

# **Coordinated Human Services Transportation Plan**

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## **Erie & Niagara Counties**

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**December 2011**



**and  
Niagara Frontier Transportation Authority**

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## Section 1: Introduction

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 region's changing demographics coupled with economic challenges at all levels of government no longer allow for the conventional transportation solutions of more buses, paratransit, van and taxi services to meet demand. Rather, we must continue to seek new ways to improve coordination among existing services, develop innovative ways of delivering transportation services and strengthen a regional commitment to the Erie Niagara Framework for Regional Growth to fortify the connection between where development occurs, and where transportation infrastructure and options exist.

### **What is Coordination?**

Coordination is a difficult term to define, and means different things to different people. Within the context of Human Service Transportation, the term refers to agencies, jurisdictions and nonprofit organizations working together to maximize transportation services for people with disabilities, low-income populations and older adults and the elimination of service gaps.

Various state and federal funding streams have different administrative and eligibility requirements, which complicate the coordination of public and human service transportation. In its Report 91, the Transit Cooperative Research Project offered the following definitions related to coordination:

- Coordination is a technique for better resource management. It means working together with people from different agencies and backgrounds. It requires shared power: shared responsibility, management, and funding. Many transportation functions, including planning, purchasing, vehicle operations, maintenance, and marketing, can be coordinated...
- Coordinating transportation services offers substantial benefits to many communities, but significant investments of time and energy may be required before the desired results are achieved...
- Coordinating transportation functions is best understood as a political process, which, like many other political processes, may involve changing environments, conflicts regarding power and control over resources, and competing goals or personalities..."

### Coordinated Plan Update

The 2011 Coordinated Plan update builds upon the foundation of the 2007 Public Transit Human Services Transportation Plan (HSTP) for Erie and Niagara Counties. Through a provision in the federal Safe Accountable Flexible and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the Coordinated Plan must be developed and updated every four years. SAFETEA-LU requires that the Coordinated Plan include the following components:

- 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
- 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;
- Priorities and/or projects based on resources, time, and feasibility for implementing the specific strategies/activities identified.

In addition, under SAFETEA-LU, transportation projects funded through three specific programs are required to be derived from a locally developed coordinated human services transportation plan. These Federal Transit Administration (FTA) programs include the Section 5310: Specialized Transportation for Elderly and Individuals with Disabilities Program, Section 5316: Job Access and Reverse Commute Program (JARC), and Section 5317: New Freedom.

#### **Section 5310: Specialized Transportation for Elderly and Individuals with Disabilities Program**

Funds for this program are allocated by a population-based formula to provide 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 are 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.

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

#### **Section 5316: Job Access Reverse Commute Program (JARC)**

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

[http://www.fta.dot.gov/funding/grants/grants\\_financing\\_3550.html](http://www.fta.dot.gov/funding/grants/grants_financing_3550.html)

## Section 1: Introduction

### **Section 5317: New Freedom Program**

New Freedom is a formula grant program for 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).

[http://www.fta.dot.gov/funding/grants/grants\\_financing\\_3549.html](http://www.fta.dot.gov/funding/grants/grants_financing_3549.html)

The FTA issued separate program circulars, effective May 1, 2007, for each the programs describe above. The FTA circulars may be accessed through the following websites:

### **Section 5310 - Elderly Individuals and Individuals with Disabilities**

[http://www.fta.dot.gov/laws/circulars/leg\\_reg\\_6622.html](http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html)

### **Section 5316 - Job Access and Reverse Commute**

[http://www.fta.dot.gov/laws/circulars/leg\\_reg\\_6623.html](http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html)

### **Section 5317 - New Freedom Program**

[http://www.fta.dot.gov/laws/circulars/leg\\_reg\\_6624.html](http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html)

### **Federal Coordination Efforts**

Effective coordination can enhance transportation access, minimize the duplication of services, and facilitate more cost-effective solutions using existing resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation agencies. SAFETEA-LU requirements emerged from previous federal initiatives, studies and reports intended to enhance social service transportation coordination, among them are:

### **Presidential Executive Order**

In February 2004, President Bush signed an Executive Order establishing an Interagency Transportation Coordinating Council on Access and Mobility to focus 10 federal agencies on the coordination agenda. It may be found at:

[www.whitehouse.gov/news/releases/2004/02/20040224-9.html](http://www.whitehouse.gov/news/releases/2004/02/20040224-9.html)

### **United We Ride**

United We Ride was established by the Coordinating Council on Access and Mobility. It's activities focus on simplifying customer access to transportation, reducing duplication of transportation services, streamlining federal rules and regulations that may impede coordination and improving the efficiency of service delivery using existing resources.

Further information on this initiative may be found at:

[www.unitedweride.gov](http://www.unitedweride.gov)

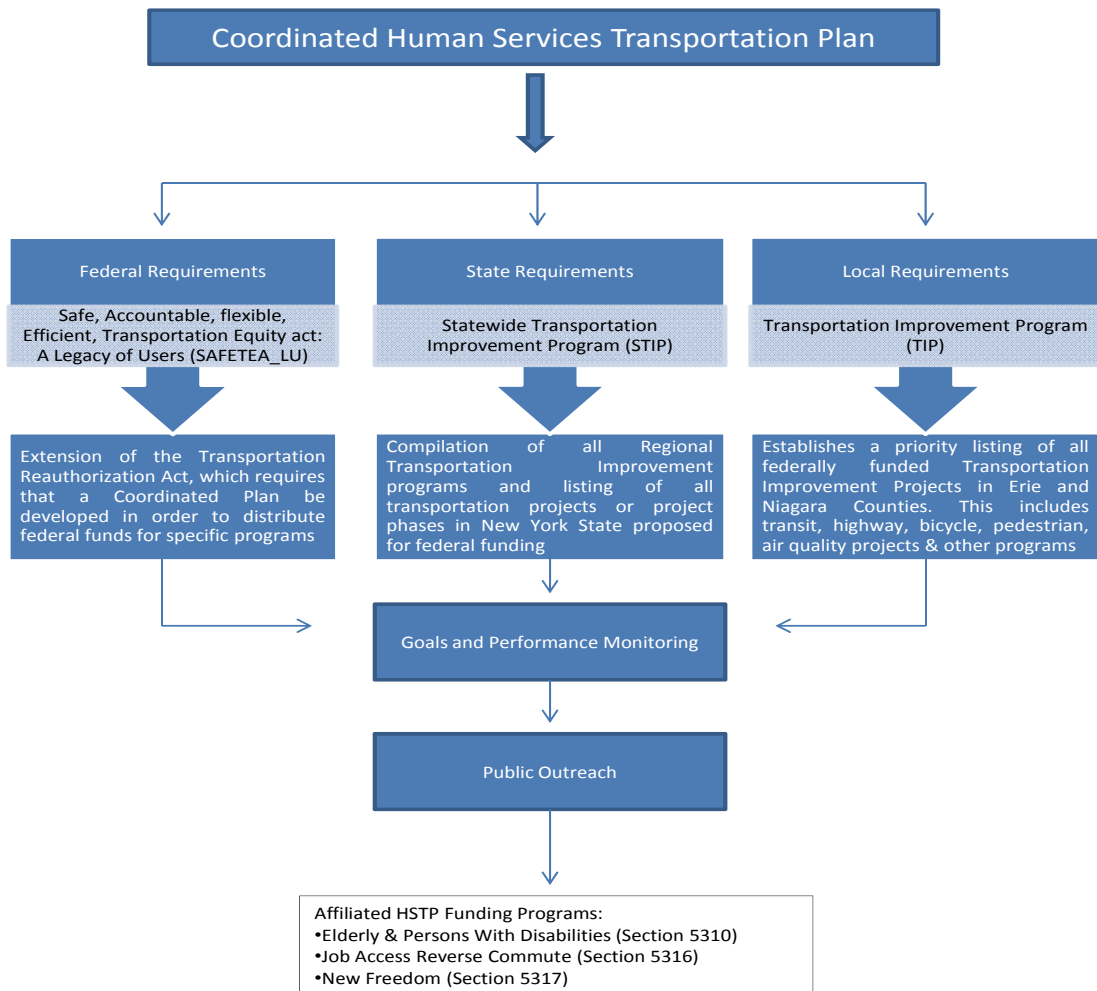
### **A Framework for Action**

The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website:

[http://www.unitedweride.gov/I\\_8I\\_ENG\\_HTML.htm](http://www.unitedweride.gov/I_8I_ENG_HTML.htm)



**Figure I: Coordinated Plan Requirements and Components**



## **Section 2: Plan Methodology & Outreach**

As detailed in Section 1, the four elements of the coordinated plan required by the Federal Transit Administration are:

- An assessment of current transportation services;
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes;
- Strategies to address the identified gaps between current services and needs;
- Priorities and/or projects for implementation based on resources, time, and feasibility.

This plan reaffirms the unmet transportation needs outlined in the 2007 Report and reflects any modifications and additions to these statements as presented through surveys, research and public outreach meetings, as well as input by the Human Services Transportation Plan Review Team.

### **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 2007 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 (see appendices).
3. Reconvene United We Ride Workshop participants and other stakeholders 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, including impacts from the NFTA service restructuring plan.
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 report through GBNRTC Policy Committee Resolution.

### **Participating Stakeholders & Coordination Efforts in the Region:**

#### **United We Ride Framework for Action Workshops**

Using the FTA’s United We Ride: *Framework for Action* Community Assessment Tool for transportation, the GBNRTC participated in the two workshops conducted by the Center for Transportation Excellence. The Erie County workshop in 2008 and the Niagara County Workshop in 2009 each brought together over thirty participants, including government representatives, health and human service agencies and transportation professionals. The result was an identification of the positive and negative components of the region’s

## Section 2: Plan Methodology & Outreach

community transportation network, levels of coordination and a list of strategies for the community to move forward.

### **Niagara County Community Transportation Taskforce**

Since 2008, the Niagara County Community Transportation Taskforce (NCCTTF) has worked to address access and mobility challenges to employment, key services and activities. The Taskforce is represented by cross sector, public, private and governmental organizations in Niagara County and serves as an official Advisory Group to the Greater Buffalo Niagara Regional Transportation Council (GBNRTC). Participating agencies include The Dale Association; Niagara County Employment and Training; Niagara County Office for Aging; NFTA; The Health Association of Niagara County Inc. (HANCI); Rivershore, Inc.; Community Missions, Niagara County Office of Mental Health and the Center for Transportation Excellence.

### **Southtowns Inter-Community Transportation Committee (SIT)**

The members of the SIT Committee include Town Supervisors, leaders and other interested stakeholders in the Southtowns area. Members are focused on improving the transportation options for the residents in the towns of Brant, Boston, Collins, Concord, Eden, Evans, Hamburg, North Collins and the villages of Angola, Farnham, Gowanda, Hamburg, North Collins, Springville, and the Seneca Nation.

### **Oishei Mobile Safety Net Team**

In response to the growing needs of Western New York residents caused by the national economic downturn, The John R. Oishei Foundation convened a group basic human needs providers to work toward a strategy that will directly address the region's growing issues. As a result, the providers helped conceive the Mobile Safety-Net Team Program. The program consists of three traveling teams with expertise in human and social services. These teams traverse various communities/neighborhoods throughout Erie and Niagara Counties to assist with the changes in lifestyle people are experiencing, including transportation challenges to basic services, medical care and employment.

### **Hearts & Hands Faith in Action**

Hearts and Hands: Faith in Action (HHFIA) is a non-proselytizing faith and community based volunteer organization providing community-based support services to the disabled and older adults in underserved communities of Erie County. The majority of their services are in the form of our "Door through Door" transportation services for medical appointments and for other errands with a current service areas that include Newstead, Clarence, Alden, the Tonawanda Indian Reservation and Wales communities.

### **Center for Transportation Excellence (CTE)**

The Center for Transportation Excellence (CTE) is a privately funded mobility manager that coordinates non-emergency medical transportation (NEMT) for Erie County, managed care organizations and health and human service agencies that serve older adults, persons with disabilities and other individuals lacking adequate transportation. CTE operates is a 24 hour/7 day a week call center to take reservations and coordinate trips on a variety of modes of transportation, including public transportation, wheelchair vans and taxi. Currently, CTE has over 18 transportation providers within it's local transportation network and coordinates over 500,000 trips annually. In addition to their mobility management activities,

## Section 2: Plan Methodology & Outreach

CTE has been involved in a number of transportation research initiatives which include a Job Access Reverse Commute (JARC) funded Regional Vehicle Inventory for Erie and Niagara counties, New Freedom Developmental Disabilities Transportation Pilot Demonstration Project, as well as the creation of [www.smarttravelwny.com](http://www.smarttravelwny.com) - an online resource that contains information on transportation options for all transportation modes in the Western New York region.

### **Developmental Disabilities Alliance of Western New York (DDAWNY)**

DDAWNY has an established transportation committee which includes representatives from its member human service agencies, but also from private and public transportation providers. This committee is continually working to promote the coordination existing transportation resources and efforts among their member agencies.

Other HSTP outreach efforts include participation and input from **Transportation Regional Advisory Coalition (TRAC), Erie County Impediments to Fair Housing Transportation Sub-Committee, Voice Buffalo, Town Square for Aging, Amherst and an Erie County Senior Services Focus Group.**

Formal public meetings were also conducted as part of the HSTP public participation effort. A total of six meetings were conducted at the following locations across the two counties, with a total of nearly 50 people participating in the meetings. Please see the appendices for attendance details.

### **Erie County**

August 23, 2011 - The Holiday Inn Airport, Cheektowaga, NY

August 23, 2011 - The Belle Center, Buffalo, NY

August 24, 2011 - The United Way, Buffalo, NY

October 4, 2011 - Seneca Nation of Indians, Irving, NY

### **Niagara County**

August 25, 2011 - Lockport Town Hall, Lockport, NY

September 21, 2011 - Niagara Falls Public Library, Niagara Falls, NY



### Section 3: Demographic Profile of the Target Population

#### **Regional Population Overview**

Erie County's 2010 population estimate, per the Census Bureau was 919,040; a decline of 31,225 over the 2000 Census population of 950,265. Niagara County also experienced a decline in population over the past decade by 3,377. In 2000, the Census population estimate for Niagara County was of 219,846 and the 2010 Census population was 216,469.

The greatest decrease in population in the last decade in the region occurred in the City of Buffalo with a decline of 10.7%. The City of Niagara Falls also declined in population over the same period with a population loss of 9.7%.

Despite the overall population loss within Erie and Niagara Counties between 2000 and 2010, several towns and villages within the region have experienced significant population increases. The Towns of Clarence, Lancaster, Pendleton and Wheatfield, along with a number of other towns and villages, are examples of municipalities outside of the City of Buffalo and the City of Niagara Falls that have increased their population and that upward trend continues. (See Table I.) As the Census data has shown, individuals are migrating from within the Cities of Buffalo and Niagara Falls and moving further into suburban areas. The planning area is continuing to experience sprawl in suburban and rural areas as residents and employers move further from the city centers and existing transportation infrastructure and service. Despite growth in certain suburban townships, significant populations of transit dependent individuals remain in the urban core and now the first ring suburbs.

