

Coordinated

Public Transit-Human Services

Transportation Plan

Cattaraugus County, New York

2009

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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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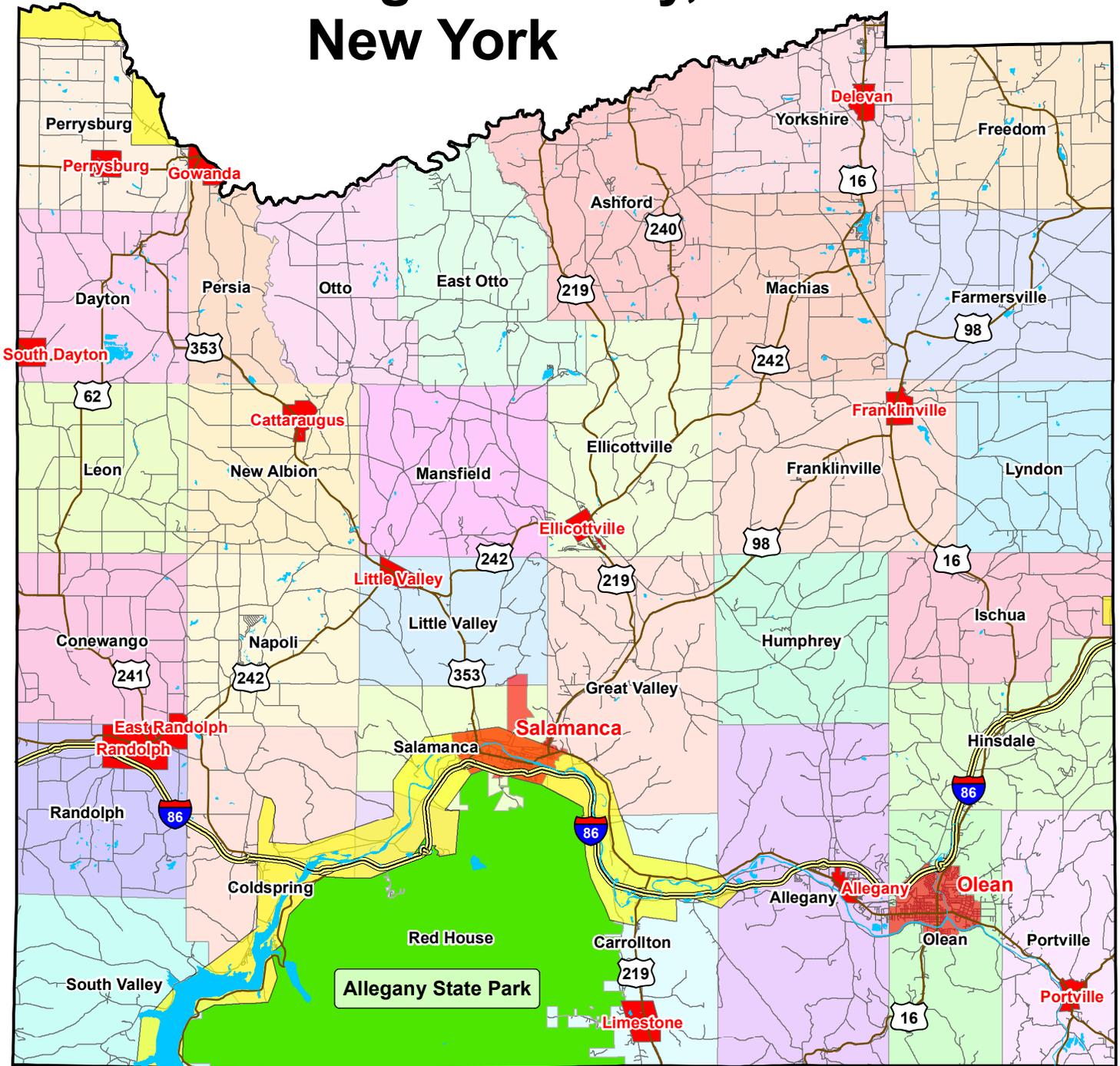
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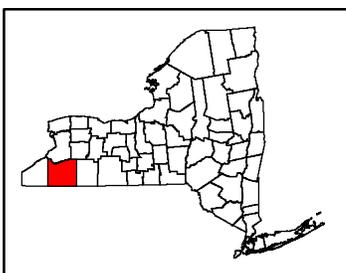
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Cattaraugus County, New York

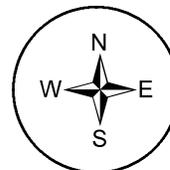


Population (2000 Census): 83,955
Area: 1,336 square miles (847,000 acres)

32 Towns
2 Cities
13 Villages
3 Reservations



Allegany State Park
 100 square miles
 (64,000 acres)



This map was created using
GIS TECHNOLOGY
 Prepared by
 Cattaraugus County
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 January, 2007

1.0 INTRODUCTION

The Cattaraugus County Coordinated Public Transit-Human Services Transportation Plan has been developed in response to federal law. Adopted during August 2005, federal legislation entitled Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) requires the establishment of a “locally developed, coordinated public transit-human services transportation plan” for all Federal Transit Administration (FTA) programs for underserved populations: the Elderly Individuals and Individuals with Disabilities program (Section 5310); the Job Access and Reverse Commute (JARC) program (Section 5316); and the New Freedom program (section 5317). Projects proposed for funding under these programs must be selected from the aforesaid coordinated plan.

The purpose of the planning requirement is to improve transportation services for persons with disabilities, older Americans, and individuals with lower incomes. The provisions ensure that communities coordinate transportation resources provided through multiple Federal programs. A coordinated plan for human services transportation enhances transportation access, minimizes duplication of Federal services, and encourages the most cost-effective transportation possible. This is not an all or nothing process however; many levels of coordination are possible. Sharing rides, vehicles, and funding are the first that come to mind. However, other needs exist that could lend itself to coordination as well such as, sharing maintenance, training, listing services, information technology, intelligent transportation systems, etc.

The plan is intended to identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting those local needs, and prioritize transportation services for funding and implementation.

Duplication of transportation services will be minimized thus the investment of applicable FTA program funds, as well as other federal funding used to reimburse transportation expenditures, will be done in a cost effective manner with optimal impact. The end result of the coordinated plan is a framework for project creation that will utilize JARC or New Freedom program funds, as well as other funding sources that permit use for transportation expenditures, and incorporate the application process for Elderly Individuals and Individuals with Disabilities funding into a unified and consistent structure. Ongoing actions that will facilitate the execution of the coordinated plan will be identified.

The coordinated plan is intended to be flexible, since the information and situation of transportation needs in Cattaraugus County is expected to evolve as opportunities to address identified gaps or transportation redundancies are discovered.

2.0 FEDERAL PROGRAM FUNDING USED FOR TRANSPORTATION SERVICES

2.1 Federal Transit Administration Programs

The FTA programs subject to the coordinated plan requirement are described below:

Elderly Individuals and Individuals with Disabilities Program (Section 5310)

FTA formula program for public transportation capital projects planned, designed, and carried out to meet the special needs of elderly individuals and individuals with disabilities. (49 U.S.C. 5310). Capital assistance is provided on an 80 percent Federal, 20 percent local matching basis. Those eligible to receive Section 5310 funding include private non-profit agencies, public bodies approved by the state to coordinate services for elderly persons or persons with disabilities, or public bodies which certify that no nonprofit corporations or associations are readily available to provide the service.

Cattaraugus Rehabilitation Center, Inc. is the sole recipient of these funds in Cattaraugus County. Funds that are awarded are used to purchase buses to provide transportation services to the Center's clients.

Jobs Access Reverse Commute (JARC) (Section 5316)

The FTA Job Access and Reverse Commute (JARC) supports projects to develop transportation services designed to facilitate job access for welfare recipients and eligible low-income individuals. Eligible transportation services can provide transport to and from jobs and activities related to employment for these individuals. Additionally, the JARC program can support "reverse commute" public transportation projects designed to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities.

Eligible recipients are governmental agencies and non-profit entities that offer job access and reverse commute services to transport welfare recipients and low-income individuals to and from jobs, training, and child care, and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities.

