

Coordinated Public Transit-Human Services Transportation Plan

CATTARAUGUS COUNTY, NEW YORK
DEPARTMENT OF ECONOMIC DEVELOPMENT, PLANING & TOURISM

***Prepared for
Cattaraugus County Legislature
and
NYS Department of Transportation***

***Prepared by
Community Transportation Coalition of Cattaraugus County***

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Coordinated Public Transit-Human Services Transportation Plan Cattaraugus County, New York

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1.0 Introduction

This plan is the Public Transit-Human Services Transportation Plan for Cattaraugus County, New York. Prior to the current update, the Plan was initially developed in 2009 and was first updated in 2014. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five (5) years.

Transportation is a critical component of the communities in Cattaraugus County. Transportation provides access to jobs, education, healthcare, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. It is the purpose of this plan for local stakeholders to work collaboratively to do the following activities:

1. Identify all community resources, including: Olean Area Transportation System (OATS), Seneca Transit System (STS), CORVUS Bus, First Transit, Inc., Wyoming Transit Services (WYTS), and other regional and related transportation services such as Trans-Am Ambulance Service, local taxicab companies, and private residential, medical, and transportation entities that provide transportation to their clientele and residential population.
2. Identify and Prioritize community transportation needs, which have been found to include a need to provide more complete coverage/accessibility to transportation throughout the County, in particular, in the most rural reaches of the county that are isolated from services without reliable and predictably available transportation.
3. Establish a clear plan for achieving shared goals, through such actions as convening quarterly meetings of the stakeholders and planning committee, with the purpose of increased inter-agency communication. Communication will highlight the importance of continued Medicaid funding which enables the transportation needs of the public to be met, especially the disabled and senior populations. Regular interaction will identify issues and increase cooperation with transportation service providers to improve regional efficiency.

Fundamental to the Coordinated Transportation Plan process is the active and meaningful involvement of stakeholders. For projects selected for funding under the Section 5310 and Section 5311 programs, participation in planning activities must include participation and/or representation of the following, at minimum:

- Seniors;
- Individuals with disabilities;
- People with low incomes;

- Public, private and non-profit transportation providers;
- Human services providers, and;
- The general public.

In order to ensure participation from the above groups the following stakeholder involvement activities were performed:

- Meetings involving transportation stakeholders, in which members of the senior, disabled, and low-income population were invited and participated (including via representatives).
- Direct input from agencies providing transportation and/or serving key constituency groups, including OATS and STS.
- Phone interviews
- Surveys

This plan was developed by a planning committee and adopted by the Cattaraugus County Legislature. More information about the planning committee can be found in Appendix C.

2.0 Federal Program Funding Used for Transportation Services

2.1 Federal Transit Administration Programs

The Cattaraugus County Coordinated Public Transit-Human Transportation Plan was originally drafted to fulfill the requirements of three separate programs, funded under SAFETEA-LU. Since that time, the legislation for these programs expired. A new two-year transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), took effect on October 1, 2012. MAP-21 furthered several important goals, including safety, state of good repair, performance and program efficiency. MAP-21 gave the Federal Transit Administration significant authority to strengthen the safety of public transportation systems throughout the United States. The act also put new emphasis on restoring and replacing aging public transportation infrastructure by establishing a new needs-based formula program and new asset management requirements. In addition, it established performance based planning requirements, in alignment with key Federal funding goals.

Since the 2014 update to this plan, the Fixing America's Surface Transportation (FAST) Act was signed into law (December 2015). The act, which supports transit funding through fiscal year 2020, reauthorizes FTA programs and includes changes to improve mobility, streamline capital project construction and acquisition, and increase the safety of public transportation systems across the country. The act's five years of predictable formula funding enables transit agencies to better manage long-term assets and address the backlog of state of good repair needs. It also includes funding for new competitive grant programs for buses and bus facilities, innovative transportation coordination, workforce training, and public transportation research activities.

Enhanced Mobility of Seniors and Individuals with Disabilities (5310)

This program (49 U.S.C. 5310) provides formula funding to states for the purposes of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas, this is the state Department of Transportation, while in large urban areas, a designated recipient is chosen by the Governor. Direct recipients have flexibility in how they select subrecipient projects for funding, but their decision process must be clearly noted in a state/program management plan. The selection process may be formula-based, competitive or discretionary, and subrecipients can include states or local government authorities, private nonprofit organizations, and/or operators of public transportation.

The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special

transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Eligible projects include both “traditional” capital investment and “nontraditional” investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

Rural Area Formula Grants (5311)

The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Eligible recipients include states and federally recognized Indian Tribes. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service. Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services. The federal share is 80 percent for capital projects, 50 percent for operating assistance, and 80 percent for Americans with Disabilities Act (ADA) non-fixed route paratransit service. Section 5311 funds are available to the States during the fiscal year of apportionment plus two additional years (total of three years). Funds are apportioned to States based on a formula that includes land area, population, revenue vehicle miles, and low-income individuals in rural areas.

The Job Access and Reverse Commute Program (5316) has been repealed, with these activities currently eligible for funding under FTA's Urbanized Area Formula Grants (Section 5307) and the Formula Grants for Rural Areas (Section 5311) programs.

Tribal Transit Formula Grants - 5311(c)(1)(B)

Federal public transportation law (49 USC 5311(c)(1)(B)) authorizes the formula amount of the Public Transportation on Indian Reservations Program (Tribal Transit Program) for Fiscal Years (FY) 2016-2020. The TTP is a set-aside from the Formula Grants for Rural Areas program consisting of a \$30 million formula program and a \$5 million competitive grant program subject to the availability of appropriations. There is no local match required under the formula program.

Only federally recognized tribes are eligible recipients under the Tribal Transit Program. However, tribes which are not federally recognized remain eligible to apply to the state as a subrecipient for funding under the State's apportionment.

This program provides funding to federally recognized Indian tribes to provide public transportation services on and around Indian reservations or tribal land in rural areas. Federally recognized tribes may use the funding for capital, operating, planning, and administrative expenses for public transit projects that meet the growing needs of rural tribal communities. Examples of eligible activities include: capital projects; operating costs of equipment and

facilities for use in public transportation; and the acquisition of public transportation services, including service agreements with private providers of public transportation services.

In order to receive formula funds a tribe must report to the National Transit Database (NTD) on an annual basis. FTA apportions Tribal Transit funds to Indian tribes by a statutory formula using the NTD and the latest available American Community Survey (Census Bureau) data.

The three tiers under the formula include:

- Tier 1: 50 percent of the available funds are apportioned based on vehicle revenue miles;
- Tier 2: 25 percent of the available funds are apportioned among Indian tribes providing at least two hundred thousand annual vehicle revenue miles; and
- Tier 3: 25 percent of the available funds are apportioned among Indian tribes providing public transportation on tribal lands where more than one thousand low-income persons reside.

FTA's Tribal Transit Program allows grantees to coordinate and assist in regularly providing meal delivery service for homebound individuals, if the delivery service does not conflict with providing public transportation service or reduce service to public transportation passengers.

Appalachian Development Public Transportation Assistance Program

This \$20 million formula grant program supports public transportation in the Appalachian Region.

2.2 Other Federal Program Funding

It should also be recognized that there are dozens of other federal and state programs that provide funding for transportation. All transportation coordination efforts recognize the scope and significance of these other programs and incorporate them whenever possible. These programs include, but are not limited to:

Temporary Assistance to Needy Families (TANF) Services Fund

This large non-designated allocation of money is given to each county, annually. The 100% federal funding can be used by counties as discretionary funds to develop programs that meet the specific needs of the individual county target population groups. Program needs that meet the original set of TANF criteria set forth in the federal Welfare Reform Act of 1996 continue to be eligible. They are:

- Assist needy families so that children may be cared for in their home or in the homes of relatives
- End the dependence of needy parents on governmental benefits by promoting job preparation, work and marriage
- Prevent and reduce the incidence of out-of-wedlock pregnancies
- Encourage the formation and maintenance of two-parent families

To accomplish these purposes, the State TANF agency may use TANF funds to provide support services including child care and transportation. Some examples of the ways in which TANF funds can be utilized to provide necessary transportation services to TANF eligible families include, but are not limited to:

- Reimbursement in whole or part to TANF eligible individuals for work-related transportation expenses (e.g., mileage, gas, public transit fare, auto repairs/insurance, or a basic cash allowance for transportation needs);
- Contract for shuttles, buses, car pools, or other transportation services for TANF eligible individuals;
- Purchase of vans/shuttles/minibuses by State or locale for the provision of transportation services to TANF eligible individuals (refer to the discussion below about the parameters on the use of TANF funds and cost allocation);
- Purchase of rider "slots," "passes," or vouchers on a public or private transit system

Statewide Mass Transportation Operating Assistance (STOA)

The New York State Department of Transportation distributes about \$3.0 billion annually in Statewide Mass Operating Assistance (STOA), and other transportation assistance, to approximately 130 transit operators. New York State transit systems carry nearly one-third of the nation's transit riders and provide nearly one-quarter of transit services nationwide. The State Operating Assistance funding provides operating monies to transit agencies and authorities based on vehicle miles and passenger revenue service.

Rural Transportation Assistance Program (RTAP)

The Rural Transportation Assistance Program has two components, a national program and a state program.

The Federal Transit Administration (FTA) manages the national program. National RTAP develops training and technical assistance materials, provides an information clearinghouse, offers technical assistance and supports peer-to-peer technical assistance. More information about National RTAP is available at: www.nationalrtap.org.

New York State Department of Transportation (NYSDOT) provides funds for training, technical assistance, and related support for transit systems in non-urbanized areas. NYSDOT's RTAP program delivers training and technical assistance to operators by providing statewide or regional training events, an annual conference, and scholarships for operators to use to meet individual training needs.

Driver Training

NYSDOT sponsors driver training for small public transit systems and human service transportation operators around New York State. The driver-training program includes defensive driving; pre- and post-trip vehicle inspections; wheelchair securement; emergency procedures;

customer relations; and, passenger assistance as well as compliance with federal drug and alcohol regulations; blood borne pathogens regulations; and the Americans with Disabilities Act.

RTAP Scholarships

Small urban and rural transportation providers in New York State can access RTAP funds directly to be reimbursed for individual training needs. These funds can be used for travel and registration fees at training programs, professional development seminars, training conferences, as well as for selected training materials. All Section 5311 operators and rural Section 5310 providers in New York State are eligible for RTAP scholarships.

2.3 Medicaid

Medicaid (MA)

Medicaid is a federally mandated health program for individuals or families of low incomes and resources. It is funded by the Federal Government and managed by the States. For those served by Medicaid, the program includes payment for transportation to and from medical appointments, which can include payment for the use of public transportation. As the federally recognized state Medicaid agency, the New York State Department of Health (NYS DOH) is responsible for ensuring the availability of non-emergency medical transportation for Medicaid enrollees in the State.

The 2010-11 State budget amended the Social Services Law to give the Commissioner of Health the new authority to assume the management of Medicaid transportation in any county, and to select a contractor at his discretion for this purpose. The intent of the law was to improve the quality of transportation services, reduce the local burden of administering transportation services and local management contracts, and achieve projected budgeted Medicaid savings. In addition, the state's Medicaid Redesign Team had included the NYS DOH's procurement of regional transportation management contracts as part of their specific transportation cost reduction proposal.

On August 9, 2013, the NYS DOH issued a NYS Medicaid Transportation Management Initiative Funding Availability Solicitation, which sought to select one contractor to provide management and coordination of non-emergency medical transportation for Medicaid fee-for-service enrollees in the seven counties designated as the Western Region (Erie, Niagara, Chautauqua, Cattaraugus, Allegany, Genesee, Wyoming), as part of a statewide Medicaid Redesign Team initiative. Medical Answering Services (MAS) of Syracuse, New York, was awarded this contract.

3.0 Plan Development Overview

The locally-developed human services transportation coordinated plan is required to be developed through a process that includes representation of public, private, and non-profit transportation and human services providers, as well as participation by the public.

3.1 Community Transportation Coalition (CTC) of Cattaraugus County

The CTC was formed in May of 2008 to address the SAFETEA-LU requirement to complete a Coordinated Public Transit-Human Services Transportation Plan and enable non-profit agencies that service disabled individuals in the community to apply for Section 5310 funding for vehicles to transport those clients. Vision and mission statements were established in 2008. The 2019 Plan Update Steering Committee reviewed the existing plan vision and mission statements to determine their present relevance to County's public transportation system. The vision statement was revised, with the updated version included below. The mission statement was determined to be valid still and remains unchanged.

Vision of the Community Transportation Coalition

"Cattaraugus County's transportation network will play a vital role in the sustainability and growth of our communities"

Mission of the Community Transportation Coalition (CTC)

"Our mission is to work collaboratively to create a system that identifies needs, understands resources, maximizes access and mobility, and minimizes costs for the entire community." The CTC provided input into the development of the updated Plan to reflect the current transit activities in the County. The CTC will continue to meet to update the status of evolving needs and the implementation of the plan. These meetings provide an opportunity for continuous public participation in the planning process.

The CTC currently consists of approximately sixty-three (63) representatives from County and local governments, not-for-profits, private entities, and other interested organizations. Representatives from thirteen organizations attended the first meeting of the current plan update effort, held on October 1, 2019, initiating participation in the planning process. Summaries of the Coalition meetings are included in Appendix A.

3.2 CTC Steering Committee

A Steering Committee was formed during the first 2019 Plan Update meeting. The CTC Steering Committee serves as the working group for the overall development of the plan by providing updated information, reviewing each component of the plan, suggesting revisions to the content

and recommending strategies for development and action plan for the future. The CTC Steering Committee will continue to meet in a coordination role for the implementation of the plan. Summaries of the Steering Committee meetings are included in Appendix A.

Members of the Steering Committee for the 2019 update include the following:

Cattaraugus Community Action, Inc.

Tina Zerbian, Chief Executive Officer

Jodi Fuller, Chief Operating Officer of Planning & Development

Cattaraugus County Department of Economic Development, Planning and Tourism

Crystal Abers, Director

Patrick McGlew, Development Specialist

Marie Myers Shearing, Planner

Cattaraugus-County Department of Social Services

Thomas Lecceadone, Senior Accountant

Nichole Zink, Deputy Commissioner, Catt Co DSS

City of Olean

Keri Stephen, Program Coordinator

Healthy Community Alliance, Incorporated

Ann Battaglia, Chief Executive Officer

HomeCare & Hospice

Carol Mahoney, Chief Executive Officer

Diane Clayson

Intandem

Tracy Crisafulli, Corporate Compliance Officer

Mark Raecher, Manager of Logistical Support

Randolph Academy Union Free School

Ralph Shellenbarger, Facilities Director II

Seneca Nation of Indians

Benjamin C. Anderson, Special Projects Planner

Judy Patterson, STS Manager

Southern Tier West Regional Planning and Development Board

Kimberly LaMendola, Regional Development Coordinator

Total Senior Care, Inc.

Roxanne Padlo, Program Director

Transportation Grant Consultant

Vito J. Sportelli

VMC Group, Inc.

Dr. Charles Ganim, President

3.3 Administrative Team

An Administrative Team was formed for the coordination of the Plan Update Process, facilitation of meetings, and preparation of the Plan. The Administrative Team is comprised of four members of the Steering Committee:

- Vito Sportelli
- Jodi Fuller
- Patrick McGlew
- Marie Myers Shearing

Patrick McGlew and Marie Myers Shearing have been designated as the lead contacts for the Plan Update Process.

3.4 Public Participation

The development of the 2019 Updated Plan provided the opportunity for public participation by soliciting comments through various avenues. Plan development was guided by the Steering Committee, who likewise engaged clients and constituents for input.

Additional public input was sought via announcements of plan development through social media outlets. Surveys were deployed seeking input from transportation providers, human services providers, and the general public.

As the final draft of the plan was distributed to members of the Cattaraugus Transportation Coalition (CTC), it was also made available for public comment by constituents through Cattaraugus County website, and where feasible through CTS agency websites. A notice of the availability of the plan and the opportunity for public comment was publicized through public service announcements.

Survey instruments offered and a listing of public notifications methods/locations may be found in Appendix D.

4.0 Demographic Analysis

A required element of the Coordinated Plan is to identify the transportation needs of the target population groups: individuals with disabilities, older adults, and persons with low incomes. This is accomplished by making observations of the population groups that are evident from a demographic analysis.

A demographic analysis of the five (5) major factors associated with analysis of mobility needs within a service area has been performed for Cattaraugus County. The factors include Population Density, Total Housing Units, Elderly Population, Below Poverty Population Density, Zero Vehicle Households, and Persons with Ambulatory Difficulty Density. Maps are included to illustrate the geographic distribution of these variables in Appendix F. The source of the data used in the analysis is the U.S. Census Bureau 2013-2017 American Community Survey 5-Year Estimates by municipality.

Also mapped are the location of Clinics and Hospitals (Appendix G) and a list of Major Employers is found in Appendix H.

Population Density

Highest population densities are located in the Cities of Olean and Salamanca. The Townships of Persia, Yorkshire, Randolph, Allegany, Olean, and Portville are also population dense, mainly due to the Villages of Gowanda, Yorkshire, Delevan, Randolph, Allegany, and Portville located within these Townships. In addition, St. Bonaventure and Weston Mills is densely populated due to St. Bonaventure College, and Weston Mills proximity to Olean as well as the Villages of Delevan, Franklinville, Allegany and Gowanda. Somewhat high densities are located in the Villages of Cattaraugus and Little Valley.

Total Households

The number of total households is clearly highest in the cities of Salamanca and Olean as well as Allegany and Ellicottville. One can surmise that the high number of housing units can be attributed to St. Bonaventure College for student housing, and Ellicottville for its robust tourism. An interesting aspect of this map is that the number of total households is much higher in the towns in the eastern half of the County than in the western half.

Elderly Population

Approximately 24.87 percent of Cattaraugus County population is age 60 and over. This compares with 21.22 percent of the New York State Population age 60 and over and 20.86 percent of the U.S. population age 60 and over. Many of our older citizens are representative of the transit dependent population and Cattaraugus County is dealing with a notably higher percentage of those individuals than is the rest of New York State and the U.S. as a whole. While elderly population is located throughout the County, the highest concentrations of elderly residents are located in the Cities of Olean and Salamanca and the Towns of Allegany and Portville. The map

also shows a higher elderly population in the towns in the eastern half of the County than in the western half.

Below Poverty Population Density

The below poverty or low-income population tend to depend on public transportation to a greater extent than individuals with a higher level of disposable income. The portion of population living below the poverty level in Cattaraugus County is approximately 16.9 percent. The highest densities of below-poverty population are located in the Cities of Olean and Salamanca.

Zero Vehicle Households

Individual households who do not own or have access to a private vehicle are also considered transit dependent. According to the U.S. Census Bureau 2013-2017 American Community Survey 5-Year Estimates, an estimated 11.2 percent of total occupied housing units had no vehicle available for use. The highest number of zero-vehicle occupied households are located in the Cities of Olean and Salamanca. The Town of Allegany also has a high number of zero-vehicle occupied households presumably due to St. Bonaventure College. A high density also exists in the Towns of Conewango, Franklinville, and Leon, which may be due to the higher Amish population in those Towns.

Persons with Ambulatory Difficulty Density

Persons with ambulatory difficulty defined as those having difficulty walking or climbing stairs. They may have trouble getting to or driving a vehicle, so they may be considered transit dependent. The highest concentrations of this population are in the Cities of Salamanca and Olean.

Clinics and Hospitals

Clinics and hospitals are facilities to which transportation service is needed by the target population subgroups.

Major Employers

Major employers are also destinations to which transportation service is needed by the target population subgroups, especially low-income households. Additionally, employers can provide work training for individuals with disabilities.

5.0 Inventory of Services and Resources

There have been various changes in the types of transportation provided in Cattaraugus County since the first coordinated plan submitted in 2009. The current system has enabled seniors and those with disabilities to have a number of different options depending on where they reside in the County. Since 2008, a public transit system, the Olean Area Transit System (OATS), has been available to the community on a pay-for-fee service. The Olean Area Transit System has been subsidized by the Seneca Nation of Indians, Intandem, Inc., and St. Bonaventure University, as well as the Cattaraugus County Department of Social Services (DSS) for Community Solutions for Transportation (CST) eligible recipients. DSS has been able to access this stream of funding for those who qualify under 200% TANF and have the need to remove the barrier of transportation to obtaining and retaining employment. One noteworthy change over the last ten years is the arrival of ride-hailing services, such as Lyft and Uber, which are filling a need for on-demand transportation services from and to specific addresses.

The Community Transportation Coalition (CTC) was formed to assess the current levels of service. The long term goal of this group is to provide a county-wide system by coordinating the existing methods available and utilizing new funding available at both the state and federal level. The identification of stakeholders in community transportation is important to the development of the coordinated transportation plan. Stakeholders are considered as providers and/or users of community transportation services. Stakeholders attending the first meeting of the current plan update effort agreed to participate in the coordinated plan development process as members of the CTC's Steering Committee.

The Inventory of Services and Resources is comprised of organizations that provide, schedule, or use transportation in the following categories:

- Regional Transportation Operators
- Transit Systems
- Common Carriers
- Mobility Management Provider
- Human Service Transportation Providers
- Human Service Transportation Users
- Other transportation related agencies

To assess the existing transportation activities in Cattaraugus County, the Administrative Team developed a survey instrument based upon industry and area knowledge. The survey response was low. Survey information was supplemented with updated stakeholder profile descriptions. The following data was collected from the stakeholders: Number of vehicles, ADA accessibility, equipment, service routes and areas, hours of operation, days of operation, and type of ridership. The survey instruments may be found in Appendix C.

5.1 Regional Transportation Operators

Coach USA

Coach USA, based out of Butler, Pennsylvania, provides inter-city bus service through Chautauqua and Cattaraugus Counties. Service is operated daily from Jamestown to Dunkirk to Silver Creek, and Irving; and from Jamestown to Olean, with scheduled stops along the way. Additional service is provided from Olean to Buffalo Airport, with scheduled and flag stops in Cattaraugus and Erie Counties. Additional inter-city service is provided from Olean to New York City.

Fullington Trailways

Fullington Trailways provides inter-city service from Buffalo to Pittsburgh to Buffalo. The service travels Route 219 through the County. In 2017, Fullington took over intercity departures operating out of the Williamsport area (formerly managed by Susquehanna Trailways) that travel to New York City, Philadelphia, and Elmira, NY.

Schedules and maps for Coach USA and Fullington Trailways are included in Appendix B. Additional information is available at: www.fullingtontours.com or by calling 800-942-8287.