### Section 3: Demographic Profile of the Target Population

MUNICIPALITIES	POPULATION			Change	% Change
<b>ERIE COUNTY:</b>	1990	2000	2010	1990 to 2010	1990 to 2010
ALDEN	10,372	10,470	10,865	493.0	4.8%
AMHERST	111,711	116,510	122,366	10,655.0	9.5%
AURORA	13,433	13,996	13,773	340.0	2.5%
BOSTON	7,445	7,897	8,023	578.0	7.8%
BRANT*	3,918	3,907	3,901	(17.0)	-0.4%
BUFFALO	328,123	292,648	261,444	(66,679.0)	-20.3%
CHEEKTOWAGA	99,314	94,019	88,092	(11,222.0)	-11.3%
CLARENCE	20,041	26,123	30,673	10,632.0	53.1%
COLDEN	2,899	3,323	3,265	366.0	12.6%
COLLINS	6,020	8,307	6,598	578.0	9.6%
CONCORD	8,387	8,526	8,494	107.0	1.3%
EDEN	7,416	8,076	7,688	272.0	3.7%
ELMA	10,355	11,304	11,326	971.0	9.4%
EVANS	17,478	17,594	16,356	(1,122.0)	-6.4%
GRAND ISLAND	17,561	18,621	20,374	2,813.0	16.0%
HAMBURG	53,735	56,259	56,936	3,201.0	6.0%
HOLLAND	3,572	3,603	3,401	(171.0)	-4.8%
LACKAWANNA	20,585	19,064	18,141	(2,444.0)	-11.9%
LANCASTER	32,181	39,019	41,604	9,423.0	29.3%
MARILLA	5,250	5,709	5,327	77.0	1.5%
NEWSTEAD	7,440	8,414	8,628	1,188.0	16.0%
NORTH COLLINS	3,502	3,376	3,523	21.0	0.6%
ORCHARD PARK	24,632	27,637	29,054	4,422.0	18.0%
SARDINIA	2,667	2,692	2,775	108.0	4.0%
TONAWANDA, CITY	17,284	16,136	15,130	(2,154.0)	-12.5%
TONAWANDA, TOWN	82,464	78,155	73,567	(8,897.0)	-10.8%
WALES	2,917	2,960	3,005	88.0	3.0%
WEST SENECA	47,830	45,920	44,711	(3,119.0)	-6.5%
<b>ERIE CO. TOTAL:</b>	<b>968,532</b>	<b>950,265</b>	<b>919,040</b>	<b>(49,492.0)</b>	<b>-5.1%</b>

MUNICIPALITIES	POPULATION			Change	% Change
<b>NIAGARA COUNTY:</b>	1990	2000	2010	1990 to 2010	1990 to 2010
CAMBRIA	4,779	5,393	5,841	1,062.0	22.2%
HARTLAND	3,911	4,165	4,117	206.0	5.3%
LEWISTON*	16,225	17,395	17,414	1,189.0	7.3%
LOCKPORT, CITY	24,426	22,279	21,165	(3,261.0)	-13.4%
LOCKPORT, TOWN	16,596	19,653	20,527	3,931.0	23.7%
NEWFANE	8,996	9,657	9,666	670.0	7.4%
NIAGARA	9,880	8,978	8,378	(1,502.0)	-15.2%
NIAGARA FALLS	61,840	55,593	50,193	(11,647.0)	-18.8%
NORTH TONAWANDA	34,989	33,262	31,568	(3,421.0)	-9.8%
PENDLETON	5,010	6,050	6,397	1,387.0	27.7%
PORTER	7,110	6,920	6,771	(339.0)	-4.8%
ROYALTON	7,453	7,710	7,660	207.0	2.8%
SOMERSET	2,655	2,865	2,662	7.0	0.3%
WHEATFIELD	11,125	14,086	18,117	6,992.0	62.8%
WILSON	5,761	5,840	5,993	232.0	4.0%
<b>NIAGARA CO. TO-TAL:</b>	<b>220,756</b>	<b>219,846</b>	<b>216,469</b>	<b>(4,287.0)</b>	<b>-1.9%</b>

<b>GRAND TOTAL:</b>	<b>1,189,288</b>	<b>1,170,111</b>	<b>1,135,509</b>	<b>(53,779.0)</b>	<b>-4.5%</b>
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Table I: Population 1990-2010 Erie & Niagara Counties

### Section 3: Demographic Profile of the Target Population

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 population of low income individuals
- Geographic distribution of population of older adults and individuals with disabilities
- Geographic distribution of employment centers/employment support services
- Geographic distribution of medical centers/support services and/or human service-related activities
- Identifying non-geographic barriers to transportation service use
- Identifying transportation gaps between the client population's residential locations and employment or medical/human service opportunities

Note: GBNRTC/NFTA produced a series of GIS maps for this HSTP analysis, and only summary maps are included in this document. Detailed maps are available upon request.

#### **Low-Income Individuals**

In 2010, there were 148,958 persons in the region living below the federal poverty level, comprising 13% of the total population of Erie and Niagara Counties. That is an increase from Census 2000 levels in which 135,192 persons or 11.6% in Erie and Niagara Counties were living below the federal poverty level.

Poverty among individuals in Erie County increased from 12.2% in 2000 to 13.9% in 2010. Similarly, Niagara County experienced an increase in persons living below the poverty level from 10.6% in 2000 to 13.9% in 2010.

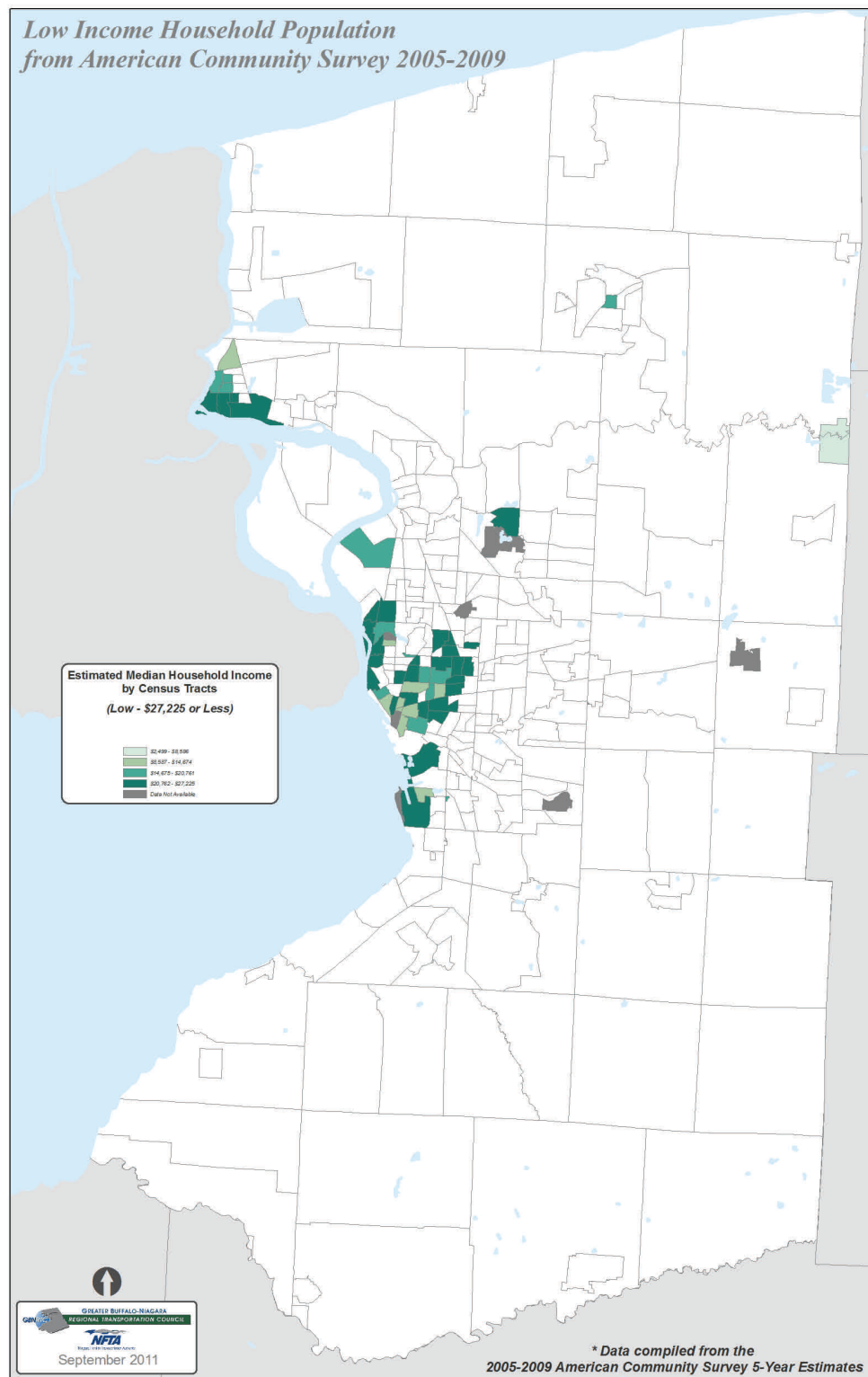
The Cities of Buffalo and Niagara Falls have also realized increases in the percentages of persons living below the poverty level over the past decade. In 2010, 28.6% of individuals were living below the federal poverty level in the City of Buffalo an increase of 2.6% since 2000. In 2010, 20.9% individuals were living below the poverty level in the City of Niagara Falls, an increase of 1% since 2000.

Traditionally, the highest concentration of economically disadvantaged individuals are located within the Cities of Buffalo and Niagara Falls. However, the economy has been a major factor in the emergence of poverty in the suburbs over the last decade. According to Census 2010, 9.5% of persons in the Town of Tonawanda are living below the poverty level. In Cheektowaga persons in poverty stood at 8.5% and in Amherst 7.4%. Furthermore, per Erie County Department of Social Services 2004 statistics, the number of county residents living outside the city who received aid such as public assistance, food stamps or Medicaid was 70,000. In 2011, it is now 108,000, an increase of 54%. During that same period, city residents receiving aid went from 150,000 to 194,000, an increase of 29%.

Maps 2, 3 and 4 show the locations of low-income households. 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.

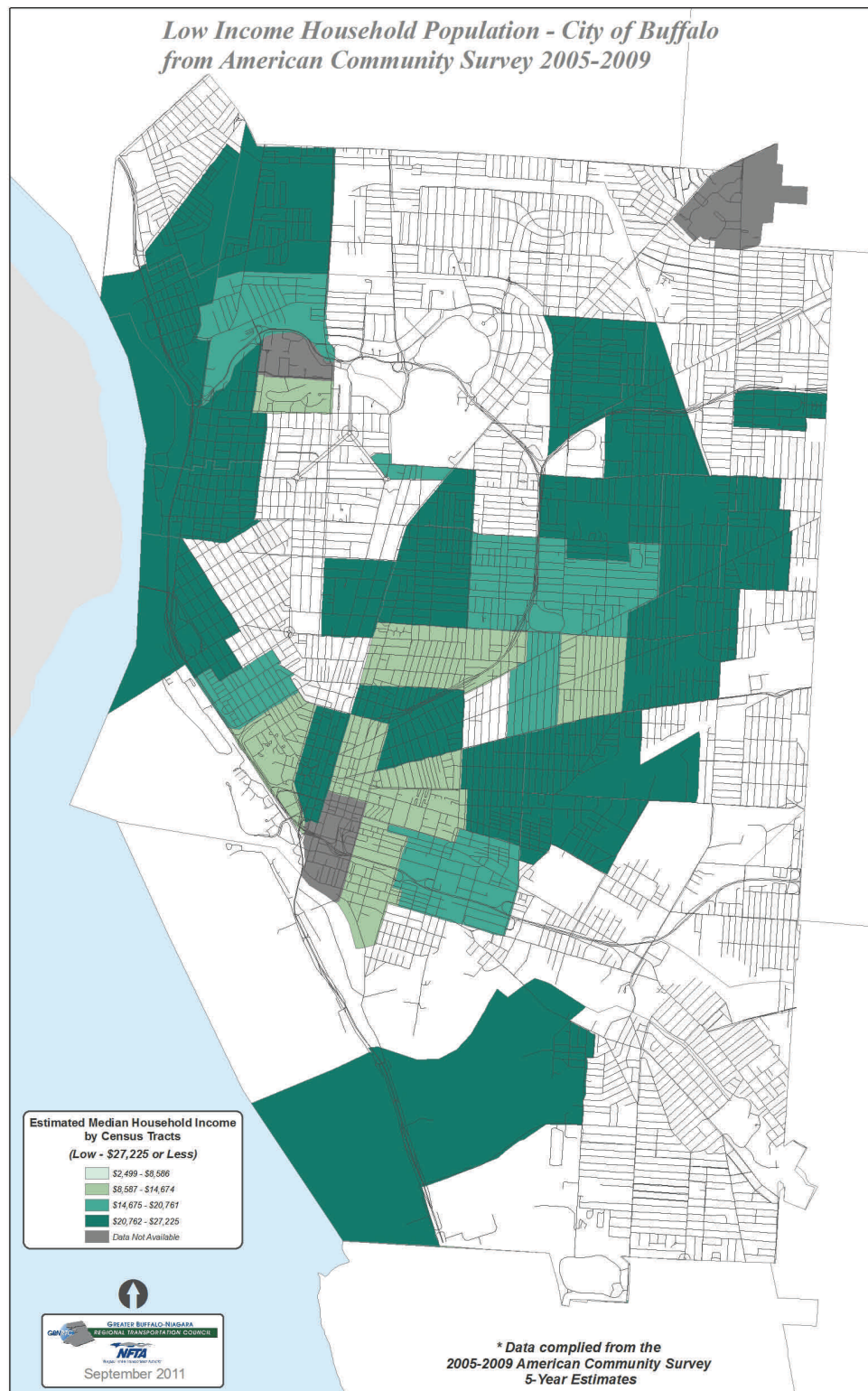


### Section 3: Demographic Profile of the Target Population

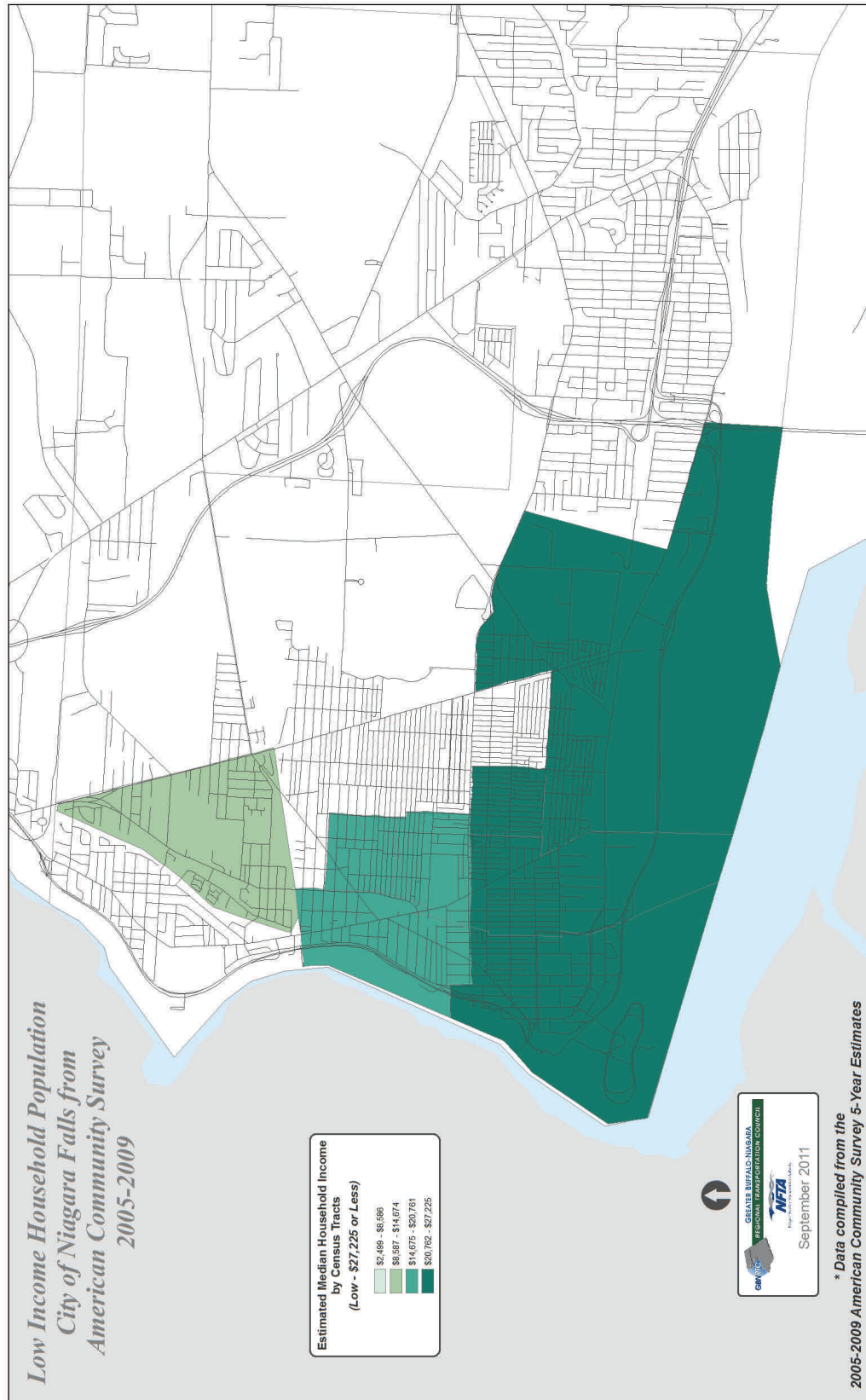


Map 2: Low-Income Household Population in Erie and Niagara Counties

## Section 3: Demographic Profile of the Target Population



**Map 3: Low-Income Household Population in City of Buffalo**



Map 4: Low-Income Household Population in the City of Niagara Falls

## Section 3: Demographic Profile of the Target Population

### **Social Service Assistance Trends**

In July 2011, there were approximately 12,800 open TANF (Temporary Assistance for Needy Families) cases in Erie County and nearly 2,900 in Niagara County. These cases included all forms of public assistance including Family Assistance Cash, Safety-Net (single individuals) Cash and Safety-Net Family Voucher. In addition, there are individuals and households in Erie and Niagara Counties also receiving other forms of government assistance including Medicaid-SSI, Family Health Plus, child care, food stamp and energy assistance. These individual and family cases are not included in the TANF case totals for Erie and Niagara County. When all forms of “public assistance” are added, a large percentage of the regional population receives some form of government assistance. The government assistance caseload in the region gives a more complete picture of need in Erie and Niagara Counties.