Job Access grants may finance capital projects and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs; promoting use of transit by workers with nontraditional work schedules; promoting use of employer-provided transportation including the employee transit pass benefit program; and mobility management or transportation brokerage expenditures. For Reverse Commute grants, operating costs, capital costs, and other costs associated with reverse commute by bus, carpool, vans, or other transit service are eligible. The Federal/local share is 80 percent/20 percent for capital projects, which include mobility operations, and 50/50 for operating projects. New York State Department of Transportation utilizes a competitive selection process to award grants under JARC.

New Freedom Program (Section 5317)

FTA formula grant program for new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) that assist individuals with disabilities with transportation, including transportation to and from jobs and employment support services. (49 U.S.C. 5317)

Funds can be used for associated capital and operating costs to provide new services. Examples of projects and activities that might be funded under the program include: purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs; providing paratransit services beyond minimum requirements (3/4 mile to either side of a fixed route), including for runs that operate seasonally; making accessibility improvements to transit stations; supporting voucher programs for transportation services offered by human service providers; supporting volunteer driver and aide programs; supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. The Federal share of the net project capital cost may be up to 80 percent, and not more than 50 percent of the net operating cost of a project.

Non-Urbanized Area Grant Program (Section 5311)

The City of Olean is a recipient of FTA Non-Urbanized Area Grant Program funding to support the Olean Area Transit System (OATS). Under this program, the City of Olean receives operating assistance to support operations, as well as capital assistance funding to purchase buses used to provide OATS service. While the Section 5311 program is not subject to the requirement that candidate projects must be derived from a locally developed, coordinated public transit-human services transportation plan, “Executive Order 13330, “Human Service Transportation coordination,” ... directs Federal agencies funding human services transportation services to undertake efforts to reduce transportation service duplication, increase efficient transportation services delivery, and expand transportation access for seniors, persons with disabilities, children, low-income persons and others who cannot afford or readily use automobile transportation.” The utilization of the OATS system to enhance mobility options for underserved population groups is consistent with the Executive Order.

2.2 Other Federal Program Funding

In addition to the utilization of FTA program funding (Sections 5310 and 5311), the survey results conducted in the planning process for the development of this Plan indicate a number of other federal funding sources that have been used and continue to be used by agencies in Cattaraugus County to fund transportation activities. These sources are described below. The continued use of these funds illustrate Cattaraugus County efforts to coordinate the use of federal funding for public transportation purposes, including needs associated with the targeted population groups.

Flexible Fund for Family Services (FFFS)

This large non-designated allocation of money is given to each county, annually. It replaced the Temporary Assistance to Needy Families (TANF) Services Fund. The big difference between the two programs is that TANF earmarked certain amounts for each particular program, while FFFS assigns block grants. 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:

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

Community Solutions for Transportation (CST)

Community Solutions for Transportation Funding has been available to local social service districts for approximately ten years and has been an integral part of local welfare-to-work efforts. The types of services offered through CST vary from county to county and reflect locally-identified transportation needs. Local districts have collaborated with other human services and transportation providers in the public and private sectors to specifically address unmet transportation needs with the primary goal of enabling TANF-eligible individuals to obtain and/or retain employment. This year's funding is being allocated based on county population statistics showing how many families or individuals in that county fall below 200%-of-poverty (Approximately \$44,000 for a family of four). Please note that this figure applies to more than half of the population of Cattaraugus County.

For the vast majority of the time that Cattaraugus County has drawn down CST funding, it has been used to subsidize the OATS route and provide gas cards. Since the end of 2007, when the City of Olean assumed OATS operation, it has been used strictly for gas cards and the contract with the City. Gas cards are provided to CST eligible individuals by Cattaraugus County DSS when they first gain employment. These cards can be used at certain contracted service stations throughout the County. Gas cards allow the individual to overcome the barrier of the high cost of fuel.

Medicaid (MA)

Individuals who are deemed eligible to receive MA through the screening process are also eligible for travel to medical appointments if they have no other way to get there. In the City of Olean or anywhere on the bus route, if those recipients have four or more medical appointments each month, they are eligible to receive a monthly pass. The cost is purchased by a paying City

resident would be \$25.00. Therefore, each time a person receives a pass (issued by DSS), that amount is claimed internally towards the \$30,000 contribution made by DSS to the City.

The Cattaraugus Rehabilitation Center, Inc. utilizes federal Medicaid funding to match New York State Office of Mental Retardation and Developmental Disabilities (OMRDD) funding to provide bus and van transportation services for clients to day treatment, pre-vocational, and day habilitation services.

3.0 UNDERSERVED POPULATION REPRESENTATION AND PUBLIC PARTICIPATION

SAFETEA-LU requires that projects selected for funding under the programs described above must be derived from a locally-developed human services transportation coordinated plan, and that the plan 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.

To obtain input from transportation and human service providers and the public, the Community Transportation Coalition (CTC) of Cattaraugus County was formed.

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. The Coalition benefited from the previous “Cattaraugus County Rural-Public Transportation Coordinated Service Plan” prepared by Marchand Management Strategies, Inc. in 1995, which provided background information about the target populations for the development of the new updated plan.

The May 2008 meeting also brought another important issue to the forefront. Many agencies present thought that the rise in fuel prices, as well as rising costs associated with insurance and licensing, would threaten their current transportation services and plans. It was decided that the group would meet on a regular basis to address the possibility of expanding upon the current county system by adding components that could be successful upon implementation.

Representatives from approximately twenty-five organizations attended the first meeting, which began participation in the planning process. The CTC currently consists of representatives from County and local governments, not-for-profits, and other interested organizations. *Members of the Coalition are included in Appendix A.*

3.2 CTC Steering Committee

The CTC began the planning process for coordinating transportation needs throughout the County by appointing a Steering Committee whose first order of business was to elect a chairman and vice-chairman. Following those appointments, vision and mission statements were agreed upon as follows:

Vision of the Community Transportation Coalition

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

Mission of the Community Transportation Coalition

“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 initial meetings centered on developing a plan to gather information concerning a wide variety of topics. The Steering Committee began to meet every other week to draft surveys, interview forms, and charts/tables. Subgroups were formed to create draft surveys that would be completed by organizations based on information gathered from their clients (Client/Agency Survey). Data to be collected included such items as: where the person needed service to, what particular days of the week, what type of service, etc. Each service agency also completed a survey that included: an inventory of vehicles used for transportation, by what means were the vehicles purchased, and the current mileage of each vehicle.

Subsequent to the completion of these surveys, an interview process was initiated by members of the CTC’s Steering Committee. Meetings were arranged with the chief administrator of each agency along with the person responsible for the management of that organization’s transportation issues. A tabulation of survey responses and information gathered through the interviews is included in Appendix C – Inventory of Services and Resources.

The gathering of information was a painstaking process, but was deemed essential to both completion of the Coordinated Plan and increasing the number of transportation options in the County. As part of the planning process, members of the Steering Committee attended several meetings of the Allegany County Transportation Task Force and members of the Allegany Task Force also attended meetings of the Cattaraugus Coalition. Both parties welcomed the participation and coordination.

Throughout the planning process, presentations on public transportation related topics were made to the Steering Committee by a number of individuals, including: John Reel, Rural Mobility Specialist, NYS Department of Transportation; Vito Sportelli, transportation consultant retained by the City of Olean; Dr. Charles Ganim, President, VMC Group, Inc. (Value Management Consultants); Chris Crawford, Cattaraugus County Department of Economic Development, Planning and Tourism; and Ginger Malak, Senior Regional Development Coordinator, Southern Tier West Regional Planning and Development Board.

Members of the Steering Committee include the following:

Chairman

Dan Piccioli, Deputy Commissioner
Cattaraugus County Department of Social Services

Vice-Chair

Jim Bellanca, President & CEO
Cattaraugus Rehabilitation Center, Inc.

