providing about 27 hours of revenue service per day Monday through Friday with the addition of Saturday service.

The Seneca Transit System affords the opportunity to provide access for residents to community health, education, and recreation services at the various facilities located on the Seneca Nation and portions of Erie and adjacent counties.

ADA Complementary Paratransit Services

NFTA offers complementary ADA paratransit called Paratransit Access Line (PAL) to individuals with disabilities within a ¾-mile corridor of fixed-route bus service. During a one year period, from April 1, 2014 to March 31, 2015 the NFTA provided 168,680 PAL trips in the region and has an active client base of approximately 4,736 individuals. In accordance with the Americans with Disabilities Act of 1990 (ADA) and its regulations, Section 37.123(e), there are three specific circumstances under which a person would be considered ADA eligible for PAL service:

- The individual is unable, as a result of a physical, visual or mental impairment, and without the assistance of another individual (other than the driver of the bus) to board, ride, or disembark from any vehicle in the fixed route system, which is accessible to individuals with disabilities.
- The individual with a disability could utilize an accessible vehicle but such a vehicle does not operate on the route he/she wishes to travel.
- The individual with a disability has a specific impairment related condition, which prevents travel to a boarding location or from a disembarking location on the fixed route system.

Privately-Owned Public Transportation

Erie and Niagara counties has a number taxi cabs operators and private wheelchair van companies (see Appendix F). A limited number of taxis in the region are currently wheelchair accessible. Taxi and wheelchair vans services are available to anyone who is able to pay the fare, though for the HSTP target population these services often cost prohibitive.

Medicaid Non-Emergency Medical Transportation:

As the federally recognized state Medicaid agency, the New York State Department of Health (NYSDOH) is responsible for ensuring the availability of non-emergency medical transportation (NEMT) for Medicaid enrollees in New York State. For individuals who qualify for the program, Medicaid will pay non-emergency transportation costs for individuals traveling to covered medical appointments.

Prior to 2011, NYSDOH delegated administrative responsibility of NEMT programs to the Department's of Social Services at the county level, whereby counties either managed the program in-house or contracted with a transportation broker or mobility manager to arrange transportation services for Medicaid recipients. However, in 2011 the State of New York began to conduct a fundamental restructuring of its Medicaid program through the Medicaid Redesign Team Initiative to achieve measurable improvement in health outcomes, sustainable cost control and a more efficient administrative structure. New York State's Medicaid Redesign Team included among its redesign efforts a change in procurement of transportation to a system of regional transportation management contracts as part of their specific transportation cost reduction proposal. Currently in Erie County and

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Niagara Counties, Medicaid trips for qualifying individuals are now arranged by [Medical Answering Services \(MAS\)](#) which manages the Western Region contract for the New York State Department of Health.

Other Human Service Transportation

Private providers and non-profit human service agencies that provide transportation in the region also play a significant role in providing mobility for persons with disabilities, and older adults. Door to door service is provided to day treatment programs, adult daycare facilities and rehabilitation programs; however, individuals must be enrolled in specific programs and have adequate funding available to access these programs.

Transportation Needs & Gaps

Both the 2007 Coordinated Human Services Transportation Plan and the 2011 Plan Update listed needs, and gaps in public transit, human services transportation and coordination efforts aimed at serving transportation disadvantaged populations. Transportation needs differ among older adults, low-income individuals, and individuals with disabilities. At the most basic level, all residents of the Buffalo Niagara Region need to access daily necessities without an undue financial or time burden. However, each individual's unique transportation needs are shaped by a variety of factors, including but not limited to where they live and work, personal or cultural obligations, and medical conditions.

The 2015 Coordinated Plan Update reaffirms these needs and gaps and has added some needs to the list as shown below. However, since the number of transportation funding programs which require coordinated planning has decreased since the 2011 plan, achieving a broader scale of coordination among agencies has become more challenging. Through consultation with human service transportation providers, consumers, transportation providers and other stakeholders in the region, the following transportation needs for the target population have been identified:

- Safe and convenient access to appropriate transportation options
- Accessible transportation infrastructure
- Affordable transportation options
- Reliable transportation
- Safe and secure transportation
- Reliable public transportation outside of peak hours
- Clear information on available transportation options
- Convenient trip planning
- Reasonable travel times
- Seamless connections between transportation services
- Culturally relevant information resources

In addition, for human service organizations that provide transportation services for the target population, the following needs have been identified:

- Group Purchasing (fuel, insurance, maintenance, replacement parts)
- Other Pooled Resources (e.g. background checks)
- Standardized driver training and sensitivity training
- Additional human service agency vehicles
- Wheelchair lifts, accessibility and safety devices (e.g. stepstools)
- Accessible taxi cabs

Gaps

Gaps in the transportation network have been identified as falling into one of the following five categories: geographic, service time, infrastructure, capacity and information/awareness gaps.

Geographic Gaps

Geographic gaps refer to locations in the region that are underserved, or not served at all, by transportation services. These include:

- Transit service reductions have made it increasingly difficult to connect some suburban and rural riders to areas well served by fixed-route transit.
- Transit service to destinations outside of major activity centers is inadequate to meet the needs of the target population.
- Fixed-route transit service operates primarily on a north-south orientation. As a result, east-west travel is cumbersome for transit-dependent populations and may require multiple transfers.
- Lack of public transportation options in Niagara County.
- The majority of physicians are located in the suburbs where there is limited public transportation.
- Current public paratransit is only available within $\frac{3}{4}$ of a mile on either side of a bus route.
- Lack of coordinated and affordable transportation for low-income parents traveling between home, child care facilities and work.

Service Time Gaps

Service Time gaps are caused when transportation service is not available at times when it is needed by transportation disadvantaged populations. These gaps include:

- Transportation options are inadequate outside of peak hours — very early in the morning, middle of the day, after 7:00 pm, and on weekends.
- Most van services for seniors end at 3:00 or 4:00 pm and are not available on weekends.
- Accessible taxi cab service is lacking after 9:00 pm.

Infrastructure Gaps are areas where a lack of physical or technological infrastructure prevents individuals from accessing needed transportation options. Infrastructure gaps include:

- More complete streets are needed
- Transit facilities and bus stops without accessible walkways and safe crossings.
- No sidewalks or lack of accessible sidewalks due to poor maintenance or lack of snow removal
- In accessible sidewalk ramps that aren't level or too steep
- Bus stops and other transportation waiting areas lack benches.
- Bus stops lack adequate weather protection.
- Rural and suburban roads are unsafe for pedestrian and wheel chair users.
- Pedestrian crossing times at signalized intersections are not long enough for seniors and individuals with mobility impairments.
- More pedestrian and bicycle amenities are needed at transit hubs

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Capacity Gaps

Capacity gaps can take many forms, but with regard to human services and community transportation include affordability and organizational capacity gaps. In our region these include:

Affordability

- Lack of affordable, accessible, or lift-equipped vehicles for individuals with disabilities, but who are not eligible for Medicaid or ADA paratransit services.
- Lack of affordable wheelchair service.
- Lack of reliable and affordable transportation for individuals needing to go to dialysis three or more times per week.

Organizational

- Paratransit systems generally do not provide same-day service, which means riders must always plan trips in advance and cannot be spontaneous about travel.
- Restrictive advance notice requirements Most services require a two week advance notice
- Eight week registration period for paratransit is too long.
- Common standards do not exist among agencies, including but not limited to vehicle safety, driver training, and driver licensing.
- Transportation providers and brokers use different scheduling, dispatching, and reporting software, making information sharing difficult.
- Cross-county trips are difficult due in part to a lack of coordination among service providers.

Information/Awareness Gaps

Information/Awareness gaps occur when individual riders and/or human service agencies are not fully informed about available transportation options. These types of gaps include:

- Language and cultural barriers prevent riders and clients from accessing transportation options.
- Social service agencies do not always have adequate information regarding available transportation choices for their clients, particularly if transportation is not offered by the social service agency. This may result in referral to less efficient transportation options than those that are actually available.
- Communities may not aware of available transportation options due to limited funding available for marketing and coordination. .
- Multiple efforts to provide transportation option information online, but this information is not fully centralized.
- Unfamiliarity or lack of knowledge in how to use public transportation
- There is a lack of awareness concerning how much it costs to provide public transportation and van services
- Public transportation system may be difficult to understand for new riders or riders or older adults that have not taken public transportation in many years.



Section 4: Strategies for Improved Service & Coordination

Decisions we make today on how best to invest in transportation options for older adults, individuals with disabilities and persons with limited incomes will affect the future quality of life for thousands of residents in Erie and Niagara counties. Whether it is getting to work, to the doctor or to the grocery store, the purpose of this plan is to help improve community transportation which includes public transit, paratransit service, vans, taxis, human services transportation and non-emergency medical transportation services that focus on the plan's target population of older adults, individuals with disabilities and persons with limited incomes.

Our changing demographics, aging infrastructure and resource constraints at all levels of government do not allow for continued sprawl and conventional transportation solutions of more buses, paratransit, van and taxi services to meet demand. Rather, we must continue to seek new ways to invest in our existing communities, improve coordination among services, take advantage of new technologies and develop innovative ways of delivering cost effective transportation in the region. The following efforts serve to foster coordination across the nation through informational resources, best practices, training and technical assistance opportunities:

Coordination Efforts at the Federal Level

Coordinating Council on Access and Mobility

The [Coordinating Council on Access and Mobility \(CCAM\)](#) is a partnership of federal agencies working to build ladders of opportunity across America by improving the availability, quality and efficient delivery of transportation services to people with disabilities, older adults and people with low incomes. CCAM members continue to promote further the mission of United We Ride, a 10-year initiative to help states and local communities coordinate across the various Federal programs associated with human services transportation.