Due to the level of public assistance provided, coordination efforts among health and human service agencies are vital to ensure that resources are being utilized in the most effective and efficient manner possible.

### **Workforce Participation Rates**

The New York State Office of Temporary and Disability issues an annual report on the performance of County Departments of Social Services (local social services districts). One relevant measure that describes the Counties’ need for JARC projects is the work force participation rate of TANF and SNA MOE (Safety Net Assistance Maintenance of Effort) recipients (together referred to as TANF All Families).

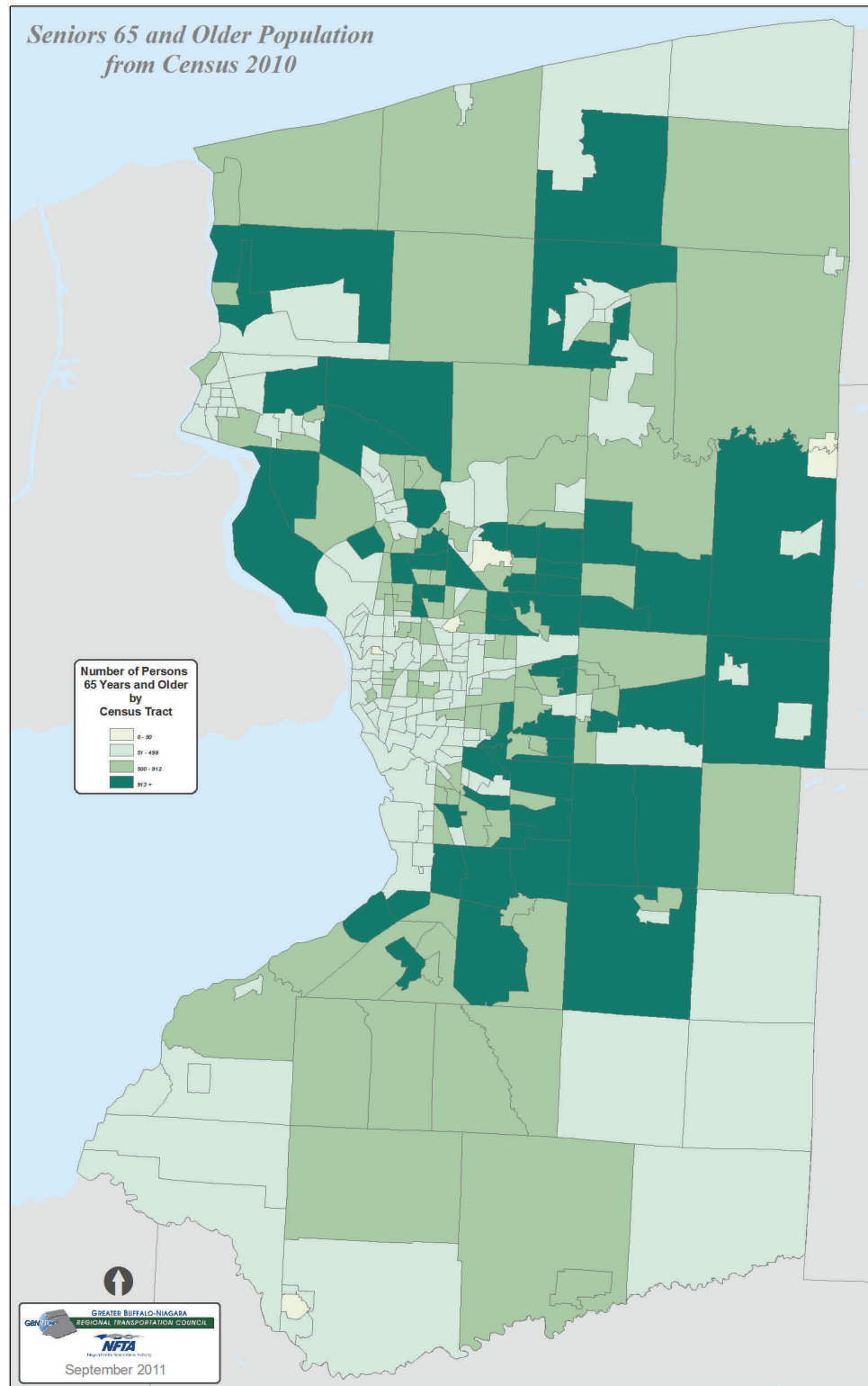
The TANF reauthorization provisions of the Deficit Reduction Act of 2005 sets a 50% TANF All Families work participation rate for states and local districts. Failure to meet the 50% rate will subject states and local districts to substantial financial penalties. For July 2011, Erie County’s TANF All Families work participation rate was 40% and Niagara County’s rate was 22%, as compared with the state median of 33%.

Erie and Niagara Counties Department of Social Services identified current service gaps in public transportation and the lack of flexible transportation as primary barriers to work.

### **Older Adults**

The Federal Reserve Bank of Buffalo notes that by the Year 2030, 1 in 5 persons in upstate New York will be over the age of 65. Based on 2010 Census data, 178,749 (15.7%) of the population is persons 65 years of age or older. Map 5 identifies the location of seniors age 65 and over and Map 6 identifies the location seniors age 85 and over in the region. Seniors age 85 and older comprise 2.6% of the total regional population. The Town of Amherst has the highest concentration older adults age 85 and older in the region at 3.8% or 4,593 persons.

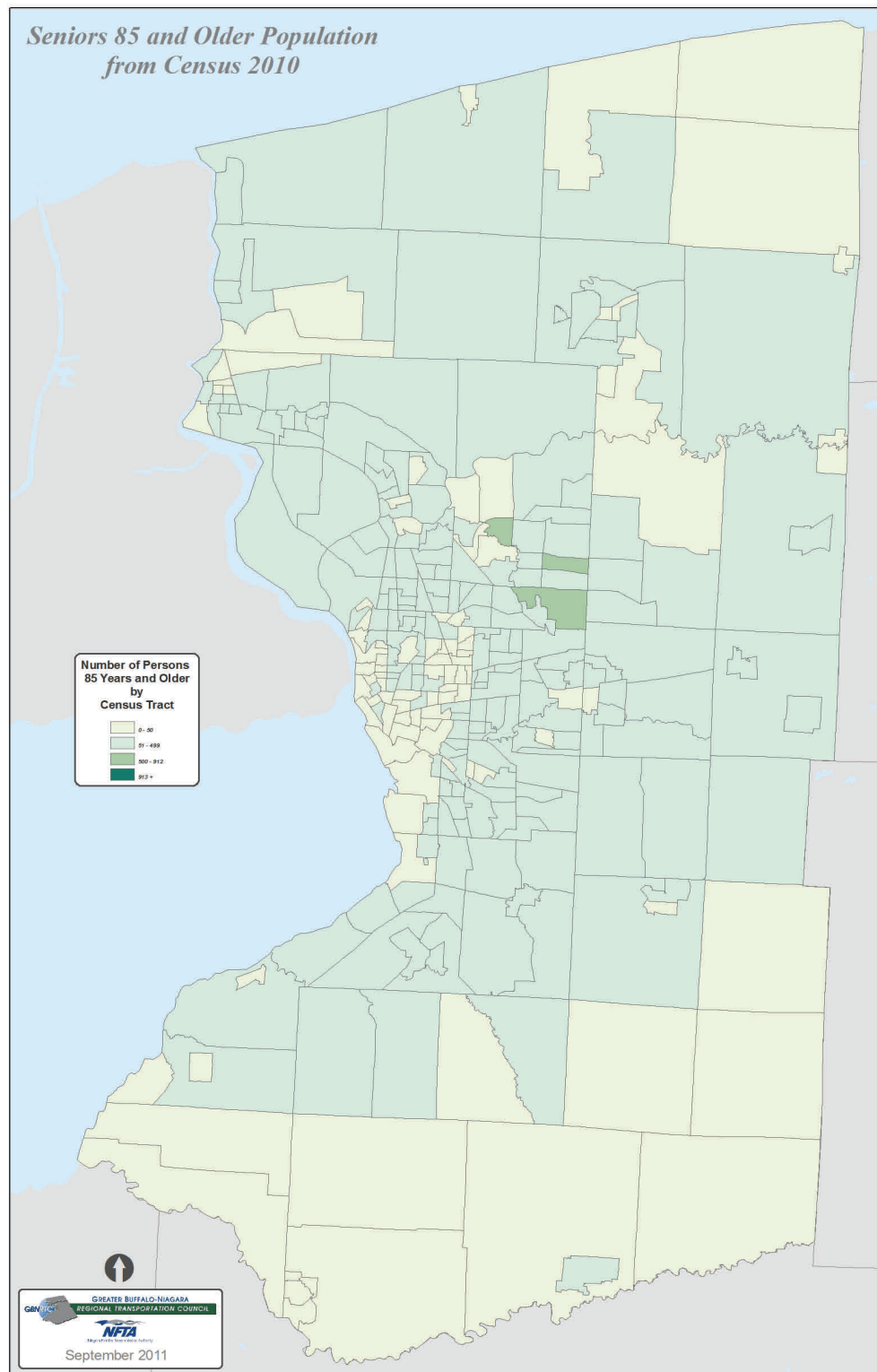
### Section 3: Demographic Profile of the Target Population



Map 5: Seniors 65 and Older Population



### Section 3: Demographic Profile of the Target Population



*Map 6: Seniors 85 and Older Population*

### Section 3: Demographic Profile of the Target Population

#### **Zero-Vehicle Households**

The 2010 Census Bureau identified 56,732 in the Buffalo-Niagara Falls Metropolitan Statistical Area (MSA) with no vehicles available. 67% of the zero-vehicle households in the Buffalo Niagara Falls MSA are classified as living below poverty level. 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.”

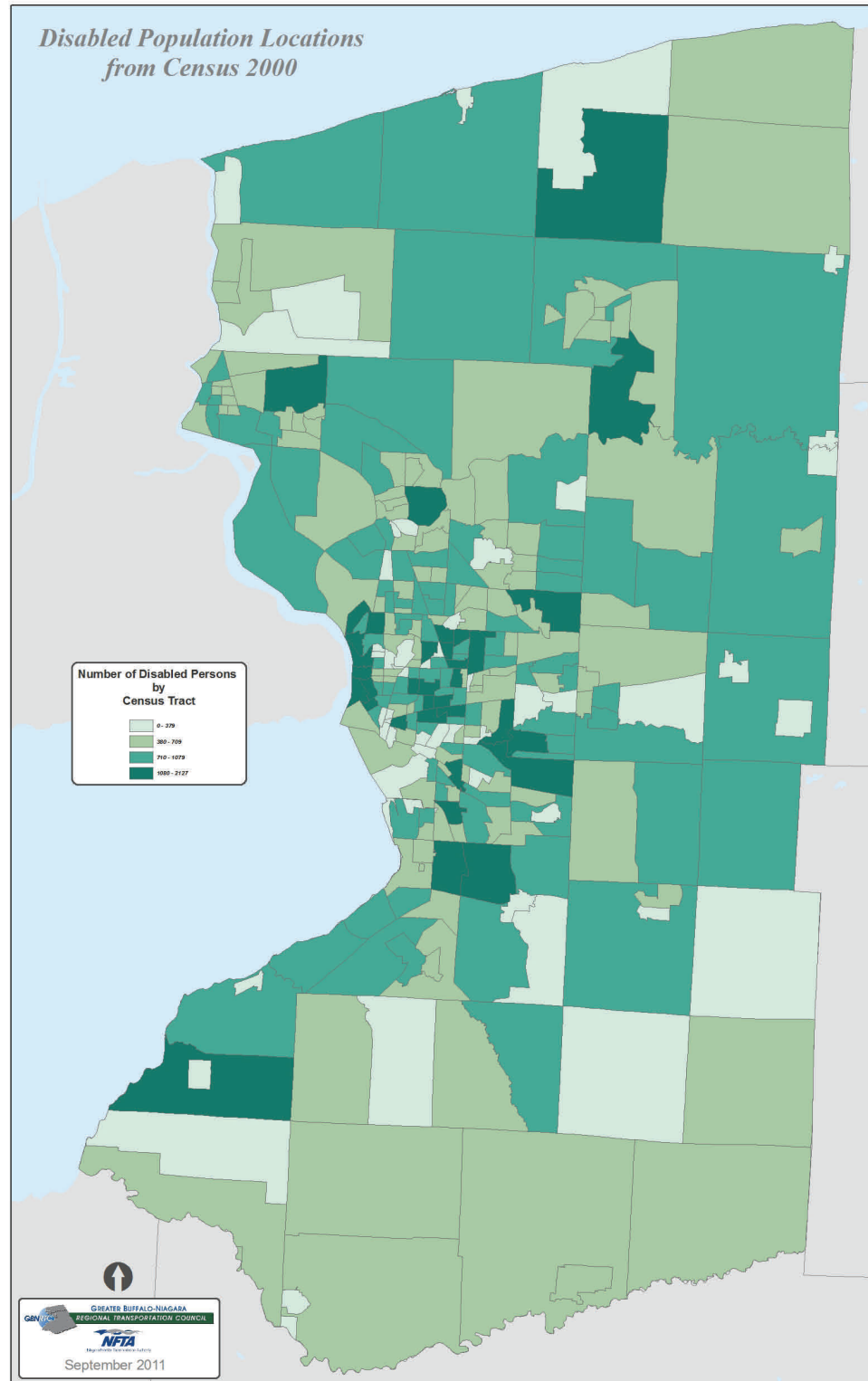
#### **Individuals with Disabilities**

Over 206,730 individuals or approximately 18% of the total population within Erie and Niagara Counties is comprised of individuals 5 years or older are living with a disability per the 2010 Census data. Map 7 identifies the location of disabled persons in the region. According to Census 2000 Brief—Disability Status: 2000 issued in March 2003, both Erie and Niagara Counties had a lower percentage of disabled persons than the U.S. average (19.3%). However, the City of Buffalo ranked 10<sup>th</sup> in places of population greater than 100,000 with people aged 5 and older with disabilities (26.2%).

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 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 and casual visits or shopping with the vans is usually prohibited or is considered a low priority. The location of independent 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.