5.2 Public/Private Transit Systems

“ACCESS Allegany”

The Allegany County transit system is branded as “ACCESS Allegany”. Under this umbrella public and private transit providers are coordinated. The ACCESS Allegany One-Stop Call Center is under the auspices of the Allegany/Western Steuben Rural Health Network, Inc. and is responsible for the trip planning for public transportation, as well as the brokerage of non-emergent medical transportation utilizing both public and private transit providers.

Currently, the Allegany County Public Transit system providers are made up of two entities:

1. Allegany County Transit (ACT) is the county owned public transportation system maintained and operated through a contracted entity.
2. Allegany County Rides (ACR) is the Allegany Arc owned public transportation system maintained and operated through a contract with Allegany County.

The Allegany County non-emergency medical transportation is serviced by both public and private providers.

First Transit, Inc.

This Cincinnati based company is one of the largest providers of public and private transportation services in the U.S. In Cattaraugus County, they are the contractor who operates: Olean Area Transit System (OATS); Seneca Transit System (STS); and a large fleet of vehicles owned by Intandem. In Allegany County, First Transit contracts to operate Allegany County Transit (ACT).

Olean Area Transportation System (OATS)

City of Olean-owned buses

The City of Olean owns five medium sized buses, “Lot-K” buses, also known as “Type-VI” buses, seating capacity 28, including three wheelchair tie-downs for OATS service. Contractor-owned vehicles may be used to provide scheduled OATS service in instances where City-owned vehicles are not available to provide service because of routine scheduled maintenance or repairs. Consistent with the OATS Paratransit Policy, in the event that a wheelchair-equipped vehicle is not available to provide the transit service and a disabled passenger requires wheelchair service during the operation of service, the third-party contractor is required to dispatch a wheelchair-equipped vehicle to the individual to complete his requested trip consistent with the OATS bus service schedule.

Olean City Service

The Olean City bus service operates throughout the City of Olean includes seven round trips per day, Monday through Saturday, which begins at 7:15 a.m. and ends at 6:25 p.m. during which 10 hours of service are provided. Approximately 3,070 hours and 38,000 miles of service are provided during a fiscal year.

Downtown Olean Destinations Bus Service

The Downtown Olean Destinations Bus Service operates Monday through Saturday on five continuous round trips, which begin at 9:00 a.m. and end at 5:46 p.m. each day. The five round trips include service in from the Olean Municipal Building, located at 101 East State Street, Olean, New York, to Olean General Hospital via Olean Center Mall and Delaware Park Centre Plaza and return to the Olean Municipal Building; from Olean Municipal Building to St. Bonaventure University Campus via Eighth and 15th Streets and Wal-Mart and return to the Olean Municipal Building; from Olean Municipal Building to Martha Avenue Apartments via Greene and Riverside Streets and return to Olean Municipal Building; and from Olean Municipal Building to Good Times Entertainment Complex via Front and King Streets and return to Olean Municipal Building. This service operates 7.5 hours per day.

The Downtown Olean Destinations Bus Service operates Monday through Saturday on two continuous round trips, which begin at 6:40 p.m. and end at 9:26 p.m. The two round trips include service from the Olean Municipal Building to Olean General Hospital via Olean Center Mall and Delaware Park Centre Plaza and return to the Olean Municipal Building; from Olean Municipal Building to St. Bonaventure University Campus via Eighth and 15th Streets and Wal-Mart and return to the Olean Municipal Building; and from Olean Municipal Building to Good Times

Entertainment Complex via Front and King Streets and return to Olean Municipal Building. This service operates 2.5 hours per day.

The Downtown Olean Destinations Bus Service operates 10 hours per day, approximately 3,070 hours and 38,625 miles of service are provided during a fiscal year.

Olean-Salamanca-Seneca Allegany Territory (OS) Service

The Olean-Salamanca-Seneca Allegany Territory Service includes four round trips per day.

Weekday round trips operate between the City of Olean, the City of Salamanca, and the Allegany Territory of the Seneca Nation. The daytime service includes stops at residential and client-based service facilities of Intandem.

The weekday round trips operate Monday through Saturday beginning at 7:48 a.m. and end at 10:45 p.m. during which 12 hours of service is provided.

Saturday service is provided between the City of Olean, the City of Salamanca and the Allegany Territory of the Seneca Nation.

Saturday service begins at 9:41 a.m. and ends at 11:53 p.m. during which 9.75 hours of service is provided.

In a fiscal year, approximately 3,567 hours and 69,504 service miles are provided on the Olean-Salamanca-Seneca Allegany Territory (OS) Service.

Current route maps for the OATS service are included in Appendix A.

Seneca Transit System (STS)

The Seneca Transit System (STS) currently provides public transit services operating a routine schedule with four round-trips a day, connecting the Seneca Allegany Territory to the Seneca Cattaraugus Territory. STS makes scheduled stops in Steamburg, Salamanca, Little Valley, Cattaraugus, Gowanda, and Irving. STS operates its regular scheduled route 6:30 am - 7:00 pm, Monday through Friday and 9:00am – 12:06am, on Saturday when it includes stops at the Seneca Allegany Casino. There is no service offered on Sundays. STS offers flag stop service and route deviations up to 3/4 of a mile from its standard route for those who cannot get to a scheduled stop. STS has two buses running at all scheduled times which is operated by First Transit. STS has increased coordination in the County by synchronizing several of their stops in Salamanca with the Olean Area Transit System (OATS), thereby allowing STS passengers access to the Olean area and other stops on the OATS system including multiple stops throughout Salamanca. Schedules, updates, policy, instructional videos, and other crucial information about the STS and other transit services in the region may be viewed on the STS website at <https://senecatransit.com>, or by visiting the Seneca Transit System Facebook page.

Wyoming Transit Service (WYTS)

WYTS is part of the Rochester-Genesee Regional Transportation Authority. Under service agreements with Suburban Adult Services, Inc., WYTS provides transportation for their clients living in Delevan (Cattaraugus County).

5.3 Public/Private Transportation Operators

Corvus Bus & Charter

Based out of Jamestown, New York, and with terminals in Olean and Jamestown, Corvus Bus & Charter is one of the region's largest locally owned-and-operated charter and school bus transportation providers. Corvus primarily serves Chautauqua and Cattaraugus counties, but provides charter service all over Western New York and North Eastern Pennsylvania.

Trans-Am Ambulance Service

The mission of this provider is to supplement and assist the area EMS system to assure that the people in Cattaraugus, Western Allegany County, and Northern PA receive quality emergency medical transportation. Trans-Am provides transportation in the emergent and non-emergent ambulance as well as wheelchair categories.

5.4 Transportation Management Providers

VMC Consultants, Inc.

VMC is a privately held company, incorporated in 1968, headquartered in New York State. The cornerstone of VMC is the use of advanced management science techniques and technological innovations to facilitate efficiencies across private and public sector clients. VMC has a success rate that exceeds more than 98% in the implementation of over 1000 projects performed in its 50-plus year history.

Medical Answering Services (MAS); Medical Transportation Management

States are required under federal regulation to assure necessary transportation for Medicaid beneficiaries to and from medical services. New York State does this by providing medical transportation for eligible Medicaid enrollees traveling to Medicaid-covered services. In Cattaraugus County, MAS manage these trips.

The way an enrollee travels – for example, ambulance, personal car, public transportation among others – is called the mode of transportation. An enrollee's mode of transportation is established on how an enrollee travels on a day-to-day basis. Taking into consideration an enrollee's general mode of transportation, the enrollee's medical practitioner determines mode of transportation based on the enrollee's needs and ability, and location of medical service being provided.

Generally, an enrollee's mode is public transit or a personal vehicle. Occasionally, an enrollee's medical condition necessitates another form of transport, such as an ambulette. In these circumstances, Medicaid will pay for the most medically appropriate and cost-effective level of transportation to and from services covered by the Medicaid Program. All non-emergency transportation must be authorized prior to payment; only emergency ambulance transportation can be reimbursed without a prior authorization.

All non-emergency Medicaid Transportation managed by MAS is subject to the prior approval of MAS on behalf of the New York State Department of Health and such approval must be obtained prior to incurring expenses.

5.5 Human Service Transportation Providers

Intandem (formerly the Cattaraugus Rehabilitation Center, Inc.) and NYSARC Inc. (Cattaraugus & Niagara Counties Chapter)

Intandem has been serving people with disabilities, mental health diagnoses and the elderly for over 60 years. Intandem assists their clients through a continuum of service that fosters community participation and personal independence. Residential Services provide community living options in safe, comfortable homes with varying levels of supervision. Behavioral Health Services and Case Management Services are provided to people in the community. Day Programs provide instruction in a full range of life skills. The Employment Connection and Intandem Solutions provide vocational and training opportunities. Recreation programs are also provided to ensure those with special needs have access to a high quality of life.

Intandem provides countywide transportation daily to individuals with disabilities and the elderly. Transportation is provided, from private residences throughout the community as well as from the many residential sites operated by the agency, for participation in day programs and vocational services. Intandem contracts with First Transit, to manage and operate subscription service on eight routes operating throughout Cattaraugus County. The routes run Mondays through Fridays and service the Olean, Allegany and Salamanca areas.

Cattaraugus Community Action, Inc. (CCA)

Cattaraugus Community Action (CCA) provides strength-based opportunities to vulnerable people to achieve economic, physical and emotional security. CCA's main office is located in Salamanca, with satellite offices in Olean and Wellsville. CCA has three departments: Energy and Housing, Services, and Transitions. The Energy and Housing Department is comprised of the agency's property development and management, weatherization and housing rehabilitation programs. The Services Department provides an array of nutrition, youth and family services (including truancy and placement prevention, child abuse prevention, parenting and fatherhood programs), and comprehensive services to victims of crime including domestic violence and sexual assault programs. The Transitions Department provides services for people who are

homeless or at-risk, including homeless intervention, rapid rehousing, residential supportive services, and comprehensive mental health services.

CCA provides limited transportation services for their customers enrolled in specific programs, which include households who are homeless or at risk, victims of domestic violence, sexual assault or other crime victims, and youth receiving case management services. CCA has two vehicles used to transport customers, although the majority of customers are transported in the personal vehicles of employees. CCA staff regularly link customers with the OATS bus. CCA also relies on volunteer community members to bring customers to their various locations. In order to conserve resources and encourage customer self-reliance, transportation services are generally provided only as a last resort when no other options are available.

Cattaraugus County Department of Nursing Homes

Staffed by compassionate and dedicated professionals, both the Olean Campus and Machias Campus of The Pines are known for their expertise in delivering state-of-the-art Long-Term Care and Short-Term Rehabilitation services to the citizens of Cattaraugus County and neighboring communities. Care is provided in a warm, home-like setting enhanced by the natural beauty of the towering pine trees that are the trademark of each Campus. The goal is to meet the individual needs of each resident, with the primary objective being to achieve the greatest possible physical, social and emotional well-being possible within the limits of his or her capabilities, and wherever possible to be able to rehabilitate and return the resident to his or her home.

Among the many programs provided by the Pines, recreational activities & social programs are included. Exercise classes, Bingo, contests and movies are just a few of the many activities the residents enjoy without leaving home. Field trips, shopping excursions and restaurant outings keep their passenger van on the road each week.

Cattaraugus-Wyoming Head Start

Reliable transportation is a most essential component of this agency's charge to provide young children with comprehensive early care and education services. Head Start promotes school readiness in economically disadvantaged children ages 3-4 and families by enhancing the social, cognitive, physical and emotional development of children through the provision of educational, health, nutritional, social and other services to enrolled children and families. Head Start has centers in Delevan, Franklinville, Olean, Salamanca, and Warsaw.

Early Head Start provides economically disadvantaged pregnant women, children birth to age three, and families with continuous, intensive, and comprehensive child development and family support services that will enhance the physical, social, emotional, and intellectual development of participating children, support parents' efforts to fulfill their parental roles and help parents move toward self-sufficiency. Early Head Start is a home-based program. Both Head Start and Early Head Start are national programs administered locally by Cattaraugus and Wyoming Counties Project Head Start.

Council on Addiction Recovery Services, Inc. (CAREs)

Mission is: "The Council on Addiction Recovery Services, Inc. will effect change for a healthy community that embraces the acceptance of recovery related to substance abuse and associated disorders by serving as the leading community resource, helping those affected by chemical or behavioral dependencies."

Clients live throughout Cattaraugus County, which include individuals with substance use problems and their family members. CAREs serves adults, adolescents and children in a continuum of care that includes outpatient clinic, residential, and prevention education services. The education levels and socioeconomic status of their customers varies and the estimated average age for adult clients is 25-48. CAREs has multiple sites located in Olean, Salamanca, Franklinville, and Randolph.

The agency as a whole receives funding from a number of sources including OASAS, HUD, OTDA, client fees and pass through monies from the state (that offset income loss from sliding fee scale). Some of these sources tied to the residential and support service programs, do fund transportation. Others expect that clients will provide their own transportation to necessary appointments.

Programs that assist with transportation include prevention sponsored youth programs, the halfway house and the supportive living case management components. Typical transports are those associated with accessing service and complying with requirements imposed by courts (if applicable). For youth programs, transportation is limited to agency-sponsored activities. CAREs currently has one 15-passenger vehicle and a mini-van. Eligible transportation expenses are reimbursed under DSS Medicaid.

Eden Heights of Olean

Eden Heights is privately owned. It is not a publicly traded company. The owners are actively involved in the day-to-day operations of each residence, and they are their residents' strongest advocates. The management of Eden Heights has over twenty years of experience in providing adult residential services. Three residences are presently operated in Olean, Eden and West Seneca, New York.

Eden Heights of Olean provides Alzheimer's/Specialty Care, a compassionate solution for the memory-impaired only at the Olean Residential Home. Eden Heights knows that independence and fulfillment are the keys to "making our house a home for our residents"; so that they can spend their valuable time enjoying new friends and doing the things they like to do.

Among the many programs provided by the Eden Heights of Olean, recreational activities & social programs are included. There are always enjoyable things to do and places to visit when you are a resident at Eden Heights. Exercise classes, Bingo, contests and movies are just a few of the many activities the residents enjoy without leaving home. Field trips, shopping excursions and restaurant outings keep their 15-passenger van on the road each week.

HomeCare & Hospice

HomeCare & Hospice, a not-for-profit agency, is a Licensed Home Care Services Agency (LHCSA) and a Medicare-certified Hospice. It also operates the HomeBound Wheels program, which provides non-emergency medical transportation to residents of Cattaraugus County and surrounding areas. Transportation is door to door and the driver/aide may remain with the person being transported during the medical appointment, if necessary and arranged in advance. All drivers are specially trained and selected Home Health Aides or Personal Care Aides.

Transportation is provided under contract with County governmental agencies, the Veterans Administration, and by private pay agreement for members of the general public. Trip reservations can be made by calling the HomeCare & Hospice office.

Interfaith Caregivers

Interfaith Caregivers is a non-profit organization providing transportation services for the elderly (55 and older) and or health impaired. Interfaith Caregivers volunteer drivers use their own cars and gas to transport clients to medical appointments, pharmacy, and access to food (grocery or food pantry). Serving the greater Olean area and immediate surrounding areas, transportation services are free of charge. Volunteers from the organization provide approximately 1,560 trips per year, thanks in part to United Way funding.

Cattaraugus County Department of Community Services

The Department of Community Services provides outpatient mental health services and is charged with oversight of local services for Mental Health, Individuals with Developmental Disabilities and Addictions Services and Services. Community Service's Vision Statement is to "Promote a higher quality of life for those we serve through effective treatment and prevention, nurturing cooperative relationships, and continued development of programs and services." Community Services has clinic sites in Olean, Salamanca, and Machias, as well as integrated in several public schools, medical offices, and at Council on Addiction Recovery Services (CAREs). The majority of individuals who receive outpatient mental health services and Medicaid use Medical Answering Service for their transportation to and from appointments at the counseling centers or Foundations for Change PROS Program. The Department's PROS (Personalized Recovery Oriented Services) Program at Foundations for Change has a 7-passenger van to assist with transportation if no other resources are available. Care Coordinators in the department also use that van to transport individuals to appointments, as needed, especially if the appointment is out of town or out of county.

The Eagles Nest Respite Home, located in Jamestown, NY, is funded by Office of Mental Health reinvestment funds and is shared by Chautauqua and Cattaraugus Counties. The Respite Home is operated by Housing Options Made Easy, Inc., and includes a 7-passenger van for transportation to and from respite stay, as needed. Additionally, that program transports individuals to and from medical or mental health appointments during their respite stay, as needed.

Southern Tier Recovery Activities Without Walls (STRAWW) is also funded by state aide and is operated by Housing Options Made Easy, Inc., and that program has a 7-passenger van for transportation of individuals who are meeting specific recovery goals in community.

5.6 Human Service Transportation Users

Cattaraugus County Department of Aging

The Cattaraugus County Department of Aging coordinates with existing community services, and with planned, developed, and/or administered needed programs. The Department also promotes new and better services for individuals aged 60 and over. The primary goal of the agency is to help maintain or improve the quality of life for the seniors in the County.

The Linwood Center (TLC), located in Allegany, provides Adult Day Services for frail seniors in need of supervision during the week. Nutrition services, case management, assistance with personal care, and recreation are essential components of the program. Contact Intandem for more information.

VMC Group Inc. coordinates transportation to the nutrition site located in Olean.

Cattaraugus County Department of Social Services (DSS)

Through a courteous, compassionate and competent staff dedicated to preserving the dignity of clients and each other, the Cattaraugus County Department of social services is committed to helping residents achieve the highest quality of life possible by providing services which sustain, protect and empower families and individuals. DSS is a government agency charged with administering financial, individual and family services to vulnerable populations throughout Cattaraugus County. The agency staff work with social service recipients to assist in supporting individual and family transportation plans utilizing both options provided directly by the agency and those available through other providers.

This agency employs three full time and one part time employee whose primary function is to assist Casework staff by transporting Adult, Youth and Family program recipients to and from court mandated and/or recommended services throughout Cattaraugus and surrounding counties. Casework staff also provide direct transportation as necessary. Both the transportation and caseworker teams utilize their personal vehicles to provide this service to clientele. Additionally, this agency employs a Work Crew employment team, which operates three, agency-owned, 12 passenger vans to provide work experience and on the job training to qualifying individuals in receipt of financial services who are working towards self-sufficiency through employment. Participants are transported from locations throughout the county to assigned worksites.

This agency also provides funding to support riders of the Olean Area Transportation System (OATS) that meet the eligibility requirements under Temporary Assurances to Needy Families (TANF) or Code Blue regulations. The funding provides transportation to assist qualified recipients in securing permanent housing and/or employment.

Cattaraugus County Health Department

The mission of the Cattaraugus County Health Department is to engage and empower the public of all ages to live healthier lifestyles through efforts of education, prevention, promotion, monitoring, accessibility, affordability, technology, testing, diagnosing, and treating.

Limited medical services are provided at satellite offices located in Machias, Salamanca, and Olean and it is the responsibility of the patients to obtain transportation to those various locations. Options for transportation are to walk, drive themselves, be transported by family members or friends, or in some instances transportation is provided by a community partner such as Interfaith Caregivers. Within the City of Olean there are private taxi services available.

The Women Infant and Children (WIC) program provides services at various locations throughout the county (Olean, Little Valley, Delevan, Franklinville, Cattaraugus, Salamanca, Randolph, and Gowanda). Transportation for these clients may include driving their own vehicle, being transported by family members or friends, and quite frequently walking to the clinic site.

Transportation for clients enrolled in the Early Intervention Services is provided by family members, friends, or by bus transportation services provided under contract to Cattaraugus County. Reimbursement for Early Intervention Transportation is made under DSS Medicaid.

Cattaraugus County Youth Bureau

The Youth Bureau is mandated to provide transportation to those who are enrolled in their "Children With Special Needs" program. This entails daily round trips to sites where they receive occupational and physical therapy as well as early childhood learning assistance. This transportation is provided by a number of contractors, including Corvus and First Transit, and various school districts. Scheduling of transportation for this program is coordinated by VMC.

Directions in Independent Living

Directions in Independent Living is a civil rights and advocacy organization for people with a disability, that is peer run and peer directed. They have a 25-plus year history of providing programs and services directed towards education, empowerment, and consumer choice serving Cattaraugus and Allegany Counties. Their mission statement is "To provide limitless opportunities for people with all types of disabilities." Directions does not own any vehicles nor does it contract with transportation providers. They do encourage their consumers to use the OATS bus system and Interfaith Caregivers.

Genesis House of Olean, Inc.

The Genesis House of Olean oversees two Emergency Homeless non-profit shelters that serve approximately thirty to forty women and families per year as well as thirty to forty single adult men. The Genesis House provides temporary housing to the homeless, case management, information and referrals to outside agencies; structure and guidance; nutritious meals free of charge; aftercare program; and assistance to graduate families by offering such things as groceries and gifts for the holidays. The agency depends on volunteers and OATS for their clients' transportation needs.

NYS Office for People with Developmental Disabilities (OPWDD)

The New York State Office for People with Developmental Disabilities offers services and supports to individuals with intellectual and developmental disabilities, and their families, through state-operated and non-profit service providers. Individual and group transportation opportunities may be available to those eligible between home, work and leisure activities. Funding may also be available through OPWDD for bus and van transportation for service recipients.

Southern Tier Environments for Living, Inc. (STEL, Inc.)

STEL is a private, not-for-profit agency providing residential and rehabilitation services to people of the community with psychiatric disabilities serving Allegany, Cattaraugus, Chautauqua, and southern Erie counties in Western New York.

STEL is designed to help people by providing essential services that allow individuals to live as independently as possible. STEL is strongly committed to assisting people by promoting mental health wellness and creating environments where individuals can develop the essential abilities to live and function productively and independently. STEL is equally committed to assisting people in time of need to prevent psychiatric hospitalizations, homelessness, and unsafe living arrangements.

STEL provides low-income housing with preferences given to people with disabilities. STEL's services are offered to individuals who need assistance with their disability, family members who are concerned about relatives, professionals who refer their clients, and low-income people in need of affordable living. Their service spectrum includes residential treatment group homes and apartments, supported housing, single room occupancy housing, vocational rehabilitation, case management, social supports, and housing development services.