Cheryl O’Keefe, Secretary to County Administrator
Cattaraugus County Administrator’s Office

Cherianne Wold, Director
Cattaraugus County Department of Aging

Dawn Miller, Director
Cattaraugus County Department of Community Services

Chris Crawford, Senior Planner
Cattaraugus County Department of Economic Development, Planning and Tourism

Paul Bishop, Planner
Cattaraugus County Department of Economic Development, Planning and Tourism

Barbara Hastings, Director
Cattaraugus County Health Department

Lynda Quick, Assistant Superintendent
Cattaraugus-Allegany-Erie-Wyoming BOCES

Jodi Fuller, Homeless Services Director
Cattaraugus Community Action, Inc.

Ira Katzenstein, CEO
Cattaraugus-Wyoming Head Start

David Carucci, Mayor
City of Olean

Mary George, Program Coordinator
City of Olean, Department of Community Development

Vito Sportelli, Transportation Consultant
City of Olean

Roger Bailey, Alderman
City of Salamanca

Howard Cornwall, Program Director/Accessibility Consultant
Directions in Independent Living

Jim Gorman, District Manager
First Transit, Inc.

Sharon Mathe CEO
Sharon Noecker, Community Programs Coordinator
Healthy Community Alliance, Inc.

Betsy Bathurst, CEO
Olean Child Day Care

Ginger Malak, Senior Regional Development Coordinator
Southern Tier West Regional Planning and Development Board

Candace Plants, Chief Professional Officer
United Way of Cattaraugus County

Dr. Charles Ganim, CEO
VMC Group, Inc. (Value Management Consultants)

Christy Covert, Client Manager
VMC Group, Inc. (Value Management Consultants)

Coalition and Steering Committee meeting announcements, attendees, and minutes are included in Appendix A.

3.3 Public Participation

The development of the plan provided the opportunity for public participation by soliciting comments through various avenues. As the final draft of the plan was distributed to members of the Cattaraugus Transportation Coalition (CTC), it was made available for public comment by constituents or customers through Coalition agency websites. A copy of the plan was made available for public comment through public libraries in the County. A notice of the availability of the plan and the opportunity for public comment was publicized through public service announcement channels. 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.

In its annual application for FTA Section 5311 funding for the operation of the Olean Area Transit System, the City of Olean publicized the coordinated transportation plan requirement, cited the opportunity for the public to submit a proposal or request transportation coordination, and invited comments on the proposed project. Thus, this avenue for public comment on the transportation coordination continues to be available.

4.0 INVENTORY OF COMMUNITY MOBILITY RESOURCES AND SERVICES

There have been various changes in the types of transportation provided in Cattaraugus County since the last coordinated plan was submitted in 1995. The current system has enabled seniors and those with disabilities to have a number of different options depending on what part of the County, in which, they reside. Since 2000, a public transit system in the Olean area has been available on a pay-for-fee service. The Olean Area Transit System (OATS) has also been subsidized by the Department of Social Services 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.

The Community Transportation Coalition (CTC) was formed to assess the current modes 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 information delineated in this plan is the result of a detailed survey and interview process completed by members of the CTC's Steering Committee.

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. Many of the stakeholders agreed to participate in the coordinated plan development process as members of the CTC's Steering Committee.

Consistent with coordinated plan development requirements, the Steering Committee is comprised of member agencies that provide, schedule, or use transportation in the following modes:

- ◆ For-profit providers
- ◆ Non-profit providers
- ◆ Public providers
- ◆ County human service providers
- ◆ General non-profit human service agency providers
- ◆ School districts and affiliated agencies
- ◆ Volunteers
- ◆ Other transportation related agencies

To assess the existing transportation activities in Cattaraugus County, the CTC Steering Committee utilized the NYSDOT survey instrument, “Inventory of Services and Resources” to inventory the following data: Number of vehicles, ADA accessibility, equipment, funding sources, service routes & areas, hours of operation, days of operation, and type of ridership. The survey instrument was transmitted to the aforementioned transportation stakeholders. Thirty-six (36) responses were received. *The survey instrument and the tabulation of data from survey responses are in Appendix C.*

4.1 For-Profit Providers

First Transit, Inc.

This Western New York 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 the Olean Area Transit System (OATS). First Transit also operates a large fleet of vehicles owned by Cattaraugus Rehabilitation Center, Inc.. Since the company also contracts to run Allegany County Transit (ACT), future collaborations for a regional system may be possible.

VMC Group, Inc. (Value Management Consultants)

VMC is the current contractor for Mobility Management with Cattaraugus County, which is the satisfactorily scheduling and maintenance of trips with the Departments of Social Services, Community Services, Aging, One Stop, and the Children with Special Needs Programs administered by the Department of Health and Youth Bureau. Further, VMC places Medicaid recipients onto the Home Health Care vehicles. The types of transportation being provided, or had been provided, are as follows:

Routing Scenarios in Cattaraugus County

	Type	Description	Example	VMC System	Department
On-Demand	One-Trip	Passenger based transportation based on one trip	Doctors Appointment on mm/dd/yyyy at 10:30 AM	dTrans	DSS
	Subscription	Passenger based transportation based on multiple trips to same place on given day of week	Dialysis Appointment every Mon & Thurs at 11:00 AM	dTrans	DSS
Fixed Route	Passenger Based	Routes determined by picking up specific passengers on specific days	Preschool Transportation Routes. Routes that pickup seniors at single homes.	PreTrans	preschool
	Stop Based	Routes determined by stopping at specific places on specific days	Routes that stop at senior facilities.	PreTrans	
	Combination	Route based on the combinations of fixed route passenger and stop based strategies.		PreTrans	Dept of Aging/ Community Services
Continuous Fixed Route	Stop Based	Route that runs continuously throughout the day with specific stops at specific times	Public Transportation		

VMC's dTran and preTran software products are considered "open" designed systems. They can be modified to satisfy other forms of transportation, or variations in transportation policies or parameters that may be required. VMC's proprietary dTran software includes and is built on a passenger information database that secures all information concerning the transportation and special transportation needs of each passenger. Providing routing services using this system, VMC is able to combine trips onto a single vehicle to ensure the fewest number of vehicles are used. VMC's proprietary preTran software is designed specifically for use in connection with the transportation of children with disabilities programs. Vehicle routing, student vehicle attendance, cost, and activity log are intertwined so as to generate compliance driven efficiencies, and yet provide information that is necessary for invoice reconciliation and Medicaid reimbursement audits.

VMC's contract with the County runs through the end of the 2011 calendar year, with the County having an option to extend for an additional two-year period. During this period, the scope of this Agreement may be extended and/or additional services purchased by the County. Such expansion will be accomplished by an amendment to the contract, which reflects the mutual consent of the parties after reasonable negotiations.

The transportation being coordinated by VMC is contracted by the County, through a bid process and negotiated by VMC. *These routes, based on attendance for July 2009, are illustrated in Appendix B-2 and B-3.* The current policy for preschool routes for the Youth Bureau (*Appendix B-3*) is restricted from adding passengers from other organizations or the general public. The current policy for routes for Departments of Aging and Community Services (*Appendix B-2*) may be negotiated to include passengers from other organizations or the general public. Youth Bureau pays a vehicle mileage rate for total miles to the transporter. Department of Aging pays a vehicle mileage rate; however, when combined with Community Services Medicaid passengers, Aging pays only for the off-route vehicle miles. Most Department of Community Services passengers have Medicaid coverage for their transportation; for those that do not have Medicaid, DCS pays the transporter for the off-route vehicle mileage.

Trans-Am Ambulance Service

This provider has been at the forefront of Medicaid Assistance (MA) transportation in the wheelchair and non-emergent ambulance categories for quite some time.

WCA Services

Although based in Chautauqua County, WCA Services provides wheelchair, non-emergent ambulance and advanced life support transportation to county residents. They serve clients in the western half of the county, especially those who access medical appointments in Jamestown and Dunkirk, the two largest cities in Chautauqua County.

Carrier Coach Inc.

This Gowanda, NY based company has contracts with various agencies to provide transportation for Medicaid eligible recipients, specializing in wheelchair and passenger vans throughout the County.

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 along the way 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 Pittsburgh to Buffalo. The inter-city service travels Route 219 to Route 417 to Salamanca to Route 219 to Buffalo.

Schedules and maps for Coach USA and Fullington Trailways are included in Appendix B.