National Center for Mobility Management (NCMM)

The [National Center for Mobility Management](#) is an initiative of the United We Ride program, and is supported through a cooperative agreement with the Federal Transit Administration. The mission of the Center is to facilitate communities to adopt transportation strategies and mobility options that empower people to live independently, and advance health, economic vitality, self-sufficiency, and community.

National Center for Senior Transportation (NCST)

The [National Center on Senior Transportation's](#) mission is to increase transportation options for older adults and enhance their ability to live more independently within their communities throughout the United States. NCST achieves this mission by gathering and sharing best practices; providing technical assistance and training; facilitating strategic partnerships and community engagement to support the

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

development and coordination of senior transportation.

Project Action Easter Seals

The mission of [Project Action Easter Seals](#) is to promote universal access to transportation for people with disabilities under federal law and beyond by partnering with transportation providers, the disability community and others through the provision of training, technical assistance, applied research, outreach and communication.

Ladders of Opportunity

“Through transportation, we can help ensure that the rungs on the ladder of opportunity aren’t so far apart—and that the American dream is still within reach for those who are willing to work for it.” – U.S. Secretary of Transportation, Anthony Foxx

In early 2015, the Federal Highway Administration (FHWA) issued Planning Emphasis Areas for 2016 which included a focus on [Ladders of Opportunity](#), an initiative designed, in part, to improve access to essential services for transportation disadvantaged communities. The intent of the Ladders of Opportunity initiative is to “identify transportation connectivity gaps in accessing essential services. Essential services include employment, health care, schools/education, and recreation.

Suggested work tasks include developing and implementing analytical methods to identify gaps in the connectivity of the transportation system and developing infrastructure and operational solutions that provide the public, especially the traditionally underserved populations, with adequate access to essential services.

One Region Forward – Strategies to Improve Transportation & Mobility

One Region Forward – A New Way to Plan for Buffalo Niagara

A Regional Plan for Sustainable Development (RPSD)

In addition to the federal initiatives above, the One Region Forward effort in Erie and Niagara Counties identified a number of strategies in *A New Way to Plan for Buffalo Niagara* to improve coordination and service in the region which are described below in further detail:



One Region Forward was initiated in 2011 to build on the region's momentum toward sustainable development, fill key gaps in planning, and set the stage for a more vital future for Buffalo Niagara. Funded through the federal Partnership for Sustainable Communities, it is a highly collaborative, broad-based effort intended to guide and promote more sustainable forms of development in land use, transportation, housing, energy and climate, access to food, and more.

A key deliverable of the *One Region Forward* initiative has been the Regional Plan for Sustainable Development (RPSD). The RPSD is a federally recognized document that outlines how a region will coordinate federal, state, and local investments for long-term economic, environmental, and social sustainability. [*A New Way to Plan for Buffalo Niagara*](#) weaves together nearly three years of research, community engagement, partnership building and planning by over 5,000 citizens and more than 700 local organizations. The plan explores ideas and potential strategies to align our actions to our values, providing a basic framework for moving the region towards a more sustainable, resilient, and opportunity-rich future.

Strategies to Improve Transportation and Mobility

Although decades of “sprawl without growth” have created a land use pattern for which it is increasingly difficult to provide convenient and energy efficient transportation service, the historic pattern of development in our region still offers an opportunity to match transportation – and transit – to land use. The region grew up along the major arteries emanating from Buffalo and Niagara Falls and in outlying villages connected to them, creating a system of hubs and corridors. If we concentrate development of jobs, housing and infrastructure in these hubs and corridors, we can create a pattern that is more efficient and can be better served by transportation. For improved transportation and mobility in the region, One Region Forward highlights the need to develop a hub and corridor system through:

High Quality Transit

A program of targeted service improvements, partnerships with major institutional destinations (e.g. the Buffalo Niagara Medical Campus), and well-designed incentives and promotions could shift the momentum in favor of transit. None of this, however, can happen without additional funding. The region should make transit funding and system improvement a top priority for advocacy and action.

Transit Oriented Development (TOD)

Transit Oriented Development, in which new homes and apartments, offices and shops are built in close proximity to high quality transit service – especially rail transit – has proven in many cases around the nation to be a good way to improve land use, neighborhood quality, and transportation access. The University at Buffalo’s forthcoming School of Medicine building atop the Allen-Medical Campus Metro Rail station is a one example of TOD.

Complete streets

If we want to promote alternative modes of travel – walking, cycling, transit, etc. – we need to provide the environment and infrastructure to make it safe, comfortable, and interesting for those travelers. A comprehensive concept has been developed to accomplish this – commonly called “complete streets” – which provides for ample sidewalks, street trees, on-street parking, bike lanes and other aspects of street infrastructure design to make pedaling, walking or waiting for a bus more attractive. The good news is complete streets can often be achieved within existing budgets. Incorporating bike lanes or crosswalk treatments into routine tasks such as paving and restriping provides opportunities to implement complete streets across the region.

Corridor Makeovers

Part of the difficulty in promoting alternative modes of travel can be seen in the character of many suburban “main drags,” where multi-lane roadways without sidewalks serve retail establishments with big setbacks and big parking lots. These environments make walking, waiting for a bus, or riding a bicycle not only unpleasant, but often dangerous. Developers in many places, however, have shown how such environments can be transformed, step by step, by bringing activities to the building line, tucking parking in back, creating pleasant sidewalk paths, and incorporating complete street elements.

Bicycle Infrastructure and Incentives.

A crucial element in promoting travel by bicycle – not just for recreation, but for getting from here to there – is to provide the appropriate infrastructure to make it safe and convenient – on the way to and at the destination. Regional and municipal officials should work with bicycle advocacy groups to promote development of bike lanes on streets and “sharrows” where pavement widths are inadequate for bike lanes.

Establish Transportation Management Associations.

The Buffalo Niagara Medical Campus Inc. has been a local pioneer in bringing together multiple organizations to promote alternative transportation options collaboratively. This includes managing parking options, installing alternative fuel vehicle infrastructure, making accommodations for bicycle commuters, and promoting the use of public transit by employees and visitors to partner organization workplaces. This approach could be scaled up for an even larger district, such as an entire downtown, or the entire region.

Land Use Strategies that Support Transportation Options

In order to support our transportation system, One Region Forward also emphasizes the need for smart growth or developing a land use pattern that will produce the “spatial efficiency” needed to support our continuing economic development; manage the long-term costs of roads, utilities, and other public infrastructure like schools, libraries, parks and recreational facilities; help us create a region in which jobs, education, health care, and shopping are readily accessible to all.

Concentrate most development within the existing urbanized area.

Although already “developed,” there is a significant amount of undeveloped, under-developed, or vacant land within the urbanized area where new housing, offices, shops, and other facilities could be located. What doesn’t make sense, especially for municipal finances, is to continue the practice of abandoning land, buildings and supporting infrastructure near the center of the region and replacing it with the same on the periphery. We need to grow first where we have already grown.

Focus development in existing urban centers and villages.

Established downtowns like Buffalo, Niagara Falls, Lockport, Tonawanda, North Tonawanda and Lackawanna, as well as village centers in the region can accommodate significant additional growth in jobs and housing through the development of vacant sites and parking lots and redevelopment of existing sites to higher and better uses.

Identified Strategies for Coordination

The strategies from 2011 Coordinated Plan were reviewed for the 2015 update. Based on the current unmet transportation needs and gaps, the following key strategies were identified to address and advance transportation coordination and efficiency in Erie and Niagara Counties. A number of strategies were reaffirmed with some slight modifications. These updates have been incorporated in this section.

One Stop Mobility Center

Currently, Erie and Niagara Counties have multiple agencies, organizations and authorities performing mobility management functions. A more centralized system with a One Stop Mobility Center could be beneficial for the region. The One Stop Mobility Center would serve to better integrate and oversee the coordination of public *and* private transportation services in the region. The One Stop would contract with various sponsoring agencies to provide transportation, and in turn subcontract with a variety of public transportation, nonprofit, or private carriers to operate the service. Other One Stop functions could include the centralization of eligibility determination; voucher sales; trip reservations; assignment of trips to providers or vehicle scheduling; dispatching; provision or procurement of vehicles, maintenance, fuel, insurance or training services; drug and alcohol testing; information and referral services; and the operation of vehicles.

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Travel Training

Provide more travel training for the target population. This strategy supports projects that expand existing travel training, bus buddy, or ambassador programs in the region, as well as the develop new and innovative marketing and information partnerships or strategies to expand exposure of regional fixed-routes, trains, and ride-share programs to the target population. This could include a travel-training curriculum on the bus and rail system for older adults, individuals with disabilities and others. Such a curriculum should be coordinated to enhance or supplement existing travel training programs currently offered by the NFTA and some human service agencies.

Use of Mobile Technology

Mobile technology through Smart Phones, Intelligent Transportation Systems (ITS), Geographic Information Systems (GIS) and other technology systems are useful in coordinating transportation operations and scheduling rides, managing information and improving quality of service and access to information for riders. Encouraging the development of apps can improve the ridership experience and make riding transit more attractive. At a relatively low cost in many cases, apps can increase riders' sense of autonomy so they don't feel they're at the mercy of someone else's schedule. For example, an advance text alert for paratransit riders to let them know that the vehicle is five minutes away would help them plan and know when to be outside to be picked up.

Promote Transportation Options

[Go Buffalo Niagara](#) is a website (see Figure 1) nearing completion through a partnership between the GBNRTC, Go BNMC and others. Go Buffalo Niagara will offer information on transportation options/alternatives for interested riders, including the target population of the Coordinated Plan. While offering potential user options for transit use, bicycling, and walking, a key feature of the website is the incorporation of a carpool-matching program under [NY511](#). Ride seekers are able to register their trip profile information and then request carpool matches for their commute and/or other rides.