Suburban Adult Services, Inc. (SASi)

SASi is a not-for-profit organization dedicated to providing individuals with developmental and intellectual disabilities with programs and services that will enable them to lead meaningful lives and be as independent as possible. Their programs include employment training and placement, clinical and habilitation supports, twenty-four hour residential services, respite, recreation and therapeutic horsemanship. SASi has a service agreement with Wyoming Transit Service to

provide transportation for individuals living in Delevan (Cattaraugus County) who are supported by the agency.

Total Senior Care (PACE)

Total Senior Care is a Program of All-inclusive Care for the Elderly (PACE), providing comprehensive medical care and long-term services for adults. Clients are 55 years and older and wish to live at home, but need assistance in order to maintain health, complete day-to-day activities and remain safely at home for as long as possible. Clients must qualify for nursing home eligibility by the NYS Uniform Assessment System intake/assessment tool.

Transportation is a required service of PACE per national model program design and is included in clients' care plans when authorized as medically necessary. Clients must be enrolled in PACE to receive the transportation benefit. PACE funding is through Medicaid, Medicare, and/or private payment.

A PACE transportation provider must ensure that the client is safe in the vehicle and during transport. Program requirements include: routine driver training and orientation, compliance with personnel qualifications, annual driver competencies, criminal background checks, vehicle maintenance records, DOT certifications, and transportation contract monitoring.

Transportation is door-to-door with escort and clients may require aides to assist on the vehicle if dementia or other issues warrant. Two types of services are authorized: fixed route to and from day center for multiple clients, and also individually, as needed, to approved appointments by individual cases.

Total Senior Care owns four buses and contracts with First Transit, Inc. to operate them. The agency also has provider agreements with Trans Am, and Homebound Wheels. Some providers (i.e. First Transit) cannot enter a residence and are not trained to handle medical emergencies while other providers (i.e. Trans Am) can.

5.7 Other Transportation Related Agencies

NY Connects of Cattaraugus County

NY Connects provides Cattaraugus County residents free, easy, and local access to information and assistance for individuals and families who are exploring available options for long-term care, regardless of age or income. They assist customers in finding and obtaining services.

NY Connects recognize the challenges families face when seeking services that will help keep a loved one living safely in their home or community. NY Connects "Empowers individuals to make informed choices about appropriate levels and types of services available to meet long-term care needs." Cattaraugus County NY Connects, located in Olean, is co-led by the Department of Aging and the Department of Social Services; and supported by the NYS Office for the Aging and NYS

Department of Health. See: <https://www.cattco.org/ny-connects/disabled-and-long-term-care-assistance-cattaraugus-county>

Cattaraugus County Department of Economic Development, Planning and Tourism

The mission of the Cattaraugus County Division of Planning is to provide planning and community development services, municipal support, planning board technical assistance, agricultural development services, and geographic information systems (GIS) and information services in order to preserve and enhance the quality of life for residents, businesses and visitors of Cattaraugus County. The creation and implementation of this updated Plan enables the Department to meet their mission since an improved transportation network would serve to improve the quality of life of the County's residents and businesses.

United Way of Cattaraugus County

This agency has played a huge role in raising funds to help the people in need throughout the County. They have experienced a number of situations where transportation has prevented individuals from accessing much needed services. As a result, United Way has tried to fund programming to address some of these situations.

Southern Tier West Regional Planning and Development Board

The Southern Tier West Regional Planning and Development Board is a unit of local government in New York State, serving the Southern Tier West Region (Allegany, Cattaraugus, and Chautauqua Counties). The mission of Southern Tier West is to help coordinate and enhance planning and development activities in the region to promote the social, physical and economic development of the three counties.

To guide the planning of regional transportation, there is a long standing Regional Transportation Committee. Southern Tier West facilitates and coordinates an established Regional Mobility Management Committee with members representing the three counties and the Seneca Nation of Indians in the coordination of regional activity.

6.0 Accomplishments 2009-2019

Ten years have passed since the completion of the 2009 Coordinated Public Transit-Human Services Transportation Plan. Improved coordination of transportation services were identified in the 2014 Plan Update, and our CTC continues to work together to improve transportation options throughout the County. Cattaraugus County recognizes the transportation challenges that our rural communities present, and negotiations among entities have proven beneficial to enhance public transit services and the effective use of available federal, state and local transportation resources. Described below are on-going transportation coordination activities, resulting from enhanced coordination efforts.

Established OATS Olean-St. Bonaventure-Allegany Bus Route

The City of Olean provides OATS bus service between the City of Olean, St. Bonaventure University, and the Village of Allegany affording access from the western most boundary of the City of Olean, through the St. Bonaventure campus, to the Village of Allegany. To establish this service, the City of Olean and St. Bonaventure University entered into a partnering agreement, whereby the University contributes funds toward the operation of the OATS bus. Students present a university identification pass as proof of fare media to board the bus. This bus service provides connections to other bus routes and access to the OATS service area for university students and staff for jobs and services. Additionally, the service connections provide the residents of Olean and its environs access to University functions.

Established City of Olean - Intandem Partnership

In 2009, in response to a desire expressed by Intandem to collaborate on transportation services, the City of Olean and Intandem entered into a partnering agreement that established cost sharing for OATS service. The City of Olean modified the OATS City service by adding bus stops at three residential facilities of Intandem to transport individuals to employment at Subcon Industries, a manufacturing facility in Olean, operated by Intandem, and other activities.

Established Cuba-Olean-Salamanca OATS System

In 2011, the City of Olean, Intandem, and the Seneca Nation of Indians entered into a partnering agreement whereby a new OATS bus route between the City of Olean, the City of Salamanca, and the Allegany Territory of the Seneca Nation began operation. The service was developed to provide transportation opportunities to access:

- Employment, shopping, and recreational opportunities in Olean and Salamanca
- Cattaraugus County Office Building in Olean
- Seneca Allegany Casino and the Seneca Gaming and Entertainment facility in Salamanca
- Various Seneca Nation facilities including the Lionel R John Health facility and the Seneca Community Center in Salamanca
- The Intandem manufacturing facility in Salamanca.

In June 2019, the service between Olean and Cuba was determined to be not cost-effective to continue and was discontinued because of minimal ridership.

Established Access to Transportation into Allegany County; Bolivar-Richburg-Ceres-Olean-Wellsville

In 2012, the Allegany County Transit system, operating as Access Allegany, inquired about the possibility of negotiating a “service swap” with OATS whereby Access Allegany assumed the operation of three round trips between Olean and Portville, which operated as part of the OATS City service, and OATS would assume service between Cuba and Olean on Route 16. The service to Cuba was added to the OATS Olean-Salamanca-Seneca bus route and route schedules were coordinated with the OATS City service. This service swap afforded the opportunity for each operation to more efficiently increase service coverage and connectivity between service areas. Additionally, the OATS Cuba-Olean-Salamanca-Seneca service was extended to the Oil Spring Territory of the Seneca Nation providing connectivity between the Territories of the Seneca Nation, as well as all regional destinations.

After providing the service swap for a time, the route cost-effectiveness was evaluated. As a result, OATS discontinued its service to Cuba. Access Allegany is able to now offer a Cuba-Hinsdale-Olean service (Service Area 6). Responding to riders’ needs, Access Allegany also connects Olean to other communities outside of Cattaraugus County. (See Appendix A).

Established Seneca Transit System

In 2013, the Seneca Nation initiated the operation of the Seneca Transit System (STS). STS is subsidized under the FTA 5311 program through NYSDOT and by STOA funding. The service operates between the Cattaraugus and Allegany Territories of the Seneca Nation of Indians.

Continuation of Regional Coordination and Cooperation

Southern Tier West Regional Planning and Development Board continues to convene the Regional Mobility Management Committee with representatives from all three counties (Allegany, Cattaraugus, and Chautauqua) and the Seneca Nation. Representation on the Committee includes OATS, Access Allegany, Chautauqua Area Regional Transit System (CARTS), Seneca Transit System (STS); Intandem in Olean and the Resource Center in Jamestown; Chautauqua Works in Jamestown; Cattaraugus County Planning Department; and NYS Department of Transportation.

Representatives of OATS, Access Allegany, CARTS, and STS conduct monthly meetings during which opportunities and activities to coordinate public transportation services among operations are discussed.

The continuation of established partnering agreements provides the opportunity for the cost efficient provision of public transportation services to the region. It is anticipated that existing partnering agreements will be reviewed and renewed annually.

Wyoming Transit Service (WTS) Redesign 2017

In 2017, the organization overseeing WTS did a system redesign for all counties it services that are considered “rural”. Significant services changes did occur in Wyoming County, but most of the service into Cattaraugus and Erie County remained consistent (transportation to day programs or SASI). WTS transports people from Arcade into Yorkshire (and back) for shopping and pharmacy trips. The intent is not to transport Cattaraugus County residents within Cattaraugus County, but to facilitate the intra-county trips, which is being accomplished.

Expanded Service in 2019

The Council on Addiction Recovery Services, Inc. (CAREs) within the last two years, opened Medically Assisted Treatment (MAT) services to its Salamanca site and will do so shortly at its Franklinville site. CAREs recently purchased a new van and hired Recovery Coaches to help provide clients with transportation to and from appointments. This program should be expanding in 2020, allowing the purchase of another van and the hiring of more recovery coach staff.

7.0 Needs-Gap Analysis

This section of the Coordinated Public Transit-Human Services Transportation Plan examines the unmet need for transportation services in the County. The analysis addresses not only the demand for service among the transit-disadvantaged population, but among members of the public as well. As addressing unmet need is one of the primary goals of the CTC, the results of this analysis will affect subsequent service recommendations.

Analysis of the need for rural public and coordinated human service agency transportation used the following approaches:

- Direct communication with human service agencies and transportation providers, through interviews and surveys, resulted in an assessment of unmet needs.
- Collecting information from the public using a survey.
- The CTC Steering Committee examined the demographics of the County and existing service areas, to identify/confirm service gaps.

Surveys were completed using a website link and paper format, with direct agency/organization invitations to participate extended to clients. Surveys provided both check off entries and opportunities for written responses.

Client Services Survey

Six surveys were received, with five being usable. All respondents indicated that their services are provided throughout Cattaraugus County; two provided services in adjacent counties in addition, which increased the geographic coverage of provided transportation. Three respondents had vehicles available to meet client needs, totaling eighteen vehicles. Two of the eighteen vehicles are equipped with wheelchair lifts. Three respondents indicated that their vehicles were used to full capacity, with one responding that vehicles were not used to full capacity. The remaining provider depends on personal vehicle use by volunteers. Private contractors provide rides for three of the five organizations. Four of the five usable survey respondents felt that their personnel would benefit from training to understand the capabilities of available transportation services in the greater Cattaraugus County area.

Transportation Provider Survey

Cattaraugus County has limited numbers of public transportation providers, helping explain why just three surveys from this group were received. One respondent provides public transportation without limitation to riders, providing 1,560 rides per week using a total of five small buses with a capacity of 15-24 riders. All buses are wheelchair lift equipped and are used to full capacity. Another respondent operates 40 vehicles of a variety of sizes, providing 2,000 rides per week under primarily contractual arrangements. Sixteen of these vehicles are wheelchair lift equipped. Additional space exists on these vehicles, but the specific client requirements severely limits the ability to add riders to existing trips. The last respondent has 30 vehicles available, with various

medical equipment onboard, depending upon the needs of the rider. Rides are provided in eastern Cattaraugus County through MAS Medical Transportation Management, with additional ride/service capacity available. Ongoing requests are received for MAS service outside of the present coverage area from riders not having reliable transportation. Accommodating these additional requests is desired, but does not generate enough work to warrant the commitment; more business from the surrounding hospitals and nursing homes is required before MAS medical transportation coverage is expanded.

Public User Survey

The general public was invited to participate in a survey to gauge the level of understanding of available transportation options, the utilization of publicly available transportation, the demographics of users, and to help identify where gaps of service in the County may lie. The survey was posted on the Cattaraugus County Website, Cattaraugus County Facebook Page, and a variety of other locations (See Appendix D-3 for additional details). Public notification of the survey and a request for participation was likewise sent to print media outlets in the County. Additionally, CTC Members were asked to encourage their riders and clients to participate in the survey. Print versions of the survey were available to anyone requesting one. Print versions were requested and were subsequently provided to CTC membership, with the belief that this would facilitate client participation.

One hundred thirty eight (138) public surveys were received. The age distribution of respondents is shown in the below Table. Sixty eight percent of survey respondents are between the ages of 35 and 64.

Survey Respondent Ages

15-24yrs	25-34yrs	35-44yrs	45-54yrs	55-64yrs	65-74yrs	75-84yrs	≥ 85yrs
2%	11%	27%	18%	23%	17%	2%	0%

Survey results indicate that nine percent of respondents lived in the northeast part of the County, eleven percent lived in the southwest, twenty-four percent lived in the northeast, and fifty-six percent lived in the southeast.

When asked what types of transportation were used during the year, twenty-eight percent of respondent type of use had been a ride-hailing service such as Lyft or Uber. Coach buses accounted for fifteen percent total type of use. Vans or small buses comprised thirty one percent of use type, with taxis making up twenty-six percent type of use. These statistics are not indicative of total miles or frequency of use by riders for any particular mode of transportation, but rather that they had been used. It is interesting to note that for those using a ride-hailing service, sixty-eight percent of respondents indicated using no other method of publicly available transportation, with thirty two percent of ride-hailing users combining other available transportation. An inference may be made that this statistic speaks to the comments/belief that available routes and schedules may not be supplying the public with as much coverage as desired, and that Lyft/Uber are filling an important transportation void.

Regarding route schedules, forty percent of respondents knew where to find public transportation schedules, while sixty percent indicated they did not. In terms of ease of use, thirty two percent of respondents felt the existing transportation route schedule are easy to read, while sixty eight percent did not.

Publicly available transportation in Cattaraugus County is accessed forty four percent of the time for Medical and Health Care purposes, twenty six percent of the time for Social Services, forty six percent of the time for employment needs, sixty three percent for shopping, and fifty two percent for recreation and social events (total percentage of respondents, by category).

Fifteen percent of respondents indicated that they (or a family member) are currently using transportation services available to them through Medicaid.

Sixty percent of respondents indicated a willingness to pay a fair price for the expansion of public transportation services.

Regarding open text responses, general themes emerged based upon the location of residence. For Olean area residents, the following were frequent recommendations on how to make local transportation systems easier and more appealing to use:

- 1) Easier to read/understand bus schedules
- 2) More frequent stops with extended hours of operation
- 3) Extending service to other parts of the County and out of the County
- 4) Placement of kiosks or bus stops with bus scheduling posted

County residents living outside of the Olean area voiced the following recurring ideas on ways to make local transportation systems easier and more appealing to use:

- 1) Expand service throughout the County, including frequency of scheduled stops
- 2) Increase the convenience of connectivity among transportation providers
- 3) Improve accessibility of vehicles to enable easier use by seniors

An overarching pattern emerged among respondents suggesting a general tolerance for transportation fare increases, provided the fees are perceived to be a fair value.

The Steering Committee compared and analyzed the results from all data inputs and arrived at a consensus statement of need for transportation services in Cattaraugus County. This analysis considered the following:

- 1) Identification of current population being served
- 2) Location of those served
- 3) Number of annual trips provided
- 4) Various transportation providers currently servicing the County
- 5) Identification of the population whose needs remain unmet to date

Review and analysis of collected data permitted an assessment of the existing service area coverage and unmet needs.

7.1 Existing Service Area Coverage

Areas Over Served - Described in the 2014 Plan Update as duplicative services existing in the County for specific populations, the present consensus is that there are redundancies in service area more so than in services. The two primary public transportation providers are working closely with each other to coordinate routes and schedules. More specialized private providers, such as those transporting the severely physically and mentally disabled and the frail elderly, necessarily overlap their coverage area with general public transportation providers. The nature of these transports makes coordination more difficult, but efforts to better coordinate services are ongoing.

Areas Under Served – Consistent with the 2014 Plan Update, limited service exists in the following areas:

- Service gap in the Northern portion of the County
- Village of Gowanda

The routes and communities served by Intandem illustrates a potential service gap to the communities of Gowanda and Delevan. These communities show high densities of mobility-limited populations. Further analyses to determine whether or not service is required to close this gap are recommended.

No Service – no current service exists in the following areas:

Central Cattaraugus County

The map of the service areas and routes of Healthy Community Alliance, Inc./Love Inc. and Interfaith Caregivers illustrate a service gap in Central Cattaraugus County. Further analyses to determine whether or not service is required to close this gap are recommended.

The Steering Committee will continue to review service data including coverage area on times, days, and locations. The objective is to identify areas over served, under served, and those areas not currently served and address the needs in these areas accordingly.

7.2 Unmet Needs/Gaps

Rural Cattaraugus County has not changed appreciably over the last five years. Understandably, the identified transportation needs are also closely aligned with the findings from the 2014 Plan Update, although with some modifications and some improvements through coordination efforts. Travel connections to Buffalo and the Erie County Southtowns were more frequently stated as a need as compared to previous recommendations.

Service Needs

- Reliable public transportation would ease travel expenses and increase opportunities for many employees
- Need further reliable routes countywide that would appeal to working people and those needing public transportation for appointments
- Need to create more public transportation routes to cover morning and evening hours
- Greater flexibility of pick up and drop off points for non-fixed route services.
- Seasonal transit service to Ellicottville for employment
- More frequent routes to reduce wait times and increase countywide travel efficiency.
- Fewer limitations on provider regulations and more flexibility in blending special populations
- More frequent fixed-route services
- Door-to-door, wheelchair access transportation service
- Not enough vehicles available to satisfy transportation needs
- Need for identification and establishment of park-and-ride lots within the County
- Explore transportation service opportunities with school districts
- Coordination between Allegany, Cattaraugus, and Chautauqua Counties to provide mass transit across counties
- Specific social service transportation needs for people traveling outside of Cattaraugus County
- Developing “bus stations” in both Olean and Salamanca

User Training

- Clients of all agencies need training to use public transportation
- Volunteer transportation providers need special training for clients

Payments of Fares

- Affordable transportation for all
- Enhance shared payment model
- Additional funding for transportation services
- Need funding for vehicle replacement
- Interagency chargeback or vouchers for coordinated services’ payment

Coordination of Providers

- Improve opportunities for coordinating services
- Share assets and resources
- Program specific funding limitations are barriers that must be researched for coordinated transportation utilization without compromising grant conditions
- Purchasing transportation services should be encouraged
- Greater collaboration with volunteer transportation providers
- Shared insurance responsibility

- Integrate funding program transportation/operator certification requirements to facilitate availability for services
- Increase coordination and availability/access
- Coordinate agency procedure (e.g. accounting) to facilitate sharing resources
- Coordinate use of vehicles during off-peak or “downtimes”, possibly including school buses
- Coordination with other providers such as Coach USA, Fullington Trailways, and others
- Initiation of a feasibility study for unique providers or populations

Marketing and Promotion

- Promote availability of coordinated transportation services countywide
- Increase marketing awareness of availability of public and private transportation services
- Publicize shared fares to promote utilization of transportation services

8.0 Coordinated Solutions and Strategies to Meet Unmet Needs

The Community Transportation Coalition (CTC) of Cattaraugus County Steering Committee reviewed the inventory of community mobility resources and services to identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, aiding the development of transportation coordination strategies among agencies for meeting local needs. This review resulted in the identification of recommended strategies for development, opportunities for coordination, further coordination activities, and potential transportation service projects. Additional transportation coordination activities and potential projects for funding will be considered by the CTC Steering Committee and the larger membership as they are identified.

All strategies that are eligible for Section 5310 and 5311 funding programs are considered priorities. This plan identifies other strategies that may not qualify for funding under these FTA programs, but they will be pursued with eligible transportation funding or alternative funding sources as opportunities arise to fill service gaps and improve service coordination.

8.1 Strategies for Development

Strategies to Address Gaps in Transportation Services

Consistent with previous coordination research, the demand for transportation services the elderly, low-income, and disabled residents in Cattaraugus County continues to increase. This is not surprising, given that our total senior population is rising. To best address the identified gaps in transportation service, funding from Section 5310 and 5311 programs should be sought to enhance public, private, and non-profit entities providing transportation services. The Community Transportation Coalition Steering Committee will continue to identify project proposals that are consistent with its Vision and Mission and advance funding applications.

Strategies to Address Duplication of Transportation Services

Coordination between stakeholder agencies regarding public and human service transportation providers is essential to eliminating service duplications and to provide efficient and cost effective services. Survey and interview results yielded a number of opportunities to establish coordination among transportation stakeholders and providers. Providing better forums for communications is a recommendation easily implemented, and one which can have large positive impacts. The feasibility of realizing all coordination opportunities will continue to be explored through the efforts of the Steering Committee and focus groups.

Strategies to Efficiently Use Resources

Vehicle Resources

Opportunities may still exist to utilize agency buses, especially those purchased with Section 5310 funds, to meet transportation needs, during regular down times when they are not being used. New transit service corridors using these buses could be considered, although financing expanded service is still an obstacle. The City of Olean continues to work with Seneca Transit System (STS) to identify cost-saving measures and improve transportation efficiency.

Management Resources

There remain opportunities to collaborate with transportation providers and continue to support mobility management practices on a countywide basis. Changes in publicly funded transportation (Medicaid) have created some complications for outside mobility managers, and any service area expansion is difficult without additional funding sources. This dialogue will continue in an effort to expand practices meet additional transportation needs.

Financial Resources

A continuing contribution of financial resources by the County, academic institutions served and all other partners are required for the continued operation of OATS. Such continued funding ensures the continuation of public transportation, permitting riders to access agency services, likely unattainable without OATS. The Seneca Nation of Indians STS also receives substantial tribal support, a benefit to all Cattaraugus County residents.

8.2 Opportunities for Further Coordination

As transportation coordination opportunities are identified, the feasibility of implementation is directly related to the type of organization and services provided by the operator. These organizations and services are classified into three groups: open to coordination; coordination potential; and limited or no coordination potential. The services provided by these organizations are described in this document under the heading of Inventory of Services and Resources.

Fixed Route Providers - Open to Coordination

Fixed Route For-Profit and Public Transportation Providers operate open door, fixed route or route deviation service. Payments for services are fare-based or contract-supported. As such, these providers can pick up passengers, previously carried by other transportation services, if routing, scheduling, and compensation for these services proves reasonable and efficient. The Fixed Route For-Profit and Public Transportation Providers that are open to coordination include:

For-Profit Providers

Coach USA
CORVUS Bus
First Transit, Inc.
Fullington Trailways

Public Providers

Allegany Transit System (ACT) or ACCESS Allegany
Olean Area Transit System (OATS)
Seneca Transit System (STS)
Wyoming Transit Service

First Transit, Inc. is one such provider, contracting operations with Olean Area Transit System, Seneca Transit System, Intandem, and Allegany County Transit. When financially viable, service expansions are welcome.