4.2 Non-Profit Providers

Cattaraugus Rehabilitation Center, Inc. (RHC)

Cattaraugus Rehabilitation Center, Inc. (RHC) provides county wide transportation to clients who travel daily to participate in their treatment programs and employment services. The system is complex and transports disabled individuals daily to a wide variety of services from both private residences throughout the community as well as from the many residential sites operated by the agency. RHC provides instruction in a full range of life skills. SubCon Industries, a division of RHC, provides employment and training opportunities for adults with disabilities. Recreation programs are also provided which are designed to ensure those with special needs have access to a high quality of life.

The latest inventory done by the RHC shows over 90 vehicles in their transportation fleet: the fleet is made up of 13 buses, 68 vans, and 13 sedans.

Cattaraugus Rehabilitation Center, Inc. contracts with First Transit, Inc. to provide fixed route service on eight routes operating throughout Cattaraugus County with the remaining fourteen fixed routes provided by agency vans. The van fixed routes are run Mondays through Fridays and service the Allegany, Olean and Salamanca areas. *The bus routes and communities serviced are illustrated in the Appendix B.*

Cattaraugus Rehabilitation Center, Inc. receives funding for the fixed bus and van routes. The funding is provided through various methods such as: within the treatment program rates, contract based or direct billed. The expected funding for 2009 is approximately \$677,000. The following chart details this expected funding.

Program	Funding Agency	Method	State/Federal/Local
Sheltered Workshop	Cattaraugus County DCS	Contract	Local
Sheltered Workshop	NYS OMH	Contract	State
Continuing Day Treatment	Cattaraugus County DSS	Rate Based-Medicaid	50% State/County 50% federal
Day Treatment	NYS OMRDD	Rate Based-Medicaid	50% State/County 50% Federal
Pre Vocational Services	NYS OMRDD	Rate Based-Medicaid	50% State/County 50% Federal
Day Habilitation Services	NYS OMRDD	Rate Based-Medicaid	50% State/County 50% Federal
VESID Evaluation/Training	NYS SED	Contract	State

Cattaraugus-Wyoming Project 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. Early Head Start provides economically disadvantaged pregnant women, children birth to age 3 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 to help parents move toward self-sufficiency. Both Head Start and Early Head Start are national programs that are administered locally.

Southern Tier Environments for Living, Inc. (also known as STEL, Inc.)

STEL is a private, not-for-profit agency providing residential and rehabilitation services to people of the community who have Serious and Persistent Mental Illnesses (SPMI). STEL is designed to help people by providing essential services that allow individuals to live as independently as possible in communities; 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; equally committed to assisting people in time of need to prevent psychiatric hospitalizations, homelessness, and unsafe living arrangements.

STEL also 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, low-income people in need of affordable living. Their service spectrum includes residential treatment group homes & apartments, supported housing, single room occupancy housing, vocational rehabilitation, case management, social supports and housing development services. STEL services Allegany, Cattaraugus, Chautauqua, and Southern Erie counties in Western New York.

Suburban Adult Services, Inc. (SASi)

SASi (Suburban Adult Services, Inc.) is a not for profit organization dedicated to providing physically and mentally challenged individuals 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 services, twenty-four hour residential care facilities, service coordination, recreation and therapeutic horsemanship.

4.3 Public Providers

Olean Area Transportation System (OATS)

The City of Olean operates the Olean Area Transit System (OATS) to serve the City of Olean. The service is provided under a third-party contract operator agreement (with First Transit, Inc.), using two City-owned 18-passenger buses, equipped with wheelchair lifts. Fixed-route service operates Monday through Saturday. Route deviation service is available, with a reservation three days before the ride.

Service is available on two routes from St. Bonaventure University during academic sessions. One route provides service via continuous loop from the University to portions of the Village of Allegany and then connects to the main OATS service operating in Olean. This service operates

Monday through Friday. The second route entails late night service from St. Bonaventure University to the Village of Allegany. This service operates Thursday through Saturday nights. The OATS bus began service in the City of Olean on July 1, 2002. It was funded and administered by the Cattaraugus County Department of Social Services until December 31, 2007. Since its inception, it has been available for public use on a fixed route for \$25 per month for unlimited ridership or \$1 per one-way trip. The Department procured grant money through Community Solutions for Transportation (CST) with the caveat that individuals accessing the service must need it to obtain and retain employment as well as participating in job search. An additional criterion is that recipients served must have a yearly income that falls below 200% of poverty. CST funds were also made available to purchase gas cards for fuel purchase if they had a vehicle to get to and from work.

The initial OATS fixed route stopped at all public housing complexes in Olean and also included major employers and medical facilities. The route was also subsidized with State Transit Operating Assistance (STOA) funding based on the number of riders and the number of miles traveled by OATS. However, in the 2007 calendar year, numerous surveys done by DSS showed that a decrease in the number of riders that were eligible brought into question whether CST funding could continue to be used. That issue, combined with the increased cost of fuel, insurance, and DOT licensing caused the County and DSS in particular to discontinue its contract with Carrier Coach for operation of the OATS route.

At that point, the City of Olean, due to numerous requests from its residents decided to take over operation of the route. Individuals who were previously eligible for CST funds continued to ride with the County providing reimbursement to the City for those services. Other county eligible recipients were also permitted to ride (especially those who were Medicaid Assistance eligible) and the City was reimbursed by the County in the same manner. To this end, the City of Olean and Cattaraugus County entered into a partnering agreement, whereby the County contributes financial resources toward the operation of the OATS bus. It is anticipated that the partnering agreement will be reviewed and renewed annually.

In addition, the City was able to access FTA Section 5311, Non-Urbanized Area Grant Program funding through NYSDOT to subsidize route operation and capital assistance funding to purchase two buses used to provide OATS service. As a recipient of federal funding for the OATS operation, "route deviation service" is available to riders. Under this service provision, potential riders may call to schedule route deviation within $\frac{3}{4}$ mile off the normal route. Route deviation service must be requested at least three days before the ride is needed. By providing route deviation service, the City is not required to operate complimentary paratransit service for elderly or persons with disabilities. The City continues to receive New York State Transit Operating Assistance funding for the operation of the OATS services.

Since the beginning of 2008, the OATS route has been combined with the St. Bonaventure University bus to allow route access from the eastern most boundary of the City of Olean to the Village of Allegany. To this end, the City of Olean and St. Bonaventure University entered into a partnering agreement, whereby the University contributes financial resources toward the operation of the OATS bus. Students present a university identification pass as proof of fare

media to board the bus. It is anticipated that the partnering agreement will be reviewed and renewed annually.

Negotiations are underway with the City of Salamanca and the Seneca Nations of Indians (Allegany Reservation) to establish a partnering agreement to enable the expansion of OATS service from the City of Olean to the Seneca Allegany Casino and the City of Salamanca. The demographic analysis of City of Olean illustrates concentrations of low-income and mobility limited population. The initiation of the proposed route will enable transportation and realization of employment opportunities at the casino for these individuals. Fixed route service with seven bus stops in the City of Salamanca, as well as on-demand stops between the Cities of Olean and Salamanca, are under consideration.

Existing route maps and schedule brochure for the OATS service is included under the Transportation Analysis section of this report and included within *Appendix B*.

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).

4.4 State and County Human Service Agency Providers

Office of Mental Retardation and Developmental Disabilities (OMRDD)

The Office of Mental Retardation and Developmental Disabilities and its associated voluntary agencies offer many services to consumers and their families, such as residential services and day programs/rehabilitation. The State provides individual and group transportation options to convey people with developmental disabilities between home, work, and leisure activities.

Cattaraugus County Department of Social Services (DSS)

This agency provides transportation for a number of different programs; the most utilized being the mandated transportation component of Medicaid (MA). Through its contractual agreement with VMC, the Department has created a highly efficient system of offering demand transports for wheelchair (ambulette) recipients residing throughout the county. Calls are fielded by VMC and requests are forwarded to the DSS Medical Travel unit to make sure persons are MA eligible. VMC then schedules the trips, using a variety of contractors. Trans-Am Ambulance, Carrier Coach and WCA Services are the primary contractors for this type of transport. *An example of DSS transportation services is included in the Appendix B.*

DSS elicits the service of volunteer drivers, who are reimbursed for their travel at the federal mileage rate. In addition, MA recipients are taken to medical appointments by family or friends, for which DSS reimburses these individuals at the rate of \$.25 per mile.