Figure 1: Go Buffalo Niagara Transportation Options Website

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Mobility management resource guides are also good ways to help individuals be aware of and understand how to use various transportation options in a region. The [New York City Department of Transportation's Mobility Management Program](#) has developed such a [guide](#) that provides information on programs, services, and existing conditions that could improve mobility and transportation opportunities for people with disabilities and older adults throughout New York City. A similar type of resource guide could be beneficial for the Buffalo Niagara Region.

Develop Transportation Options for Suburban and Rural Areas.

By nature of their low densities suburban and rural locations are not well suited for traditional mass transit. However, alternative transportation options and services using more appropriate vehicles or modes should be developed. Vanpools and carpools may be more appropriate travel options for connecting low-density areas in the region to employment centers.

The emerging shared ride services like Uber and Lyft which are starting to target the Buffalo Niagara region market for potential expansion of operations may also provide more options for suburban and rural communities in the future.

In addition, creative coordination of Section 5310 vehicles to provide a means public transportation in more rural areas of the region requires further investigation. For more than 30 years, the Arc of Steuben has been providing transportation services to individuals with disabilities. The transportation department operates under the name of [Steuben Area Rides](#) and provides transportation to Arc programs and various other human services agencies, as well as transportation to non-emergency medical services. Steuben Area Rides offers public transportation throughout Steuben County on four routes. Elements of this model may be beneficial for rural coordination efforts in our region.

Volunteer Transportation Programs

A variety of transportation services are needed to meet the mobility needs of older adults, persons with disabilities, and people with lower incomes in the region. The increasing number of older adults in our community residing in suburban locations in the region in particular may need more transportation services beyond those typically provided through general public transit or human service agencies. A volunteer-based transportation service helps to serve this need, such as [Hearts and Hands](#). Volunteer programs typically provide door-to-door transportation and provide mileage reimbursement to individuals that operate their own vehicles when they take individuals to medical appointments or other services, thereby negating the need for additional labor and capital costs. Other programs allow older adults to trade their own cars to pay for rides, and enable volunteer drivers to store transportation credits for their own future transportation needs.

Mobility Hubs

A mobility hub offers an integrated suite of mobility services within a defined location to improve the connectivity of the transportation system, reduce dependency on automobiles, vehicle emissions and demand for parking. Locations of frequent transfers or transit hubs are ideal locations for mobility hubs and should be equipped with transit shelter, appropriate lighting and pedestrian amenities to maximize accessibility, safety and convenience. Services offered at mobility hubs could include secured bicycle parking, bike sharing, car sharing and centralized web-based ride information system.

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Group Insurance & Joint Purchasing

Joint purchasing focuses on coordinating functions commonly undertaken by multiple organizations as a way to achieve greater cost efficiency and eliminate redundant activities. Community transportation operators and human service agencies could consolidate vehicle maintenance, purchase of insurance, driver training, and substance abuse testing services. Through group purchasing of common products or services, participating entities may increase purchasing power, and receive preferential service and prices.

Coalition Building

Continue to foster partnerships organized around transportation issues that include human service agencies; non-profit transportation providers; public transportation providers, both fixed-route and paratransit; private transportation providers; elected officials, the MPO and other government agencies; business organizations; educational institutions; and any other interested stakeholders can be most effective in collaborating on funding opportunities, increasing public awareness of transportation issues and finding solutions, and influencing public policy changes to assist transportation issues.

Nontraditional funding sources

If we hope to build a modern transportation system to serve all members of our community and to support our 21st century economic growth, we will have to explore some non-traditional funding sources. In addition to public private partnerships and foundations, the region needs to explore other creative financing mechanisms. [TransNet](#) is one example of a nontraditional funding source. TransNet is the San Diego's region's ½-penny sales tax fund dedicated to transportation improvements. The money generated from this tax helps pay for transit, highway, and local street improvements throughout the region.

Universal Design and the Built Environment

One of the most important factors affecting the range and accessibility of transportation alternatives is the built environment. American Association of Retired Person (AARP) defines a livable community as “one that has affordable and appropriate housing, supportive community features and services and adequate mobility options. Together, these facilitate personal independence and engagement of residents in civic and social life.” Communities for all are designed to meet the needs of residents of all ages with easy access to a range of services and land uses.

With any coordination strategies, the Transit Cooperative Research Program Report 105, “*Strategies to Increase Coordination of Transportation Services for the Transportation Disadvantaged*” has offered these lessons for adopting them:

- “An incremental or phased approach to implementing coordinated services can increase the likelihood that the service will be successful;

- Communication among entities considering or engaged in coordination activities is vital;

- Time and effort will need to be devoted to developing trust among partners and addressing concerns about control; and

- The time spent in developing support, resources, and a framework for coordination will pay off in terms of future growth and stability for the effort. Benefits may not appear in the short term.”

Competitive Selection Process for Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities

Projects funded under the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities must be selected through a competitive process. Projects are evaluated based on selection criteria by the Federal Transit Administration (FTA) and the New York State Department of Transportation (NYSDOT). Eligible projects are reviewed by a local Human Services Transportation Review Team comprised of representatives from the two-county area which are familiar with local human service agencies, the target HSTP population, and the transportation issues affecting the target population of the Coordinated Plan. Participation on GBNRTC's Review Team has included representatives from: Erie County Department of Social Services, Niagara County Department of Social Services, Erie County Department of Senior Services, Niagara County Office for the Aging, Erie County Office of Disabled Erie County Workforce Investment Board, Niagara County Workforce Investment Board, New York State Department of Labor, New York State Department of Transportation and Niagara Frontier Transportation Authority and GBNRTC Staff.

As noted in Section 1, MAP-21 requires programs and projects seeking federal funding under the 5310 program adhere to a regionally developed Coordinated Plan and be designed to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities. Eligible projects include both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

Within New York State, the Section 5310 Program is administered by the main office of the New York State Department of Transportation in Albany, NY. As noted earlier in the plan, Map-21 consolidated the New Freedom program (Section 5317) into the Section 5310 Enhanced Mobility of Senior and Individuals with Disabilities Program. Accordingly, Section 5310 solicitations now request project proposals for New Freedom type activities in addition to traditional Section 5310 projects. At least 55% of the available funding awards must be programmed for traditional Section 5310 capital projects while the remaining 45% of funds allocated to an area may support public transportation projects that exceed the requirements of the ADA, projects that improve access to fixed route service and decrease reliance by individuals with disabilities on complementary paratransit, and alternatives to public transportation that assist seniors and individuals with disabilities.

The following links offer additional details on the Section 5310 program:

Federal Transit Administration Section 5310 Program Fact Sheet:

http://www.fta.dot.gov/documents/MAP-21_Fact_Sheet_-_Enhanced_Mobility_of_Seniors_and_Individuals_with_Disabilities.pdf

The FTA issued a separate program circular, effective July 7, 2014, for the Section 5310 Program which may be accessed through the following website for further information:

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

<https://www.federalregister.gov/articles/2014/06/06/2014-13178/enhanced-mobility-of-seniors-and-individuals-with-disabilities-final-circular>

New York State Department of Transportation Section 5310 Program Information Page

<https://www.dot.ny.gov/divisions/policy-and-strategy/public-transportation/specialized-transportation/5310>

MAP-21 requires that a specific amount of Section 5310 funding is assigned to each Metropolitan Planning Organization area and that MPOs including GBNRTC participate in review and recommendations for proposed projects seeking Section 5310 funding in their planning jurisdiction.

The New York State Department of Transportation (NYSDOT) staff initially screen applications to determine that submittals are complete and meet FTA eligibility criteria. NYSDOT staff then distributes applications to the GBNRTC which works with the HSTP Review Team to review and prioritize the list of applicants and make recommendations for projects for funding allocations. The recommended list is then submitted to the GBNRTC's Transportation Projects Subcommittee (TPS), and TPS makes the final recommendation of projects for approval by the GBNRTC Planning and Coordinating Committee (PCC). The PCC acts on the TPS recommendations and submits the recommended project list to the GBNRTC Policy Committee for final approval at the local level. GBNRTC Policy Committee recommendations are then forwarded to the New York State Department of Transportation and the Federal Transit Administration for final approval and inclusion in the local Transportation Improvement Plan (TIP) and the State Transportation Improvement Program (STIP).

Comments about the Coordinated Plan may be directed to:

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716-856-2026 ext. 315

GBNRTC's mailing address is:

438 Main St Suite 503

Buffalo, NY 14202

2015 COORDINATED PLAN

Coordinated Human Services Transportation Plan Update



APPENDICES

Appendix A	Acronyms in the Coordinated Human Service Transportation Plan Update
Appendix B	Glossary of Terms
Appendix C	Transportation Gaps Survey
Appendix D	Participants at Public Outreach Meetings
Appendix E	Known Transportation Providers in Erie & Niagara Counties
Appendix F	Projects Funded under MAP 21 thru Section 5310: Enhanced Mobility of Seniors & Individuals with Disabilities Federal Fiscal Years 2013-2015



Appendix A

Acronyms in Coordinated Human Service Transportation Plan Update

2015 COORDINATED PLAN

Coordinated Human Services Transportation Plan Update



Acronyms:

ADA - Americans with Disabilities Act of 1990

CTE – The Center for Transportation Excellence

DDAWNY - Developmental Disabilities Alliance of Western New York

DSS - Department of Social Services

FTA - Federal Transit Administration

GBNRTC - Greater-Buffalo Niagara Regional Transportation Council

GIS - Geographic Information Systems

HANCI - The Health Association of Niagara County Inc

HSTP – Public Transit-Human Services Transportation Plan

ITS - Intelligent Transportation Systems

JARC - Job Access and Reverse Commute

MPO - Metropolitan Planning Organization

NAICS- North American Industry Classification System

NFTA - Niagara Frontier Transportation Authority

NYSDOT - New York State Department of Transportation

NYSOPWDD - New York State Office of Persons With Development Disabilities

NYSTA - New York State Thruway Authority

PAL - Paratransit Access Line

PCC - GBNRTC Planning and Coordinating Committee

SAFETEA-LU - Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users

SNA MOE - Safety Net Assistance Maintenance of Effort

SSI – Supplemental Security Income

STIP - State Transportation Improvement Program

TANF - Temporary Assistance for Needy Families

TCRP - Transit Cooperative Research Program

TIP - Transportation Improvement Program

TPS - Transportation Projects Subcommittee



Appendix B

Glossary of Terms

Glossary of Terms

Accessibility

The extent to which facilities, including transit vehicles, are barrier-free and can be used by people who have disabilities, including users of wheelchairs and other mobility devices.