Transportation Providers/Users - Coordination Potential

Transportation service providers include non-profit and governmental agencies that transport clients to access needed health and human service activities or treatments. While some agencies may have fleets of vehicles and others only have one small van to meet their client needs, there is a potential for sharing and coordination of services. This also includes “for-profit” firms that provide vehicles and rides or manage the transportation needs for contract agencies. Such services can provide an opportunity for transportation coordination when:

1. Vehicular capacity is available
2. Agency client rider needs are compatible
3. Routing, scheduling, and compensation for the provision of services prove reasonable and efficient.
4. The other category of agencies that have the potential for coordination are those that do not own vehicles or has access to vehicles, but are in need of transportation services. The Transportation Providers/Users that have the potential for coordination include:

For-Profit Providers

- VMC Group, Inc. (Value Management Consultants)
- Trans-Am Ambulance Services
- WCA Services

Non-Profit/Government Providers (owns and/or uses other vehicles)

- Intandem
- Cattaraugus Community Action, Inc.
- Cattaraugus County Department of Nursing Homes
- Cattaraugus-Wyoming Project Head Start
- Council on Addiction Recovery Services, Inc.

- Eden Heights of Olean
- Healthy Community Alliance, Inc.
- Homecare & Hospice
- Interfaith Caregivers
- Mental Health Association of Cattaraugus County
- Southern Tier Environments for Living, Inc.
- Suburban Adult Services, Inc.
- Total Senior Care

Non-Profit/Government Transportation Users (must rely on other agencies for service)

- Cattaraugus County Department of Aging
- Cattaraugus County Department of Community Services (DCS)
- Cattaraugus County Department of Social Services (DSS)
- Cattaraugus County Health Department
- Cattaraugus County Youth Bureau
- Directions In Independent Living
- Genesis House of Olean, Inc.
- NYS Office for People with Developmental Disabilities (OPWDD)

Two very good examples of this potential include Cattaraugus Community Action (CCA) and Mental Health Association of Cattaraugus County (MHACC) as follows:

CCA has found the OATS system a valuable community resource and believe that it increases customers' ability to access services, shopping and employment opportunities with minimal expense. The continuation of this service is vital to meeting the needs of CCA's customers. In addition to present linkages with the OATS system, CCA intends to rely on this system to help meet transportation needs at one of the agency's latest projects – a mixed-use facility containing 10 emergency shelter beds and 18 SRO (Single Room Occupancy) units. This project, which is tentatively opening in the fall of 2014, is located in Salamanca adjacent to an existing OATS bus stop. This project will be serving low-income single adults, the vast majority of who will not have transportation. Access to the OATS bus system will be vital to linking project residents with employment and community based supports and CCA fully intends to rely upon the OATS system to meet transportation needs of project residents.

The MHACC would have no issues with sharing transportation services with other organizations and systems and do not foresee many issues with their funders with sharing services. They currently have a 7-passenger van that used for events, short trips in Olean and around Cattaraugus County. They would especially like to share services for the transportation needed for Camp New Horizons. This summer day camp program serves 75 children (25 per week) over a three-week period. Each day during that time, trips are made throughout Cattaraugus County.

Transportation Providers – Limited or No Coordination Potential

Transportation providers that own vehicles and provide services also include school districts. Safety requirements associated with the transportation of children constrain opportunities to coordinate transportation services with other organizations, especially when school is in session. Research has shown, however, that the use of attending aids on the vehicles reduces liability should different groups ride at once.

School districts retain significant vehicle fleets, including wheelchair-equipped vehicles with the capacity to transport disabled individuals. As the coordinated transportation planning process continues, the Steering Committee will continue dialogue with community school districts to explore the possibility of integrating school district vehicles into the coordinated plan. The Transportation Providers, with which discussions have occurred, that have limited or no coordination potential include:

School Districts and Affiliated Agencies

- Cattaraugus-Allegany-Erie-Wyoming BOCES
- Randolph Academy Union Free School District

8.3 Further Coordination Activities

The CTC Steering Committee continues to find value in convening focus groups of principal stakeholders to advance coordination opportunities involving local mobility program structure, funding mechanisms, and operational responsibility to manage coordinated transportation services. Insufficient funding is still the primary obstacle to expanding services and improving countywide mobility. Recommendations for furthering coordination activities are listed below in *italics*.

- *Establish regular meetings of Community Transportation Coalition Steering Committee*
- *Continue and maintain focus groups, including major stakeholders: Cattaraugus County, Cattaraugus County Department of Social Services, City of Olean, St. Bonaventure University, the Seneca Nation of Indians, and Intandem to consider organizational agreements and models to address continuing mobility needs*
- Form a subcommittee to consider common issues and opportunities, to review maps of transportation services and target population groups for gaps and duplications, and to recommend compensation strategies to realize coordination opportunities
- Provide opportunities for public participation in plan development and implementation
- Report on on-going community coordination activities to policy makers
- Establish partnering agency agreements to realize coordination opportunities
- Establish partnerships to address gaps and duplications
- Annual Solicitation for FTA projects

- Submit CTC recommendations and endorsements for funding applications
- Continue activities for the identification of coordination opportunities, such as transportation services to major employment centers for low-income or disabled community members
- Survey employers for transportation needs of their employees
- Contact school districts to determine availability of vehicles when schools are not in session
- Consideration and planning for siting residential facilities by private or public developers should be coordinated with local and regional planning department to ensure that transit access is considered in the early stages of planning
- Explore opportunities for partnering agreements to enable coordinated transportation to major urban centers across county borders

8.4 Possible Projects for Funding Consideration

- Investigation/development of transportation to emerging farmers markets and fresh local food markets to help close the food access/food security gap. Food & Ag Policy Network for Cattaraugus County as possible collaborator.
- Identify and secure funding to sustain mobility program organizational agreements
- Replacement of Section 5310 and 5311 vehicles that reach the end of their useful life and new Section 5310 and 5311 vehicles for new routes that are identified
- Provision of evening transit service for employment and educational opportunities
- Provision of seasonal service to Ellicottville for employment
- Provision of additional fixed routes that will help accommodate passengers who need to coordinate the route schedules with their medical appointments
- Development of park and ride locations throughout the County on fixed routes of transit systems (e.g. Route 16, Seneca Allegany Casino, County Building in Olean)
- Education for those with public transportation needs, such as the elderly and disabled, on the use of public transit systems
- Training of volunteer transportation providers on disabled passenger needs
- Establishment of voucher or interagency payback system to enable reimbursement for coordinated trips
- Establishment of transit pass program with major employers for employees
- Marketing and promotion of coordinated transportation services
- Establish “511” information program
- Establish internet based inventory of services and resources
- Inter-municipal procurement opportunity of CAD/AVL software by the three Counties and with the Seneca Nation (e.g. Intelligence Transit System)
- Funding for the planning and development of projects

9.0 Expected Benefits

Previous and on-going negotiations among entities have proven beneficial to enhance public transit services and the effective use of available federal, state and local transportation resources. The accomplishments between 2009 and 2019 have shown that coordination activities yield benefits to residents, as well as reduce costs. Operating cost reductions include the elimination of duplicate services, better communication between agencies, improved overall quality of life, and better coordination of existing vehicle needs.

Ongoing communications after completing the plan update process will reduce transportation duplication, providing the opportunity to share services, rides, and funding. This will improve efficiency, and create the opportunity to provide service to a larger coverage area, while using fewer vehicles, leveraging the same revenues, and reducing agency budgets.

Increased investment in a coordinated transportation plan will help create strong communities that are economically stable, safe, and productive. Options in public and private transportation systems enhance personal choice and improve accessibility to jobs, recreation, needed services and health care. Transit-friendly communities encourage economic and social activities and an inclusive transport network fosters freedom of mobility for seniors and people with disabilities. A well-coordinated public and private transportation system helps communities thrive and improves the overall quality of life.

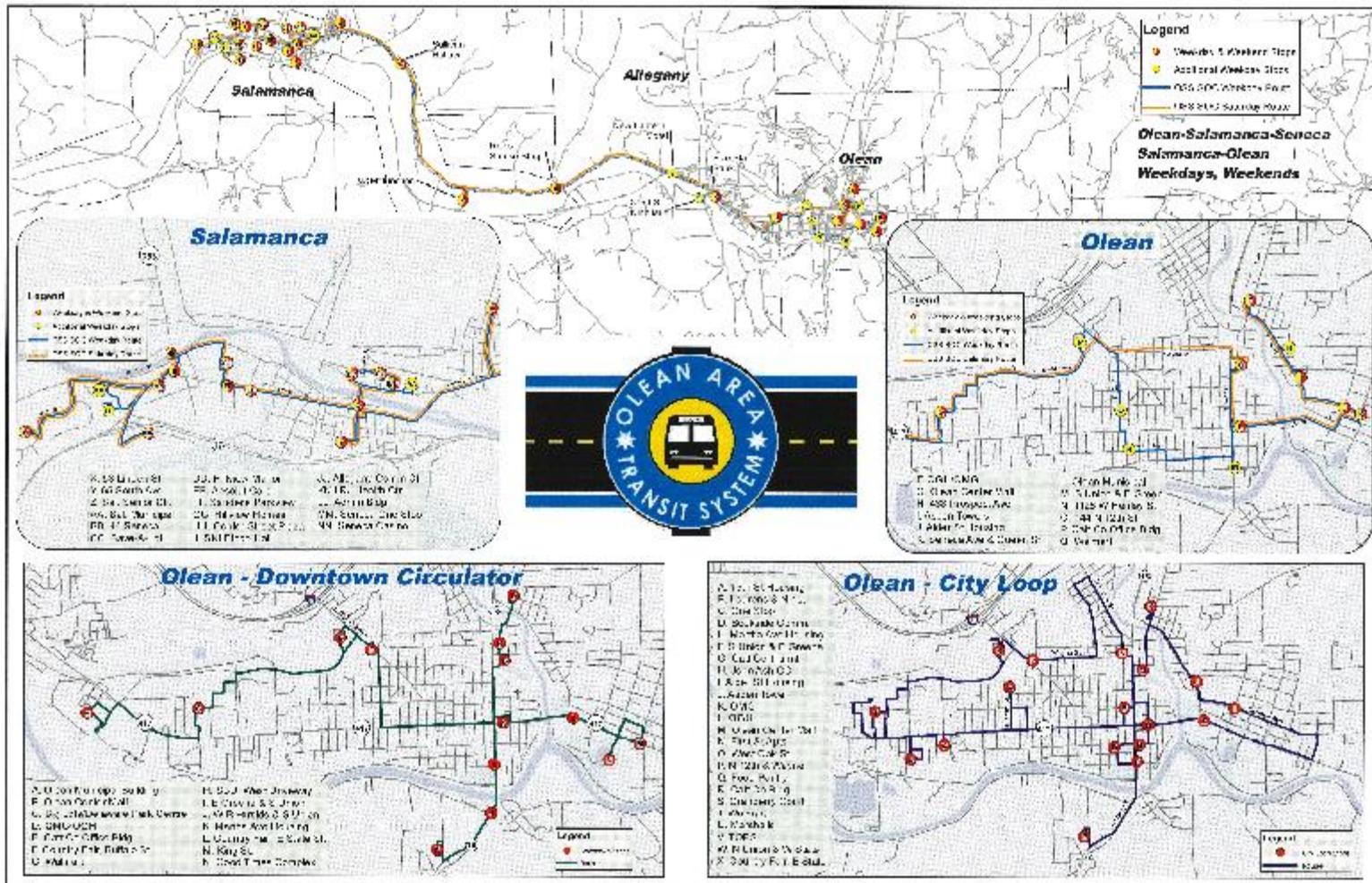
Demographic trends are reshaping land use and transportation patterns and driving sustainable growth and redevelopment back into existing communities. Baby boomers (those born between 1946 and 1964) began turning 65 in 2011. One effect of this locally is that Cattaraugus County's population is aging at a faster rate than that of New York State and the U.S. as a whole. Persons 65 and older comprise 13.7% of the U.S. population, 14.1% of New York State's population, and 16.1% of Cattaraugus County's population. With an increased percentage of the total population entering retirement and the associated reduction in the independent use of automobiles, there will be new demands and requirements for transportation. These new requirements will benefit from coordinated transportation dialogue and planning.

Leveraging of transportation revenue sources could result from coordination activities. Better understanding of services, resources, and funding associated with all transportation services will make the funding picture on a countywide and citywide scope clearer. The ability to continue to leverage all current funding levels, and identify alternative funding mechanisms, are critical budgetary considerations.

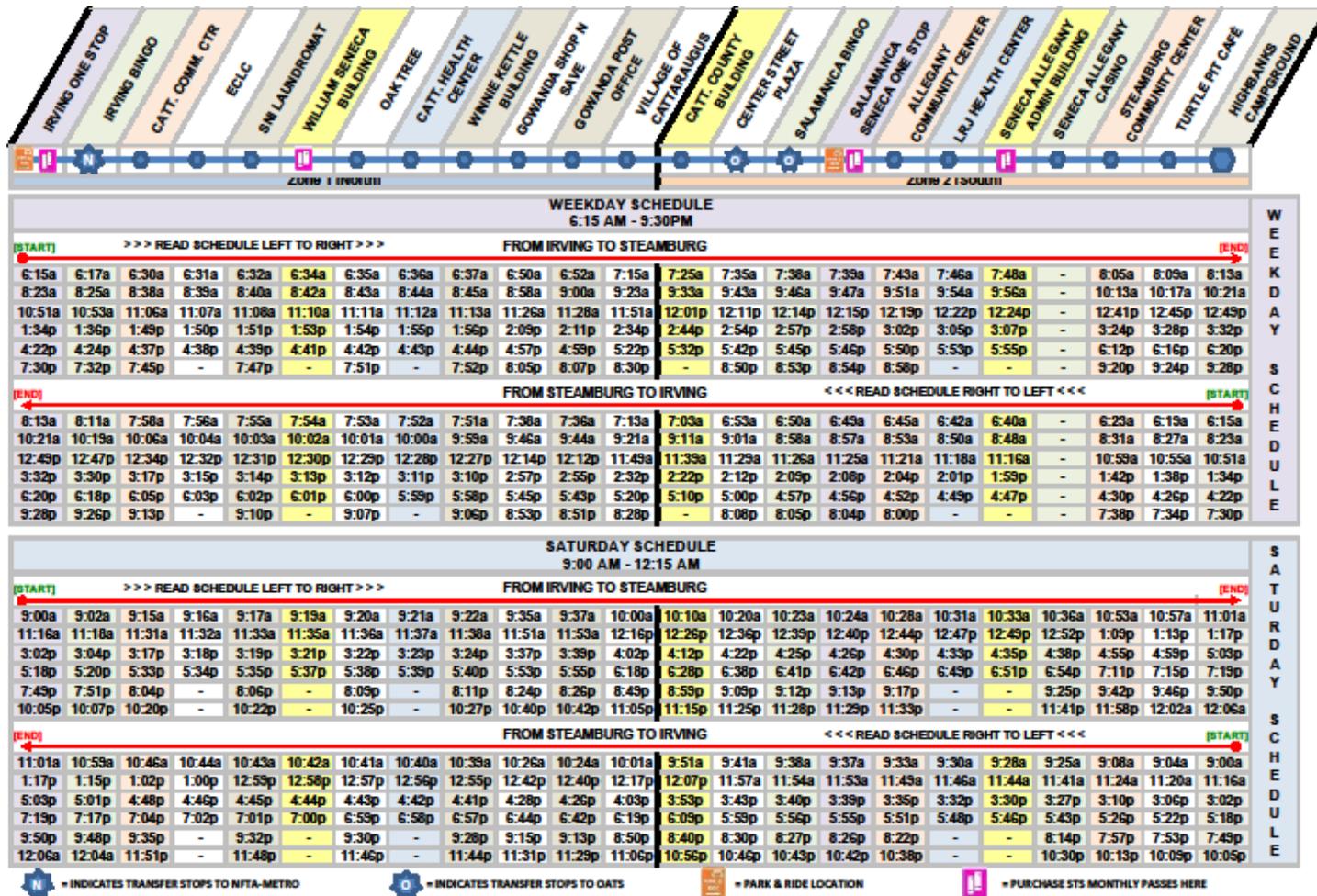
Finally, local taxpayer dollars currently allocated to a coordinated mobility program will be better utilized through the continuation of the coordinated transportation program, thereby utilizing those dollars to improve and enhance the existing program and continue to support the mobility needs of the County's communities.

Appendices

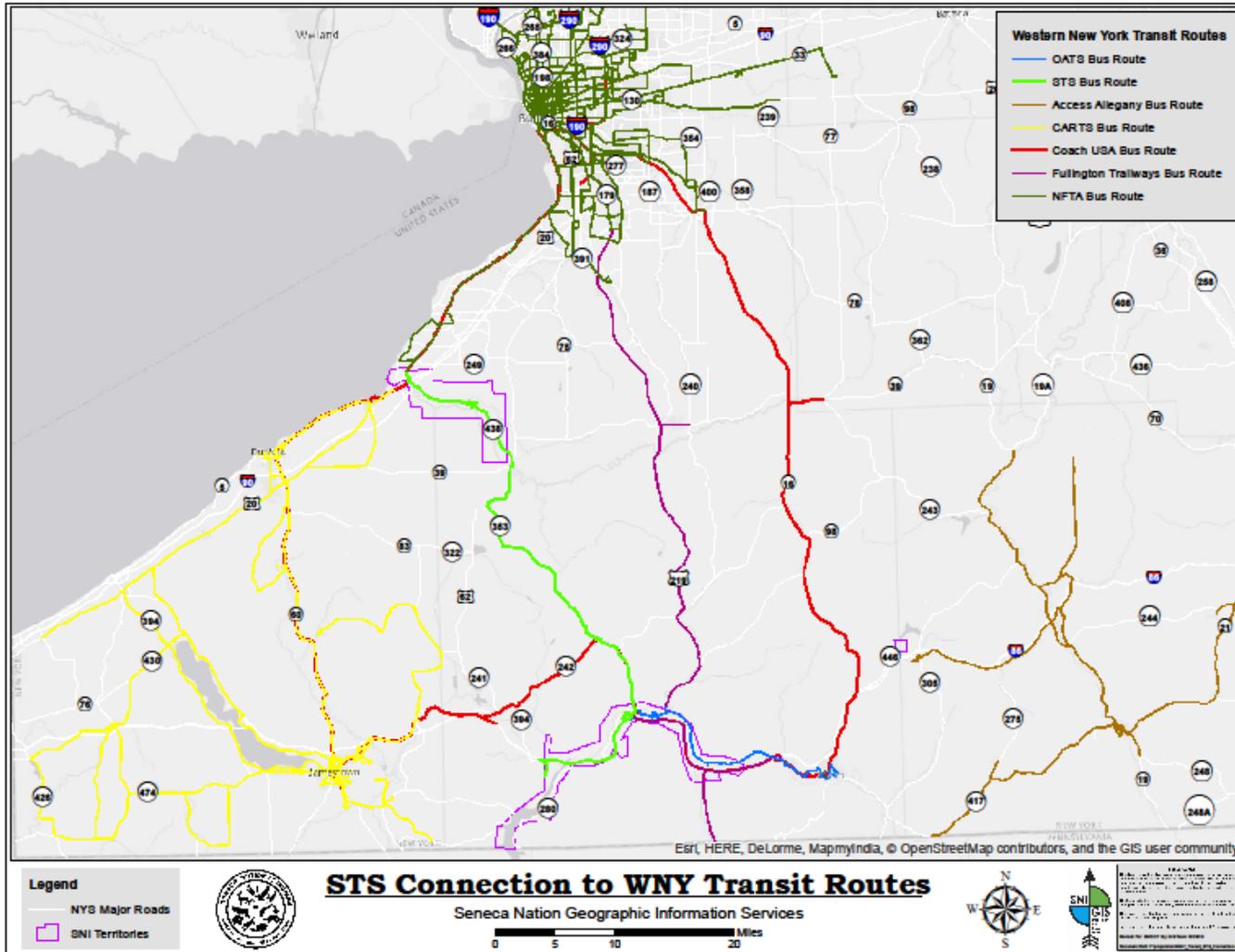
Olean Area Transit System (OATS)



Seneca Transit System



Seneca Transit System



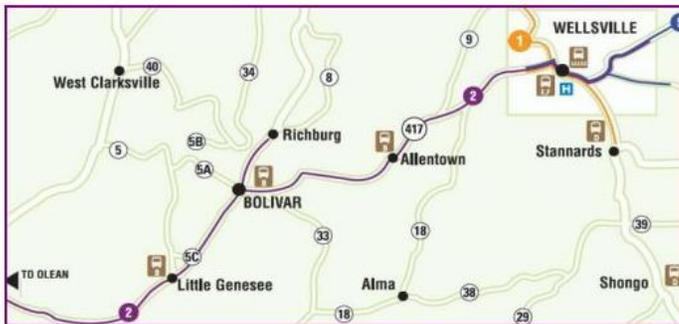
Access Allegany

Service Area 2

Bolivar
Richburg
Ceres
Olean
Wellsville

Going Towards Olean from Wellsville: Monday - Friday					
Operated by Bus Number	Bus 2	Bus 2	Bus 2	Bus 2	Bus 2
PWI Center (Wlsv)	5:25a	—	Bus 3 11:27a	2:40p	—
E. State/Main St. (Wlsv)	5:35a	9:08a	Bus 3 11:27a	2:50p	—
Episcopal Church (Wlsv)	5:37a	9:10a	Bus 3 11:29a	2:52p	Bus 3 5:22p
Dresser Rand (Wlsv)	5:40a	—	—	—	—
RiverWalk Plaza/YMCA (Wlsv)	5:43a	—	11:37a	2:56p	—
Save-A-Lot (Wlsv)	5:45a	9:14a	11:34a	2:58p	5:25p
ACASA/New Horizons (Wlsv)	—	9:15a	—	2:59p	5:26p
Post Office (Allentown)	5:56a	9:26a	11:48a	3:09p	5:36p
Town Hall (Richburg)	6:08a	9:38a	12:00p	3:21p	—
Shop-n-Save (Bolivar)	6:13a	9:44a	12:05p	3:26p	5:45p
Post Office (Little Genesee)	6:18a	9:49a	12:10p	3:31p	5:50p
Dave's Diner (Ceres)	6:24a	9:55a	12:16p	3:37p	5:56p
Fox's Pizza (Portville)	6:33a	10:01a	12:25p	3:46p	6:05p
Dresser Rand (Olean)	6:51a	—	—	—	—
Olean General Hospital (Olean)	—	10:21a	12:42p	—	6:18p
Walmart (Olean)	6:58a	—	—	4:03p	—
YMCA (Olean)	7:06a	—	—	—	—
Mall (Olean)	7:11a	10:26a	12:46p	—	6:23p