Cattaraugus County Department of Community Services (DCS)

Formerly called Mental Health, this County Department provides clients with service to their Guidepost location, a day treatment program located in Olean for those with mental health issues. This transportation also utilizes Carrier Coach, who picks up recipients throughout the

county and brings them to the site each morning in time for the program to begin at 9:00 am. Most clients who come to the Olean County Office Building to access the Community Services office provide their own mode of transportation or contact VMC for medical transport.

Cattaraugus County Health Department

To use the combined forces of scientific knowledge, professional skills, individual commitment, community support and political desire to control disease, prevent injury, promote and encourage healthy behavior and assure the quality and access of health services.

The Health Department provides a narrow scope of transportation for clients and patients. The majority of these services are linked to these individuals being transported for clinical assistance in the main office in Olean, as well as satellite offices in Salamanca, Machias and Randolph. A large percentage of these patients are seen in the Family Planning area. The Department is interested in seeing the numbers rise in trips to these facilities. There are a few ways that transportation is provided. Some patients drive themselves; some are taken by family and friends; others are given gas vouchers so they can purchase fuel to aid in transport to the offices. This same type of transportation is also provided for patients who participate in the Department's Early Intervention program. Additionally, VMC Group facilitates transportation by utilizing volunteers, personal vehicles, and taxicabs. Reimbursement made under DSS Medicaid.

Cattaraugus County Department of Aging

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

The Linwood Center (TLC), located in Allegany, as part of the Department of Aging 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.

The majority of the enrolled seniors require transportation to and from the Center. The Department has collaborated with VMC Group, Inc. to provide service to the Center from various locations within the County. Of the 5 vans assigned to TLC, 4 are shared with the Guidepost Continuing Day Treatment Program, a division of Cattaraugus County Community Services.

VMC Group Inc. also coordinates transportation to nutrition sites located in Olean and Salamanca three days a week.

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. Our 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 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 Carrier Coach and various school districts. Scheduling for this program is also coordinated by VMC.

4.5 General Non-Profit Human Service Agency Providers

Cattaraugus Community Action, Inc. (CCA)

Cattaraugus Community Action (CCA) is a comprehensive non-profit service provider in Cattaraugus County. It is based in Salamanca, but has satellite offices at many other locations. It has vehicles that transport clients to domestic violence shelters, emergency housing locations. They also transport a small number of clients to their offices for intake and assessment appointments.

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 20-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, however, encourage our consumers to use the OATS bus system, VMC, and Interfaith caregivers. Their consumers are in need of a county-wide transportation system and to areas, such as Buffalo, for medical appointments and other necessary transportation; whereas, the majority of their consumers do not have an automobile. Social Security hearings for people applying for disability are now being held in Buffalo and Jamestown instead of Olean.

Healthy Community Alliance, Inc (HCA)

HCA is a non-profit Rural Health Network with a mission to improve the quality of life for rural residents through broad-based inclusive partnerships that focus on prevention and wellness initiatives. Two vans for transportation are owned by HCA. LOVE, INC does the scheduling and provides the volunteer drivers for door-to-door free transportation of last resort. Their main service area is the northwest portion of Cattaraugus County. *The service area and route is illustrated in the Appendix B.*

Interfaith Caregivers

Interfaith Caregivers facilitates transportation for individuals for medical and similar appointments for those who have no other alternative way of reaching their destination. Interfaith Caregivers provides service from the Towns of Allegany, Olean, and Portville to Springville. *The service area and route is illustrated in the Appendix B.*

Olean Child Day Care Center (OCDC)

A long time day care provider located in the City of Olean. They have one vehicle that provides demand response transportation for their clients. Their site is one of the stops on the fixed OATS bus route. These two modes of travel have afforded individuals without a vehicle an opportunity to remove transportation as a barrier to employment.

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 Catt. Co. and are chemically addicted persons, their family members, and persons with gambling issues. They serve both adults and children and offer 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 27-37. Note that CCASA does have multiple sites, including one in Olean, Salamanca and Machias.

The agency as a whole receives funding from a number of sources including OASAS, HUD, client fees and pass through monies from the state (that off-set income loss from sliding fee scale). Some of these services – those tied to the residential and support service programs, do fund transportation. Others expect that clients provide their own transportation to necessary appointments. Programs that allow transportation include the youth programs, the half-way house and the supportive living case management components.

For programs offering transportation, typical transports are those associated with accessing service, complying with requirements imposed by courts (if applicable). For youth programs, transportation is limited to agency sponsored activities. Some transportation takes place in agency vans. CCCASA current has two 15 passenger vehicles and two mini-vans. Additionally, VMC Group facilitates transportation by utilizing volunteers, personal vehicles, and taxicabs. Reimbursement made under DSS Medicaid.

Homecare & Hospice

It is the vision of Homecare and Hospice to exceed the expectations of the community. As a result, they are viewed as the premier choice for home care and hospice services, education, support and employment.

Generally referrals are received from DSS, veterans, hospice, and private pay contracts. Most customers are low to moderate income, varied demographics depending the funding, for which Hospice is covered. Home Bound Wheels program is for-profit.

NYS DOT regulations state that customers can only be transported for medical condition treatment. Multiple customers can be transported if they are going to the same location. Mental health patients are transported alone to avoid any potential safety concerns. In order to transport in wheelchair van, customers must receive services from the organization because the van is a DOT vehicle. Customers who are non-service customers can be transported in the other vehicles under contractual agreement (i.e.: DSS), however they must be able to transfer out of wheelchair.

Homecare & Hospice has three vehicles currently and three drivers, two of them could be used for contractual services. Service only available for medical transports and drivers are home health aids. The vehicles are currently not at capacity.

Mental Health Association in Cattaraugus County

The mission of the Mental Health Association is to work for America's mental health and victory over mental illness. The main in-house program (Friendship Club) runs from 1:00-7:00 Monday through Thursday, with some special events scheduled for Saturday. Most participants in this program come from the immediate Olean area and most drive, walk or get rides

The MHACC would have no issues with trying to share services with other organizations and systems. They currently have a 15-passenger van that is used for “events” and short trips in Olean. They would especially like to share services for the transportation needed for Camp New Horizons in Allegany State Park each summer. This program serves a total of 120 children (40 per week) over a three-week period. Most funding for the MHACC comes through State grants. Many current clients in the Olean area do try and use the current OATS bus, but for many of them the cost is more than they can afford, and MHACC does not have the financial means to assist them. The cost of the bus they hire from Carrier Coach each summer for Camp New Horizons is also becoming a major concern. They do not foresee many issues with their funders with sharing services.

Total Senior Care (PACE)

Total senior care is a program of all-inclusive care for the elderly (pace program), providing a comprehensive medical care and long-term services for frail adults. Clients are adults, 55 years and older, who wish to live at home but need assistance in order to maintain health, complete day-to-day activities and remain safe at home for as long as possible. Clients must qualify for skilled nursing by intake/assessment reviewed by DSS.

Transportation is a required service of PACE and is included in five year plan per national model program design. National and State advocates keep funders aware of the need for transportation funding. Clients must be enrolled in PACE to receive transportation benefits/payment. Funding is through Medicaid, Medicare, and/or private pay.

The transportation provider must ensure that the client is safe in the unit/vehicle; driver training, annual competencies check, maintenance records, DOT certifications as may be required. Frail/elderly may require aid/staff to assist with transport if dementia or other issues warrant. Two types of services offered: fixed route to and from services for multiple customers and also as needed by individual cases. Some providers (i.e. First Transit) cannot enter residence to

provide door-to-door service and are not medically trained to handle medical emergencies. No impact with shared transportation as long as operator is able to satisfy regulations stated above.

Genesis House

The Genesis House is a non-profit homeless shelter that serves approximately thirty to forty families per year. The Genesis House provides: temporary housing to the homeless; 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, baby-sitting, rides to appointment and gifts for the holidays.

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 experience in providing adult residential services. Three residences are presently operated in Olean, Eden and West Seneca, New York.

Eden Heights of Olean provides Alzheimers/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.