ADA Complementary Paratransit Service

Demand-responsive service operated by public entities in order to accommodate persons who cannot ride fixed-route services due to a disability. Public entities operating fixed-route services are required to provide complementary paratransit services meeting a set of service characteristics specified under the Americans with Disabilities Act.

Americans with Disabilities Act (ADA)

Passed by the Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, most transportation providers are obliged to purchase liftequipped vehicles for their fixed-route services and must assure system-wide accessibility of their demand-responsive services to persons with disabilities. Public transit providers also must supplement their fixed-route services with paratransit services for those persons unable to use fixed-route service because of their disability.

Brokerage

A method of providing coordinated transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors. This type of brokerage may be appropriate when full consolidation of services is not the best option.

Carpool

A type of transportation arrangement, usually for commuter trips, in which two or more individuals share a regular trip in an automobile. Carpools typically provide door-to-door service, change when a rider's travel needs change, and may be arranged on an informal basis or through a rideshare program or brokerage.

Consolidation

Restructuring transportation services to serve the same market with fewer service providers (sometimes only one provider).

Coordination

A process through which two or more organizations interact jointly to accomplish their transportation objectives, usually for the purpose of achieving greater cost-effectiveness in service provision, avoiding duplication of services, and improving overall mobility within a community. Coordination models are varied and can range in scope from shared use of facilities, training or maintenance, to co-mingling trips from different agencies through integrated brokerages or consolidated transportation service providers.

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Curb-to-Curb Service

A common designation for transit services in which the vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination, in contrast to door-to-door service, in which passengers may be provided with an escort from the door of their origin to the door of their destination.

Demand-Response Service

A type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand response service often do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. These services usually, but not always, require advance reservations.

Dial-a-Ride Service

A name that is commonly used for demand-responsive service.

Disabled Person

Any person who by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability is unable, without special facilities, to use local transit facilities and services as effectively as persons who are not so affected.

Door-to-Door Service

A form of paratransit service that includes passenger assistance between the vehicle and the door of his or her home or other destination. Door-to-door service provides a higher level of assistance than curb-to-curb service, yet not as much as “door-through-door” service, in which the driver actually provides assistance within the origin or destination.

Employment Transportation

Transportation specifically designed to take passengers to and from work or work-related activities.

Federal Transit Administration (FTA)

A component of the U.S. Department of Transportation that regulates and helps fund public transportation. FTA provides financial assistance for capital and operating costs and also sponsors research, training, technical assistance and demonstration programs.

Fixed-route Transit

Transit services in which vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles.

Human Services Transportation

Transportation related to the provision of human or social services, including transportation for the elderly, people with disabilities, and low-income individuals when the transportation is provided by an arrangement other than public service available to all. Examples may include dial-a-ride (responding to individual door-to-door transportation requests), the use of bus tokens and/or transit passes for fixed route scheduled services, accessing taxi vouchers and/or mileage

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

reimbursement to volunteers or program participants.

Job Access and Reverse Commute Program (JARC)

A federal funding program for work-related transportation for low-income individuals, authorized in the TEA-21 transportation funding act. The purpose of this grant program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services.

Medicaid

A healthcare program for low-income and other medically needy persons, jointly funded by state and federal governments. The Medicaid program pays for transportation to non-emergency medical appointments if the recipient has no other means to travel to the appointment.

New Freedom Program

A new program under the SAFETEA-LU federal transportation funding act, New Freedom is intended to provide capital and operating funding for service and facility improvements that go beyond those required by the ADA in addressing transportation needs of persons with disabilities.

Operating Assistance

Funding that helps support the day-to-day costs of operating or providing services; in transportation settings, this category often includes driver salaries and operating staff expense, as well as fuel, and other routine, ongoing costs of having and operating a transportation service.

Paratransit

Types of passenger transportation that are more flexible than conventional fixed-route transit and as such are able to meet a variety of more specialized transportation needs. Paratransit includes demand-response transportation services, shared-ride taxis, carpooling and vanpooling, jitney services and other service models. This term is most often used to refer to wheelchair accessible, demand-response van service.

Rideshare/Ridematch Program

A rideshare program facilitates the formation of carpools and/or vanpools, usually for work trips. A database is maintained of ride times, origins, destinations, and driver/rider preferences of users and potential users. Persons requesting to join an existing pool or looking for riders are matched by program staff with others. In rural areas, a rideshare programs is often used to coordinate Medicaid transportation.

Ridesharing

The simultaneous use of a vehicle by two or more persons.

SAFETEA-LU

The current federal funding act for surface transportation programs (including federal transit programs), providing funds over a six-year period though FY2009.

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Section 5310

The section of the Federal Transit Act that authorizes capital assistance to states for transportation programs that serve the elderly and people with disabilities. States distribute Section 5310 funds to local operators in both rural and urban settings, who are either nonprofit organizations or the lead agencies in coordinated transportation programs.

Shuttle Service

Fixed-route service that connects a small number of fixed stops and operates at a high frequency, over a repetitive route.

Temporary Aid to Needy Families (TANF)

Created by the 1996 welfare reform law, TANF is a program of block grants to states to help them meet the needs poor of families. It replaces AFDC, JOBS, Emergency Assistance, and some other preceding federal welfare programs. Program funds are often used to pay for transportation, childcare, and other barriers to workforce participation.

Trip

A one-way movement of a person or vehicle between two points. Many transit statistics are based on “unlinked passenger trips,” which refer to individual one-way trips made by individual riders in individual vehicles. A person who leaves home on one vehicle, transfers to a second vehicle to arrive at a destination, leaves the destination on a third vehicle and has to transfer to yet another vehicle to complete the journey home has made four unlinked passenger trips.

United We Ride

A federal interagency initiative that supports states and their localities in developing coordinated human service delivery systems. United We Ride provides state coordination grants, a transportation coordination and planning self-assessment tool, technical assistance, and other resources.

U.S. Department of Health and Human Services (HHS)

Funds a variety of human services transportation through AoA, Head Start, Medicaid and other programs.

U.S. Department of Transportation (DOT)

The principal direct federal funding and regulating agency for transportation facilities and programs. Contains the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA).

Vanpool

A prearranged ridesharing service in which a number of people travel together on a regular basis in a van. Vanpools may be publicly operated, employer operated, individually owned or leased.

□



Appendix C

Transportation Gaps Survey

2015 Coordinated Human Services Transportation Plan Update

The Greater Buffalo-Niagara Regional Transportation Council (GBNRTC) is updating the Coordinated Human Services Transportation Plan for Erie and Niagara Counties.

The plan responds to federal requirements and establishes a framework for improved transportation services for older adults, individuals with disabilities, and low income populations.

As part of this plan update, we are conducting a brief survey to better understand current transportation services provided in our region.

Please feel free to share this survey with other organizations that would find it useful.

Your participation is very much appreciated. Thank you.

1. Please identify the type of agency that best describes your services.

(Select one)

Check all that apply.

- ☐ Private non-profit
- ☐ Public Agency (directly operates all transportation services)
- ☐ Public Agency (contracts for transportation services)
- ☐ Private carrier under contract to a public agency
- ☐ Private carrier under contract to a private non-profit
- ☐ Other:

2. How is your organization involved in transportation?

(Please check all that apply)

Check all that apply.

- ☐ We operate vehicles and directly provide transportation to clients or individuals.
- ☐ We purchase or contract transportation from another organization for our clients.
- ☐ We provide bus passes/tokens to our clients.
- ☐ We are not involved in the transportation of any individuals or clients.

3. Please describe where your general service area is located.

(Example - City of Buffalo, Niagara County, etc.)

.....

4. What days does your agency regularly provide transportation services?

(Check all that apply)

Check all that apply.

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday

What are your regular hours of operation?

(Example - 9am - 3pm, 5pm - 9pm)

5. Weekdays

6. Weekends

7. Holidays

8. Other

9. Please indicate what services you provide.

(Check all that apply)

Check all that apply.

- ☐ Fixed-route
- ☐ Demand-response (paratransit)
- ☐ Program transportation
- ☐ Medicaid Medical Transportation
- ☐ Other:

10. Please identify the level of service you provide:*Check all that apply.*

- ☐ Door-to-door
- ☐ Curb-to-curb

11. What types of vehicles does your agency offer?

(Check all that apply)

Check all that apply.

- ☐ Car
- ☐ Truck
- ☐ Van
- ☐ Bus
- ☐ Other:

Vehicle Specifications

12. Total number of vehicles

.....

13. Total seating capacity

.....

14. Number of wheelchair equipped vehicles

.....

15. Total wheelchair seating capacity

.....

16. Per vehicle in your fleet, what is the average annual vehicle miles traveled?

.....