Going Towards Wellsville from Olean: Monday - Friday					
Operated by Bus Number	Bus 2	Bus 2	Bus 2	Bus 2	Bus 2
Walmart (Olean)	6:58a	—	—	4:03p	—
Dresser Rand (Olean)	—	—	—	4:09p	—
YMCA (Olean)	7:06a	—	—	4:11p	—
Mall (Olean)	7:11a	10:26a	12:56p	—	4:23p 6:23p
Olean General Hospital (Olean)	7:16a	—	—	4:18p	—
Fox's Pizza (Portville)	7:28a	10:37a	1:07p	—	4:34p 6:34p
Dave's Diner (Ceres)	7:42a	10:52a	1:20p	—	4:47p 6:47p
Post Office (Little Genesee)	7:48a	10:58a	1:26p	—	4:53p 6:53p
Library (Bolivar)	7:53a	11:04a	1:31p	—	4:58p 6:58p
Town Hall (Richburg)	7:59a	11:10a	1:37p	—	5:04p —
Post Office (Allentown)	8:10a	11:21a	1:48p	—	5:15p 7:09p
ACASA/New Horizons (Wlsv)	8:19a	11:31a	1:58p	—	5:24p 7:18p
Save-A-Lot (Wlsv)	8:20a	11:32a	1:59a	—	5:25p 7:19p
RiverWalk Plaza/YMCA (Wlsv)	8:23a 9:04a	11:37a	2:03p	—	7:22p
Dresser Rand (Wlsv)	—	—	—	—	—
Arrow Mart (Wlsv)	—	—	2:07p	—	7:25p
Pizza Hut (Wlsv)	—	—	2:09p	—	7:27p



Reading the Schedule Tips & Tricks

Transfer from Service Area 2 to Service Area 1 towards Belmont at:
 -11:34a (Bus 3)
 -2:58p (Bus 3)
 -5:25p (Bus 3)

FREE Transfer to OATS at:
 -10:26a
 -12:46p
 -4:23p
 -6:23p



Access Allegany

SERVICE AREA 2

CALL CENTER - 585-593-1738

**Bolivar • Richburg • Ceres
Olean • Wellsville**

-  = Hub Location
-  = Flag Stop

Going towards Olean from Wellsville: Monday - Friday

	Bus 2	Bus 2	Bus 2	Bus 2	Bus 2
Tops/YMCA (Wlsv)		9:06a			
Otis Eastern (Wlsv)	5:30a			2:34p	
Best Inn (Wlsv) 	5:31a			2:35p	
Budget Inn (Wlsv) 	5:33a			2:37p	
Dollar General/Dunkin' (Wlsv)	5:36a			2:40p	
E. State & Main St (Wlsv)	5:38a	9:10a		2:42p	
Episcopal Church (Wlsv)	5:40a	9:12a		2:44p	
Tops/YMCA (Wlsv)	5:43a		11:43a	2:48p	
Save-A-Lot (Wlsv) 	5:45a	9:16a	11:30a	2:50p	5:27p
Clarity (Wlsv)		9:17a		2:51p	
ACASA (Wlsv)		9:18a		2:52p	
Post Office (Allentown)	5:56a	9:28a	11:54a	3:02p	5:37p
Town Hall (Richburg)	6:08a	9:40a	12:06a	3:14p	
Shop 'n Save (Bolivar)	6:13a	9:46a	12:11a	3:19p	5:46p
Town Hall (L.Genesee)	6:18a	9:51a	12:16p	3:24p	5:51p
Dave's Diner (Ceres)	6:24a	9:57a	12:22p	3:30p	5:57p
Fire House (Portville)	6:31a	10:04a	12:29p	3:37p	6:06p
Archbishop Walsh (Olean)				3:55p	
Dresser Rand (Olean)	6:49a				
Walmart (Olean)	6:56a			3:59p	
Dresser Rand (Olean)				4:05p	
Archbishop Walsh (Olean)	6:58a				
YMCA (Olean)	7:05a			4:07p	
Olean Gen. Hospital (Olean)	7:10a	10:21a	12:50p	4:14p	6:22p
Mall (Olean) 	7:15a	10:26a	12:46p	4:19p	6:27p

Going Towards Wellsville from Olean - Monday - Friday

	Bus 2	Bus 2	Bus 2	Bus 2	Bus 2
Archbishop Walsh (Olean)	6:58a			3:55p	
Walmart (Olean)				3:59p	
Dresser Rand (Olean)				4:05p	
YMCA (Olean)	7:05a			4:07p	
Olean Gen. Hospital (Olean)	7:10a	10:21a	12:50p	4:14p	
Mall (Olean) 	7:15a	10:26a	12:46p	4:19p	6:30p
Portville Plaza (Portville)	7:31a	10:42a	1:07p	4:35p	6:46p
Dave's Diner (Ceres)	7:38a	10:49a	1:14p	4:42p	6:54p
Town Hall (L.Genesee)	7:44a	10:55a	1:20p	4:48p	7:00p
Library (Bolivar)	7:49a	11:01a	1:25p	4:53p	7:05p
Town Hall/School (Richburg)	7:55a	11:07a	1:31p	4:59p	
Post Office (Allentown)	8:05a	11:18a	1:42p	5:10p	7:16p
Clarity (Wlsv)	8:15a		1:52p	5:19p	
ACASA (Wlsv)	8:16a	11:28a	1:53p	5:20p	
Save-A-Lot (Wlsv) 	8:17a	11:30a	1:54p	BREAK	7:25p
				5:27p	
Tops/YMCA (Wlsv)	8:19a	11:33a	1:56p		7:27p
Wellsville Marathon (Wlsv)	8:23a	11:37a	2:00p		7:31p
Stileator Pizza (Wlsv)	8:25a	11:39a	2:02p		7:33p
Budget Inn (Wlsv) 				2:08p	
Best Inn (Wlsv) 				2:09p	
Otis Eastern (Wlsv)				2:10p	7:40p
Tops/YMCA (Wlsv)	BREAK				
	9:06a				

1/1/2020

Access Allegany

SERVICE AREA 6

CALL CENTER - 585-593-1738

Cuba • Hinsdale • Olean

★ = Hub Location

🚩 = Flag Stop

Going Towards Olean From Cuba/Black Creek: Monday - Friday

	Bus 3	Bus 4	Bus 4	Bus 4	Bus 1
ACT Terminal (Cuba)				2:28p	
Giant Food Mart (Cuba)			11:04a	2:30p	4:53p
Post Office (Black Creek)			11:18a		
Cuba Cultural Center (Cuba)	8:26a	10:01a		2:35p	
Gallman Hardware (Cuba) ★	8:29a	10:03a	BREAK	2:33p	4:55p
			11:40p		
Cuba Mem. Hospital (Cuba)	8:32a			2:38p	
Erin Isle Apts (Cuba)	8:34a			2:40p	
Crosby's Mini Mart (Hinsdale)	8:45a	10:15a	11:58a		5:07p
Olean Gen. Hospital (Olean)	8:56a	10:27a	12:03p	3:07p	5:19p
Mall (Olean) ★	BREAK	10:33a	12:08p	3:02p	BREAK
	9:28a				5:30p
Walmart (Olean)			BREAK		
			12:32p		

Going Towards Cuba/Black Creek from Olean: Monday - Friday

	Bus 3	Bus 4	Bus 4	Bus 4	Bus 1
Walmart (Olean)			12:32p		
YMCA (Olean)			12:38p		
Mall (Olean) ★	9:28a	10:33a	12:46p	3:02p	5:30p
Olean Gen. Hospital (Olean)	9:31a			3:07p	5:32p
BOCES (Olean)				3:11p	
Crosby's Mini Mart (Hinsdale)	9:42a	10:45a	12:52p	3:23p	5:43p
Cuba Mem. Hospital (Cuba)	9:52a	10:57a	1:10p	3:35p	5:54p
Erin Isle Apts (Cuba)	9:54a	10:59a	1:12p	3:37p	5:56p
Gallman Hardware (Cuba) ★		11:02			
Giant Food Mart (Cuba)	9:58a	11:04a	1:15p	3:44p	5:59p
Gallman Hardware (Cuba) ★	BREAK			3:40p	
	10:06a				
Cuba Mem. Hospital (Cuba)	10:08a				
Erin Isle Apts (Cuba)	10:10a				
Cuba Cultural Center (Cuba)	10:12a			4:04p	
Post Office (Black Creek)		11:18a		3:53p	
Gallman Hardware (Cuba) ★		BREAK	1:21p		6:01p
		11:40a			
ACT Terminal (Cuba)			1:22p		

1/1/2020

Coach USA

**COACH USA WESTERN NEW YORK
JAMESTOWN – BUFFALO LINE RUN
EFFECTIVE 10/1/19**

PICK UP POINTS	MONDAY - SATURDAY										SUNDAY & HOLIDAYS			
	LV 6:05A	AR 10:40A	LV 8:30A	AR 1:30P	LV 10:55A	AR 4:35P	LV 1:45P	AR 8:15P	LV 5:45P	AR 11:40P	LV 1:00P	AR 5:50P	LV 6:15P	AR 11:15P
@ JAMESTOWN	6:17	10:25	8:42	1:17	11:07	4:20	1:57	8:02	5:57	11:26	1:12	5:35	6:27	11:02
GERRY	6:23	10:19	8:48	1:11	11:13	4:14	2:03	7:56	6:03	11:20	1:18	5:29	6:33	10:56
SINCLAIRVILLE	6:30	10:12	8:55	1:04	11:20	4:07	2:10	7:49	6:10	11:13	1:25	5:22	6:40	10:49
@ CASSADAGA	6:38	10:04	9:03	12:56	11:28	3:59	2:17	7:41	6:17	11:05	1:32	5:14	6:47	10:41
LAONA	6:42	9:58	9:07	12:50	11:32	3:53	2:25	7:35	6:25	10:59	1:40	5:08	6:55	10:35
FREDONIA	6:48	9:52	9:13	12:44	11:38	3:47	2:29	7:29	6:29	10:53	1:44	5:04	6:59	10:29
@ SUNY FREDONIA	6:57	9:38	9:24	12:30	11:50	3:33	2:41	7:15	6:41	10:49	1:56	4:50	7:11	10:15
@ DUNKIRK	F	F	F	F	F	F	F	F	F	F	F	F	F	F
SHERIDAN ON THE LAKE	7:15	9:20	9:45	12:12	12:10P	3:15	2:56	7:00	6:56	10:31	2:11	4:32	7:26	10:00
SILVER CREEK	7:23	9:12	9:53	12:04	12:18	3:07	3:04	6:52	7:04	10:23	2:19	4:24	7:34	9:52
IRVING JCT.	7:26	9:09	9:56	12:01	12:21	3:04	3:07	6:49	7:07	10:20	2:22	4:14	7:37	9:49
FARNHAM	7:30	8:59	10:00	11:49A	12:25	2:54	3:11	6:39	7:11	10:10	2:26	4:09	7:41	9:39
ANGOLA	F	F	F	F	F	F	F	F	F	F	F	F	F	F
EVANS CENTER	7:35	8:54	10:05	11:44	12:30	2:49	3:16	6:34	7:16	10:05	2:31	4:04	7:46	9:34
JERUSALEM CORNERS	7:40	8:49	10:10	11:39	12:35	2:44	3:21	6:29	7:21	10:00	2:36	3:59	7:51	9:29
HIGHLAND	7:43	8:46	10:13	11:36	12:38	2:41	3:24	6:26	7:24	9:56	2:39	3:56	7:54	9:26
EIGHTEEN MILE CK	7:46	8:43	10:16	11:33	12:41	2:38	3:26	6:23	7:27	9:53	2:41	3:53	7:57	9:23
LAKEVIEW JCT	7:47	8:40	10:17	11:30	12:42	2:35	3:27	6:20	7:28	9:50	2:42	3:50	7:58	9:20
SHALETON	7:49	8:38	10:19	11:28	12:44	2:33	3:32	6:18	7:32	9:48	2:47	3:48	8:02	9:18
WANAKAH	7:54	8:35	10:24	11:25	12:49	2:30	3:37	6:15	7:37	9:45	2:52	3:45	8:07	9:15
ATHOL SPRINGS	F	F	F	F	F	F	F	F	F	F	F	F	F	F
WOODLAWN	F	F	F	F	F	F	F	F	F	F	F	F	F	F
LACKAWANNA	F	F	F	F	F	F	F	F	F	F	F	F	F	F
AMTRAK BUFFALO	8:00	N/S	N/S	N/S	1:00	N/S	3:48	N/S	7:48	N/S	3:03	N/S	8:18	N/S
@ DOWNTOWN BUFFALO	AR 8:10A	LV 8:20A	AR 10:35A	LV 11:10A	AR 1:15P	LV 2:15P	AR 4:00P	LV 6:00P	AR 8:05P	LV 9:30P	AR 3:15P	LV 3:30P	AR 8:35P	LV 9:00P

COACH USA TICKET AGENCIES

@ Agency station which baggage may be checked and interline package express may be consigned.

F – Flag Stop-Passenger must stand where the driver can see them and flag the bus down. No ticket sales at these locations, purchase ticket from driver. Must have exact change for fares.

SUNY Fredonia
Central Box Office, Williams Center

Tickets can be purchased over the phone during normal business hours which are Mon – Fri from 8:30am to 5:00pm by calling (800) 352-0979.

Visit www.coachusa.com for additional information after hours.

Route Holidays include: New Year’s Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day & Christmas.

In addition to these holidays, our sales office is also closed on Good Friday, the day After Thanksgiving, Christmas Eve & New Year’s Eve but the buses operate on Regular schedules these dates.

Coach USA

**COACH USA WESTERN NEW YORK
OLEAN – JAMESTOWN LINE RUN
EFFECTIVE 10/1/19**

THIS SCHEDULE RUNS DAILY YEAR ROUND - 365 days per year

JAMESTOWN / OLEAN					OLEAN / JAMESTOWN				
DEPART	AM	PM	FULL / FLAG		DEPART	AM	PM	FULL / FLAG	
Jamestown	6:45	4:45	Full		Olean Mall	9:00	6:30	Flag	
Falconer	6:52	4:55	Flag		Olean	9:05	6:35	Full	
Kennedy	7:00	5:03	Flag		St. Bonaventure	9:13	6:45	Flag	
Randolph	7:12	5:15	Flag		Alleghany	9:15	6:48	Flag	
East Randolph	7:15	5:18	Flag		Vandalia	9:20	6:53	Flag	
Little Valley	7:30	5:30	Flag		Bradford Jct.	9:25	6:57	Flag	
Salamanca	7:45	5:45	Full		Salamanca	9:40	7:10	Full	
Bradford Jct.	8:00	5:55	Flag		Little Valley	9:55	7:25	Flag	
Vandalia	8:03	5:58	Flag		East Randolph	10:07	7:37	Flag	
Alleghany	8:08	6:03	Flag		Randolph	10:10	7:40	Flag	
St. Bonaventure	8:10	6:06	Flag		Kennedy	10:20	7:52	Flag	
Olean	8:20	6:30	Full		Falconer	10:28	8:00	Flag	
Black Creek	8:40	AM Only	By Request		Jamestown	10:40	8:10	Full	

All fares require exact change

For Additional information, call (800) 352-0979 or visit www.coachusa.com

Coach USA

**COACH USA WESTERN NEW YORK
OLEAN – BUFFALO LINE RUN
EFFECTIVE 9/15/19**

PICK UP POINTS	MONDAY – FRIDAY						SATURDAY				SUNDAY & HOLIDAY	
	LV 5:15A	AR 9:45A	LV 10:15A	AR 3:15P	LV 3:30P	AR 8:30P	LV 7:35A	AR 12:50P	LV 1:30P	AR 7:00P	LV 3:00P	AR 8:30P
③ OLEAN 301 South Union	F	F	F	F	F	F	F	F	F	F	F	F
HINSDALE	F	F	F	F	F	F	F	F	F	F	F	F
MAPLEHURST	F	F	F	F	F	F	F	F	F	F	F	F
ISCHUA	F	F	F	F	F	F	F	F	F	F	F	F
FRANKLINVILLE	5:40A	9:20A	10:40A	2:50P	3:55P	7:55P	8:00A	12:25P	1:55P	6:25P	3:25P	8:05P
③ MACHIAS	5:50A	9:10A	10:50A	2:40P	4:05P	7:45P	8:10A	12:15P	2:05P	6:15P	3:35P	7:55P
DELEVAN	F	F	F	F	F	F	F	F	F	F	F	F
LIMELAKE	F	F	F	F	F	F	F	F	F	F	F	F
③ ARCADE	6:10A	8:50A	11:10A	2:20P	4:20P	7:30P	8:30A	11:55A	2:25P	5:55P	3:55P	7:35P
YORKSHIRE	F	F	F	F	F	F	F	F	F	F	F	F
CHAFFEE	F	F	F	F	F	F	F	F	F	F	F	F
③ HOLLAND	6:30A	8:30A	11:30A	2:00P	4:40P	7:10P	8:50A	11:35A	2:45P	5:35P	4:15P	7:15P
S WALES	F	F	F	F	F	F	F	F	F	F	F	F
③ EAST AURORA	6:45A	8:15A	11:45A	1:45P	4:55P	6:55P	9:05A	11:20A	3:00P	5:20P	4:30P	7:00P
GALLERIA	N/S	N/S	N/S	N/S	N/S	N/S	9:35A	10:50A	3:30P	4:50P	4:45P	6:20P
BUFFALO AIRPORT	N/S	7:45A	N/S	1:15P	5:25P	N/S	9:50A	10:35A	3:40P	4:45P	5:00P	6:15P
③ DOWNTOWN BUFFALO	AR 7:15A	LV 7:30A	AR 12:15P	LV 1:00P	AR 5:40P	LV 6:30P	AR 10:05A	LV 10:20A	AR 4:00P	LV 4:30P	AR 5:15P	LV 6:00P

③ Agency station which baggage may be checked and interline package express may be consigned.

F – Flag Stop-Passenger must stand where the driver can see them and flag the bus down. No ticket sales at these locations, purchase ticket from driver. All fares require exact change.

Sunday & Holiday Service: Consist of only one round trip beginning in Olean at 3:00P and departing Buffalo at 6:00P. New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas.

Contact Coach USA for questions: (800) 352-0979 or (814) 459-6666

Fullington Bus

FAB 510 – DuBois – Buffalo

			<i>Est. Time</i>
DuBois (Fullington Terminal, 4900 Rockton Road)	SR, T		8:05 AM
St. Mary's (Corner of 4 th Street & Depot Street)	SR	flag stop	8:50 AM
Johnsonburg (former Fox's Pizza, 545 Market Street)	SR	flag stop	9:00 AM
Wilcox (Peterson Studio, 123 Clarion Street)	SR	flag stop	9:10 AM
Kane (Quick Stop Market, 225 Biddle Street)	OC	Discharge only or call	9:25 AM
Lantz Corners (corner of Rtes. 6 & 219)	SR	flag stop	9:35 AM
Bradford (Crosby Mini Mart, 573 South Avenue)	SR, T		10:05 AM
Olean (Bus Shelter, 301 South Union Street)	SR		10:35 AM
Seneca Allegany Casino (777 Seneca Allegany Blvd)		PA passengers only	11:05 AM
Salamanca (Dudley Hotel, 132 S. Main Street)	SR	flag stop	11:15 AM
Ellicottville (Dina', 13 Washington Street)	SR	flag stop	11:30 AM
Springville (Exit #39, Stop sign, north-bound side)	SR	flag stop	11:55 AM
Buffalo, NY (Metro Trans Center, 181 Ellicott Street)	SR, T		12:45 PM

SR – Scheduled Routes

T – Ticket Sales Available

OC – Discharge / On Call Only: Must call 800-942-8287 24 hours in advance for pick-up.

Flag Stop – Must be on side of road, flagging bus down as passes.

Fullington Bus

FAB 530 – Buffalo – DuBois

			<i>Est. Time</i>
Buffalo, NY (Metro Trans Center, 181 Ellicott Street)	SR, T		2:00 PM
Springville (Exit #39, Stop sign, south-bound side)	SR	flag stop	2:35 PM
Ellicottville (opposite side of street from Dina's)	SR	flag stop	3:00 PM
Salamanca (opposite side of street from Dudley Hotel)	SR	flag stop	3:20 PM
Seneca Allegany Casino (777 Seneca Allegany Blvd)		Returning PA pass. only	3:30 PM
Olean (Bus Shelter, 301 South Union Street)	SR		4:00 PM
Bradford (Crosby Mini Mart, 573 South Avenue)	SR, T		4:30 PM
Lantz Corners (corner of Rtes. 6 & 219)	SR	flag stop	4:55 PM
Kane (Quick Stop Market, 225 Biddle Street)	OC	Discharge only or call	5:05 PM
Wilcox (Peterson Studio, 123 Clarion Street)	SR	flag stop	5:20 PM
Johnsonburg (opposite side of street from former Fox's Pizza location)	SR	flag stop	5:30 PM
St. Mary's (Corner of 4 th Street & Depot Street)	SR	flag stop	5:40 PM
DuBois (Fullington Terminal, 4900 Rockton Road)	SR, T		6:25 PM

SR – Scheduled Routes

T – Ticket Sales Available

OC – Discharge / On Call Only: Must call 800-942-8287 24 hours in advance for pick-up.

Flag Stop – Must be on side of road, flagging bus down as passes.

Fullington Bus

Seneca Alleghany Casino

<i>Departure Time</i>	<i>Location</i>	<i>Approximate Return</i>
8:05 AM	DuBois Bus Terminal 4900 Rockton Rd	6:25 PM
8:50 AM	St. Marys (*FS) Corner of 4th & Depot.	5:40 PM
9:00 AM	Johnsonburg (*FS) 545 Market St.	5:30 PM
9:10 AM	Wilcox (*FS) Peterson Studio 123 Clarion St	5:20 PM
9:25 AM	Kane (must call) Quick Stop Market 225 Biddle St.	5:05 PM
9:35 AM	Lantz Corners (*FS) coner of Rtes. 6 & 219	4:55 PM
10:05 AM	Bradford Crosby Mini Mart 573 S Ave.	4:30 PM
11:05 AM	Casino	3:30 PM

All casino bonuses are at the discretion of each casino. Bonuses vary and cannot be guaranteed by Fullington Trailways. Minimum age to enter casinos in the US and Canada is 21 years old. Casinos require photo identification of all guests.