4.6 School Districts and Affiliated Agencies

Cattaraugus Allegany Erie Wyoming BOCES (CAEW-BOCES)

The Steering Committee has also been able to discuss the possibility of accessing school buses during their off peak hours in order to enhance the methods of transportation for public use. Legal representation from CAEW-BOCES has provided information regarding the potential stumbling blocks that come from mixing target populations on the same vehicle. Research has shown, however, that the use of attending aids on the vehicles reduces liability should different groups ride at once.

Randolph Academy Union Free School District

Randolph has been one of the first schools interested in being a member of the Coalition. They understand the importance of tapping into any available source of transportation in order to increase access and reduce duplication of services. They have offered some novel ideas on how to coordinate methods and streamline all processes.

4.7 Volunteers

Volunteers can save money for transportation agencies and can provide services that would not otherwise be available. Individuals whose travel needs may be poorly served by traditional transit and paratransit operations may be served through the use of volunteers.

A number of different organizations in Cattaraugus County employ volunteers to assist in transporting individuals to appointments and other service provisions.

- Cattaraugus County DSS uses both paid and unpaid drivers to take MA eligible recipients to medical offices. VMC Group coordinates this transportation.
- Cattaraugus Community Action has many community members that bring clients to their various offices throughout the County.
- Interfaith Caregivers is a non-denominational agency that specializes in providing volunteer transportation to many services of various organizations.

4.8 Other Transportation Related Agencies

Cattaraugus County NY Connects

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 find and receive 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.

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 development of a *Coordinated Public Transit-Human Services Transportation Plan for Cattaraugus County, New York*, has been a priority project for Planning since mid-2008. The creation and implementation of this 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.

Southern Tier West Regional Planning and Development Board

Southern Tier West is a regional planning council, a unit of local government in New York State, serving the Southern Tier West Region, consisting of Allegany, Cattaraugus, and Chautauqua

Counties. The mission of Southern Tier West is to help coordinate and enhance planning and development activities in the region so as to promote the social, physical and economic development of the three counties. Southern Tier West received funding from NYS Department of Transportation to develop a regional strategic transportation plan. In 2009, a “Comprehensive Strategic Plan for the Maintenance and Improvement of the Transportation Infrastructure of Allegany, Cattaraugus, and Chautauqua Counties of New York State” was completed with regards to the transportation modes of highway, rail, aviation, and public transit.

5.0 COORDINATION OF TRANSPORTATION SERVICES AND RESOURCES

5.1 Ongoing Coordination

There are many examples of ongoing coordination of transportation services and activities in Cattaraugus County. Previous and on-going negotiations with several entities have and will prove beneficial in enhancing public transit services and the effective use of available federal, state and local transportation resources. A few examples are described below.

City of Olean and Cattaraugus Rehabilitation Center, Inc.

- Utilization of Section 5310 buses to provide additional OATS service during regular down times
- Utilization of OATS service to transport Center clients from residential facilities to employment locations. Currently, RHC uses its bus fleet to provide this transportation, but has recognized the possibility of a more cost-effective means to provide this service by utilizing the OATS service. The City and the Center are negotiating a partnering agreement to establish a cost sharing agreement to affect this potential change to the OATS bus route.

City of Olean and Cattaraugus County

- Contribution of financial resources by the County toward the operations of the OATS. As mentioned previously, the cost to continue to operate the OATS bus became prohibitive for the County as available transportation resources (i.e. federal program funding) was inadequate to continue operations. In response to expressed community needs, the City assumed the responsibility for the operation of the OATS service and secured additional State and federal resources (FTA Section 5311 funding). Under the partnering agreement, Cattaraugus County continues to provide federal program resources to subsidize the operation of the OATS service, without which, the operation would not be financially feasible. Passes issued by the Cattaraugus County Department of Social Services are utilized by County clients as proof of fare media to enable use of the OATS buses.
- Sale of OATS monthly passes by the County in its “One-Stop” Center. This facility is operated by the County and provides access for residents to community sponsored services, such as the OATS system.

City of Olean and St. Bonaventure University

- Incorporation of the bus service operated by St. Bonaventure University into the OATS bus system. The incorporation of services resulted from a St. Bonaventure initiative to provide additional access to the Olean community for university students and staff and reduce transportation expenditures. The partnering agreement enabled the desired mobility enhancement for the St. Bonaventure population in the community for jobs and services, as well as providing the residents of Olean and its environs access to University functions. In the process, the University saved on transportation expenditures and the

City of Olean benefited from additional STOA and 5311 rural assistance to enhance the OATS services.

5.2 Opportunities for Future Coordination

As the process to identify transportation coordination opportunities progresses, the feasibility of implementation is directly related to the type of organization and services provided by the operator.

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 service, if routing, scheduling, and compensation for these services proves reasonable and efficient. Services provided by these operators are described in this document under the heading Inventory of Community Mobility Services and Resources. Maps and other service documentation are included in Appendix B. The Fixed Route For-Profit and Public Transportation Providers that are open to coordination include:

For-Profit Providers

- First Transit, Inc.
- Coach USA
- Fullington Trailways
- Carrier Coach, Inc.

Public Providers

- Olean Area Transit System (OATS)
- Wyoming Transit Service

Transportation Providers - Coordination Potential

Transportation service providers include County departments and non-profit agencies that transport clients to access needed health and human service activities or treatments. This also includes “for-profit” firms that provide vehicles and rides or manage the transportation needs for contract agencies. These transportation services can be provided directly by the non-profit agency or by contract with the County department or agency to meet client needs. Such services can provide an opportunity for transportation coordination if: vehicular capacity is available; agency client rider needs are compatible; and routing, scheduling, and compensation for the provision of services prove reasonable and efficient. The services provided by these organizations are described in this document under the heading Inventory of Community Mobility Services and Resources. The Transportation Providers that have the potential for coordination include:

For-Profit Providers

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

Non-Profit Providers

- Cattaraugus Rehabilitation Center, Inc.
- Cattaraugus-Wyoming Project Head Start
- Southern Tier Environments for Living, Inc.
- Suburban Adult Services, Inc.

State and County Human Service Agency Providers

- Office of Mental Retardation and Developmental Disabilities
- Cattaraugus County Department of Social Services (DSS)
- Cattaraugus County Department of Community Services (DCS)
- Cattaraugus County Health Department
- Cattaraugus County Department of Aging
- Cattaraugus County Department of Nursing Homes
- Cattaraugus County Youth Bureau

Non-Profit Agencies

- Cattaraugus Community Action, Inc.
- Directions In Independent Living
- Healthy Community Alliance, Inc.
- Interfaith Caregivers
- Olean Child Day Care Center
- Council on Addiction Recovery Services, Inc.
- Homecare & Hospice
- Mental Health Association of Cattaraugus County
- Total Senior Care
- Genesis House
- Eden Heights of Olean

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. However, 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

6.0 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 demographic analysis performed.

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: Overall Population Density, Senior or Elderly Population, Low Income Population, Mobility-Limited Population, and Zero-vehicle households. Maps are presented to illustrate the geographic distribution of these variables. The source of the data used in the analysis is the 2000 U.S. Census by census tract and block group. *The following data is mapped and included in Appendix D.*

Population Density

Highest population densities are located in the Cities of Olean and Salamanca, as well as the Villages of Delevan and Cattaraugus. High densities are located in the Villages of Franklinville, Little Valley, and Randolph.

Elderly Population

Approximately 19.2 percent of Cattaraugus County population is age 60 and over. Many elderly individuals are representative of the transit dependent population. While elderly population is located throughout the County, the highest concentrations of elderly residents are located in the Cities of Salamanca and Olean, as well as the Villages of Delevan and Cattaraugus. However, the Village of Gowanda and the Town of Machias also exhibit a high density of elderly population.

Mobility-Limited Population

The mobility-limited population also represents a large portion of the transit dependent population. Nationwide, approximately 10 percent of the population has some form of mobility impairment or disability; although this is typically lower in rural areas and smaller communities. This holds true in Cattaraugus County, where approximately 3.2 percent of the total population has some type of mobility limitation. The highest concentrations of mobility-limited residents are located in the City of Olean, as well as the Villages of Delevan, Franklinville, and Cattaraugus. The Town of Machias also exhibits a high density of mobility-limited population.