17. Per vehicle in your fleet, what is the average annual vehicle hours of service?

.....

18. How many drivers do you have?

.....

19. What is the number of paid drivers?

.....

20. What is the number of volunteer drivers?

.....

21. How are services funded?

(Check all that apply)

Check all that apply.

- ☐ Charging clients
- ☐ State funds
- ☐ Federal funds
- ☐ Donations/fundraising/volunteers
- ☐ City
- ☐ County
- ☐ Other:

22. Approximately how many trips per year does your organization provide/fund for your clients?

.....

23. Please classify your riders/clients with respect to the following:*Check all that apply.*

- ☐ Older adults/seniors
- ☐ Individuals with disabilities
- ☐ Persons recovering from substance addiction
- ☐ Youth
- ☐ Other:

24. What are the trip purposes of the transportation services provided?*Check all that apply.*

- ☐ Medical/mental health
- ☐ Life sustaining medical (example - kidney dialysis)
- ☐ Work
- ☐ School/training
- ☐ Shopping (groceries only)
- ☐ Shopping (other)
- ☐ Recreation
- ☐ Nutrition/wellness program
- ☐ Senior center/adult daycare
- ☐ Religious
- ☐ Volunteer activities
- ☐ Connect to fixed-route transit
- ☐ Other:

What are your top 4 destinations served?

25. Destination #1

.....

26. Destination #2

.....

27. Destination #3

.....

28. Destination #4

.....

General Information

29. Email Address

.....

30. Contact Name

.....

31. Title

.....

32. Telephone

.....

33. Agency Name

.....

34. Dept. or Program

.....

35. Street Address

.....

36. City, State, Zip Code

37. Agency Website

Powered by



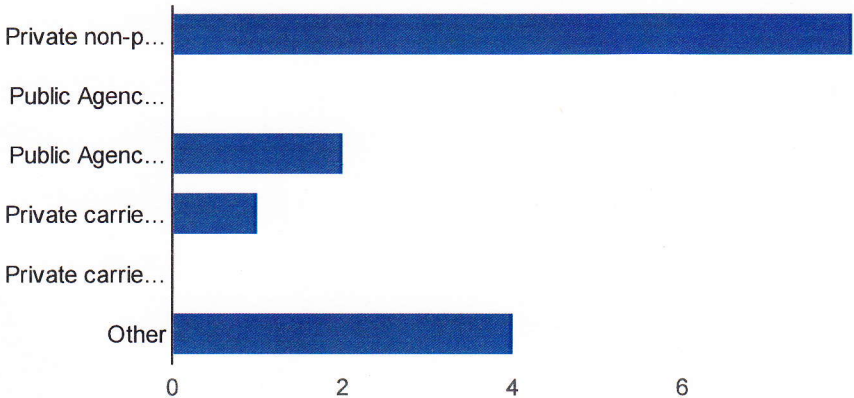
Google Forms

15 responses

Publish analytics

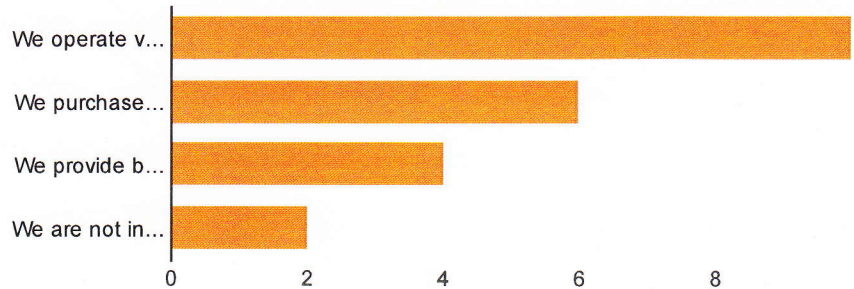
Summary

Please identify the type of agency that best describes your services.



Private non-profit	8	53.3%
Public Agency (directly operates all transportation services)	0	0%
Public Agency (contracts for transportation services)	2	13.3%
Private carrier under contract to a public agency	1	6.7%
Private carrier under contract to a private non-profit	0	0%
Other	4	26.7%

How is your organization involved in transportation?



We operate vehicles and directly provide transportation to clients or individuals.	10	66.7%
We purchase or contract transportation from another organization for our clients.	6	40%
We provide bus passes/tokens to our clients.	4	26.7%
We are not involved in the transportation of any individuals or clients.	2	13.3%

Please describe where your general service area is located.

all counties in WNY

Erie, Niagara, Genesee, Orleans and Wyoming Counties

Erie and Niagara Counties

Erie County

Niagara Falls, county of Niagara

Town of Amherst residents

Niagara County

Town of Amherst

Cattaraugus Indian Reservation: Southern Erie and Northern Cattaraugus and Chautauqua

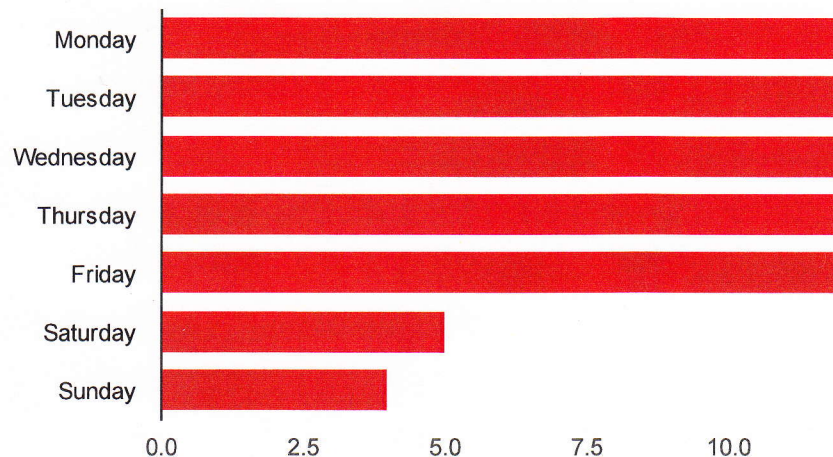
Four counties of WNY

Northtowns

Erie county

Areas of Erie County

What days does your agency regularly provide transportation services?



Monday	12	100%
Tuesday	12	100%
Wednesday	12	100%
Thursday	12	100%
Friday	12	100%
Saturday	5	41.7%
Sunday	4	33.3%

What are your regular hours of operation?

Weekdays

9am - 5:30pm

4:00 am - 11:00 pm

7:30- 3:30

8-4p

6 AM - 10 PM

8am - 4pm

8:00AM - 4:00 PM

9 - 4

8:30-5:00 pm

8:30-4:30

7:30 am - 10:30 pm

5:45 am - 6:35 pm

6:30 am -10 pm for public, 7:30 to 5 for private transports

Weekends

none

4:00 am - 11:00 pm

As needed

9:00 am to 11 pm

N/A

7:30 am - 10:30 pm

8 AM - 5 PM

Saturday 10am-4pm

Holidays

some holidays 7:30-3:30

4:00 am - 11:00 pm

closed

None

As needed

N/A

Occasional

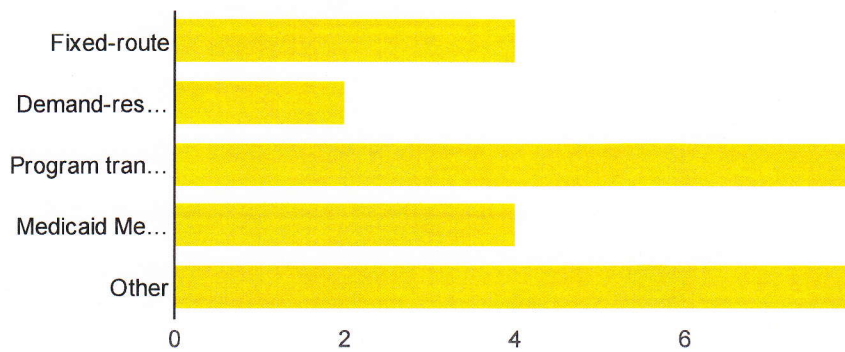
Other

Home based as needed

N/A

various programs thus 24/7

Please indicate what services you provide.



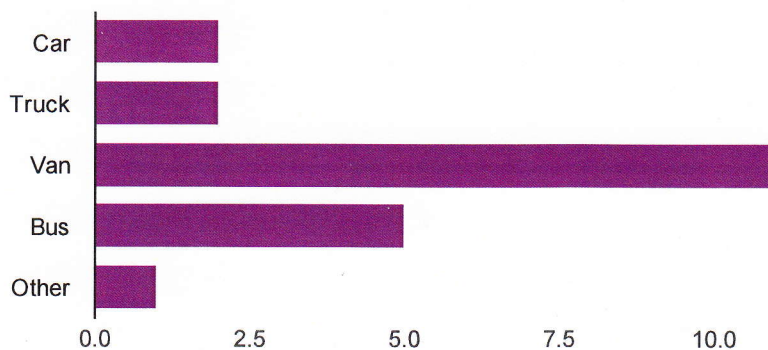
Fixed-route	4	30.8%
Demand-response (paratransit)	2	15.4%
Program transportation	8	61.5%
Medicaid Medical Transportation	4	30.8%
Other	8	61.5%

Please Identify the level of service you provide:



Door-to-door	10	83.3%
Curb-to-curb	5	41.7%

What types of vehicles does your agency offer?



Car	2	16.7%
-----	---	-------

Truck	2	16.7%
Van	11	91.7%
Bus	5	41.7%
Other	1	8.3%

Vehicle Specifications

Total number of vehicles

10

15

1

5

6

8

9

9 passenger vehicles, 2 wheelchair van, 3 buses,

100

Total seating capacity

24-32

90

16

8 seats per van

25

135

30

700

45

56

67

Number of wheelchair equipped vehicles

10

0

1

3

5

8
70

Total wheelchair seating capacity

19
0
1
4
6
20
250
2/vehicle

Per vehicle in your fleet, what is the average annual vehicle miles traveled?