**FS: Flag Stops: Passengers must physically flag down the driver at locations for pick-up.*

***Kane: Must call 24 hours in advance for pick-up.*

Appendix B-1

Transportation Providers Open to Coordination

Public Bus Routes

Coach USA - East-West Schedule

Coach USA - North-South Schedule

Coach USA Shortline Schedule

Fullington Trailways Schedule

OATS - City of Olean

OATS Morning and Afternoon
Olean
Salamanca

OATS Night
Olean-Salamanca
Salamanca

OATS Late Night
St. Bona to Allegany

Seneca Transit System
Irving to Steamburg
Steamburg to Irving
Saturday Schedules
Alternate Schedule

Appendix B-2

Transportation Providers with Coordination Potential

Intandem / First Transit Routes

- Overall Network
- Ellicottville (R-ELLCOTTVILLE)
- Fall Rd. (R-FALLRD)
- Five Mile (R-FIVEMILE)
- Franklinville (R-FRANKLINVILLE)
- Olean 1 (R-OLEAN1)
- Olean 2 (R-OLEAN2)
- Salamanca (R-SALAMANCA)\

VMC - Cattaraugus County Department of Aging Routes:

- Olean Nutrition Site (C-ECHO)
- Salamanca Nutrition Site (C-SALSR)

VMC - Department of Community Services Foundations for Change:

- Freedom-Machias-Franklinville-Olean (X-GUIDE1)
- Ellicottville-Salamanca-Limestone-Olean (X-GUIDE2)
- Randolph-Salamanca-Olean (X-GUIDE4)

Total Senior Care (PACE)

- Monday AM - Pickup (PACE 1)
- Monday PM - Drop Off (PACE 2)
- Tuesday AM - Pickup (PACE 3)
- Tuesday PM - Drop Off (PACE 4)
- Wednesday AM - Pickup (PACE 5)
- Wednesday PM - Drop Off (PACE 6)
- Thursday AM - Pickup (PACE 7)
- Thursday PM - Drop Off (PACE 8)
- Friday AM - Pickup (PACE 9)
- Friday PM - Drop Off (PACE 10)

Healthy Community Alliance / Interfaith Caregivers Coverage Areas

Appendix B-3

Transportation Providers with Limited or No Coordination Potential

VMC - Cattaraugus County Preschool Routes:

- Gowanda-Leon-Pine Valley-Fredonia (C-BFLOHS)
- Napoli-Little Valley-East Otto-Cattaraugus (C-CATTLV1)
- Salamanca-Cattaraugus (C-CATTLV2)
- South Valley-Randolph-East Randolph-Coldspring (C-RAND)
- Freedom-Arcade-Yorkshire-Machias-Springville (C-SPLG1)
- Springville-Collins-Gowanda-South Dayton (C-SPLG2)
- Allegany-Salamanca-Little Valley-Springville (C-SPLG3)
- Springville-Delevan-Franklinville-Ischua (C-SPLG4)
- Ashford-Springville (C-SPLG5)
- Franklinville-Ischua-Olean (C-WASHWEST)
- Salamanca-Olean (C-WASHWEST2)

Appendix C

Inventory of Services and Resources; Agency Contact Information

COMMUNITY TRANSPORTATION COALITION OF CATTARAUGUS COUNTY TASK FORCE

Last Name	First Name	Title	Agency	Email	Phone	Mailing Address	City	State	Zip
Abers	Crystal	Director	Catt. Co. Econ Dev, Plan & Tourism	cabers@cattco.org	716-938-2310	303 Court St	Little Valley	NY	14755
Aiello	William	Mayor	Olean City	waiello@cityofolean.org	716-376-5615	101 E State St	Olean	NY	14760
Ald	Steve	Housing Dev. Coordinator	Souther Tier Env for Living Inc.	alds@stel.org	716-366-3200	715 Central Ave	Dunkirk	NY	14048
Anderson	Benjamin C.	Special Projects Planner	Seneca Nation Dept. of Transportation	benjamin.anderson@sni.org	716-945-1790 x 3088	90 Ohi:yo' Way	Salamanca	NY	14779
Battaglia	Ann	Chief Executive Officer	Healathy Community Alliance, Inc	abattaglia@hcanetwork.org	716-379-8474	519 N Union St	Olean	NY	14760
Brand	Wendy	Community Liaison	Assemblyman Giglio Office	giglioj@assembly.state.ny.us	716-373-7103	700 W State St	Olean	NY	14760
Brundage	Steve		Total Senior Care, Inc. (PACE)	sbrundage@totalseniorcare.org	716-379-8474	519 N Union St	Olean	NY	14760
Buckles	Tom	Foundations for Change	Catt. Co. Community Services	tjbuckles@cattco.org	716-373-8080 X5301	203 Laurens St.	Olean	NY	14760
Clayson	Diane		HomeCare & Hospice	dclayson@homecare-hospice.org	716-372-5735	1225 West State Street	Olean	NY	14760
Cocca	Wendy	Executive Director	Love INC of Springville	office@loveincspringville.com	716-592-3761	62 E. Main St.	Springville	NY	14141
Corman	Jennifer	Director of Business Development	The Fullington Auto Bus Company/Fullington Trailways, LLC	jennifer@fullingtontours.com	814-548-7332 x 324	2101 Alexander Drive	State College	PA	16803
Cornwall	Howard	Program Director	Directions in Independent Living	hcornwall@oleanilc.org	716-373-4602	512 W State St	Olean	NY	14760
Crisafulli	Tracy	Corporate Compliance Officer	Intandem	tcrisafulli@intandem.org	716-375-4730 X533	1439 Buffalo St	Olean	NY	14760
Crow	Debra		CORVUS Bus Co	dcrow@corvusbus.com	716-488-7099	2480 Falconer Frewsburg Rd	Jamestown	NY	14701
Dash	Rebecca	Administrative Coordinator	Catt Co. Dept. of Community Services	rjdash@cattco.org	716-373-0980 X5400	212 Laurens Street	Olean	NY	14760
DeCarlo	Lori	Superintendent	Randolph Academy Union Free School	ladercarlo@randolphacademy.org	716-358-6866	336 Main St - ER	Randolph	NY	14772
Defazio	Rob		St. Bonaventure University	rdefazio@sbu.edu					
Donnarumma	Tom	General Manager	First Transit	tom.donnarumma@firstgroup.com	585-968-0834	26 Water Street	Cuba	NY	14727
Evans	Tony	Director	Catt. Co. Youth Bureau	alevans@cattco.org	716-938-2611	200 Erie St	Little Valley	NY	14755
Faulkner	Joni	Transportation Manager	HomeCare & Hospice	jfaulkner@homecare-hospice.org	716-372-2106	1225 W State St	Olean	NY	14760
Federowicz	Michelle	POE Coordinator	NY Connects	mfederowicz@cattco.org	716-701-5601	130 S Union St, Suite 6	Olean	NY	14760
Fuller	Jodi	COO of Planning & Development	Cattaraugus Community Action Inc.	jfuller@ccaction.org	716-945-1041 X115	25 Jefferson St	Salamanca	NY	14779

Last Name	First Name	Title	Agency	Email	Phone	Mailing Address	City	State	Zip
Ganim	Dr. Charles	President	VMC Group, Inc.	cjg@vmcgroup.com	716-285-6000 X1	9701 N Falls Blvc, Suite A	Niagara Falls	NY	14304
Giblin	Mary Ellen		Salamanca Area Senior Center/Lions	jmegiblin@msn.com					
McCann	Tim	Region SVP	First Transit	Tim.mccann@firstgroupcom	585-968-0834	26 Water Street	Cuba	NY	14727
Hart	Tricia	CEO	Caring Hart's Transport	tricia@caringhartswny.com	716-457-3051	PO Box 57	Strykersville	NY	14105
Higley	Carol		St. Bonaventure University	chigley@sbu.edu					
Katzenstein	Ira	Director	Catt/Wyoming Counties Project Head Start	ikatzenstein@headstartnetwork.com	716-373-2447	101 South St	Olean	NY	14760
Kirsop	Karen	Transportation Coordinator	Catt/Wyoming Counties Project Head Start	kkirsop@headstartnetwork.com	716-373-2447 X16	101 South St	Olean	NY	14760
LaMendola	Kimberly	Regional Dev Coordinator	Southern Tier West RPDB	klamendola@southerntierwest.org	716-945-5301	4039 Route 219, #200	Salamanca	NY	14779
Lecceadone	Thomas	Sr. Accountant	Catt. Co. Social Services	tlecceadone@cattco.org	716-701-3586	1 Leo Moss Dr, Suite 6010	Olean	NY	14760
Lee	Gottfried		NYSDOT	lee.gottfried@dot.ny.gov					
Liguori	Lenny	CEO	Directions in Independent Living	lliguori@oleanilc.org	716-373-4602	512 W State St	Olean	NY	14760
Lounsbury	Linore	Executive Director	Genesis House	ghouse@adelphia.net	716-373-3354	PO Box 139	Olean	NY	14760
Mackay	Catherine	Aging Director	Catt. Co. Dept. of Aging	cmmackay@cattco.org	716-701-3226	1 Leo Moss Dr, Suite 7610	Olean	NY	14760
Mahoney	Carol	CEO	HomeCare & Hospice	cmahoney@homecare-hospice.org	716-372-5735	1225 W State St	Olean	NY	14760
McAndrew	Joann	Executive Director	Mental Health Association of Cattaraugus County	jmcandrew@mhacatt.org	716-372-0208	121 N. Union St.	Olean	NY	14760
McCall	Sonya	Director of Clinical Services	Catt. Co. Council on Alcohol & Substance Abuse	smccall@counciladdiction.org	716-373-4303 X509	201 S Union St.	Olean	NY	14760
McCord	Steve	Director	Catt. Co. Veterans Service Agency	semccord@cattco.org	716-701-3297	1 Leo Moss Dr, Suite 6510	Olean	NY	14760
Miller	Kate	Dir. - Clinical Support Services	HomeCare & Hospice	kmiller@homecare-hospice.org	716-372-2106	1225 W State Street	Olean	NY	14760
O'Leary	Mary	Director of Community Services	Catt. Co. Dept. of Community Services	MHOLeary@cattco.org	716-701-3294	1 Leo Moss Dr, Suite 4308	Olean	NY	14760
Padlo	Roxanne	Program Director	Total Senior Care, Inc. (PACE)	rpadlo@totalseniorcare.org	716-379-8474	519 N Union St	Olean		
Patterson	Judy	STS Manager	Seneca Nation Seneca Transit System	judy.patterson@sni.org	716-945-1790 X3068	90 Ohi:yo' Way	Salamanca	NY	14779

Last Name	First Name	Title	Agency	Email	Phone	Mailing Address	City	State	Zip
Raecher	Mark	Manager of Logistical Support	Intandem	mraecher@intandem.org	716-375-4730 X1636	1439 Buffalo St	Olean	NY	14760
Ray	Sharon	Project Manager	Seneca Nation of Indians	sharon.ray@sni.org	716-945-1790 X3137				
Reed	Kelly	Deputy County Administrator	Catt. Co. Administration	KJReed@cattco.org	716-938-2235	303 Court St	Little Valley	NY	14755
Reed	Kelly	Acting Director	Catt. Co. Nursing Homes	KJReed@cattco.org	716-938-2235	2245 W State St, The Pines	Olean	NY	14760
Reisner	Todd	Director of Operations	Trans Am Ambulance Services Inc.	treisner@transamservices.com	716-372-5821	1658 Olean-Portville Rd	Olean	NY	14760
Searles	Jack	County Administrator	Catt. Co. Administration	jrsearles@cattco.org	716-938-2577	1 Leo Moss Dr, Suite 0123	Olean	NY	14760
Shellenbarger	Ralph	Facilities Director II	Randolph Academy Union Free School	ralph@randolphacademy.org	716-450-0963	336 Main St - ER	Randolph	NY	14772
Smith	Gail	Administrative Assistant	United Way		716-372-3621	807 W State St	Olean	NY	14761
Sportelli	Vito J.	Transportation Consultant	Transportation Grant Consultant	vjsportelli@gmail.com	716-689-2252	68 Snowberry, East	Amherst	NY	14051
Stephen	Keri	Program Coordinator	Olean City	kstephen@cityofolean.org	716-376-5647	101 E State St	Olean	NY	14760
Taylor	Megan	Director	Interfaith Caregivers	megantaylor@interfaithcaregiversinc.org		34 N 4th St	Allegany	NY	14706
Telovsky	William		NYSDOT	william.telovsky@dot.ny.gov					
Turano	Anthony	Commissioner	Catt. Co. Social Services	Anthony.Turano@dfa.state.ny.us	716-701-3691	1 Leo Moss Dr, Suite 6010	Olean	NY	14760
Vaughan	Thomas	Intermodal Transportation Specialist, III	NYSDOT	tvaughan@dot.ny.us	518-457-7248	50 Wolf Road	Albany	NY	12232
Watkins	Kevin	Health Department Director	Catt. Co. Health Dept	kdwatkins@cattco.org	716-701-3382	1 Leo Moss Dr, Suite 4010	Olean	NY	14760
Whitwood	Carrie	Executive Director	Allegany/Western Steuben Rural Health Network	whitwoodc@awsrhn.org	585-593-5223	85 N Main St	Wellsville	NY	14895
Winger	Phil		St. Bonaventure University	pwinger@sbu.edu					
Zerbian	Tina	CEO	Cattaraugus Community Action Inc.	tzerbian@ccaction.org	716-945-1041 X111	25 Jefferson St	Salamanca	NY	14779
Zink	Nichole	Deputy Commissioner	Catt Co DSS	Nichole.Zink@dfa.state.ny.us	716-701-3609	1 Leo Moss Dr, Suite 6010	Olean	NY	14760
Zink	Richard	Executive Director	Southern Tier West	rzink@southerntierwest.org	716-945-5301 X201	4039 Route 219, Suite 200	Salamanca	NY	14779

Appendix D-1

Survey Instrument – Agencies and Institutions



2019 Transportation Survey of Agencies/Institutions providing Client Services

Progress bar: 1 General Information (active), 2 Operations, 3 Clients, 4 Coordination, 5 Complete

Title **First** **Last** **Suffix**

Your Email Address **Please confirm your email address**

Organization Name* **Type of Organization**

Address of Organization

Street Address

Street Address 2

City/Town **State/Province** **ZIP/Postal Code**

Telephone

Name of Agency Director

Title **First** **Middle** **Last** **Suffix**

Director's Telephone #



Days & Hours when your clients have need of Transportation Services

Show row weights

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Holidays	
	??	??	??	??	??	??	??		<input type="button" value="+"/> <input type="button" value="-"/>
Add	1 more items								
Number of rides that your total client base uses per week <input type="text"/>									

What is the geographic area (counties, communities, etc.) that you serve / where your clients live? *

Does your organization own/operate vehicles which are used to provide client rides?

Although you are not principally a transportation company, does your organization(s) own vehicles which are used to provide client rides?

Vehicles & Capacities

How many vehicles do you have available for your transportation service?

What types of vehicles do you operate?

How many of your vehicles hold 9 or fewer passengers?

that are wheelchair lift-equipped?

How many of your vehicles hold 10 to 14 passengers?

that are wheelchair lift-equipped?

How many of your vehicles hold 15 to 24 passengers?

that are wheelchair lift-equipped?

How many of your vehicles hold 25 or more passengers?

that are wheelchair lift-equipped?

Are your vehicles used to full capacity?

Does your organization contract with a private transportation provider to provide your clients with transportation to your institution's client-based services?

Please indicate with whom you contract

How many rides are provided by the contractor per week?

How do your clients request your services or request transportation to your institution's services?

If you assist with transportation for your clients, is there an eligibility requirement to access this assistance?*

Yes No

Please explain the eligibility requirements

Including all providers, what modes of transportation do those using your services use?

- Taxi
- Bus
- Personal Transportation
- Other...

How are rides for your client-based transportation paid?

If your clients pay for rides, are they reimbursed?*

Yes No

How are clients reimbursed for rides?

Do your clients have needs for transportation for purposes other than using your institution's client-based services?*

Yes No

Do your clients have transportation needs that are not satisfied?*

Yes No

What is the frequency of client transportation needs that are not satisfied? (# times per week)

Do your clients inquire about using public transportation to access client services?*

Yes No

Do your clients use public transportation to access client services?*

Yes No



Are representatives of your institution aware of available transportation services in the greater Cattaraugus County area?*

Yes No

Would your representatives benefit from training to understand the capabilities of available transportation services in the greater Cattaraugus County area?*

Yes No

Please add any comments that could assist us in this process

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Appendix D-2

Survey Instrument – Transportation Service Providers



2019 Survey of Transportation Service Providers

1 General Information 2 Operations 3 Clients 4 Complete

Title **First** **Last** **Suffix**

- None -

Your Email Address **Please confirm your email address**

Email address again

Organization Name* **Type of Organization**

 - None -

Address of Organization

Street Address

Street Address 2

City/Town **State/Province** **ZIP/Postal Code**

 New York

Telephone

Name of Agency Director

Title **First** **Middle** **Last** **Suffix**

- None -

Director's Telephone #



Days & Hours when you provide Transportation Services

Show row weights

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Holidays	
	??	??	??	??	??	??	??		+ -
Add	1 more items								

What is the geographic area (counties, communities, etc.) that your transportation serves?

How many vehicles do you have available for your transportation service?

What types of vehicles do you operate?

How many of these vehicles do you operate in transportation service on an average day?

Vehicles & Capacities

How many of your vehicles hold 9 or fewer passengers?

that are wheelchair lift-equipped

How many of your vehicles hold 10 to 14 passengers?

that are wheelchair lift-equipped

How many of your vehicles hold 15 to 24 passengers?

that are wheelchair lift-equipped

How many of your vehicles hold 25 or more passengers?

that are wheelchair lift-equipped

Are your vehicles used to full capacity?

What are the total number of rides you provide per week?

✔ Save Draft < Previous Page Next Page >



Do you serve a particular type of user/rider or accept all requests for service?

Particular Client ▼

What are the eligibility requirements for people who use your transportation service?

How do your users request or utilize your services?

How are the rides you provide paid for?

Please add any comments that could assist us in this process

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Appendix D-3

Survey Instrument – Public Survey on Transportation

The purpose of this Survey of Transportation Services is to update information contained in the Cattaraugus County Coordinated Transportation Plan. Your participation will enable us to better evaluate how we can improve the coordination of existing transportation services. If you have questions about the survey, please call Patrick McGlew at 716-938-2387.

What is the name of the village, town or city that you live in?

How old are you? (Please circle an age range)

15-24	45-54	75-84
25-34	55-64	85 or older
35-44	65-74	

Did you use any of the following transportation this year? (Circle on all you used)

 <p style="text-align: center;">Taxi</p>	 <p style="text-align: center;">Rideshare</p>
 <p style="text-align: center;">Small Bus</p>	 <p style="text-align: center;">Coach</p>

Do you know where to find public transportation schedules?

Yes | No

Are public transportation schedules easy to read and understand?

Yes | No

What cities or towns do you travel to for the following?

Medical/Health Care	
Social Services	
Employment	
Shopping	
Recreation / Social	
Other	

Are you or a family member currently using any transportation services that are available to you through the Medicaid program?

Yes | No

Would you be willing to pay a fair price for the expansion of public transportation services?

Yes | No

If changes could be made to your local transportation systems to make using them easier or more appealing to you, what would they be?

Return the Survey

After you have completed this survey please, send this via either:

Mail: Cattaraugus County Dept. of EDPT,
c/o Patrick McGlew
303 Court Street
Little Valley, NY 14755

Email: PJMcGlew@CattCo.org

Fax: 716-938-2779

Appendix E

Community Transportation Coalition (CTC) Steering Committee Meeting Minutes



**Community Transportation Coalition
of Cattaraugus County**

"Striving to Develop the Community's Vital Transportation System"

Community Transportation Coalition Meeting Summary

**October 1, 2019
10:00 am – Noon**

Jamestown Community College – Olean Campus

The Community Transportation Coalition of Cattaraugus County met on October 1, 2019, at Jamestown Community College – Olean Campus, Olean, New York. The following persons were in attendance:

Those Present	Affiliation
Mark Raecher	Intandem
Keri Stephen	City of Olean
Vito Sportelli	Transportation Consultant
Tina Zerbian	Cattaraugus Community Action
Jodi Fuller	Cattaraugus Community Action
Nichole Zink	Cattaraugus County Dept. of Social Services
Thomas Lecceadone	Cattaraugus County Dept. of Social Services
Paul Bishop	Cattaraugus Co Dept of Planning ED&T
Diane Clayson	HomeCare & Hospice
Roxanne Padlo	Total Senior Care
Ralph Shellenbarger	Randolph Academy
Benjamin Anderson	Seneca Nation of Indians – D.O.T.
Tracy Crisafulli	Intandem
Kimberly LaMendola	Southern Tier West
Charlie Ganim	VMC Group, Inc.
Patrick McGlew	Cattaraugus County Dept of Planning, ED&T
Thomas Vaughan (teleconference)	NYS DOT - Albany

1. Welcome and Introductions

Patrick McGlew welcomed everyone to the first meeting of the Coalition in 2019, describing the purpose of meeting to join together to fulfill the FTA requirement of updating the Coordinated Public Transit - Human Services Transportation Plan. Mr. McGlew further stated that beyond the practical need of staying in compliance with FTA for programmatic funding, the collaborative framework of the Coordinated Transportation

Planning process is, indeed, valuable for continuing to provide cost-effective and efficient transportation solutions throughout the County. All attendees were then invited to introduce themselves and their interest/connection to area transportation.

The following meeting agenda was reviewed via PowerPoint:

- Welcome and Introductions
- Existing Plan – Need For Update
- Steps For Updating The Plan – Who, What, & How
- Accomplishments
- Updates from NYS DOT
- Getting Started
- What's Next?

Mr. McGlew opened the formal portion of the meeting with the aid of a PowerPoint presentation, reviewing the background of local transportation planning and providing an overview of the Plan and why updating it is required. Key slides are described below by number.

(3) General Description

"Executive Order 13330 of February 2004.... directs Federal agencies funding human services transportation services to undertake efforts to reduce transportation service duplication, increase efficient transportation service delivery, and expand transportation access for seniors, persons with disabilities, children, low-income persons and others who cannot afford or readily use automobile transportation."