Zero-Vehicle Households

Individual households who do not own or have access to a private vehicle are also considered transit dependent. An estimated 3.75 percent of total households had no vehicle available for use in 2000. The highest densities of the zero-vehicle households are located in the Cities of Olean and Salamanca, as well as the Villages of Delevan and Cattaraugus. High densities are located in the Villages of Franklinville, Little Valley and Randolph.

Below Poverty Population

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 13.4 percent. The highest densities of below-poverty population are located in the Cities of Olean and Salamanca, as well as the Villages of Gowanda, Delevan, and Cattaraugus. High densities are located in the Villages of Franklinville and Little Valley.

Clinics and Hospitals

Clinics and hospitals are facilities to which transportation services are needed by the target population subgroups. *Maps illustrating the location of these facilities in Cattaraugus County are in Appendix E.*

Major Employers

Major employers are also destinations to which transportation services are needed by the target population subgroups, especially low-income households. Additionally, employers can provide work training for individuals with disabilities. *A map and list illustrating the location and name of the major employers in Cattaraugus County are in Appendix F.*

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 general public as well. As addressing unmet need is one of the primary goals of the CTC, the results of this analysis will impact on subsequent service recommendations.

Analysis of the need for rural public and coordinated human service agency transportation was based on two methodological approaches. First, direct communication with human service agencies, through interviews and surveys, resulted in a subjective assessment of unmet needs. Second, the CTC Steering Committee examined the demographics of the County and existing service areas, which resulted in the identification of service gaps. The Steering Committee compared and analyzed the results from both methods and arrived at a consensus statement of need for transportation services in Cattaraugus County. This Analysis consisted of:

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

Based on the review of data collected and analysis performed, an assessment of the existing service area coverage and unmet needs can be made as follows:

7.1 Existing Service Area Coverage

Areas Over Served - duplicative service exists in the following areas:

- Until coordinated transportation is developed to efficiently transport severely physically and mentally disabled and the frail elderly, private transportation providers will continue to provide transportation for these individuals. Although these individuals may not be able to benefit from public transportation, there is a need for coordination of these private transportation services. Otherwise, transportation services for the severely disabled and elderly population will go on in silos, continuing significant duplication of costs for the agencies attempting to address this need independently. Trip patterns for severely disabled and frail elderly individuals need to be identified and the capacity and availability of private, as well as public transportation providers, to offer coordinated transportation for these individuals should be assessed.

Areas Under Served - limited service exists in the following areas:

- Service gap in the Northern portion of the County, other than the volunteer services provided through Healthy Community Alliance, Inc. and Love, Inc.
- Villages of Delevan and Gowanda

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

- Central Cattaraugus County

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.

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 map of Cattaraugus Rehabilitation Center, Inc. routes and communities served 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.

7.2 Unmet Needs/Gaps

Service Needs

- Reliable public transportation would ease travel expenses for many employees
- Coordinate transportation process with business and industry
- Currently routes are not countywide or appealing to working people
- Reliable public transportation needed for work and appointments
- Public transportation needed in evening hours and during summer
- Provision of access to pick up and drop off points.
- Establish/create a countywide system
- Inability to travel outside City of Olean to other areas for work
- Provision of transit service to Seneca Allegany Casino for employment purposes
- Provision of transit services to Salamanca and within Salamanca
- Seasonal transit service to Ellicottville for employment
- Provision of transit service to Little Valley for City of Olean residents for services offered at the County Building in Little Valley that are not offered in Olean, and also to attend Legislative meetings
- More options for providers, less limitations, and more flexibility on who can ride
- Minimize route deviations to fixed-route service
- Door-to-door, wheelchair access transportation service
- Increase coordination and availability/access
- Eliminate duplication of stops and drops
- Volunteers can be utilized to provide additional services
- Not enough vehicles available to satisfy transportation needs
- Need for identification and establishment of park-and-ride lots within the County
- Consider opportunities to coordinate transportation services with school districts
- Coordination between Allegany, Cattaraugus, and Chautauqua Counties to provide mass transit across counties (potential for creation of Regional Authority)

User Training

- Clients of Cattaraugus Rehabilitation Center, Inc. and Directions for Independent Living need training to use public transportation
- Volunteer transportation providers need special training for clients

Payments of Fares

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

Coordination of Providers

- Need County Coordinator/Entity to draw down funds, i.e. municipal or non-profit entity
- Mobility management needs to coordinate services
- Other than the dispatcher, there is a need for a Mobility Manager to negotiate coordination opportunities.
- Coordinate timing, frequency, and availability of public transportation services
- Portions of the County are in close proximity to the borders of other counties. There is a need for cross county coordination and cooperation. For example, in the Delevan and Arcade area, three counties connect.
- Need for an Intercounty Committee (multi-county group) to examine cross border transportation coordination opportunities and barriers to coordination
- 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
- Collaborate with faith-based transportation providers
- Eliminate barriers to coordinate duplicative transportation services
- 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"

Marketing and Promotion

- Promote availability of coordinated transportation services countywide
- Increased communication and an understood, cohesive, comprehensive plan
- Increase marketing awareness of availability of public and private transportation services
- Publicize shared payments to promote utilization of transportation services

8.0 STRATEGIES FOR DEVELOPMENT

8.1 Strategies to Address Gaps in Transportation Services

The research in the Coordinated Plan has shown that demands for transportation services will continue to increase for the elderly, low-income, and disabled in the Cattaraugus County environs. To best address the identified gaps in transportation service, funding from Section 5310, 5316, and 5317 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.

8.2 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. The feasibility of realizing the opportunities will continue to be explored through the efforts of the Steering Committee and focus groups, which will be established.

8.3 Strategies to Efficiently Use Resources

Opportunities may exist to utilize agency buses to meet transportation needs, especially those purchased with Section 5310 funds, during regular down times when they are not being used. The City of Olean is negotiating with Cattaraugus Rehabilitation Center, Inc. to utilize Section 5310 buses to provide additional OATS service during regular down times. The City has identified potential new transit service corridors and may utilize these buses for such purpose, if feasible financial partnering agreements can be established to finance operations.

Cattaraugus Rehabilitation Center, Inc. is considering the possibility of utilizing OATS service to transport clients that live in two residential facilities located in the City of Olean to employment and other activities. If using OATS is feasible, the Center will attempt to negotiate a partnering agreement with the City of Olean.

Cattaraugus County would retain the VMC Group, Inc. to undertake mobility management services to facilitate transportation services for specific County departments with the objective to minimize cost to the County. This function may be expanded to accommodate additional department and agency transportation needs.

9.0 EXPECTED BENEFITS

Many benefits are expected from a plan of this magnitude. Among them is the elimination of duplicative services currently being performed in areas due to lack of communication between agencies. Reduction of vehicle needs as a result of this identified duplication should further reduce agencies expenses in areas such as gas consumption, insurance needs, registration fees, and maintenance costs.

Leveraging of other revenue sources could also be a result of the coordinated effort through the open dialogue created by these efforts. Better understanding of services, resources, and funding associated with all transportation services will make the funding picture on a countywide/citywide clearer. The ability to continue to leverage all current funding levels, and possibly identify un-leveraged resources, along with the possibility of community buy-in from local employers could further inflate the revenue picture. Also, while revenues are held constant or even in a growth mode, expenses could/should reduce agency-wide from the very benefits that the elimination of duplication brings to the table.

Coverage areas are currently in a stagnant state due to many providers continuing the status quo and not communicating with other agencies who are also providing a similar service in the same areas. The planning process will identify duplication and provide the opportunity to share services, rides, and funding; establishing a more efficient and effective mobility program. This will create the opportunity to provide service to a larger coverage area, while using fewer vehicles, leveraging the same revenues, and reducing agency budgets.

Finally, local dollars currently allocated to an uncoordinated mobility program will be better utilized through a coordinated mobility program, thereby possibly reducing local taxpayer dollars needed to support the mobility needs of the County's communities.

10.0 ACTION PLAN

All strategies that are eligible for Section 5310, 5316, and 5317 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.