234000
25,000
35,000 miles
7750
40,000
12,500
40000
20,000
46,000
25000

Per vehicle in your fleet, what is the average annual vehicle hours of service?

Unknown
6 hours/ day
2080 hours per van
1630
2,000
17,250
9700
2500
730

How many drivers do you have?

n/a

60+ volunteer drivers

12

15

1

3

20

Per Contract 4 reg 2 subs

most staff aprox 300

5.5

100

What is the number of paid drivers?

12

15

0

3

20

Per Contract 6

5.5

N/A

None - Contracted

100

What is the number of volunteer drivers?

none

0

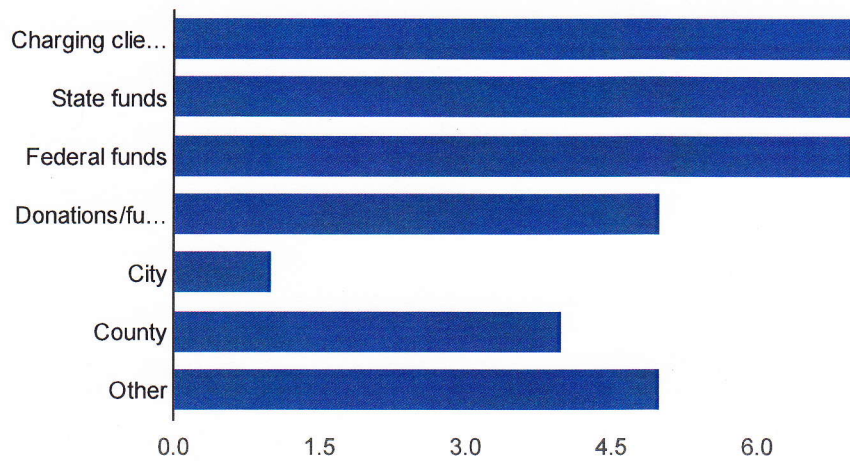
None

60

N/A

10+

How are services funded?



State funds	7	53.8%
Federal funds	7	53.8%
Donations/fundraising/volunteers	5	38.5%
City	1	7.7%
County	4	30.8%
Other	5	38.5%

Approximately how many trips per year does your organization provide/fund for your clients?

300000

0

15,000

27500

20,000 plus

12,000

21,000

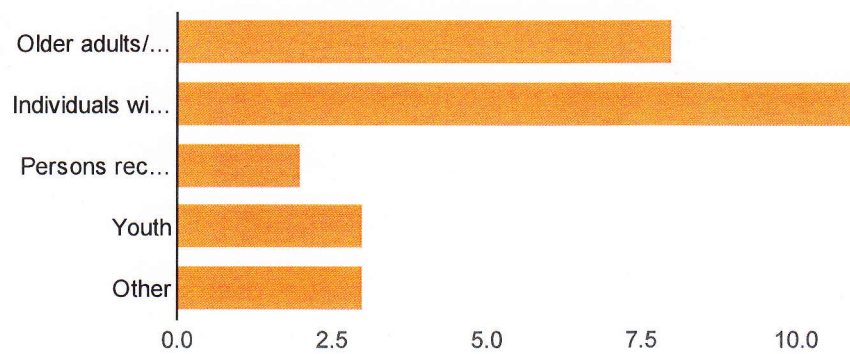
5-6 daily

4032

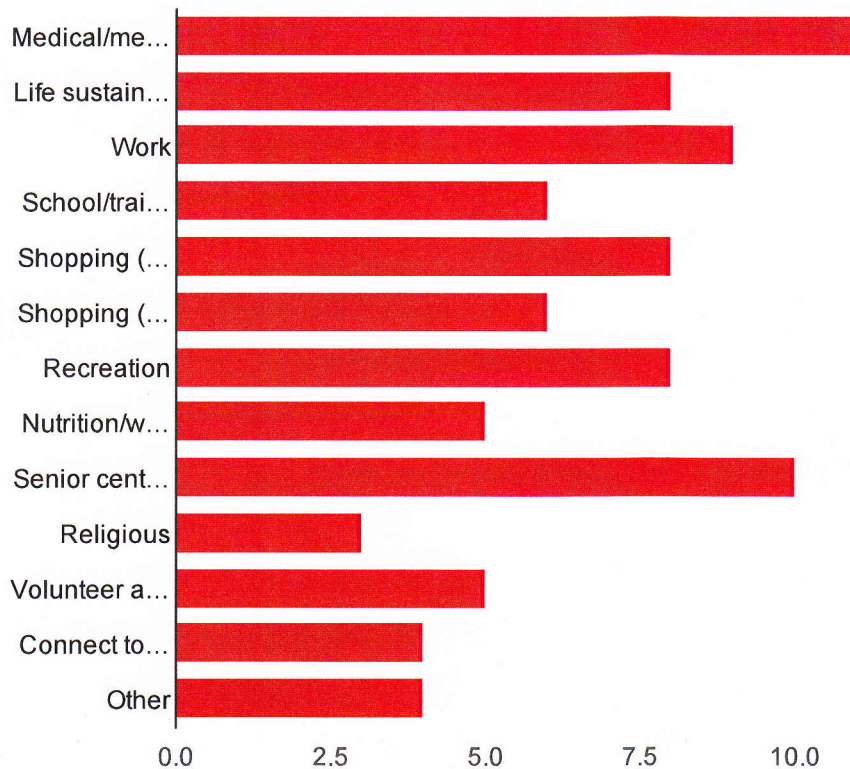
2500+

average 15,000 per year

Please classify your riders/clients with respect to the following:



What are the trip purposes of the transportation services provided?



Medical/mental health	11	84.6%
Life sustaining medical (example - kidney dialysis)	8	61.5%
Work	9	69.2%
School/training	6	46.2%
Shopping (groceries only)	8	61.5%
Shopping (other)	6	46.2%
Recreation	8	61.5%
Nutrition/wellness program	5	38.5%
Senior center/adult daycare	10	76.9%
Religious	3	23.1%
Volunteer activities	5	38.5%
Connect to fixed-route transit	4	30.8%
Other	4	30.8%

What are your top 4 destinations served?

Destination #1

buffalo area

Work

Amherst Center for Sr. Svcs.

Medical Appointments

3108 main St. Buffalo, ny

medical

Adult day

Amherst Senior Center

Lackawanna

Adult Day Programs

N. Tona/NF/Lockport

Allegany Administrative Complex

Niagara County Home Delivered Meals

Destination #2

Cattaraugus Adminstrative Complex

Salvation Army

Medicals

Pace programs

Recreation

lockport area

food

Amherst Adult Daycare

Dialysis

Lockport/Middleport

Cheektowaga

South Buffalo

Social / recreation

Destination #3

Medicals

Randolph and So tier

US Renal 7964 Transit

Medical (non-life sustaining)

Amherst

Social Outings

West Side

Hamburg/Orchard Park

Grocery stores

Wilson/Olcott/Lockport

social activities

Volunteer

Bingo

Destination #4

personnel trips

Work

shopping

VA Northtown Plaza

shopping (grocery and non-grocery)

Hamburg

Buffalo

Cheektowaga

Ransomville/Youngstown/Lewiston

wny general area



Appendix D

Participants at Public Outreach Meetings



**Coordinated Human Services Transportation Plan Public Meeting
Niagara Falls Public Library, 1425 Main Street, Niagara Falls, NY
October 21, 2015**

PLEASE SIGN -IN

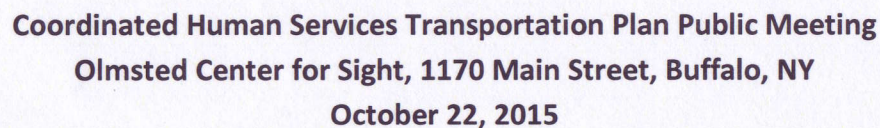
NAME	ORGANIZATION/AGENCY	TELEPHONE	E-MAIL
Amanda Schmitt	OppUnlimited.org - Self Advocate		dclouser@oppunlimited.org
Donna H	"	"	"
Andrew Seitz	"	"	"
Deb Clouser	OppUnlimited.org	434-4050 x 416	dclouser@oppunlimited.org
Roxane Albond-Buchner	Opportunities Unlimited of Niagara	297-6400	info@oppunlimited.org
Kim Kueby	Empower (formerly NRP)	285-5761	K.Kueby@NiagaraCPI.org
Daniel Wecere	Empiwes		



Coordinated Human Services Transportation Plan Public Meeting
Holiday Inn Buffalo Airport, 4600 Genesee Street, Cheektowaga, NY
October 22, 2015

PLEASE SIGN -IN

NAME	ORGANIZATION/AGENCY	TELEPHONE	E-MAIL
Ann Gillet	Orleans Nix & Boes	731-6800 x-3718	agillet@orboes.org
Anthony MEMMO	SENECA NATION of Indians	716 532-4900 x5018	anthony.memmo@snl.org
Kathy Buncer	The Summit Gate	629-3434	kbuncer@thesummitcenter.org
Brenda O'Neill	Rural Transit Service	472-6005	brenda@ruraltransitservice.org
Thomas Lay	Seneca Nation Health System	716 532-5582 ext 5129	thomas.lay@senecahealth.org
Christine DiTene	Community Advocates	5325 633-82	—
Stephanie Speaker	Self advocacy	429-5193	STEPHANIE.SPEAKER@GMAIL.COM
JODY CLARK	SENECA NATION	945-1790	JODY.CLARK@SNL.ORG
Paul Gann	NYS DO?	855-7047 #125	paul.gann@dot.ny.gov
Rayetta Calderon	LDA of WNY	874-7200	mcalderon@ldaofwny.org
Kim Earle	Henkys Centers	481-9273	kearle@henkyscenters.org