### Section 3: Demographic Profile of the Target Population



*Map 7: Population of Individuals with Disabilities*



### Section 3: Demographic Profile of the Target Population

#### **Employment Characteristics**

In May 2010, in the Buffalo Niagara Region, there were approximately 526,000 individuals employed. The average unemployment rate for the planning area in 2010 was 8.4%, a significant increase since the development of the initial HSTP in 2007 where the average annual unemployment rate was 4.9%. The distribution of jobs held by residents of the Buffalo Niagara Region is as follows:

<b>CENSUS OF EMPLOYMENT AND WAGES - 2010 BUFFALO-NIAGARA FALLS, NY MSA</b>	
<b>INDUSTRY TITLE</b>	<b>TOTAL EMPLOYMENT</b>
All Occupations	526,260
Management Occupations	18,920
Business and Financial Operations Occupations	23,110
Computer and Mathematical Occupations	11,460
Architecture and Engineering Occupations	6,940
Life, Physical, and Social Science Occupations	5,520
Community and Social Service Occupations	11,040
Legal Occupations	4,850
Education, Training, and Library Occupations	41,600
Arts, Design, Entertainment, Sports, and Media Occupa-	4,980
Healthcare Practitioners and Technical Occupations	32,250
Healthcare Support Occupations	18,340
Protective Service Occupations	12,320
Food Preparation and Serving Related Occupations	47,150
Building and Grounds Cleaning and Maintenance Occupa-	17,270
Personal Care and Service Occupations	14,540
Sales and Related Occupations	52,240
Office and Administrative Support Occupations	101,050
Farming, Fishing, and Forestry Occupations	160
Construction and Extraction Occupations	20,290
Installation, Maintenance, and Repair Occupations	18,660
Production Occupations	35,330
Transportation and Material Moving Occupations	28,240

*Table 2: North American Industry Classification System (NAICS) Based Industry Employment and Wages—Buffalo-Niagara MSA—May 2010*

### Section 3: Demographic Profile of the Target Population

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, the vast majority of employment opportunities are now located outside the City of Buffalo. Like many cities across the nation, Buffalo continues to experience 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:

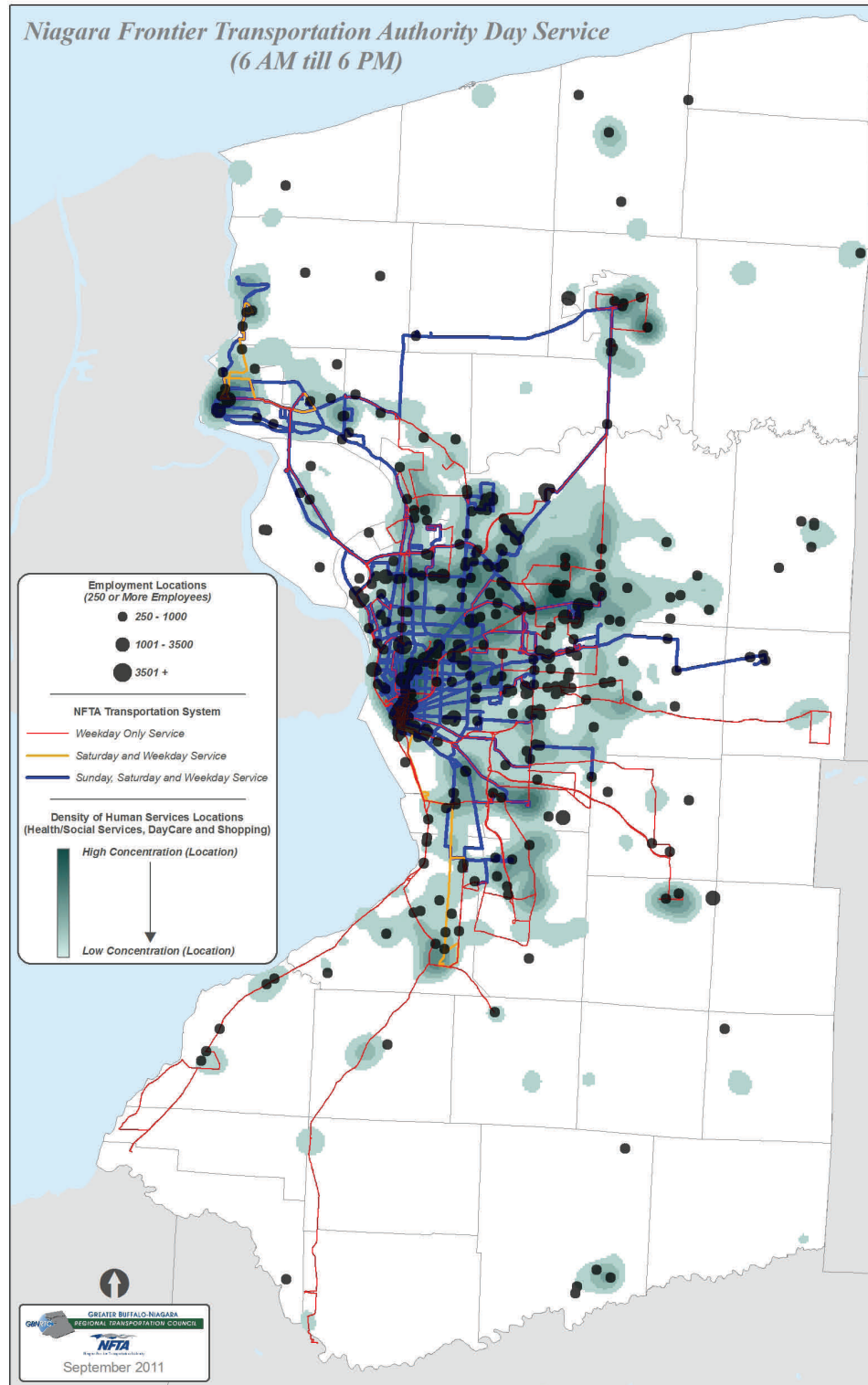
- Millersport/Transit Road
- Main Street/Transit Road
- Genesee/Walden/Airport
- Route 5/Hamburg
- Grand Island/Niagara Falls

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. These suburban areas are important locations for entry-level employment, particularly in services.

With this trend, a number of city residents have become "reverse commuters". This trend has altered urban travel behavior and patterns for the transit dependent population in Erie and Niagara Counties.

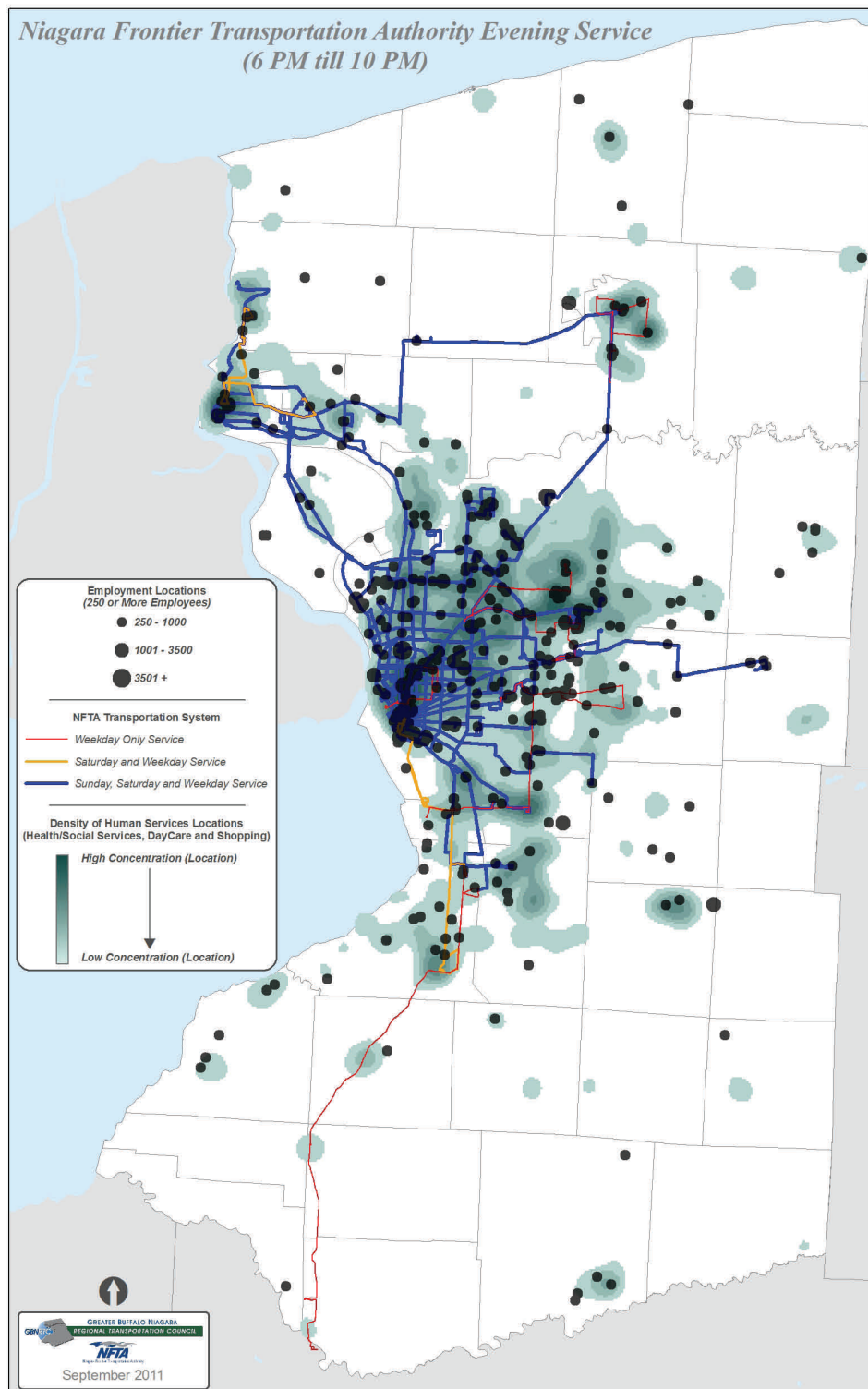
Maps 8, 9 and 10 on the following pages represent employment centers in the planning area of Western New York with the overlay of the public transportation system. It is clear from these maps that a "spatial mismatch" exists between available public transit service and specific employment, medical, and human service locations.

### Section 3: Demographic Profile of the Target Population



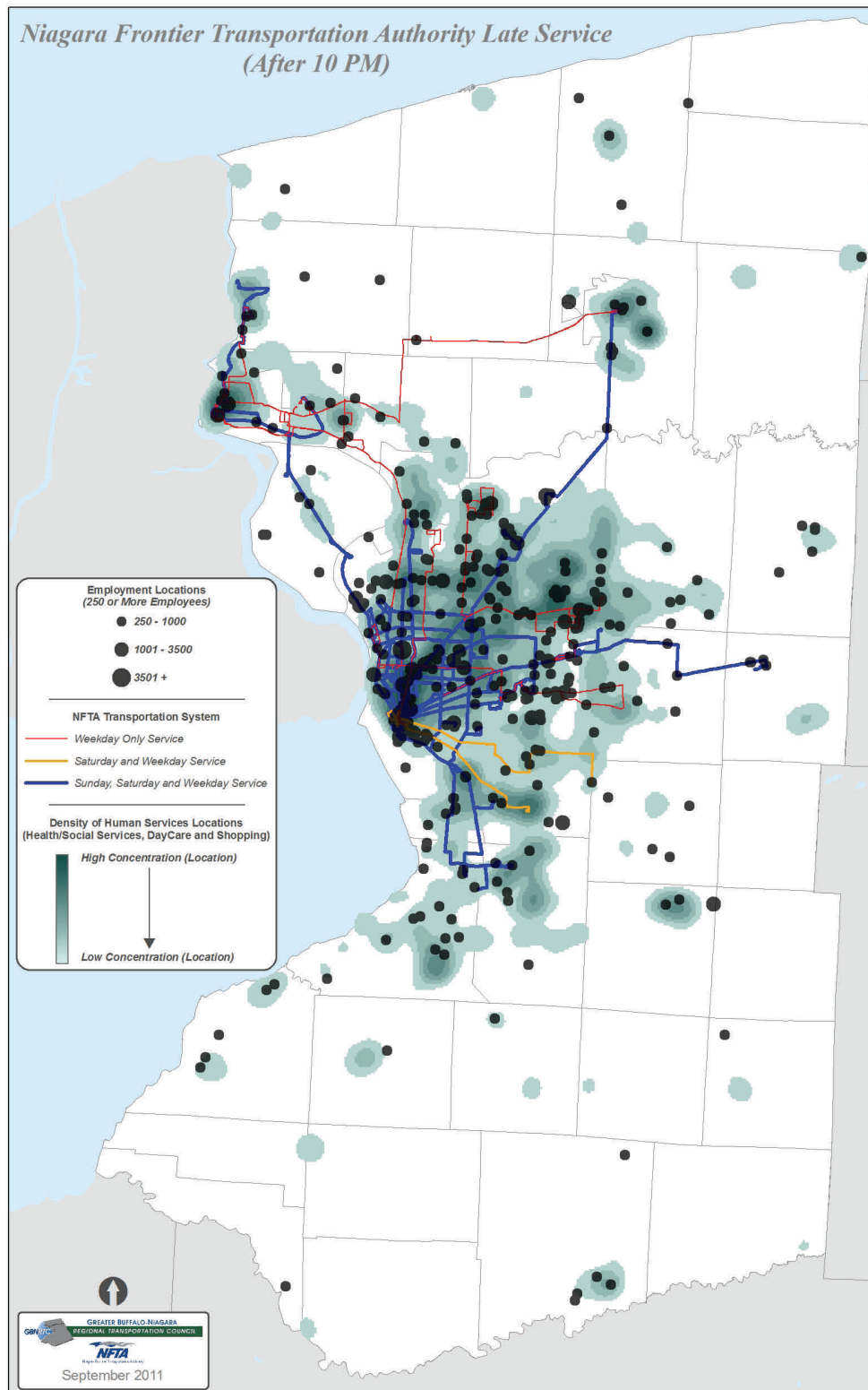
*Map 8: Employment, Health Care, Daycare, Shopping and Human Service Locations  
with Public Transit Overlay (6AM until 6PM)*

### Section 3: Demographic Profile of the Target Population



Map 9: Employment, Health Care, Daycare, Shopping and Human Service Locations with Public Transit Overlay (6PM until 10PM)

### Section 3: Demographic Profile of the Target Population



Map 10: Employment, Health Care, Daycare, Shopping and Human Service Locations

## Section 3: Demographic Profile of the Target Population

### Overall Regional Trends

Traditionally, public transit service was designed to serve densely populated urban areas such as Buffalo and Niagara Falls, as well as providing peak period service for suburban and rural commuters where possible. As area employment and population shifts continue to occur, it is becoming more difficult to provide traditional public transportation in the region.

Given the economic downturn and increase in the population of older adults, the transportation needs for the target population have only increased in the region since in the initial HSTP Report in 2007. The number of older adults will continue to increase at least to 2030, and their rates of disability will rise with aging. Disability rates on the whole are likely to increase with improved birth survival rates and increases in life longevity.

With regard to employment, the most significant expected future growth in employment for Buffalo is expected from the UB 2020 Plan, which plans significant growth of the Medical Campus of University at Buffalo. This is being developed around Buffalo General Hospital just north of downtown, adjacent to the Metro Rail line. The plan targets an increase of over 10,000 workers at that location by 2030. Other areas expected to see significant growth in employment are the waterfront areas south of downtown and downtown itself. Job growth in areas related to leisure and hospitality is also expected in the region, with the planned expansion of Seneca Nation casinos and projected growth in cultural and heritage tourism.

For this reason, it is important to coordinate all forms of transportation alternatives for older persons, individuals with disabilities and persons with limited incomes in our communities. Through a coordinated effort, the HSTP plan can promote the increased availability of low-cost, flexible transportation options for the target population.

## Section 4: Current Transportation Services & Resources

### **Erie and Niagara Counties have five layers of transportation services:**

#### **1.) Public Transportation**

The Niagara Frontier Transportation Authority (NFTA) is a regional multi-modal transportation agency responsible for air, water and surface transportation for Erie and Niagara Counties. The cities of Buffalo and Niagara Falls are the urban core of the region. NFTA's public transit operation consists of a regional bus system, a light rail system and complementary paratransit service. With a fleet of 330 buses, 27 rail cars, and 11 Metrolink and paratransit services, NFTA operates nearly 700,000 revenue hours and over 10 million revenue miles of service each year.

NFTA carries approximately 27 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 exploited 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 which are eligible activities for funding under the JARC program.

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, as 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 funds cuts and rising fuel costs these suburban and rural services have become increasing difficult and in some cases unsustainable to operate.

As per the recommendation of the 2010 NFTA Metro Erie County Transit Service Restructuring Plan, the transit authority has focused current service on the Metro Rail and the following enhanced bus corridors as a core urban network with supporting local bus routes:

<b>North West:</b>	<b>North east</b>	<b>East</b>	<b>South</b>
Niagara – Kenmore	Hertel-Fillmore	Bailey	Seneca
Elmwood	Amherst	Genesee	South Park
Delaware	Utica	Sycamore-Walden	
Niagara Falls Blvd	Kensington	Broadway	

Key network hubs served by these routes include downtown Buffalo, Boulevard Mall, US South and North Campuses, Buffalo Niagara International Airport and Walden Galleria Mall.