(4) Why is there Executive Order 13330?

Public transportation, both urban and rural, is critical for many to be able to access employment opportunities, health care, education, community services and amenities. The significance of this need nationwide is evidenced by the variety of transportation programs created for health and human service programs, as well as the significant Federal investment in accessible public transportation systems.

(5) Establishing Programs and Funding Them

Since the first Catt Co Transportation Plan of 2009, there have been three legislative Acts outlining program requirements and appropriating funding. They are:

1. **SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users)**. Signed into law August 2005, it was the largest surface transportation investment in the Nation's history. It required the establishment of a "locally developed, coordinated public transit-human services transportation plan" for all Federal Transit Administration (FTA) programs for underserved populations.

2. MAP-21 (Moving Ahead for Progress in the 21st Century Act). Signed into law July 2012. MAP-21 was a streamlined and performance-based surface transportation program.

3. FAST ACT (Fixing America's Surface Transportation). Signed into law December 2015. The FAST ACT provides for:

- a. Steady and predictable funding for five years (2015-2020)
- b. Maintains a focus on safety
- c. Keeps intact established structure of various highway-related programs
- d. Continues efforts to streamline project delivery
- e. Provides a dedicated source of Federal dollars for freight projects

(6-7) Popular Programs

5310 Enhanced Mobility of Seniors & Individuals with Disabilities

- Allows states or localities that provide transit service to be direct recipients under this section
- Requires Federal Transit Administration (FTA) to develop a best practices guide for 5310 service providers
- Introduces a new Pilot Program for Innovative Coordinated Access & Mobility
- Requires Coordinating Council on Access and Mobility to produce a strategic plan to address coordination across federal agencies

5311 Formula Grants for Rural Areas (transportation plan not required)

- Increases the tribal formula authorization to \$30M/year
- maintains the \$5M discretionary tribal program
- Allows advertisement & concessions revenue as local match
- Clarifies what costs are to be counted as local match with respect to intercity bus feeder service

(8) Why Does The Plan Need Updating?

While some programs have been absorbed into others and all do not require a coordinated and consolidated plan to maintain funding eligibility under FTA (i.e. Section 5311), for most Federal Transit Administration (FTA) programs for underserved populations it is required that there be a local *updated* coordinated plan. As a "quality air attainment" area, Cattaraugus County is required to update its Coordinated Transportation Plan (CTP) plan every five years. The existing plan will be reviewed and updated. Those providing or needing transportation will be invited to offer input. It is also very important that the general public be aware of and involved with this process, so they will be kept up-to-date and notified as efforts continue.

(9) What Will Be Reviewed?

Steps in the review process include:

- 1) demographic data (2010 census)
- 2) documenting current transportation services
- 3) conducting outreach
- 4) assessing needs
- 5) identifying and prioritizing solutions
- 6) developing coordination strategies

Parts of the 2013 plan remain valid, and some sections do not have updated information (i.e. 2010 census data is the most current). We will look at the 2013 plan and revise those areas that have experienced change.

(10) What is the Plan Update Process?

- 1) Establish Steering Committee
- 2) Define Responsible Parties
- 3) Create Communication System
- 4) Collect & Compile Data and Information
- 5) Update Plan and Disseminate Draft Plan
- 6) Presentation of Final Plan to Coalition

(11) Who is Involved in the Update Coalition?

A list of 79 individuals listed as Coalition Members in 2014 was used for the invitation to today's meeting. The list is being updated to reflect current transportation providers and interests.

Plan Update Participation will come from the Community Transportation Coalition of Cattaraugus County, the CTC Steering Committee, and the Administrative Team

(12) What are the Methods of Communication?

Emails, Steering Committee meetings and minutes, surveys, questions and answers.

(13) Accomplishments

A brief discussion followed regarding the transportation accomplishments achieved since the first Plan was written in 2009. Following is this list of accomplishments:

- 1) OATS Olean-SBU-Allegany Bus Route
- 2) City of Olean – ReHab Center Partnership
- 3) Cuba-Olean-Salamanca OATS System
- 4) OATS-Access Allegany Link
- 5) Seneca Transit System
- 6) County-wide Mobility Management (VMC)
- 7) One Stop Coordinated Transportation Gateway
- 8) Paratransit System
- 9) Regional Coordination & Cooperation (STW)

Joining via teleconference, Thomas Vaughan, NYS DOT Intermodal Transportation Specialist III, described new items in State transportation as relates to the Coordinated Plan.

Mr. McGlew discussed the collaboration needed to update the plan:

Steering Committee. Those in attendance at today's meeting have agreed to serve as the Steering Committee. Others who are absent are expected to serve as well. This Committee will be the **core working group** for the Update. Three meetings are currently planned, with other communications occurring through emails.

Administrative Team. The Administrative Team is being established. This team will be coordinating the Update Process and facilitating all the meetings. Mr. McGlew has agreed to be a member of this team.

Mr. McGlew indicated that public participation is required to update the transportation plan. Public input for the plan update will be sought by CTC Steering Committee members. We will also post content on the Cattaraugus County Website, issue public service announcements, and invite the public to meetings.

Once the final draft of the plan update is completed, it will be distributed to members of the CTC for review.

Prior to today's meeting, attendees were asked to consider if changes to the CTC Mission Statement and Vision Statement should be made.

Current Mission Statement: ***"Our mission is to work collaboratively to create a system that identifies needs, understands resources, maximizes access and mobility, and minimizes costs for the entire community."***

The Mission Statement was deemed satisfactory as-is.

Current Vision Statement:

"The Community Transportation Coalition of Cattaraugus County will strive to develop a transportation system that is a vital service to the community."

Two versions to change the Vision Statement were offered for consideration:

Jodi Fuller offered the following:

1. ***"Cattaraugus County's public transportation system will play a vital role in the sustainability and growth of our communities."***

The revised Vision Statement suggestion brought about a discussion of public transportation services versus the county-wide transportation network. This prompted Vito Sportelli to offer for consideration the following revision:

2. ***"Cattaraugus County's transportation network will play a vital role in the sustainability and growth of our communities."***

The committee will consider both of the revision recommendations and take action at a later date.

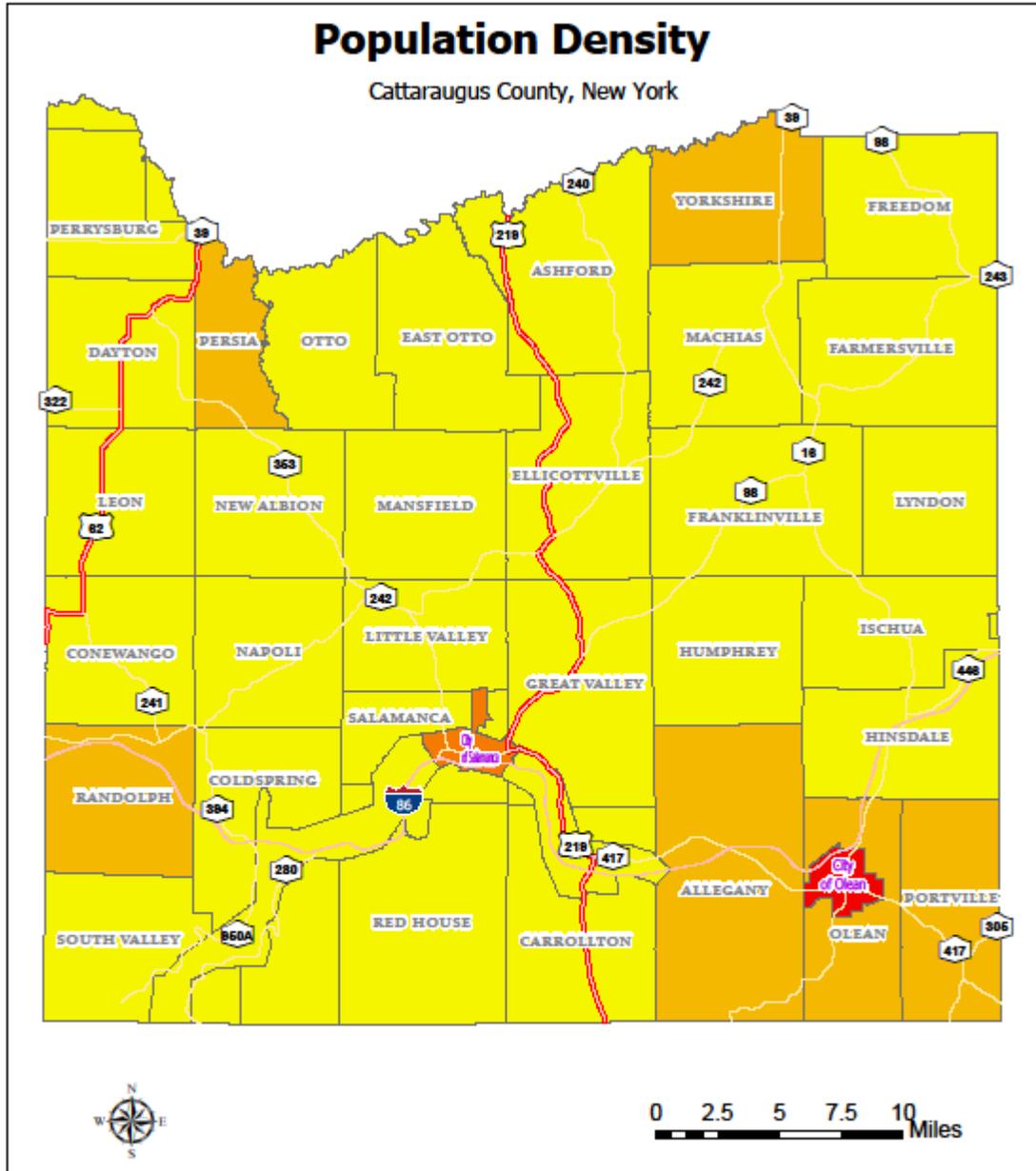
The following materials were provided to attendees for reference:

1. Section 5310 FTA Fact Sheet
2. Section 5311 FTA Fact Sheet
3. Rural Transportation Needs Survey example/template
4. Survey of Transportation Services & Interest in Coordination example/template
5. Identifying Additional Stakeholders Worksheet

Comments/suggestions/revisions for the example surveys were requested by Mr. McGlew, to be forwarded via email.

Mr. McGlew closed by thanking all those present for their time and input. The meeting was adjourned at 11:55 am.

Appendix F
Demographic Data



Legend

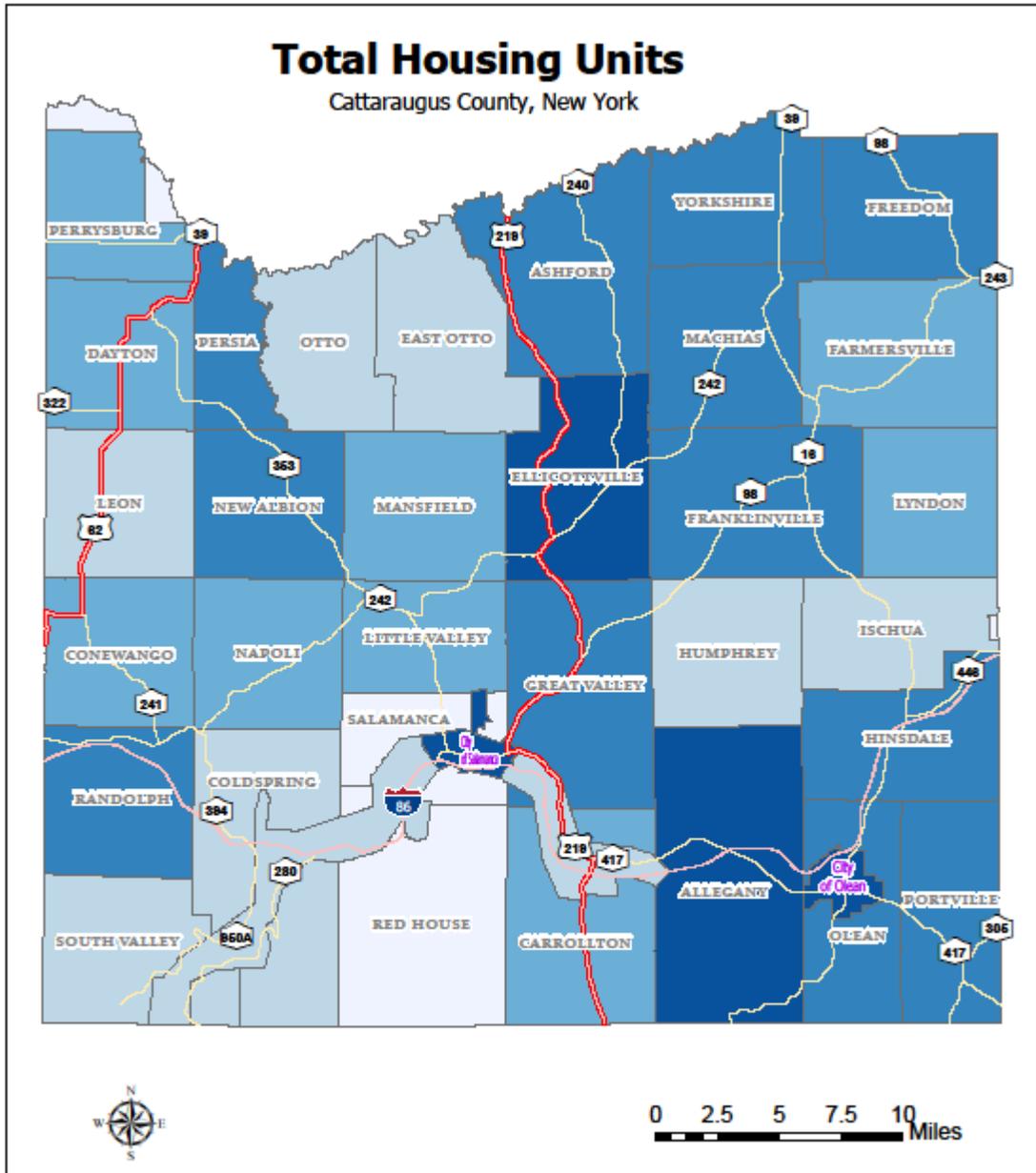
Major Roads	Persons per Square Mile
Interstate	0-65
State Roads	66-150
US Roads	151-450
	451-900
	901-1500
	1501-2400

Data Source:
U.S. Census Bureau
2013-2017 American Community
Survey
5-Year Estimates

This map was created using GIS technology.
Prepared by Cattaraugus County
Real Property & GIS Services
207 Rock City Street, Suite 101
Little Valley, NY 14755
(716)938-2224
Daniel T. Martons - Real Property & GIS Director
Christopher D. Holewinski - GIS Coordinator

Total Housing Units

Cattaraugus County, New York



Major Roads	Number of Housing Units
Interstate	0-300
State Roads	301-600
US Roads	601-1000
	1001-2500
	2501-7200

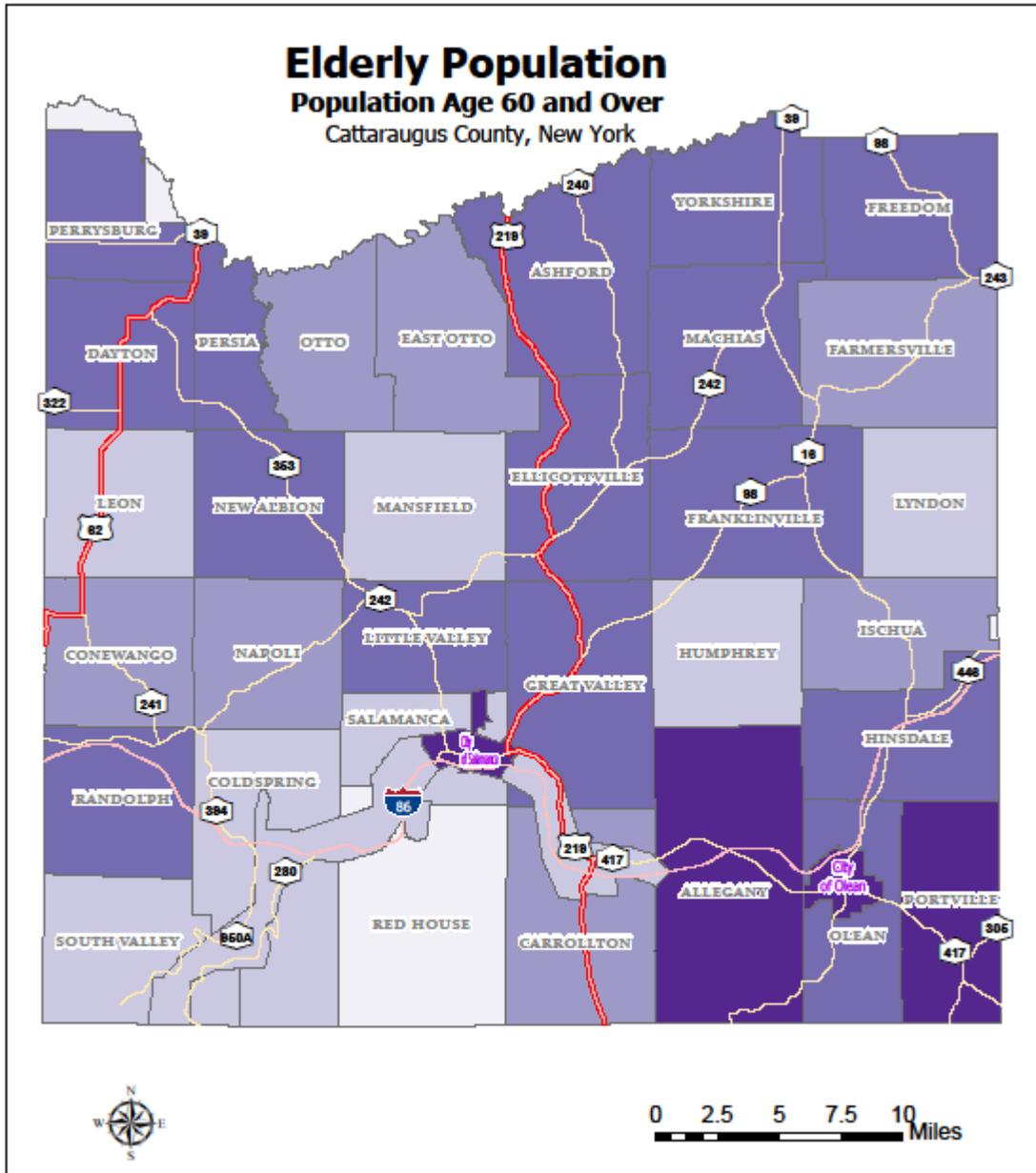
Data Source:
U.S. Census Bureau
2013-2017 American Community
Survey
5-Year Estimates

 
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Daniel T. Martoni - Real Property & GIS Director
Christopher D. Holewinski - GIS Coordinator

Elderly Population

Population Age 60 and Over

Cattaraugus County, New York



Legend

Major Roads

- Interstate (Red line)
- State Roads (Yellow line)
- US Roads (Red line)

Number of Elderly Residents

- 0-100 (Lightest purple)
- 101-200
- 201-400
- 401-900
- 901-3300 (Darkest purple)

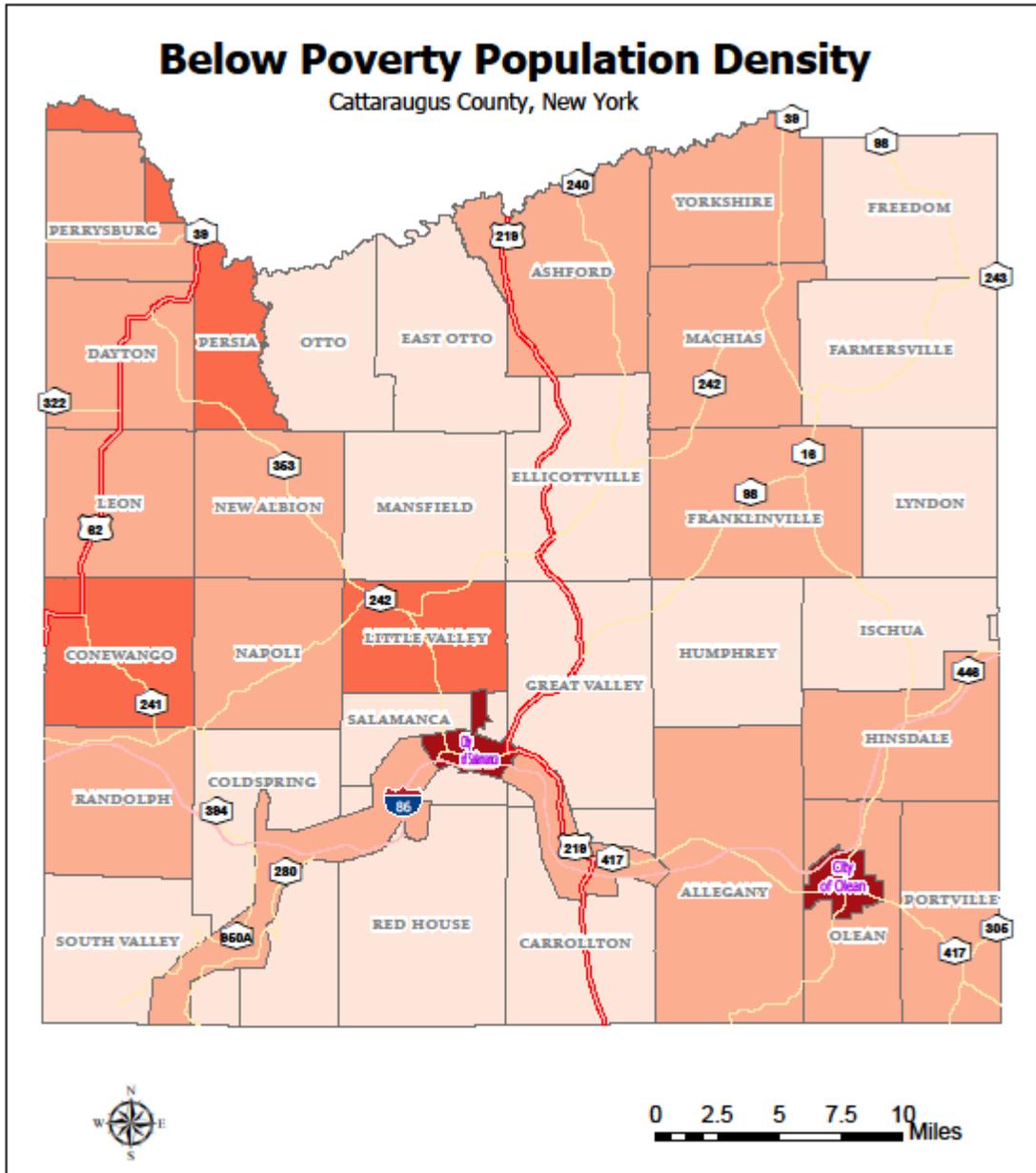
Data Source:
 U.S. Census Bureau
 2013-2017 American Community
 Survey
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 Daniel T. Martoni - Real Property & GIS Director
 Christopher D. Holewinski - GIS Coordinator