[illegible]

2015 COORDINATED PLAN

Coordinated Human Services Transportation Plan Update



Appendix E Known Transportation Providers in Erie & Niagara Counties



Known Transportation Providers in Erie & Niagara Counties

SECTION 5310 AGENCIES*

ERIE COUNTY

Agency Name

Address

Amherst Sr. Transportation Corp. (636-3075)

370 John James Audubon Pkwy;
Amherst, NY 14228

Aspire of Western New York (656-9891)

3300 Clinton St.; West Seneca, NY 14224

Child and Family Services Reach (852-7396)

330 Delaware Ave.; Buffalo, NY 14201

Claddagh Commission (947-5307)

7030 Erie Rd.; Derby, NY 14047

Comm. Services for the Dev. Disabled (883-8888)

1845 Kenmore Ave.; Kenmore, NY 14217

Erie Co. NYSARC (Heritage Centers) (833-8601)

101 Oak Street; Buffalo, NY 14203

Father Baker Manor (667-0001)

6400 Powers Rd.; Orchard Park, NY 14127

Gateway Youth & Family Services (633-7266)

6350 Main St.; Williamsville, NY 14221

Hispanos Unidos Buffalo (856-7110)

254 Virginia St.; Buffalo, NY 14201

Horizon Initiatives (831-1800)

3020 Bailey Ave.; Buffalo, NY 14215

Lake Shore Behavioral Health (884-0700)

951 Niagara St.; Buffalo, NY 14213

Lord of Life Adult & Child Svcs (668-8000)

1025 Borden Rd.; Depew, NY 14043

Menorah Campus (639-3330)

2700 North Forest; Getzville, NY 14068

Mercy Hospital (826-7000)

565 Abbott Rd.; Buffalo, NY 14220

People Inc (634-8152)

1219 North Forest; Williamsville, NY 14231

Phoenix Frontier (833-3231)

100 Leroy Ave.; Buffalo, NY 14214

Southeast Community Work Center (683-7100)

181 Lincoln St.; Depew, NY 14043

The Salvation Army (883-9800)

960 Main Street; Buffalo, NY 14202

University Heights Comm. Dev. Assn. (832-1010)

3242 Main St.; Buffalo, NY 14214

Wheelchair Home - Schofield Res. (874-1566)

3333 Elmwood Ave.; Kenmore, NY 14217

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

NIAGARA COUNTY

Agency Name

Address

Horizon Village (731-2030)

6301 Inducon Dr.; East Sanborn, NY 14132

NCR of Wheatfield (273-3723)

6849 Plaza Dr.; Niagara Falls, NY 14304

Rides Unlimited of Niagara (731-3540)

2393 Niagara Falls Blvd.; Niagara Falls, NY

14304

Schoellkopf Health Center (278-4578)

621 10th Street; Niagara Falls, NY 14132

The Dale Association, Inc. (433-1939)

315 Bewley Building; Lockport, NY 14094

UCP Association of Niagara Co. (285-5761)

9812 Lockport Rd.; Niagara Falls, NY 14304

* Some operators also own or lease other vehicles

TAXI COMPANIES

ERIE COUNTY

Company Name

Address

Action Taxi & Tour Service (446-1580)

1571 Eggert Rd.; Buffalo, NY 14226

Airport Taxi Service (633-8294)

4200 Genesee St.; Buffalo, NY 14225

Bailey Taxi (897-2300)

2788 Bailey Ave.; Buffalo, NY 14215

Buffalo Metro Taxi (716) 867-4216

47 Winstead Rd.; Buffalo, NY 14218

Buffalo Niagara Taxi (294-8737)

185 Margaret Rd.; Buffalo, NY 14226

Buffalo Transportation (877-5600)

176 Geary St., Buffalo, NY 14210

Cold Spring Taxi (886-4900)

371 Northampton St.; Buffalo, NY 14208

Gowanda Cab Service (532-2992)

244 Erie Ave.; Gowanda, NY 14070

Humpty Dumpty Cab Company (822-6710)

4059 South Park Ave.; Blasdell, NY 14219

Liberty Cab & Dispatch Svce/
Yellow Cab (877-7111)

1524 Kenmore Ave.; Buffalo, NY 14216

Nickel City Taxi (884-8884)

128 Laird Ave.; Buffalo, NY 14027

Northtown Taxi (863-2075)

4075 Harlem Rd.; Buffalo, NY 14226

Orchard Park Taxi/

So. Buffalo Central Dispatch (674-4000)

474 Southside Pkwy; Buffalo, NY 14210

Queen City Taxi (874-5050)

Quaker Taxi (674-3900)

1711 Union Rd #54; West Seneca, NY 14224

Southtowns Taxi/ AM - PM Taxi (827-0200)

738 Ridge Rd.; Lackawanna, NY 14218

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

Star Cab (7827222)	1454 Niagara St.; Buffalo, NY 14213
Tonawanda Taxi (875-1800)	253 Ontario St.; Buffalo, NY 14207
West Seneca/So. Buffalo Town Taxi (824-7000)	90 Tampa Dr.; West Seneca, NY 14220
W55 Transportation (909-6827)	149 Adam St.; Tonawanda, NY 14150

TAXI COMPANIES

NIAGARA COUNTY

Company Name

Address

All American Discount Taxi (609-3254)	Niagara Falls & North Tonawanda
Blue United Taxi (285-3333)	1898 Buffalo Ave.; Niagara Falls, NY 14303
Diamond Taxi (285-3333)	482 20 th St.; Niagara Falls, NY 14303
Discount Cab/Union Cab/Yellow Cab (433-8900)	38 S Niagara St.; Lockport, NY 14094
Lasalle Cab Dispatch Service (284-8833)	2330 Niagara St.; Niagara Falls, NY 14303
Liberty Cab & Dispatch Svce/ Yellow Cab (877-7111)	1524 Kenmore Ave.; Buffalo, NY 14216
Taxi Unlimited (283-5555)	129 69 th St.; Niagara Falls, NY 14304

OTHER TRANSPORTATION PROVIDERS (Private)

ERIE COUNTY

Agency Name

Address

Aries Transportation Services (675-2737)	950 Union Rd.; West Seneca, NY 14224
Carrier Coach (337-0200)	271 Buffalo St.; Gowanda, NY 14070
First Call (871-1500)	85 River Rock Dr. Ste 300; Buffalo, NY 14207
Southtowns Wheelchair Van Svce (675-7900)	131 North America Dr.; Buffalo, NY 14224
Twin City Ambulance (692-2100)	365 Fillmore Ave.; Tonawanda, NY 14150
We Care Transportation (838-0349)	401 E. Amherst St.; Buffalo, NY 14215
Caring Harts (457-3051)	4077 Main St.; Strykersville, NY 14145
Rural Metro (882-8400)	481 William Gaiter Pkwy.; Buffalo, NY 14215

2015 COORDINATED PLAN

Coordinated Human Services Transportation Plan Update



OTHER TRANSPORTATION PROVIDERS (Private)

NIAGARA COUNTY

Agency Name

Address

Affordable Wheel Chair Van Svce (433-2222)	38 S. Niagara St.; Lockport, NY 14094
Carrier Coach (731-3540)	2393 Niagara Falls Blvd.; Niagara Falls, NY 14304
We Care Transportation (433-1119)	54 S. Niagara St.; Lockport, NY 14094
We Care Transportation (731-3540)	2393 Niagara Falls Blvd.; Niagara Falls, NY 14304

OTHER TRANSPORTATION PROVIDERS (PUBLIC)

ERIE COUNTY

Agency Name

Address

Carrier Coach* (337-0200)	271 Buffalo St.; Gowanda, NY 14070
NFTA Metro Bus/Rail (855-7211)	181 Ellicott St.; Buffalo, NY 14203
NFTA PAL (855-7286)	181 Ellicott St.; Buffalo, NY 14203

NIAGARA COUNTY

Agency Name

Address

NFTA (Nia Falls Internat'l Trans. Ctr 285-9319)	1124 Portage Rd.; Niagara Falls, NY 14301
NFTA PAL (855-7286)	181 Ellicott St.; Buffalo, NY 14203
Opportunities Unlimited of Niagara* (731-3199)	2393 Niagara Falls Blvd.; Niagara Falls, NY 14304
Rural Niagara Transit (285-9357)	120 13th St.; Niagara Falls, NY 14303
Rural Niagara Transit, Nia Co. Transit & Tourism Bureau (439-7306)	139 Niagara St.; Lockport, NY 14094