The NFTA continues to use state and federal, JARC and Welfare-to-Work funding to provide service designed to fill gaps and unmet transit needs for welfare recipients and low-income individuals in getting to and from jobs and other employment-related services. This



## Section 4: Current Transportation Services & Resources

service has often been for late nights and weekends. Significant examples include:

**Route 8 Main** – Enhanced Sunday morning trip from downtown Buffalo to University Metro Rail Station to allow a transfer to a Route 48 Williamsville trip to serve assisted living & rehabilitation facilities along the Main Street Corridor in Williamsville.

**Route 32 Amherst** – Enhanced late night weekday, Saturday and Sunday trips to and from the Galleria mall and Walden Avenue Corridor into the east and west sides of Buffalo.

**Route 35 Sheridan** – New modified weekday route connecting the Black Rock/ North Buffalo neighborhood to the Boulevard Mall/Niagara Falls Boulevard area and the State University of New York at Buffalo Amherst Campus.

**Route 48 Williamsville** – Enhanced weekend service from Buffalo to serve assisted living & rehabilitation facilities along the Main Street Corridor in Williamsville. New service will allow Buffalo residents to work mandatory weekend work scheduled at facilities.

**Route 49 Millard Suburban** – Enhanced weekday and evening service to assisted living facilities along the Main Street Corridor and direct service to Millard Fillmore Suburban Hospital.

**Route 54 Military** – Enhanced Sunday service between the Portage Road Transit Center in Niagara Falls to employment opportunities near the Summit Mall and the newly constructed Niagara Falls Transportation Center in the Town of Niagara near the Fashion Outlet. The Military Road, Factory Outlet Blvd., and Niagara Falls Blvd area is becoming a major retail destination in Niagara County and many job opportunities are beginning to develop.

**Route 57 Tonawandas** – Extended weekday service from the Main Niagara Transit Center in the City of Tonawanda to the Niagara Falls International Airport and the Niagara Falls Boulevard area.

**Route 64 Lockport** – Enhanced weekday evening trip to access jobs in the Transit Road and Lockport area.

**Route 200 North Tonawanda MetroLink Shuttle** – Enhanced weekday service connecting the northern portion of the City of Buffalo with the Summit Mall Business opportunities.

**Route 204 Airport Downtown Express** – Enhanced midday service between downtown Buffalo and a park and ride lot adjacent to the Greater Buffalo Niagara International Airport area. New developments in the area surrounding the airport, and increasing air travel are creating new job opportunities. Recent discussion with Uniland Development included directly serving Airborne Business Park with Route 204 service.



**Route 216 Gowanda** – Enhanced weekday service connecting the southern portion of Erie County including Village of Gowanda, the correctional facilities in Gowanda and Collins and Eden with job opportunities in Hamburg and the City of Buffalo.

### **2) 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. In 2010, the NFTA provided 154,733 PAL trips in the region and has an active client base of approximately 3,900 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.

### **3) Privately-Owned Public Transportation**

Erie and Niagara counties has a number taxi cabs operators and private wheelchair van companies (see Appendix G). 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.

### **4) Medicaid Non-Emergency Medical Transportation:**

For individuals who qualify for the program, Medicaid will pay non-emergency transportation costs for individuals traveling to covered medical appointments. In Erie County, Medicaid trips for qualifying individuals are arranged by the Center for Transportation Excellence. In Niagara County, qualifying Medicaid trips are coordinated by Medical Answering Service.

### **5) 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.

## Section 4: Current Transportation Services & Resources

Each layer of service makes an important contribution to meeting the needs of the target populations; however, mobility challenges persist. For example, while some members of the target populations successfully use the public transportation network, access for others is challenged by physical abilities, emotional and mental limitations, language and cultural barriers, and financial circumstances.

### **Center for Transportation Excellence Regional Vehicle Inventory**

In 2010, the Center for Transportation Excellence as part of a Job Access Reverse Commute funded initiative completed a detailed survey to create a regional inventory of vehicles and coordination efforts in Erie and Niagara Counties. The survey instrument (see Appendix F) was sent to 151 transportation providers and organizations in the region, many identified through the list of Known Transportation Providers contained in 2007 HSTP Report. Responses were received from 84 organizations or a 59% response rate. Respondents represented include villages, towns and cities, as well as public and private transportation operators, as well as non-profit organizations. The results are as follows:

- 57 organizations responding operate a total of 1,835 vehicles
- 852 of the vehicles are wheelchair accessible
- 12 organizations responding provide bus passes to individuals
- 14 organizations responding do not provide any transportation services
- 34 organizations indicated they are interested in some procurement coordination
- 32 organization indicated they are interested in some operation coordination

Table 3 on the next two pages provides specific information on number of vehicles per organization, vehicle capacity information and level of interest among respondents in coordination efforts such as joint procurement. Map I I provides information on the location of vehicles within the region.



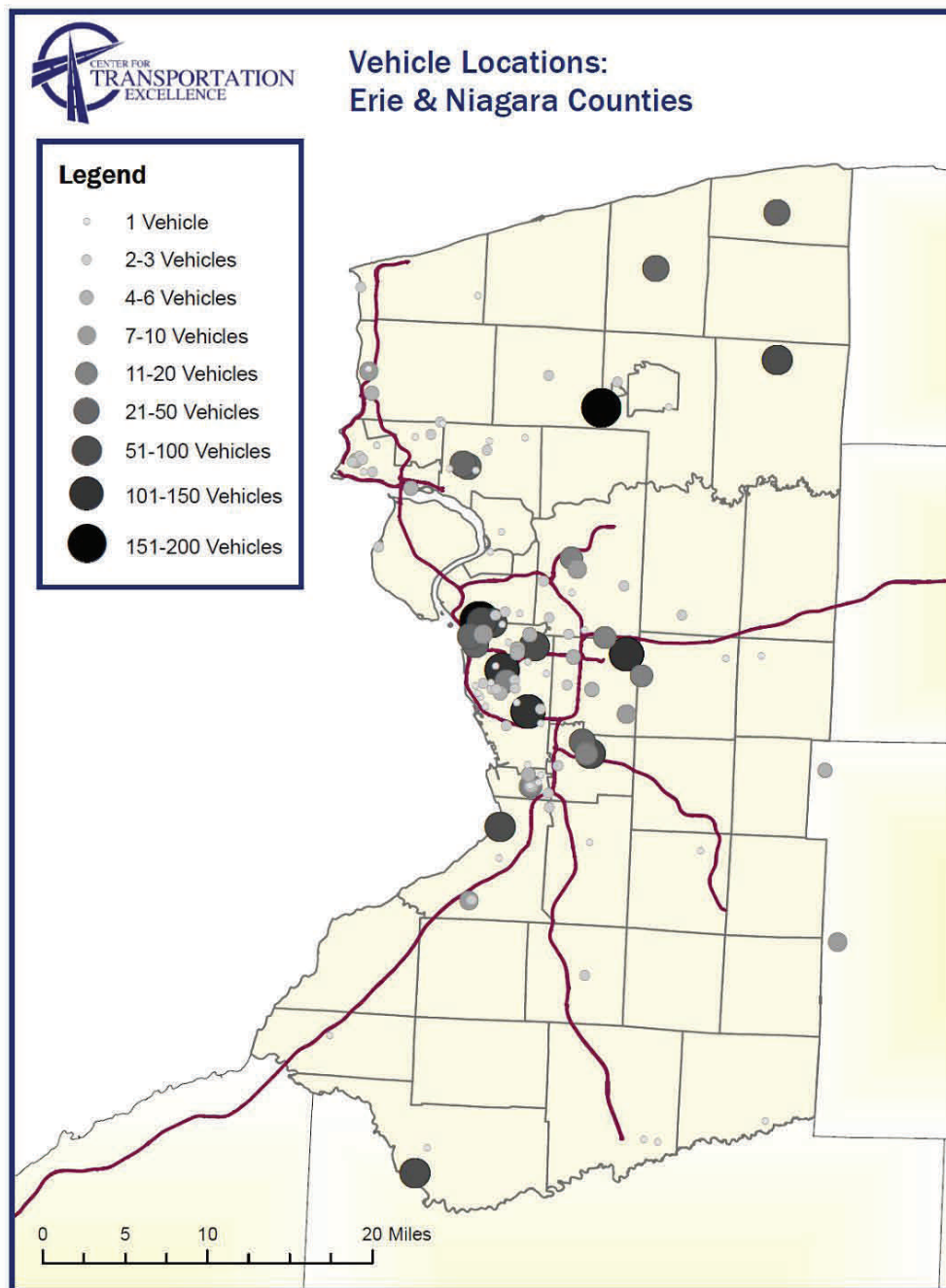
Vehicle Inventory Summary for Erie and Niagara Counties												
Organization	Total Number of Vehicles	in Niagara County	Wheelchair Accessible Vehicles	in Niagara County	Operate Vans & Small Busses	Additional Ambulatory Capacity	Additional Wheelchair Capacity	Interest in Coordination				
								Coordinate Vehicle Procurement	Coordinate Vehicle Operations	Other Transportation Coordination		
American Cancer Society	3	1	0	0	X	X					X	
American Red Cross, Greater Buffalo Chapter	1		0		X						X	
Amherst Senior Transportation Services (ASTS)	12		5			X	X				X	
Aries Transportation	48		40			X	X				X	
Aspire Of WNY	65		65			X	X	X	X		X	
Baker Victory Services	44		13									
Buffalo Federation of Neighborhood Centers, Inc.	4		0								X	
Buffalo Transportation	37		0									
Cantalian Center	6		2					X			X	
Canterbury Woods	3		2		X						X	
Caring Hands Transportation	8		0			X	X					
Carrier Coach Inc.	358	20	108	18	X	X	X					
Catholic Charities of Buffalo	3		0									
Cheektowaga Senior Services	6		1									
Buffalo Division for Senior Servs & Rec Prog	4		0		X	X		X			X	
Clarence Senior Citizens Inc.	1		0		X							
Community Services for the Developmentally Disabled	62		10		X			X			X	
Dale Association, Inc.	8	8	3	3		X	X		X		X	
Elderswood Transportation Company, LLC	11		11									
Erie County RSVP	1		0		X	X					X	
First Call	80		58		X	X	X				X	
Independent Living of Niagara County	5		2		X							
Kaleida Health	6		2					X			X	
Lake Shore Behavioral Health	9		0									
Liberty / Yellow Cab of Buffalo	61		2		X			X			X	
Lord of Life	7		4		X							
Love INC of Springville NY	1		0		X	X		X	X		X	
Mary Agnes	2	1	0	0								
McDonald Transportation	6		0		X							
Mount St. Mary's Hospital	4	4	0	0	X	X		X			X	
Niagara Cerebral Palsy	24	24	16	16		X		X			X	
Niagara Falls Memorial Medical Center	2	2	0	0	X						X	

Table 3: Regional Vehicle Inventory for Erie & Niagara Counties

Vehicle Inventory Summary for Erie and Niagara Counties										
Organization	Total Number of Vehicles	In Niagara County	Number of Wheelchair Accessible Vehicles	In Niagara County	Operate Vans & Small Busses	Additional Ambulatory Capacity	Additional Wheelchair Capacity	Interest in Coordination		
								Coordinate Vehicle Procurement	Coordinate Vehicle Operations	Other Transportation Coordination
Niagara Frontier Transportation Authority	385		385							
North Buffalo Community Center	1		0			X				X
North Tonawanda Senior Center	1	1	0	0	X					
Opportunities Unlimited	30	30	0	0	X					
Peaceprints Prison Ministries	1		0							X
Phoenix Frontier, Inc	14	5	5	2	X			X		
Quaker Taxi	11		0		X					
Ridge Road Express	307	307	14	14	X					
Rivershore	16	16	0	2						
Rural Transit Service, Inc	9		0							
Salvation Army	3		0							
Smart Ride	14		0			X				
Southeast Works	20		8							
Spectrum Human Services	3		1		X					
Town of Alder	1		1		X					
Town of Grand Island Golden Age Center	3		1			X				
Town of Hamburg Recreation	8		1							
Valley Community Association	2		1							
We Care Transportation	111	24	89	18	X	X	X			X
Wheatfield Towers	1	1	1	1	X					
Wynwood Kenmore	2		1		X	X				
<b>Total</b>	<b>1335</b>	<b>444</b>	<b>852</b>	<b>74</b>						

Table 3: Regional Vehicle Inventory for Erie & Niagara Counties





Map I I: Regional Vehicle Inventory for Erie & Niagara Counties—Vehicle Locations

## Section 4: Current Transportation Services & Resources

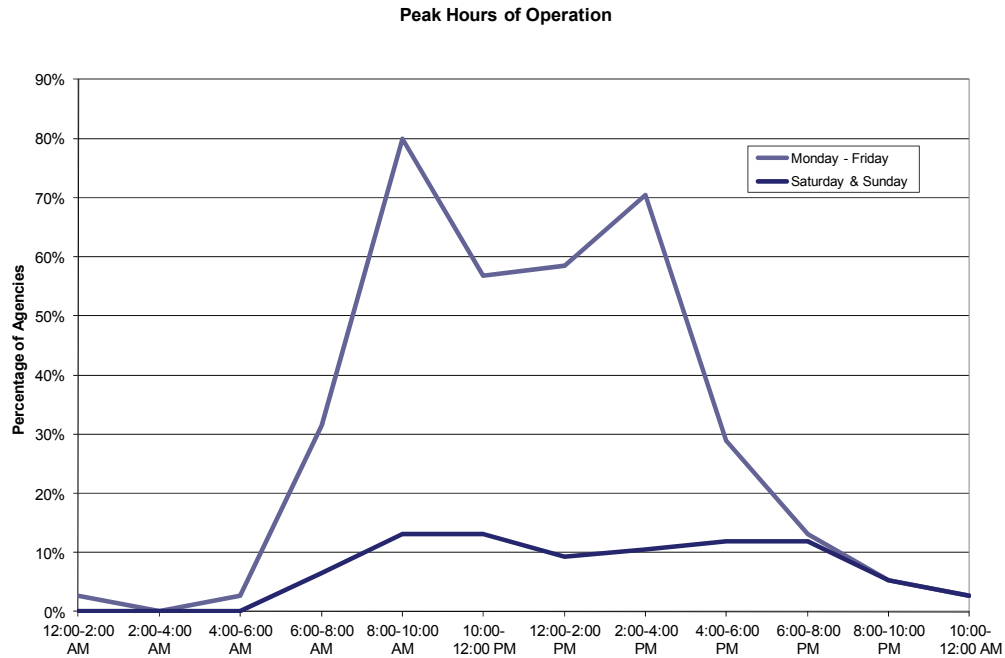


Table 4: Regional Vehicle Inventory  
Peak Hours of Operation for Erie & Niagara Counties  
Center for Transportation Excellence

### Other Transportation Resources

Separate from the regional inventory, Appendix G also identifies and includes an updated list of all other **known** transportation providers in the Erie and Niagara Counties area. This list includes Section 5310 operators, private providers, taxi companies, and human service agencies that offer transportation services.

## **Section 5: Service Gaps & Transportation Needs**

This chapter summarizes the range of coordination issues, service challenges, and transportation barriers and needs 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, and GBNRTC has referred to information from:

### **Center for Transportation Excellence Coordinated Transportation Plan - 2009**

The Center for Transportation Excellence, through a partnership with CUBRC, received a grant from The John R. Oishei Foundation that allowed for the creation of a coordination transportation plan focused on Erie County. The plan includes information on local transportation needs, an examination of best practices in coordination from other communities and includes some statewide coordination efforts from around the country

### **Local Government Plans for Persons with Developmental Disabilities**

The New York State Office of Person with Development Disabilities (NYSOPWDD) requires that each county prepare a Local Government Plan for Persons with Developmental Disabilities, to be updated annually. Each plan specifically notes the number of individuals with unmet needs, and identifies priority initiatives to meet those needs. The plans for Erie and Niagara Counties continue to note transportation as priority initiative with the need to “Develop new options and strategies that provide transportation services and supports that enable individuals to live, work and increase their participation and integration into the community. Transportation supports should be available after school, evenings, weekends and holidays to support community inclusion.” It is noted that human service agencies serving mentally/developmentally disabled individuals often offer travel training for their clients to use public transportation. However, for many clients, the need is for on-demand transportation rather than fixed-route service.