Below Poverty Population Density

Cattaraugus County, New York



Legend

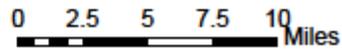
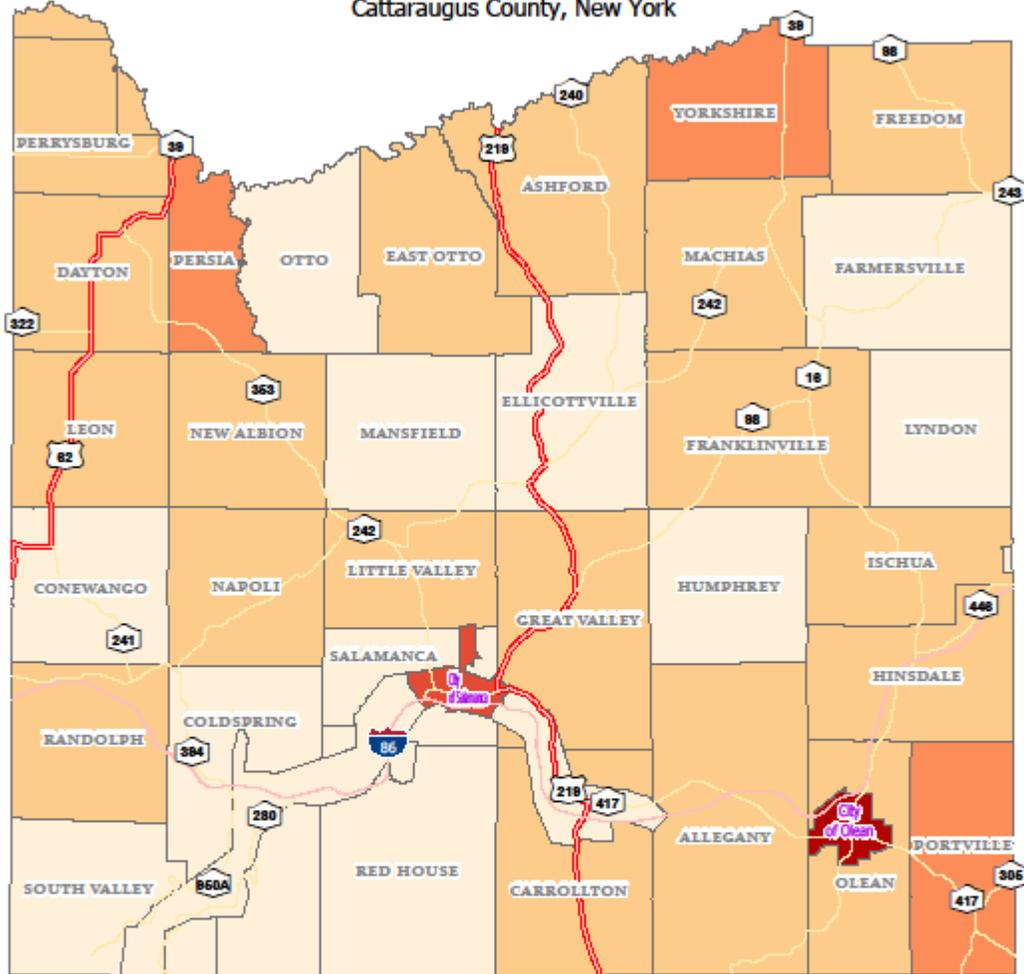
Major Roads	Persons per square mile
Interstate	0-5
State Roads	6-12
US Roads	13-35
	36-90
	91-510

Data Source:
U.S. Census Bureau
2013-2017 American Community
Survey
5-Year Estimates

 
This map was created using GIS technology.
Prepared by Cattaraugus County
Real Property & GIS Services
207 Rock City Street, Suite 101
Little Valley, NY 14755
(716) 938-2224
Daniel T. Martoni - Real Property & GIS Director
Christopher D. Holewinski - GIS Coordinator

Persons with Ambulatory Difficulty Density

Cattaraugus County, New York



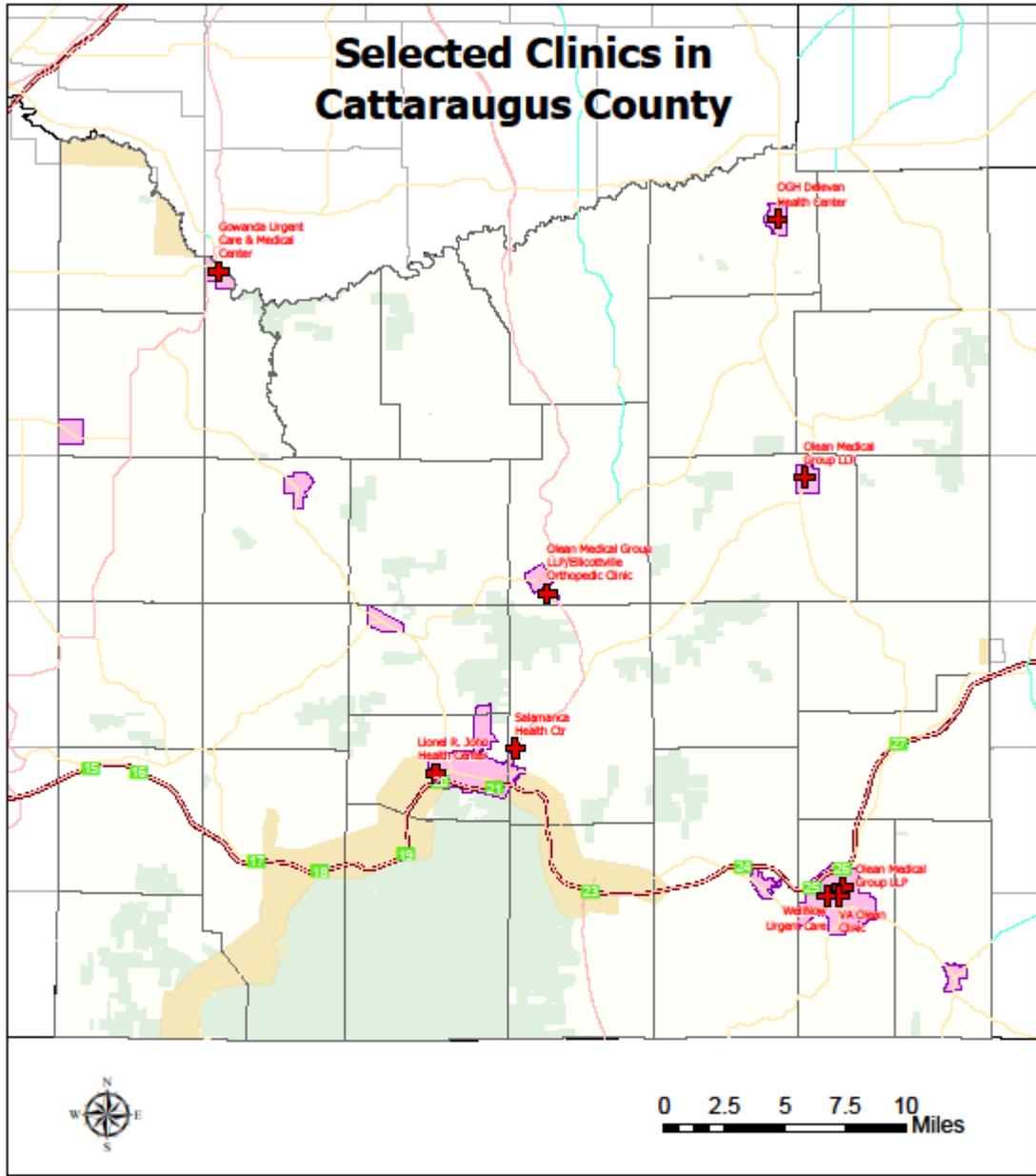
Legend

Major Roads	Persons per Square Mile
Interstate	0-2
State Roads	3-8
US Roads	9-37
	37-118
	119-211

Data Source:
U.S. Census Bureau
2013-2017 American Community
Survey
5-Year Estimates


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Appendix G
Clinics and Hospitals

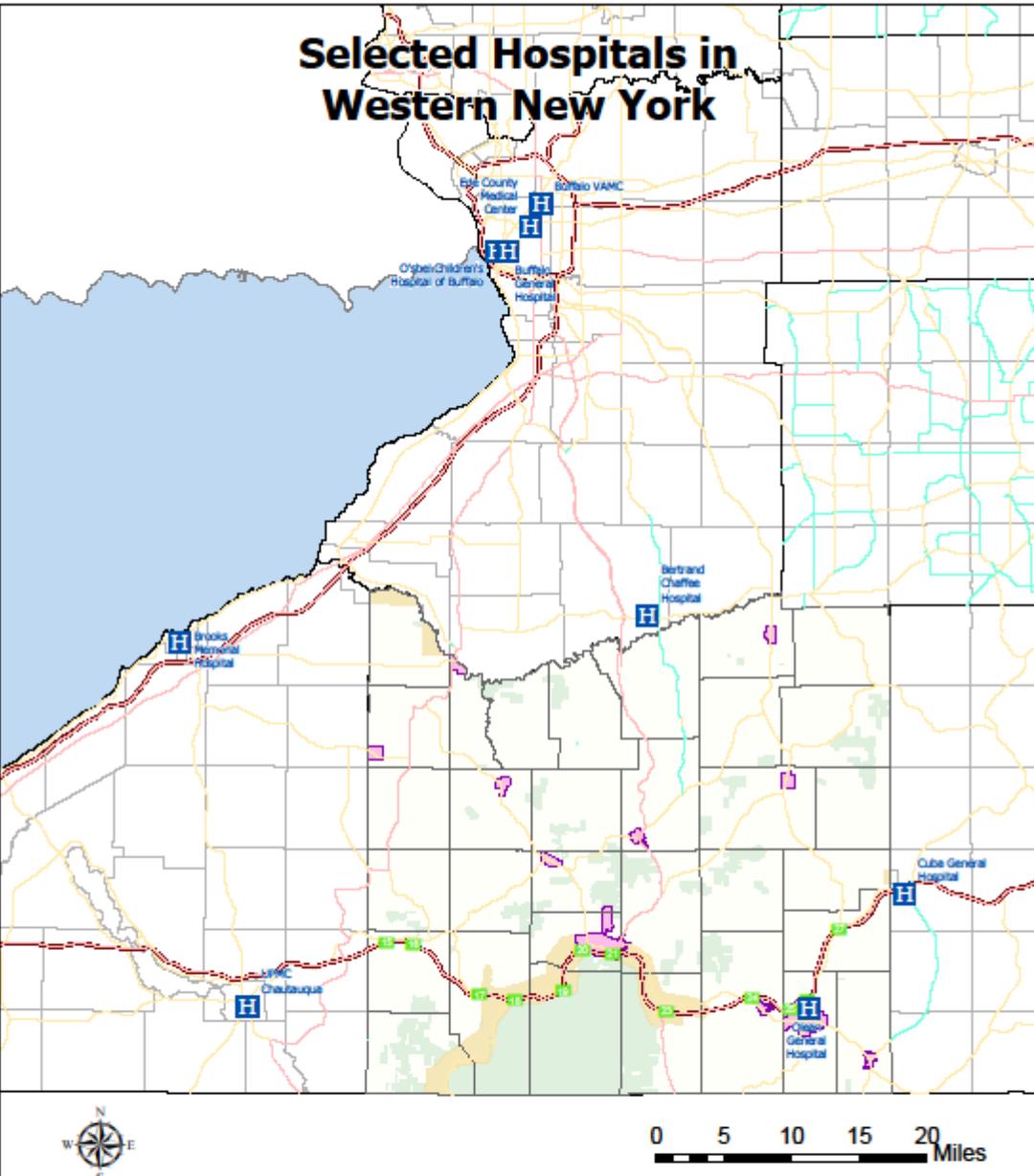


- Roads**
- County Roads
 - State Routes
 - US Routes
 - Interstate
- Clinics**
- + Clinics
 - I-86 Exits

**Community
Transportation
Coalition of
Cattaraugus County**


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Selected Hospitals in Western New York



- Roads**
- County Roads
 - State Routes
 - US Routes
 - Interstate
- Hospital Location**
- H Hospital Location
 - I-86 Exits

**Community
Transportation
Coalition of
Cattaraugus County**


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**Selected Clinics in
Cattaraugus County**

	Address	City	State	Zip
Gowanda Urgent Care & Medical Center	34 Commercial Street	Gowanda	NY	14070
OGH Delevan Health Center	38 N. Main Street	Delevan	NY	14042
Olean Medical Group LLP	6133 Route 219 S # 1006	Ellicottville	NY	09613
Olean Medical Group LLP	12 S Main St	Franklinville	NY	01224
Olean Medical Group LLP	535 Main St # 1	Olean	NY	01593
VA Olean Clinic	465 N Union St	Olean	NY	02658
Salamanca Health Center	4039 Route 219 # 101	Salamanca	NY	09625
Ellicottville Orthopedic Clinic	6133 Route 219 S # 1001	Ellicottville	NY	09613
WellNow Urgent Care	921 Wayne Street	Olean	NY	14760
Lionel R. John Health Center	987 R C Hoag Drive	Salamanca	NY	14779

**Selected Hospitals in
Western New York**

	Address	City	State	Zip
Olean General Hospital	515 Main St	Olean	NY	14760
Bertrand Chaffee Hospital	224 E. Main Street	Springville	NY	14141
Cuba General Hospital	140 W. Main Street	Cuba	NY	14727
UPMC Chautauqua	207 Foote Avenue	Jamestown	NY	14701
Brooks Memorial Hospital	529 Central Avenue	Dunkirk	NY	14048
Oishei Children's Hospital of Buffalo	818 Ellicott Street	Buffalo	NY	14203
Buffalo General Hospital	100 High Street	Buffalo	NY	14203
Erie County Medical Center	462 Grider Street	Buffalo	NY	14215
Buffalo VAMC	3495 Bailey Avenue	Buffalo	NY	14215

Appendix H

Major Employers

No.	Employment Range	Company Name	Address	City, State, Zip	Industry
1.	1000-4999	CUTCO Corp	1116 E State St	Olean, NY 14760 3814	Cutlery-Retail
2.	1000-4999	Seneca Allegany Casino	777 Seneca Allegany Blvd	Salamanca, NY 14779 1377	Casinos
3.	500-999	A C M Medical Laboratory	2626 W State St # 313	Olean, NY 14760 1858	Laboratories-Medical
4.	500-999	Holiday Valley Resort	6557 Holiday Valley Rd	Ellicottville, NY 14731 9779	Resorts
5.	500-99	New York Corrections Dept	South Rd	Gowanda, NY 14070	Government Offices-State
6.	500-999	Olean General Hospital	515 Main St	Olean, NY 14760 1598	Hospitals
7.	500-999	St Bonaventure University	3261 W State Rd	St Bonaventure, NY 14778 9800	Schools-Universities & Colleges Academic
8.	250-499	Allegany-Limestone High School	3131 Five Mile Rd	Allegany, NY 14706 9627	Schools
9.	250-499	Eaton Cooper Power Systems Inc	1648 Dugan Rd	Olean, NY 14760 9527	Electric Equipment-Manufacturers
10.	250-499	Holi Mont Inc	RR 242	Ellicottville, NY 14731	Skiing Equipment-Retail
11.	250-499	Olean City School District	410 W Sullivan St	Olean, NY 14760 2522	Schools
12.	250-499	Olean Wholesale Grocery Co-Op	1587 Haskell Rd	Olean, NY 14760 9229	Grocers-Wholesale
13.	250-499	Intandem	1439 Buffalo Street	Olean, NY 14760	Human Service Organization
14.	250-499	Salamanca Superintendent Schls	50 Iroquois Dr	Salamanca, NY 14779 1361	Schools
15.	250-499	Seneca Erie Gaming Corp	777 Seneca Allegany Blvd	Salamanca, NY 14779 1377	Casinos
16.	250-499	Seneca Nation of Indians	90 Ohiyo Way	Salamanca, NY 14779	Native American Reservations & Tribes
17.	100-249	Absolut At Salamanca LLC	451 Broad St	Salamanca, NY 14779 1424	Nursing & Convalescent Homes
18.	100-249	Allegany State Park	2373 Asp Route 1 # 3	Salamanca, NY 14779 9756	Parks
19.	100-249	Beef-N-Barrel Restaurant	146 N Union St	Olean, NY 14760 2735	Full-Service Restaurant
20.	100-249	Cattaraugus County Public Work	8810 Route 242	Little Valley, NY 14755 9732	Government Offices-County
21.	100-249	Cattaraugus Little Vly Central	25 N Franklin St	Cattaraugus, NY 14719 1105	School Districts
22.	100-249	Cattaraugus Social Svc Dept	1 Leo Moss Dr # 6010	Olean, NY 14760 1158	County Government-Social/Human Resources
23.	100-249	Cattaraugus-Little Valley	25 N Franklin St	Cattaraugus, NY 14719 1105	Schools
24.	100-249	Community Bank N A	201 N Union St # 608	Olean, NY 14760 2738	Banks
25.	100-249	Cytec Aerospace Materials	1405 Buffalo St	Olean, NY 14760 1197	Plastics-Raw Mtrls/Powder/Resin-Mfrs

No.	Employment Range	Company Name	Address	City, State, Zip	Industry
26.	100-249	Delevan Elementary School	30 School St	Delevan, NY 14042 9803	Schools
27.	100-249	Ellicottville Central School	5873 Route 219 S	Ellicottville, NY 14731 9719	Schools
28.	100-249	Ellicottville Elementary Schl	5873 Route 219 S	Ellicottville, NY 14731 9720	Schools
29.	100-249	FITZPATRICK & Weller Inc	12 Mill St	Ellicottville, NY 14731 9614	Hardwoods
30.	100-249	Friedsam Memorial Library	RR 417	St Bonaventure, NY 14778	Libraries-Institutional
31.	100-249	Gowanda Central School Dist	10674 Prospect St	Gowanda, NY 14070 1384	Schools
32.	100-249	Gowanda Middle School	10674 Prospect St	Gowanda, NY 14070 1344	Schools
33.	100-249	Gowanda Nursing Home	100 Miller St	Gowanda, NY 14070 1598	Rehabilitation Services
34.	100-249	Holiday Valley Food & Beverage	Holiday Valley Rd	Ellicottville, NY 14731	Restaurants
35.	100-249	Holiday Valley Resort	RR 219	Ellicottville, NY 14731	Resorts
36.	100-249	Holiday Valley Resort	5673 Bryant Hill Rd	Ellicottville, NY 14731	Resorts
37.	100-249	Holimont Ski Area	6921 Route 242 W	Ellicottville, NY 14731 9743	Skiing Centers & Resorts
38.	100-249	Home Depot	1900 Dan Eaton Dr	Olean, NY 14760 1872	Home Centers
39.	100-249	Homecare & Hospice Inc	1225 W State St	Olean, NY 14760 2135	Nurses & Nurses' Registries
40.	100-249	J N Adams Development Ctr	47 Maple Ave	Franklinville, NY 14737 1312	Nursing & Convalescent Homes
41.	100-249	Jamestown Community College	260 N Union St	Olean, NY 14760 2662	Junior Colleges & Technical Institutes
42.	100-249	Mchone Industries Inc	110 Elm St	Salamanca, NY 14779 1500	Metal Goods-Manufacturers Bed & Breakfast Accommodations
43.	100-249	Old Library Inn Bed-Breakfast	120 S Union St	Olean, NY 14760 3634	Electronic Equipment & Supplies-Mfrs
44.	100-249	Olean Advanced Products	1695 Seneca Ave	Olean, NY 14760 9532	
45.	100-249	Olean Medical Group LLP	535 Main St # 1	Olean, NY 14760 1593	Clinics
46.	100-249	Olean Senior High School	410 W Sullivan St	Olean, NY 14760 2596	Schools
47.	100-249	Olean Times Herald	639 W Norton Dr	Olean, NY 14760 1498	Newspapers (publishers/Mfrs)
48.	100-249	Park & Recreation Commission	2373 Asp Route 1	Salamanca, NY 14779 9756	Parks
49.	100-249	Pines Health Care-Machias	9822 Route 16	Machias, NY 14101 9771	Nursing & Convalescent Homes
50.	100-249	Pines Healthcare & Rehab Ctr	2245 W State St	Olean, NY 14760 1991	Non-Profit Organizations

Source: New York State Department of Labor, August 2017

Appendix I

Addresses of Public Notices to Participate in the 2019 Coordinated Public Transit-Human Services Transportation Plan

From <http://social.enchantedmountains.com/node/196>

1. Data Portal: Transportation Service Providers web form created 2019-12-03, released 2019-12-05: [2019 Survey of Transportation Service Providers\(link is external\)](#)
2. Data Portal: Client Services Organization web form created 2019-12-03, released 2019-12-05: [2019 Transportation Survey of Agencies / Institutions providing client Services\(link is external\)](#)
3. Data Portal: Public Survey web form created 2019-11-21, released 2019-12-05: [Public Survey on Transportation\(link is external\)](#)
4. Data Portal: Article created 2019-12-03, released 2019-12-18: [2019 Coordinated Transportation Plan Surveys\(link is external\)](#)
5. Catt. Co.: News created on 2019-12-26, released 2019-12-26: [Take a Transportation Survey\(link is external\)](#)
6. Catt.Co. redirect created on 2019-12-26 for www.CattCo.org/Transport-Survey(link is external) to the [Public Survey\(link is external\)](#)
7. Catt. Co. Facebook: News posted on 2019-12-26: [Transportation is critical](#)

Notes:

Data Portal: On 2019-09-19, a giant web form, called "Survey of Transportation Services and Interest in Coordination", was initially created to handle both transportation service providers and client service organizations but this survey became unwieldy due to its complexity. So the web form was archived and we created a web form for each type of organization.