* certain routes are identified as public transit

2015 COORDINATED PLAN

Coordinated Human Services Transportation Plan Update



OTHER TRANSPORTATION PROVIDERS

Municipal, Non-Profit and Others

Note: Restrictions may apply to service availability

ERIE COUNTY

Agency Name

Address

ABLEY (895-4074)	24 Ludington St.; Buffalo, NY 14206
Alterra Wynwood (874-3200)	2971 Delaware Ave.; Kenmore, NY 14217
Amberleigh (689-4195)	2330 Maple Rd.; Williamsville, NY 14221
American Cancer Society (689-6982) 14228	101 John James Audubon Pkwy.; Amherst, NY
American Red Cross (885-7500)	786 Delaware Ave.; Buffalo, NY 14209
Bassett Park Manor (689-2394)	111 St. Gregory Ct.; Williamsville, NY 14221
Benedict House of WNY (834-4940)	2211 Main St.; Buffalo, NY 14214
Bristolwood Adult Home (884-4371)	1500 Main St.; Buffalo, NY 14209
Buffalo Federation of Neighborhood Ctrs (856-0363)	97 Lemon St.; Buffalo, NY 14204
Cantalician Center (833-5353)	3233 Main St.; Buffalo, NY 14214
Canterbury Woods (929-5800)	705 Renaissance Dr.; Williamsville, NY 14221
Catholic Charities of Buffalo (856-4494)	525 Washington St.; Buffalo, NY 14203
Cheektowaga Senior Services (686-3930)	3349 Broadway; Cheektowaga, NY 14227
City of Buffalo Div for Senior Services (851-4141)	Room 8A City Hall; Buffalo, NY 14201
City of Tonawanda Recreation Dept (695-8658)	291 Kohler St.; Tonawanda, NY 14150
Clarence Senior Citizens (633-5138)	4600 Thompson Rd.; Clarence, NY 14031
Community Action Organization (881-5150)	70 Harvard Pl.; Buffalo, NY 14209
Eden Heights (822-4466)	3030 Clinton St.; West Seneca, NY 14224
Eden Heights (992-4466)	4071 Hardt Rd.; Eden, NY 14057
Elderwood Senior Care HQ (633-3900)	7 Limestone Dr.; Williamsville, NY 14221
Erie County Dept of Social Services (858-1920)	94 Franklin St.; Buffalo, NY 14202
Erie County RSVP (858-7548)	95 Franklin St. 13th floor; Buffalo, NY 14202
Erie County Senior Services (858-8084)	95 Franklin St.; Buffalo, NY 14202

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

FLARE (838-6740)

307 Leroy Ave.; Buffalo, NY 14214

Goodcare Wheelchair/Van Trans. (833-3445)

315 Alberta Dr.; Amherst, NY 14226

Grand Island Golden Age Center (773-9682)

3278 Whitehaven Rd.; Grand Island, NY 14072

OTHER TRANSPORTATION PROVIDERS

Municipal, Non-Profit and Others

Note: Restrictions may apply to service availability

ERIE COUNTY

Agency Name

Address

Independent Living Center (836-0822)

3108 Main St.; Buffalo, NY 14124

Lackawanna Senior Center (827-6669)

230 Martin Rd.; Lackawanna, NY 14218

Love, Inc. (592-3761)

P.O. Box 156; Springville, NY 14141

North Buffalo Community Center (874-6133)

203 Sanders Rd.; Buffalo, NY 14216

Northwest Buffalo Community Center (876-8108)

155 Lawn Ave.; Buffalo, NY 14207

Presbyterian Sr Care of WNY (631-0123)

4455 Transit Rd.Ste. 2A; Williamsville, NY 14221

Rural Transit Service (549-5098)

1000 Brant-Farnham Rd PO Box 212; Brant, NY

14027

SASI (496-5551)

PO Box 526; Sardinia, NY 14134

Schiller Park Sr Citizen Rec. Ctr (895-2727)

2057 Genesee St.; Buffalo, NY 14211

Spectrum Human Services (828-0560)

2040 Seneca St.; Buffalo, NY 14210

Town of Alden (937-9286)

3311 Wende Rd.; Alden, NY 14004

Town of Aurora Senior Center (652-7934)

101 King St Suite A; East Aurora, NY 14052

Town of Evans Senior Center (947-0974)

999 Sturgeon Point Rd.; Derby, NY 14047

Town of Hamburg Senior Service (646-0665)

4150 Sowles Rd Bldg H; Hamburg, NY 14075

Valley Community Association (823-4707)

93 Leddy St.; Buffalo, NY 14210

Weinberg Campus (639-3311)

2700 N. Forest Rd.; Getzville, NY 14068

West Seneca Senior Citizens Center (675-9288)

4620 Seneca St.; West Seneca, NY 14224

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

OTHER TRANSPORTATION PROVIDERS

Municipal, Non-Profit and Others

Note: Restrictions may apply to service availability

NIAGARA COUNTY

Agency Name

American Cancer Society (689-6982)

Briarwood Manor (433-1513)

Home Helpers (297-8585)

Independent Living Center (836-0822)

Lewiston Senior Center (754-2071)

Mt St. Mary's VanGo (298-2370)

Niagara Co. Office for the Aging (438-4038)

Niagara Co. Social Services
Medicaid Trans (439-7701)

Nia. Falls Memorial Med Ctr
CARExpress (278-4444)

No. Tonawanda Senior Citizen Ctr (695-8582)

Youngstown Senior Citizen Dept (745-7721)

Address

101 John James Audubon Pkwy

Amherst, NY 14228

1001 Lincoln Ave.; Lockport, NY 14094

7480 E. Britton Dr.; Niagara Falls, NY 14304

3108 Main St.; Buffalo, NY 14124

4361 Lower River Rd.; Youngstown, NY 14174

5300 Military Rd.; Lewiston, NY 14092

111 Main St.; Lockport, NY 14094

20 East Ave.; Lockport, NY 14094

621 10th St.; Niagara Falls, NY 14302

110 Goundry St.; North Tonawanda, NY 14120

240 Lockport St. P.O. Box 168

Youngstown, NY 14174



Appendix F
Projects Funded under MAP 21 thru Section 5310:
Enhanced Mobility of Seniors &
Individuals with Disabilities
Federal Fiscal Years (FFY) 2013-2015

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

FFY 2013 – FFY 2015 § Section 5310 Program - Enhanced Mobility of Seniors & Individuals with Disabilities Projects

The Greater Buffalo-Niagara Regional Transportation Council (GBNRTC) amended its 2014-2018 Transportation Improvement Program (TIP) by adding twenty (20) new projects funded with Federal Transit Administration allocations for Federal Fiscal Years 2013-2015. Through a competitive application and evaluation process, the approved projects include:

VEHICLE PROJECTS

Agency Name	County	Number of Vehicles	Federal Amount	Total Cost
Catholic Health System, Inc.	Erie	2	\$83,530	\$104,413
Co. of Erie dba Dept. of Senior Services	Erie	2	\$62,703	\$78,379
Community Services for the Developmentally Disabled, Inc.	Erie	5	\$147,179	\$183,973
Heritage Centers, Inc.	Erie	8	\$246,514	\$308,142
Lord of Life Adult & Child Services, Inc.	Erie	2	\$62,703	\$78,379
Niagara Co. Chapter, NYSARC Inc.	Niagara	4	\$113,677	\$142,097
People, Inc.	Erie	8	\$231,778	\$289,722
Southeast Works	Erie	8	\$250,812	\$313,515
The Summit Center	Erie	3	\$95,065	\$118,831
Town of Hamburg Dept. of Youth, Recreation, & Senior Services	Erie	3	\$97,138	\$121,423
United Cerebral Palsy Association of Niagara County Inc.	Niagara	2	\$65,473	\$81,842
Grand Total		47	\$1,456,572	\$1,820,715

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

OPERATING ASSISTANCE PROJECTS

Agency Name	County	Project Proposal	Federal Amount	Local Amount	Total Cost
Co. of Erie dba Dept. of Senior Services	Erie	Provide expanded access to transportation for seniors and individuals with disabilities thru the Department's Going Places Program.	\$289,320	\$289,320	\$578,640
Heritage Centers, Inc.	Erie	Provide transportation services for low-income individuals with developmental disabilities to community employment locations and mobile work site opportunities. Funding will also assist with the purchase of two additional vehicles to provide rides to work locations not accessible by public transportation.	\$89,269	\$89,272	\$178,541
Hearts & Hands Faith in Action, Inc.	Erie & Niagara	Administrative costs to operate a volunteer driver program for service for elderly and disabled in suburban and rural communities in the region.	\$250,000	\$250,000	\$500,000
NFTA	Erie & Niagara	Support the continuation of current levels of paratransit services in areas previously served by Route 57 in the Cities of Tonawanda and North Tonawanda and the Town of Wheatfield.	\$146,783	\$146,784	\$293,567
Community Services for the Developmentally Disabled, Inc.	Erie	The Fill-in the Gap Transportation Program provides a Community Services' Transportation Specialist who will provide screening for program eligibility and ongoing monitoring and evaluation of program services. Actual trips will be arranged through the Center for Transportation Excellence to assist program participants to reach their pre-approved, work-related sites and destinations.	\$98,216	\$98,225	\$196,441
Grand Total			\$873,588	\$873,601	\$1,747,189

2015 COORDINATED PLAN



Coordinated Human Services Transportation Plan Update

MOBILITY MANAGEMENT PROJECTS

Agency Name	County	Project Proposal	Federal Amount	Local Amount	Total Cost
Co. of Erie dba Dept. of Senior Services	Erie	Call Center scheduling, coordination and dispatch activities for 16 agencies to promote efficiency of existing transportation services.	\$167,874	\$466,648	\$634,522
People, Inc.	Erie	Implementation of a Peer 2 Peer Travel Training Program for individuals with disabilities.	\$125,783	\$31,447	\$157,230
Grand Total			\$293,657	\$498,095	\$791,752

NON-VEHICLE CAPITAL PROJECTS

Agency Name	County	Project Proposal	Federal Amount	Local Amount	Total Cost
ECMC Lifeline Foundation, Inc.	Erie	Installation of benches, shelters and passenger amenities above and beyond ADA requirements to improve transportation access for elderly and disabled patients served by ECMC.	\$20,000	\$5,000	\$25,000
Heritage Centers, Inc.	Erie	Installation of GPS and vehicle tracking software for real-time location detection, engine diagnostics and fuel efficiency for fleet optimization.	\$8,448	\$2,112	\$10,560