### **Oishei Mobile Safety Net Team 2009 Report**

The Mobile Safety Net Team’s 2009 Report , “The Region’s Growing Need: Basic Human Services demand increases in 2008” highlights the recent increases in the number of persons in Erie and Niagara Counties seeking emergency shelter, food assistance and Medicaid. Transportation has cited as a key barrier to accessing services in a number of communities where the Mobile Safety Net Team has worked. The Team has noted that addressing the increase in poverty in the suburbs has been particularly challenging, as individuals in need in these areas are further away from where social services, non-profits, food pantries and philanthropies are generally located.

### **Barriers to Self Sufficiency**

In the region, there are job opportunities available to the general public including individuals leaving public assistance. Unlike the general public however, for individuals currently or receiving public assistance, there is no direct correlation with demand occupations in the local economy. Since 1996, Erie and Niagara Counties have operated Job Clubs and Job Placement programs for TANF/Family Assistance cases to prepare them for career path jobs. In addition to transportation barriers for TANF individuals, soft skill training and other necessary skill development is required before an individual is ready to join the work force and obtain a demand occupation.

There are a number of deficiencies including local transportation services that represent significant barriers to moving eligible recipients into permanent employment in an efficient manner. These include such things as:

### **Transportation**

Many Erie County and Niagara County residents receiving TANF/Family Assistance live within the City of Buffalo and the City of Niagara Falls which are areas well served by public transportation, however job opportunities are more than likely located in areas outside of the City of Buffalo and the City of Niagara Falls. In addition, although a high percentage of TANF individuals in the region reside along a bus route, service may be limited, require several transfers and may not be available at all for second and third shift workers. Transit service in rural towns is limited on weekdays and may not exist on weekends. Most fixed-route service operates during traditional commuter hours during the weekday. Weekday evening suburban service is limited and very limited on the weekends except for specific pre-arranged service. Affordable taxi service in rural areas is a transportation barrier. Taxi rates for TANF/social service programs are available and regulated. For non-TANF individuals residing in rural areas taxi service is not an option and can become expensive. Access to information about transit routes, schedules and services has greatly improved in term of telephone coverage and online internet access. Although, this information it is not accessible for persons without internet connections. Furthermore, households without telephones have difficulty calling for transit information or to arrange taxi service.

### **Child Care**

The location of childcare services and the extent they are accessible to transit is a significant barrier. According to a Pathways to Progress, a UB Regional Institute Report for the Western New York Women's Fund, there are 17,000 women in Western New York raising children on their own and living in poverty. Care available during non-traditional work shift hours, sick child care, special needs care, infant care, employer-provided care, care in the isolated rural areas and payment for care for other than employment-related activities (i.e. substance abuse treatment and medical appointments) are all problems facing public assistance clients with children.



### **Major Changes in Public Transportation Access**

In January 2009, Niagara Frontier Transportation Authority (NFTA) commissioned Transportation Management and Design Inc. consultants (TMD) to conduct the *Erie County Transit Service Restructuring and Fare Study and Strategic Assessment*. The project was scoped to complete the following tasks:

- Evaluate NFTA's current system and develop a network for the future
- Address the current economic climate and help NFTA use its resources effectively
- Complete a detailed market, ridership, & operational review
- Analyze NFTA's current fare structure
- Update NFTA's Transit Strategic Assessment

NFTA identified four key goals for the study to achieve:

1. **Enhanced Public Mobility** The NFTA network should be restructured to better meet the mobility needs of the community, making it easier to access jobs, schools, shopping, medical, and social services using the system. This is considered especially important given the mismatch of increasingly suburbanized jobs and urban population.
2. **A More Customer Friendly Network** The new network should be simple and easy to use for both existing and future new riders, including more direct routes, higher frequencies, and better passenger facilities and fleet.
3. **Financial Sustainability** The study must develop a sustainable transit system, operating within the funding levels available to NFTA as well as maximizing farebox revenue and operating efficiency.
4. **A Solid Platform for Ongoing Transit Investment** The study should develop an enhanced transit system which will provide a strong base for growing transit ridership, including additional future investment in transit service and infrastructure.

Key recommendations from the TMD study included restructuring routes to bring the core urban network to at least a 15-minute network of services during weekday peak and midday, with bringing the weekend network to that level as a second priority. In addition, TMD recommended making the fare system simpler and easier for riders, operators and administrators.

In 2010, based on the Study's key goals and recommendations the NFTA restructured service to focus on its fixed-route core transit service and instituted a one, single flat fare zone. With the system focus shifted on routes located in the urban core, some service routes in low density, suburban and rural areas of the region have been reduced or eliminated.

Despite the recent changes in service for long-term sustainability of the system, as well as significant reductions in staff levels, the NFTA is facing a \$15 million deficit in 2011 stemming from reductions in state operating assistance, rising fuel and diesel prices and other operating costs.

## Section 5: Service Gaps & Transportation Needs

Additional cost saving measures are being considered which may further impact service availability and affordability for the HSTP population.

Given the reduction in service hours or elimination of some suburban and rural routes, the options for the transportation disadvantaged have been further limited. In addition, the elimination of fixed routes in these areas also means that paratransit service is no longer available.

From all of the above surveys/studies, the similar themes became evident, and can be summed up as gaps in public and other transportation service as they relate to:

- Geography
- Capacity and Affordability
- Service Time
- Policy, Education and Awareness

## Section 5: Service Gaps & Transportation Needs

<b>Geographic Gaps</b>
<b>Regional</b>
Destinations not adequately served: medical facilities; schools and other educational facilities; employment opportunities, especially those off bus routes and in suburban/rural areas; social/recreation facilities; and shopping areas
Limited public transit routes in many suburban and rural areas
Current public paratransit is only available within $\frac{3}{4}$ of a mile on either side of a bus route
Travel between counties, depending on the service, is not available
Some transportation services have geographic limit
Lack of transportation for veterans that live in suburban and rural areas needing transportation to appointments in Buffalo
Lack of coordinated and affordable transportation for low-income parents traveling between home, daycare and employment
The majority of physicians are located in the suburbs where there is limited public transportation
There is a disconnect between housing and transportation in our region.
<b>Erie County</b>
Early morning, evening, and weekend service of any kind is limited or lacking, especially for workers accessing major employment centers in the Main/Transit corridor, Orchard Park/East Aurora corridor and Walden/Transit corridor
Limited or no service in the Southtowns, especially to and from Gowanda and Springville
No public transportation in the Derby area for seniors needing to go to doctor appointments in Buffalo.
No taxis or buses in the Silver Creek Area
Lack of public transportation to supermarkets in Lackawanna and West Seneca
Some individuals that live near Roswell Park are too close to the facility to qualify for transportation, but cannot get home on their own
No paratransit service in Clarence.
Lack of transportation in the Sheridan Drive and Transit Road area
Distance between the stops on suburban routes is too great.
<b>Niagara County</b>
Lack of public transportation options in Niagara County, especially Wilson, Barker, Somerset, Newfane, Youngstown and Porter areas.
Rural Niagara transportation service is very limited.
Transportation to South Lockport retail locations is limited.
Limited public transportation service to Niagara Falls Memorial Medical Center Summit Location

## Section 5: Service Gaps & Transportation Needs

<b>Capacity Gaps</b>
<b>Regional</b>
There is a need for transportation, both public transit and alternative means, that is affordable to those who are most economically disadvantaged
Similarly, public transit becomes costly with transfers and travel beyond the first fare zone; <b>alternative means also can be cost-prohibitive or are not available</b>
There are not enough vehicles and drivers to provide service, whether fixed-route or on-demand, for seniors and disabled
Lack of affordable wheelchair service
Restrictive advance notice requirements
No transportation for seniors to shopping or last minute medical appointments. Most services require a two week advance notice
Lack of transportation for individuals with disabilities and low income persons outside of transportation for medical purposes.
Seniors often depend on Medicare for their health needs, but Medicare does not provide and transportation.
Vans are often overbooked.
Lack of pedestrian amenities such as benches for older individuals walking to the bus stop and waiting for the bus.
There is a lack of safe bus shelters and stops for riders, especially in the winter
Transportation fares are too high for fixed route and paratransit, especially for individuals that ride 5 days a week.
Eight week registration period for paratransit is too long.
The lifts on wheelchair vans and buses often are not operating properly.
More pedestrian and bicycle amenities are needed at transit hubs
Lack of reliable and affordable transportation for individuals needing to go to dialysis three or more times per week.
Produce essential written materials in both English and other languages regularly encountered in advance.

## Section 5: Service Gaps & Transportation Needs

### Service Time Gaps

#### Regional

There is a mismatch between the bus routes, schedules and child care and job locations
Excessive wait and travel times in any kind of transportation service
Evening workers (2nd & 3rd shift workers) may be able to use transit one-way, if available, but need transportation option for the return trip.
Transfer times between bus routes is too short for older adults and individuals with disabilities.
Most services for seniors ends at 3 or 4 pm.
Lack of transportation service for late afternoon doctor or social service appointments.
Long wait times for scheduled return trips on PAL service
More time is needed to account for the transfer time between the train at University Station and the connecting buses above ground.
East/West bus routes do not match up well with the rail service

### Policy, Education & Awareness Gaps

Route/schedule information is not readily available
Information about public transit is not available by telephone during evenings after 6:30 pm.
Public transportation system is difficult to understand for new riders or riders or older adults that have not taken public transportation in many years.
Internet-based schedule information is available only to households with Internet access.
Sensitivity training is needed for some taxi cab drivers
Public transportation is not well marketed
Transit marketing and travel training is needed
NFTA Transit Planner system is not helpful
Driver training is needed for enforcement of the rules regarding designated seating areas.
Legislation and regulations make it difficult for non-profit organizations to mix riders (eg. CDL, insurance and liability issues).
There is a lack of awareness concerning how much it costs to provide public transportation and van services

## **Section 6: Strategies for Improved Service & Coordination**

The strategies from 2007 HSTP Plan were reviewed for the 2010 update. A number of strategies were reaffirmed with some slight modifications. These updates have been incorporated in this section.

Based on the unmet transportation needs and gaps between current services and needs, and to achieve efficiencies in service delivery, the following strategies were developed to meet to advance transportation coordination and efficiency in Erie and Niagara Counties.

### **Strategies for Coordination**

#### **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.

#### **Promote Carpooling or Ridesharing via Good Going WNY**

Good Going WNY at [www.goodgoingwny.com](http://www.goodgoingwny.com) is a website created by the GBNRTC that offers transportation options/alternatives for interested registrants, including the HSTP target population. While offering potential user options for transit use, bicycling, and walking, the main feature of the website is a carpool-matching program. Ride seekers are able to register their trip profile information and then request carpool matches for their commute and/or other rides.

#### **Develop Transportation Alternatives for Suburban and Rural Areas.**

By nature of their low densities and in turn ridership, 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. These options should be explored collaboratively between the NFTA and other transportation operators and mobility managers in the region.

#### **Develop Transportation Alternatives for Areas Underserved by Paratransit**

The hours of the NFTA PAL service are affected by the hours of local regular route service. As regular-route service hours are reduced, complementary ADA service hours may be compromised in the region. Local jurisdictions should explore opportunities for collaboration. In addition to the coordination that is already occurring at the local level, human service agencies and transit providers could consider coordinating regularly scheduled paratransit trips and broadening local alternatives to PAL.

### **Volunteer Transportation Programs**

A variety of transportation services are needed to meet the mobility needs of older adults, people 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 specialized services beyond those typically provided through general public transit or shared ride human service agency-provided transportation, and a volunteer-based transportation service can provide a needed alternative. Volunteer programs typically provide door-to-door transportation. Some programs like Ride Connection in Portland, Oregon offer mileage reimbursement for volunteer drivers. Other programs like ITNAmerica 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.

### **Use of Technology**

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. These types of technology should be incorporated into the overall system where possible and financially feasible.

### **Provide suitable, safe and reliable transfer locations**

Locations of frequent transfers or transit hubs should be improved to maximize accessibility, safety and convenience. This can be done through the construction of shelters, better pedestrian access, appropriate lighting, adequate space and other improvements.

### **Targeted Marketing & Travel Training**

Provide targeted marketing and travel training for people with disabilities and older adults. This strategy supports projects that: expand existing travel training, bus buddy, or ambassador programs in the region and develop new and innovative marketing and information partnerships or strategies to expand exposure of regional fixed-routes, trains, and ride-share programs to policy makers and “untapped” markets.

### **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.

## Section 6: Strategies for Improved Service & Coordination

### **Nontraditional funding sources**

Beyond traditional federal and grant funding sources, public and private foundations can be explored as sources for funds to implement coordination activities;

### **Design Communities For All**

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. As other states and regions have, Western New York, should encourage the location of facilities and services in areas where a range of travel options are available for all members of the community.

### **Smart Growth**

One of the key regional challenges to cost effective, sustainable transportation is to manage the sprawl of residential development and suburbanization of employment. Smart Growth and a strong urban core are more conducive to efficient public mobility.

With any coordination strategies, the TCRP 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.”



### **Priority Projects**

The GBNRTC staff and Human Services Transportation Review Team developed the following priority projects to encourage applications for services to address unmet transportation needs. Given today's current economic climate, preserving existing transit and paratransit service is paramount. Organizations interested in applying for either JARC or New Freedom funding may also submit applications for projects that are **not** priority projects. All applications for funding are evaluated through a competitive selection process. All projects must meet specific Federal requirements which are described at the GBNRTC website [www.gbnrtc.org](http://www.gbnrtc.org)

### **Shuttle Service or Vanpools to Employment**

Traditionally, fixed-route transit service cannot serve most suburban employment sites because jobs are widely dispersed. Reverse-commute routes can provide access to concentrations of suburban employment and should be used wherever sustainable. However, reverse-commute routes are not sustainable in many suburban areas. Innovative regular-route approaches can help bridge this gap. Vanpools may be most appropriate travel alternative for low-density areas in the region. Employer-based vanpools could be developed to provide shuttle service or vanpools to better serve shift workers and reverse commuters. The program could focus on regional employment centers or large scale employers.

### **Volunteer Driver/Escort Programs**

Volunteer driver programs typically 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. The need for this type of program will continue to grow as an increasing number of older adults in suburban neighborhoods are no longer able to drive themselves.

### **Last Mile" Services**

Local shuttle services, whether fixed-route, route deviation, or demand-response, can help fill gaps in lower density areas and provide access to and from employment and other destinations within a reasonable range of rail stations or other major transit hubs.

### **Regional Urban Mobility Car/Van/Bike Share and Transit Integration 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. Proposed hubs would be located near NFTA transit stations. Services offered could include secured bicycle parking, bike sharing, car sharing and centralized web-based ride information, trip planning and reservation system.

### **Provide a Range of Travel Training**

A travel-training curriculum on the bus and rail system could be developed for older adults and people with developmental and/or intellectual disabilities and offered region-wide. Travel training needs to be more widely available to the many individuals that can benefit from it, and to ensure that individuals with various types of disabilities can obtain training sufficiently tailored to their needs. The curriculum should be coordinated to enhance or supplement existing travel training programs currently offered by the NFTA and some human service agencies.

## **Section 7: Competitive Selection Process**

Projects funded under the current JARC and New Freedom programs must be selected competitively. The GBNRTC and HSTP Review Team with guidance from the FTA have developed criteria to guide the selection of projects. The projects are evaluated based on selection criteria and by the HSTP Review Team.

### **JARC and New Freedom Application Process**

GBNRTC as the lead agency provides information packages about the funding process, including FTA eligibility criteria and the application itself. The GBNRTC established an HSTP Review Team in 2007 as a working group to review incoming applications. The HSTP Review Team representatives are familiar with local human service agencies, the target HSTP population, and the transportation issues affecting the HSTP target population. GBNRTC has a 7-member Review Team that consists of 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 Workforce Investment Board  
Niagara County Workforce Investment Board  
New York State Department of Labor  
New York State Department of Transportation (Advisory)  
Niagara Frontier Transportation Authority (Advisory)

GBNRTC staff initially screens applications to determine that submittals are complete and meet FTA eligibility criteria. GBNRTC then distributes applications to the HSTP Review Team, so they may 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 HSTP projects for approval by the PCC. The PCC acts on the TPS recommendations and submit the recommended project list to the GBNRTC Policy Committee for final approval and inclusion in the local Transportation Improvement Plan or TIP (and eventually the State Transportation Improvement Program (STIP)).

Project applications will be evaluated and scored according to the following criteria:

- **Project needs/goals & objectives:** *The project should directly address transportation gaps and/or barriers identified through the HSTP;* project goals & objectives should be clearly stated
- **Implementation:** For projects seeking operating funds, a well-defined service operations plan must be provided. For projects seeking capital funds, solid rationale must be provided for use of the requested funds; and demonstrate that there are no other, or insufficient, sources of funds available to meet this need.
- **Project budget:** A clearly defined budget must be provided
- **Coordination/program outreach:** The project should demonstrate levels of coordination with other community transportation and/or human service operators/resources.

## Section 7: Competitive Selection Process

- Program effectiveness/performance indicators: Project sponsors should identify clear performance measures to track the effectiveness of the proposed project
- Innovation: Project will be evaluated with regard to new or innovative service concepts that have the potential for improving mobility and access

Comments about the HSTP can be directed to:

Kelly Dixon, Transportation Analyst

[kdixon@gbnrtc.org](mailto:kdixon@gbnrtc.org)

716-856-2026 ext. 321

GBNRTC's mailing address is:

438 Main St Suite 503

Buffalo, NY 14202

# Appendix A

## Acronyms in Coordinated Human Service 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.

### **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 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.

**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

## Documentation of Public Outreach

# Coordinated Transportation Plan

For Older Adults, Persons with Disabilities and  
Individuals with Limited Incomes  
in Erie and Niagara Counties



## YOU ARE INVITED TO ATTEND A MEETING

**Tuesday, August 23, 2011 at 10:00 am**

Holiday Inn Buffalo Airport  
4600 Genesee Street, Cheektowaga

**Thursday, August 25, 2011 at 6:00 pm**

Lockport Town Hall  
6560 Dysinger Road, Lockport

**Tuesday August 23, 2011 at 6:00 pm**

The Belle Center  
104 Maryland Avenue, Buffalo

**Wednesday, September 21, 2011 at 6:00 pm**

Niagara Falls Public Library  
1425 Main Street, Niagara Falls

**Help to shape transportation improvements and coordinated services for seniors, individuals with disabilities and persons with limited incomes in Erie & Niagara Counties.**

- Learn about the development of the Public Transit-Human Services Transportation Plan for the region
- Provide suggestions and input about your community's transportation needs and priorities
- Share your opinions and ideas about ways to meet those needs
- Recommend methods to improve regional mobility
- Find out about federal transportation funding available to agencies in Erie and Niagara Counties.

### **Who Should Attend?**

- Local Residents
- Human Service Agency Representatives
- Elected Officials and Community Leaders
- Tribal Members and Representatives
- Metro Riders and Friends

### **For More Information:**

Contact the Greater Buffalo Niagara Regional  
Transportation Council at 856-2026, ext. 321



# Coordinated Transportation Plan

For Older Adults, Persons with Disabilities and  
Individuals with Limited Incomes  
in Erie and Niagara Counties



## YOU ARE INVITED TO ATTEND A MEETING

October 4, 2011

3:00 pm and 6:00 pm

Seneca Nation of Indians, William Seneca Building

12837 Route 438

Irving, New York 14081

**Help to shape transportation improvements and coordinated services for seniors, individuals with disabilities and persons with limited incomes in Erie & Niagara Counties.**

- Learn about the development of the Public Transit-Human Services Transportation Plan for the region
- Provide suggestions and input about your community's transportation needs and priorities
- Share your opinions and ideas about ways to meet those needs
- Recommend methods to improve regional mobility
- Find out about federal transportation funding available to agencies in Erie and Niagara Counties.

### Who Should Attend?

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- Human Service Agency Representatives
- Elected Officials and Community Leaders
- Tribal Members and Representatives
- Metro Riders and Friends

### For More Information:

Contact the Greater Buffalo Niagara Regional Transportation Council at 856-2026, ext. 321



# Appendix D

## Participants at Public Outreach Meetings



**Coordinated Human Services Transportation Public Meeting**  
**Holiday Inn Buffalo Airport, 4600 Genesee St., Cheektowaga**  
**August 23, 2011**

PLEASE SIGN -IN

NAME	ORGANIZATION/AGENCY	TELEPHONE	E-MAIL
Melissa GOLPL	WNYL	836-0822 x403	MGOLPL@WNYL.ORG
Dave Edgerton	"	836-0822x109	dedgerton@wnyl.org
Cynthia Taylor	Aspire of WNY	836-7235	cynthia.taylor@aspirewny.org
Ana Polito	People Inc.	817-5746	apolito@people-inc.org
Rich Marino	People, Inc.	880-3825	rmgrino@people-inc.org
Mary Ann Murphy	Community Services	523-4120	mmurphy@csnd.net
BONNIE EVERET	WNY DO SO	716 517 3456	BONNIE.EVERT@ny.gov
John Reardon	Niagara Cerebral Palsy	270 098 x 127	jreardon@niagara-cp
Carol Wilhelm	Buffalo Municipal Hsg. Authority	855-0081 x 21	c.wilhelm@bma.ci.buffalo.ny.us



Coordinated Human Services Transportation Public Meeting  
 Holiday Inn Buffalo Airport, 4600 Genesee St., Cheektowaga

August 23, 2011

PLEASE SIGN -IN

NAME	ORGANIZATION/AGENCY	TELEPHONE	E-MAIL
Haga Lisiecki	Si. Outreach Services	636-3070	HLisiecki@earthlink.net
JOSEPH NINEO	NIAGARA CEREBRAL PALSY	237-0790	JMINEO@NIAGARA.CP.ORG
Bonnie Bortz	Ken-Tan Presbyterian Church	874-6070	bbortz@psccny.org
Bruce Korshak	for People Inc	948-606420	BKORSHAK@people.com
Anne Spisak	Catholic Center	874-0913	aspisak@catholiccenter.org
Judyth Johnson	The Safe Alternatives	433-1939	johnson@safealternatives.org
Kerry Davis	Claddagh Commission Inc	947-5857	Kerry.davis@claddaghcomm.org
TRACY HARRINGER	People Inc	817-7458	Tharringer@People-Inc.org





**Coordinated Human Services Transportation Public Meeting**  
**The Belle Center, 104 Maryland Street, Buffalo**  
**August 23, 2011**

PLEASE SIGN -IN

NAME	ORGANIZATION/AGENCY	TELEPHONE	E-MAIL
Matthew Dearly	Heritage Center	592-4195	-
Janice Hammer-Baines	Community Services	76-447-9999 x101	jbaines@csdd.net
Sharia Peltz	COMMUNITY SERVICES	877-3292	
Dennis Martin	COMMUNITY SERVICES	881-7038	none
Pamela Williams	Math Urban Center	897-7222	pdstephens6365@yahoo.com
Laura Krolezyk	Roswell Park Cancer Inst	845-4532	laura.krolezyk@roswellpark.org
Elizabeth Surdel	Roswell Park Cancer Inst	845-1590	elizabeth.surdel@roswellpark.org
Kathleen Colleach	Community Services	875-4570	
MICHAEL Fossett	COMMUNITY SERVICES	835-2736	
Sharon Trudewick	Community Services	874-0745	
Tom Rothenshagen	Heritage Center	875-6629	
Ramona Kolar	M4-n2110		



Coordinated Human Services Transportation Public Meeting  
The United Way, 742 Delaware Avenue, Buffalo

August 24, 2011

PLEASE SIGN - IN

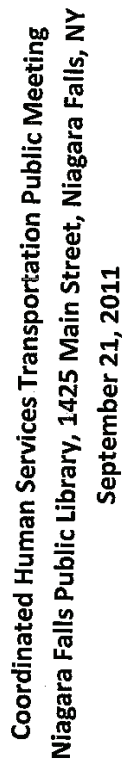
NAME	ORGANIZATION/AGENCY	TELEPHONE	E-MAIL
Alicia Zimmerman	NAAWNY	853-1101	Zimmerman@nanyhomeless.org
LAMONT WILLIAMS	BfLo. URBAN LEAGUE	844-6727 x 174	Lwilliams@buffnolvrba.org
DAN SKULICZ	CTE	898-7951	DSKULICZ@CTENY.COM
Pat Dwyer	HEALTH FORCE	855-2273	PDwyer@HealthForceWNY.com
Orlando Perez	SKY view	335-3255	OrlandoC.Skyviewlg.org
Avery T. BATES	Community Health CR	272-4418 x 222	ABATES@chcr.net
Debra Chernoff	Buffalo Place	856-3150	dchernoff@buffaloplac.com
Judith A. Shanley	Southeast Works	683-7100 (ext 202)	jshanley@se-works.org



**Coordinated Human Services Transportation Public Meeting**  
**Lockport Town Hall, 6560 Dysinger Road, Lockport**  
**August 25, 2011**

PLEASE SIGN -IN

NAME	ORGANIZATION/AGENCY	TELEPHONE	E-MAIL
Lisa Tribunelli	opportunities unlimited	434-4050	
Andy Schynar	OPPORTUNITY	799-4306	
Dan Pelton	OPPORTUNITY	<del>434-4050</del> 434-4050	
Deb Clobser	opportunities unlimited of Va.	434-4050x416	
Colleen Hildebrand	opportunities unlimited	434-4050	

[illegible]



# Appendix E

## Transportation Needs Survey



## HUMAN SERVICES COORDINATED TRANSPORTATION PLAN SURVEY

The Greater Buffalo Niagara Regional Transportation Council (GBNRTC) is requesting your input to determine "gaps" in transit services for people with disabilities, low or limited incomes, and senior citizens in the Buffalo Niagara region.

Your input is important and will be used to update the "Coordinated Public Transit - Human Services Transportation Plan ([http://www.gbnrtc.org/fileadmin/content/pdf/HSTP\\_2007.pdf](http://www.gbnrtc.org/fileadmin/content/pdf/HSTP_2007.pdf))

It is our goal to update the sections on unmet transportation needs and issues as well as recommend strategies to meet these needs.

Please submit your input to [kdixon@gbnrtc.org](mailto:kdixon@gbnrtc.org), fax 856-3203 or mail to GBNRTC, 438 Main Street, Suite 503, Buffalo, NY 14202

### SURVEY QUESTIONS

**What are the gaps in transportation services that the targeted populations (people with disabilities, low or limited incomes, and senior citizens) struggle with to maintain an active and productive life?**

**What kind of service(s) would you create to address the issue(s) raised in question #1?**

**For which of the targeted populations (people with disabilities, low or limited incomes, and senior citizens) are your comments focused toward?**

**[Optional] Please enter your contact information below. This will allow us to gather information on who we've been able to reach out to with this survey. If you enter your e-mail address, we'll be able to provide you with updates about the Human Services Coordinated Transportation Plan.**

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

City State Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_



# Appendix F

## Regional Vehicle Inventory Survey from Center for Transportation Excellence



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## **Job Access Reverse Commute Vehicle Inventory Census for Erie and Niagara Counties**

### **About this Vehicle Inventory Census**

In an effort to improve the health and human service transportation system in Erie and Niagara Counties, the Center for Transportation Excellence (CTE) is conducting a Vehicle Inventory Census through a Job Access Reverse Commute (JARC) grant received from the Federal Transit Administration (FTA). As part of this inventory, we are asking all organizations that provide transportation for their clients or the general public to complete this Vehicle Inventory Census. If you do not provide transportation, please consider forwarding this to any other local organizations that operate transportation.

### **Job Access Reverse Commute (JARC)**

JARC is a competitive funding opportunity through the FTA designed to assist welfare recipients and low income individuals get to work. Visit the FTA's website to learn more about this grant program at [www.fta.dot.gov](http://www.fta.dot.gov).

### **Why is completing this Vehicle Inventory Census Important to our Community?**

Many individuals within the community are currently without sufficient transportation to reach employment, medical appointments or grocery stores while transportation providers are struggling with increasing transportation costs. This Vehicle Inventory Census is the first step in planning for a better transportation system for WNY.

### **Vehicle Inventory Census Directions**

This Vehicle Inventory Census has been sent to transportation providers and health and human service organizations that may provide transportation to achieve their mission. Questions focus on the type of transportation service provided and vehicles used to transport individuals; if there is another person in your organization who should complete this Census, please forward this Census to them.

Depending on the number of vehicles your organization operates, the Vehicle Inventory Census will take approximately 15 to 25 minutes to complete. (Organizations that do not provide transportation will only need to answer the first three questions). Responses for some questions will be included in the Greater Buffalo Niagara Regional Transportation Council's update of the regional Public Transit-Human Services Transportation Plan. Questions requiring specific information will only be reported in aggregate.

If you have any questions or concerns regarding the Vehicle Inventory Census, please contact Carl Sadowski at csadowski@cteny.com or (716) 898-7904.

We thank you for taking the time to complete the Vehicle Inventory Census.

---

## Organization Profile

### Organization Contact

Organization Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Apt/Suite/Office: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Contact First Name: \_\_\_\_\_

Contact Last Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

---

## Organization Profile Continued...

**1.) What Type of organization does this Vehicle Inventory Census response represent?** *(Please check all that apply)*

- |   |  |
|---|--|
| <input type="checkbox"/> Village/Town/City          | <input type="checkbox"/> Developmental Disabilities Organization |
| <input type="checkbox"/> County                     | <input type="checkbox"/> Hospital                                |
| <input type="checkbox"/> State                      | <input type="checkbox"/> Child Day Care                          |
| <input type="checkbox"/> Church                     | <input type="checkbox"/> Transportation Provider                 |
| <input type="checkbox"/> Health Care                | <input type="checkbox"/> Jobs/Employment Training                |
| <input type="checkbox"/> Senior Center              | <input type="checkbox"/> Adult Day Care                          |
| <input type="checkbox"/> Community Center           | <input type="checkbox"/> Public Assistance                       |
| <input type="checkbox"/> Nursing Home               | <input type="checkbox"/> Other <i>(Please describe)</i>          |
| <input type="checkbox"/> Mental Health Organization |  |

**2.) Overall, what population segments does your organization serve?** *(Please check all that apply)*

- |   |   |
|---|---|
| <input type="checkbox"/> Older Adults                   | <input type="checkbox"/> Veterans                       |
| <input type="checkbox"/> Unemployed                     | <input type="checkbox"/> Persons with substance abuse   |
| <input type="checkbox"/> Physical Disability            | <input type="checkbox"/> Visually impaired              |
| <input type="checkbox"/> Youth                          | <input type="checkbox"/> General Public                 |
| <input type="checkbox"/> Low Income                     | <input type="checkbox"/> Other <i>(Please describe)</i> |
| <input type="checkbox"/> Mental or cognitive disability |   |

**3.) How is your organization involved in transportation? (Please check all that apply)**

☐ We operate vehicles and directly provide transportation to clients or individuals. (Please answer the remaining questions and return your response in the envelope provided)

☐ We purchase or contract transportation from another organization for our clients. (Please answer questions 4- 9 and return your response in the envelope provided)

☐ We provide bus passes/tokens to our clients. (Please answer questions 4-9 and return your response in the envelope provided)

☐ We are not involved in the transportation of any individuals or clients. (You do not need to answer any of the remaining questions, please return your response in the envelope provided)

---

## **Transportation Service Details**

**4.) Please select the best description of who your transportation serves:**

☐ We provide transportation to anyone in the general public

☐ We provide transportation to anyone in the general public meeting certain eligibility requirements

☐ We provide transportation only to our own members/clients

☐ We provide transportation only to our own members/ clients meeting certain eligibility requirements

☐ Other (Please describe)

**5.) Please select the best description of what your transportation can be used for:**

☐ Transportation can be used for any purpose or location within our service area

☐ Transportation can only be used to and from our organization's sites or programs

☐ Transportation can only be used for specific trip purposes (i.e. Medical, shopping)

☐ Other (Please describe)

---

## Transportation Service Details

**6.) What eligibility criteria must individuals meet before transportation services are available? *(Please check all that apply)***

- |  |   |
|--|---|
| <input type="checkbox"/> Older Adults        | <input type="checkbox"/> Mental or cognitive disability |
| <input type="checkbox"/> Youth 18 and under  | <input type="checkbox"/> Veterans                       |
| <input type="checkbox"/> Unemployed          | <input type="checkbox"/> Substance abuse                |
| <input type="checkbox"/> Physical disability | <input type="checkbox"/> Visually impaired              |
| <input type="checkbox"/> Low income          | <input type="checkbox"/> Other <i>(Please describe)</i> |

**7.) What is the purpose of the transportation provided? *(Please check all that apply)***

- |   |   |
|---|---|
| <input type="checkbox"/> Medical related                                | <input type="checkbox"/> Treatment/ Day Program         |
| <input type="checkbox"/> Nutrition/ Groceries                           | <input type="checkbox"/> Education related              |
| <input type="checkbox"/> Employment related (e.g. Job access, training) | <input type="checkbox"/> Social/ Recreational           |
|   | <input type="checkbox"/> Other <i>(Please describe)</i> |

**8.) Please describe your transportation's geographic service area:**

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**9.) Please list any destinations that your clients frequent:**

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**10.) Does your organization operate fixed route or demand responsive service?** *(Please check all that apply)*

- ☐ Fixed Route
- ☐ Demand responsive/ on-demand
- ☐ Other *(Please describe)*

**11.) What levels of service does your organization provide?** *(Please check all that apply)*

- |   |   |
|---|---|
| <input type="checkbox"/> Ambulatory service   | <input type="checkbox"/> Door-to-Door service           |
| <input type="checkbox"/> Stretcher service    | <input type="checkbox"/> Door-through-Door service      |
| <input type="checkbox"/> Wheelchair service   | <input type="checkbox"/> Fixed Stop service             |
| <input type="checkbox"/> Curb-to-Curb service | <input type="checkbox"/> Other <i>(Please describe)</i> |

---

## **Fleet Information**

**12.) How many paid drivers does your organization employ?**

**13.) How many volunteer drivers does your organization use?**

**14.) Does your organization own or lease its vehicles?** *(Please check all that apply)*

- ☐ Own vehicles
- ☐ Lease vehicles
- ☐ Other arrangement *(Please describe)*

**15.) How are your organization 's vehicles maintained?**

- ☐ In house by our organization's staff  
☐ Contracted out  
☐ Other (*Please describe*)

**16.) Do your vehicles undergo New York State Department of Transportation (NYSDOT) inspections?**

- ☐ Yes, all of our vehicles  
☐ Yes, some of our vehicles  
☐ No, our vehicles are not required to undergo NYSDOT inspections

**17.) Has your organization ever applied for Section 5310 vehicles?**

- ☐ Yes  
☐ No  
☐ N/A
- 

**18.) Where are your organization's vehicles stored when not in use?**  
(Please use the back of this page if you have more than 5 locations)

	Address	City	Zip	How many Total Vehicles at this location?	How many of these Vehicles are Wheelchair accessible?
1					
2					
3					
4					
5					



---

## Fleet Information Continued...

**Additional details are needed on your organization's fleet in order to better understand the overall condition and capacity of the community's transportation network. Please provide as much information as possible.**

**19.) Please provide the following details for each vehicle in your organization's fleet:**

(You may provide a print out or copy of your own records/database for convenience or if you have more than 10 vehicles)

	<b>Make</b>	<b>Model</b>	<b>Year</b>	<b>Mileage</b>	<b>Is there a Wheelchair lift or Ramp?</b>	<b>Location</b> (From previous question, ex. 1, 2, 3...)
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

---

## Transportation Operations

**20.) How many annual one way passenger trips does your organization provide?**

**21.) How much is the average fare?**

\$ \_\_\_\_\_

**22.) What is your suggested donation?**

\$ \_\_\_\_\_

**23.) What are your organization's peak hours of operation?** *(Please check the time periods for the peak hours of operation. The purpose of this question is to get a general understanding of when demand is the highest and lowest throughout the region.*

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
12:00 - 2:00 AM							
2:00 - 4:00 AM							
4:00 - 6:00 AM							
6:00 - 8:00 AM							
8:00 - 10:00 AM							
10:00 - 12:00 PM							
12:00 - 2:00 PM							
2:00 - 4:00 PM							
4:00 - 6:00 PM							
6:00 - 8:00 PM							
8:00 - 10:00 PM							
10:00 - 12:00 AM							

**24.) Does your organization's fleet have extra capacity for additional ambulatory passengers on a regular basis?**

- ☐ We have additional ambulatory seating capacity
- ☐ We have just enough ambulatory seating capacity to meet current transportation demand (*skip question 26*)
- ☐ We do not have enough ambulatory seating capacity to meet transportation demand (*skip question 26*)

**25.) Does your organization's fleet have extra capacity for additional passengers needing wheelchair service on a regular?**

- ☐ We have additional capacity for passengers needing wheelchair service
- ☐ We have just enough capacity for wheelchairs to meet current transportation demand (*skip question 27*)
- ☐ We do not have enough capacity for wheelchairs to meet transportation demand (*skip question 27*)

**26.) Please estimate the number of additional ambulatory passengers your fleet could accommodate during your organization's normal hours of operation.**

	M	Tu	W	Th	F	Sa	Su
Ambulatory passengers							

**27.) Please estimate the number of additional passengers with wheelchairs your fleet could accommodate during your organization's normal hours of operation.**

	M	Tu	W	Th	F	Sa	Su
Wheelchair passengers							

---

## Coordination

The coordination of transportation services have helped numerous organizations and communities to reduce duplications in services, decrease transportation costs and increase service levels and the number of individuals served. The purpose of the following questions is to gauge local interest in the coordination of transportation services. Many types and degrees of coordination exist, from vehicle sharing or the joint procurement of equipment or services to the performance of centralized administration and other functions by a single entity acting as a transportation broker. The intended result of coordination is lower costs for participating organizations through greater efficiency, which can mean better transportation services for the region.

### 28.) What are the strengths of your current transportation system?

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### 29.) What are the weaknesses of your current transportation system?

---

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### 30.) Would your organization be interested in coordinating with other organizations to procure any of the following? *(Please check all that apply)*

☐ Vehicles

☐ Insurance

☐ Fuel

☐ Hardware/Software

☐ Staff/Driver training

☐ Other *(Please describe)*

☐ Maintenance

☐ Not interested at this time

**31.) Would your organization be interested in coordinating with other organizations for the following transportation functions? (Please check all that apply)**

☐ Reservation intake

☐ Scheduling/Dispatching

☐ Vehicle Operation

☐ Service Monitoring

☐ Customer Service/ Information Referral

☐ Volunteer Driver Coordination

☐ Other (*Please describe*)

☐ Not interested at this time

---

## **Smart Travel WNY**

**A grant from The John R. Oishei Foundation allowed for the creation of an online information website of transportation resources called Smart Travel WNY. This online transportation resource guide is being developed in response to multiple community workshops that identified the need for a centralized database of transportation options and resources. In addition to links to transportation resources for multiple mode of transportation, Smart Travel WNY will provide users with information on transportation options and providers that may be available to them in their community.**

**32.) Is your organization interested in being included as a transportation provider on the Smart Travel WNY website?**

☐ Yes

☐ No

---

## **Thank You!**

**Thank you for taking the time to complete The Vehicle Inventory Census. Your response is an important step towards improving transportation for all individuals in Erie and Niagara Counties. A summary of Census results will be sent to you at a later time.**

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# Appendix G

## Known Transportation Providers in Erie & Niagara Counties

# Known Transportation Providers in Erie & Niagara Counties

## SECTION 5310 AGENCIES\*

### ERIE COUNTY

#### Agency Name

Amherst Sr. Transportation Corp. (636-3075)  
 Aspire of Western New York (656-9891)  
 Child and Family Services Reach (852-7396)  
 Claddagh Commission (947-5307)  
 Comm. Services for the Dev. Disabled (883-8888)  
 Erie Co. NYSARC (Heritage Centers) (833-8601)  
 Father Baker Manor (667-0001)  
 Gateway Youth & Family Services (633-7266)  
 Hispanos Unidos Buffalo (856-7110)  
 Horizon Initiatives (831-1800)  
 Lake Shore Behavioral Health (884-0700)  
 Lord of Life Adult & Child Svces (668-8000)  
 Menorah Campus (639-3330)  
 Mercy Hospital (826-7000)  
 People Inc (634-8152)  
 Phoenix Frontier (833-3231)  
 Southeast Community Work Center (683-7100)  
 The Salvation Army (883-9800)  
 University Heights Comm. Dev. Assn. (832-1010)  
 Wheelchair Home - Schofield Res. (874-1566)

#### Address

370 John James Audubon Parkway; Amherst, NY 14228  
 3300 Clinton St.; West Seneca, NY 14224  
 330 Delaware Ave.; Buffalo, NY 14201  
 7030 Erie Rd.; Derby, NY 14047  
 1845 Kenmore Ave.; Kenmore, NY 14217  
 101 Oak Street; Buffalo, NY 14203  
 6400 Powers Rd.; Orchard Park, NY 14127  
 6350 Main St.; Williamsville, NY 14221  
 254 Virginia St.; Buffalo, NY 14201  
 3020 Bailey Ave.; Buffalo, NY 14215  
 951 Niagara St.; Buffalo, NY 14213  
 1025 Borden Rd.; Depew, NY 14043  
 2700 North Forest; Getzville, NY 14068  
 565 Abbott Rd.; Buffalo, NY 14220  
 1219 North Forest; Williamsville, NY 14231  
 100 Leroy Ave.; Buffalo, NY 14214  
 181 Lincoln St.; Depew, NY 14043  
 960 Main Street; Buffalo, NY 14202  
 3242 Main St.; Buffalo, NY 14214  
 3333 Elmwood Ave.; Kenmore, NY 14217

### NIAGARA COUNTY

#### Agency Name

Horizon Village (731-2030)  
 NCR of Wheatfield (273-3723)  
 Rides Unlimited of Niagara (731-3540)  
 Schoellkopf Health Center (278-4578)  
 The Dale Association, Inc. (433-1939)  
 UCP Association of Niagara Co. (285-5761)

#### Address

6301 Inducon Dr.; East Sanborn, NY 14132  
 6849 Plaza Dr.; Niagara Falls, NY 14304  
 2393 Niagara Falls Blvd.; Niagara Falls, NY 14304  
 621 10th Street; Niagara Falls, NY 14132  
 315 Bewley Building; Lockport, NY 14094  
 9812 Lockport Rd.; Niagara Falls, NY 14304

\* Some operators also own or lease other vehicles

## **TAXI COMPANIES**

### **ERIE COUNTY**

#### **Company Name**

#### **Address**

A Cab (649-7300)	107 Evans St.; Hamburg, NY 14075
Action Taxi & Tour Service (446-1580)	1571 Eggert Rd.; Buffalo, NY 14226
Airport Taxi Service (633-8294)	4200 Genesee St.; Buffalo, NY 14225
Ambassador Taxi (884-7838)	PO Box 606; Buffalo, NY 14213
Amherst Taxi Dispatch (875-1800)	92 Cooper Ave.; Tonawanda, NY 14150
Aurora Village Taxicab (655-5361)	7881 Seneca St.; East Aurora, NY 14052
Bailey Taxi (897-2300)	2788 Bailey Ave.; Buffalo, NY 14215
Boulevard Taxi (861-1269)	3612 Main St.; Amherst, NY 14226
Broadway Taxicab Company (896-4600)	1717 Fillmore Ave.; Buffalo, NY 14211
Buffalo City Taxi (837-1888)	650 Kenmore Ave., Buffalo NY 14216
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
Cheektowaga Taxi (822-1738)	P.O. Box 415; Buffalo, NY 14206
Cheektowaga Taxi (668-2875)	4 Slate Creek Dr.; Cheektowaga, NY 14227
Cold Spring Taxi (886-4900)	371 Northampton St.; Buffalo, NY 14208
Gowanda Cab Service (532-2992)	244 Erie Ave.; Gowanda, NY 14070
Hamburg Taxi (648-7300)	32 Main St.; Hamburg, NY 14075
Humpty Dumpty Cab Company (822-6710)	4059 South Park Ave.; Blasdell, NY 14219
Kenmore Cab/Suburban Cab (688-2222)	440 Ontario St.; Buffalo, NY 14207
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
Quaker Taxi (532-4970)	11b Waterman Ln; Gowanda, NY 14070
Southtowns Taxi/ AM - PM Taxi (827-0200)	738 Ridge Rd.; Lackawanna, NY 14218
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**

AAA Taxi (704-5366)	200 Rainbow Blvd.; Niagara Falls, NY 14303
AAA AI Taxi (579-4626)	1900 Military Rd.; Niagara Falls, NY 14304
All American Discount Taxi (625-8400)	6597 S. Transit Rd.; Lockport, NY 14094
All American Discount Taxi (609-3254)	Niagara Falls & North Tonawanda
Blue United Taxi (285-3333)	1898 Buffalo Ave.; Niagara Falls, NY 14303
Buffalo Transportation (877-5600)	176 Geary St., Buffalo, NY 14210
CBR Taxi (692-1800)	98 Wheatfield St.; North Tonawanda, NY 14120
Custom Taxi (433-7100)	270 State Rd.; Lockport, NY 14094
Diamond Taxi (285-3333)	482 20 <sup>th</sup> 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
Mike's Taxi (298-3547)	9890 Niagara Falls Blvd.; Niagara Falls, NY 14304
Rainbow County Dispatch Taxi (438-5555)	907 Niagara Ave.; Niagara Falls, NY 14305
Taxi Unlimited (283-5555)	129 69 <sup>th</sup> 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	
Rural Metro	

## **OTHER TRANSPORTATION PROVIDERS (Private)**

### **NIAGARA COUNTY**

<b><u>Agency Name</u></b>	<b><u>Address</u></b>
Affordable Wheel Chair Van Svce (433-2222)	38 S. Niagara St.; Lockport, NY 14094
All American Discount Wheelchair Service (625-8400)	6597 S. Transit Rd.; 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**

<b><u>Agency Name</u></b>	<b><u>Address</u></b>
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**

<b><u>Agency Name</u></b>	<b><u>Address</u></b>
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

## OTHER TRANSPORTATION PROVIDERS

Municipal, Non-Profit and Others

**Note: Restrictions may apply to service availability**

### ERIE COUNTY

<u>Agency Name</u>	<u>Address</u>
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)	101 John James Audubon Pkwy.; Amherst, NY 14228
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
Cantalian 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
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
Healthy Community Alliance (532-1010)	26 Jamestown St. P.O. Box 27; Gowanda, NY 14070

## OTHER TRANSPORTATION PROVIDERS

Municipal, Non-Profit and Others

**Note: Restrictions may apply to service availability**

### ERIE COUNTY

<b><u>Agency Name</u></b>	<b><u>Address</u></b>
Heather Heights Group (839-4000)	6400 Sheridan Dr. Ste 120; Williamsville, NY 14221
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
Traveler's Aid Society (854-8661)	403 Main St. Ste. 725; Buffalo, NY 14203
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
YWCA of WNY (852-6120)	190 Franklin St.; Buffalo, NY 14202

## OTHER TRANSPORTATION PROVIDERS

Municipal, Non-Profit and Others

**Note: Restrictions may apply to service availability**

### NIAGARA COUNTY

#### Agency Name

#### Address

American Cancer Society (689-6982)

101 John James Audubon Pkwy.; Amherst, NY 14228

Briarwood Manor (433-1513)

1001 Lincoln Ave.; Lockport, NY 14094

Home Helpers (297-8585)

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

Independent Living Center (836-0822)

3108 Main St.; Buffalo, NY 14124

Lewiston Senior Center (754-2071)

4361 Lower River Rd.; Youngstown, NY 14174

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

5300 Military Rd.; Lewiston, NY 14092

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

111 Main St.; Lockport, NY 14094

Niagara Co. Social Services

Medicaid Trans (439-7701)

20 East Ave.; Lockport, NY 14094

Nia. Falls Memorial Med Ctr

CARExpress (278-4444)

621 10th St.; Niagara Falls, NY 14302

No. Tonawanda Senior Citizen Ctr (695-8582)

110 Goundry St.; North Tonawanda, NY 14120

Youngstown Senior Citizen Dept (745-7721)

240 Lockport St. P.O. Box 168; Youngstown, NY 14174