10.1 Further Coordination Activities

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 and to develop transportation coordination strategies among agencies for meeting those local needs. This review resulted in the identification of recommended further coordination activities and potential transportation service projects, for which to pursue funding, to address community mobility needs.

The primary recommendation of the CTC Steering Committee for further coordination activity is to convene a focus group of key stakeholders to consider local mobility program structure, funding mechanisms, and operational responsibility to manage coordinated transportation services to address the aforementioned needs. Consistently, the primary recommendation of the Steering Committee is to identify and secure funding to sustain the mobility program structure and operating entity. These primary recommendations are listed below in *italics*. Other recommended further transportation coordination activities and potential projects for funding considerations will be considered by the CTC Steering Committee for implementation within the local program structure.

- *Establish focus group, including major stakeholders, Cattaraugus County, Cattaraugus County Department of Social Services, City of Olean, St. Bonaventure University, and the Cattaraugus Rehabilitation Center, Inc. to consider organizational agreements and models to address continuing mobility needs*
- *Explore funding opportunities to establish and sustain organizational agreements and models*
- *Establish mobility program organizational agreements*
- *Identify and secure funding to sustain mobility program organizational agreements*
- Establish focus groups to consider common issues and opportunities
- Establish focus groups to review maps of transportation services and target population groups for gaps and duplications
- Establish focus group to recommend compensation strategies to realize coordination opportunities
- Continue activities for the identification of coordination opportunities, such as transportation services to major employment centers for low-income or disabled community members
- Consider transportation services to facilitate employment opportunities for low-income population
- Establish partnering agency agreements to realize coordination opportunities

- Establish partnerships to address gaps and duplications
- Establish quarterly meetings of Community Transportation Coalition Steering Committee
- Provide opportunities for public participation in plan development and implementation
- Report on on-going community coordination activities to policy makers
- Annual Solicitation for FTA projects
- Submit CTC recommendations and endorsements for funding applications
- 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
- Assess trip patterns of severely disabled and frail elderly and capacity of existing transportation providers to coordinate transportation for these individuals
- Explore opportunities for partnering agreements to enable coordinated transportation to major urban centers across county borders
- Establish a centralized, one-stop, coordinated transportation gateway

10.2 Possible Projects for Funding Consideration

- *Identify and secure funding to sustain mobility program organizational agreements*
- Establish a centralized, one-stop, coordinated transportation gateway
- Replacement of four (4) Cattaraugus Rehabilitation Center buses
- Training for those with public transportation needs of elderly and disabled passengers on use of public transit systems
- Training of volunteer transportation providers on disabled passenger needs
- Expansion of existing Mobility Management function to coordinate transportation services
- Establishment of voucher or interagency payback system to enable reimbursement for coordinated trips
- Provision of transit service from Olean to Seneca Allegany Casino for employment
- Provision of evening transit service for employment and educational opportunities
- Provision of seasonal service to Ellicottville for employment
- Provision of additional fixed route service enabling persons who depend on public transportation to better schedule appointments around the fixed route schedule
- Marketing and promotion of coordinated transportation services
- Establishment of transit pass program with major employers for employees
- Establish “511” information program
- Establish internet based inventory of services and resources

Appendix A

**Community Transportation Coalition (CTC) of Cattaraugus County
Transportation Task Force
Minutes from Community Transportation Coalition Meetings
and Steering Committee Meetings**

COMMUNITY TRANSPORTATION COALITION OF CATTARAUGUS COUNTY

Last Name	First Name	Title	Agency	Email Address	Contact Number	Mailing Address	City	Zip
Fitch	Harris	General Manager	Allegheny County Transit	harris.fitch@firstgroupamerica.com	585-268-5860	6181 State Route 19	Belmont	14813
Whitwood	Carrie	Exec Director	Allegheny Western Steuben Rural Trans Network	whitwoodc@awsrhn.org	585-593-5223	85 N Main St	Wellsville	14895
Munro	Diane M.	Superintendent	Allegheny-Limestone Central School	dmunro@alli.wnyric.org	716-375-6600	3131 Five Mile Rd	Allegheny	14706
Brand	Wendy		Assemblyman Giglio Office	giglioj@assembly.state.ny.us	716-373-7103	700 W State St	Olean	14760
Olczak	Dr. Robert D.	District Superintendent	BOCES	rolczak@caboces.org	716-376-8246	1825 Windfall Rd	Olean	14760
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Searles	Jack	County Administrator	Catt. Co. Administration	jrsearles@cattco.org	716-938-2577	1 Leo Moss Dr, Suite 0123	Olean	14760
Miller	Dawn	Director	Catt. Co. Community Services Dept	dmiller@cattco.org	716-701-3294	1 Leo Moss Dr, Suite 4308	Olean	14760
McCall	Sonya		Catt. Co. Council on Alcohol & Substance Abuse	smccall@cccasa.org	716-373-4303 X509	201 S Union S, PO Box 567	Olean	14760
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Klute	Daryl		Cattaraugus Rehabilitation Center	dklute@rehabcenter.org	716-375-4739		Olean	14760
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Johnson	Dennis	Superintendent	Franklinville Central School	djohnson@frkl.wnyric.org	716-676-8029	N Main St	Franklinville	14737
Lounsbury	Linore		Genesis House	ghouse@adelphia.net	716-373-3354	PO Box 139	Olean	14760
Peters	Norm	Superintendent	Gowanda Central School District	npeters@gowcsd.org				
Mathe	Sharon	Exec Director	Healthy Community Alliance	mathes@hcnetwork.org	716-532-1010	26 Jamestown St	Gowanda	14070

COMMUNITY TRANSPORTATION COALITION OF CATTARAUGUS COUNTY

Noecker	Sharon		Healthy Community Alliance	noeckers@hcanetwork.org	716-532-1010	26 Jamestown St	Gowanda	14070
McCarthy	Judi	Superintendent	Hinsdale Central School	jmccarthy@hinsdale.wnyric.org	716-557-2227	3701 Main St	Hinsdale	14743
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		Superintendent	Olean City Schools		716-375-8018	410 W Sullivan St	Olean	14760
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		Superintendent	Portville Central School		716-933-6000	500 Elm St	Portville	14770
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Covert	Christy		VMC Group, Inc.	ccover@vmcgroup.com	716-373-2223	124 N Union St, Basement	Olean	14760
Ganim	Dr. Charles		VMC Group, Inc.	cjg@vmcgroup.com	716-285-6000	9701 N Falls Blvc, Suite A	Niagara Falls	14304
Ahrens	Edward	Superintendent	West Valley Central School	eahrens@wvalley.wnyric.org	716-942-3293	PO Box 290	West Valley	14171
Miller	Rhonda		YMCA	rmiller@olean-bradfordymca.org	716-701-1316	1101 Wayne St	Olean	14760

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

MEETING DATE HISTORY

04-24-08	Initial Meeting (no minutes)
05-08-08	Meeting at Olean Municipal Building (no minutes)
05-22-08	Organizational Meeting
06-19-08	Community Transportation Coalition (Steering Committee appointed)
07-10-08	Steering Committee
07-24-08	Steering Committee
08-07-08	Steering Committee
08-21-08	Steering Committee
09-04-08	Steering Committee
09-18-08	Community Transportation Coalition
10-02-08	Steering Committee
10-16-08	<i>Training Session (no minutes)</i>
10-30-08	Steering Committee
11-13-08	Steering Committee
12-04-08	Steering Committee
<hr/>	
01-08-09	Steering Committee
01-22-09	Steering Committee
02-12-08	<i>Interviewers Session (no minutes)</i>
02-26-09	Community Transportation Coalition
03-12-09	Steering Committee
03-26-09	Steering Committee
04-09-09	Steering Committee
05-07-09	Steering Committee
05-21-09	Steering Committee
06-25-09	Steering Committee
07-23-09	Steering Committee

Transportation Task Force

May 22, 2008

Meeting Minutes

Attendees

Brian Abram, Rehab Center
Betsy Bathuist, Olean Child Day Care
James Bellanca, Rehab Center
Paul Bishop, Catt. Co. EDP&T Planner
Wendy Brand, Assemblyman Giglio Office
Jeffrey Brown, Cattaraugus Community Action
Melinda Buckley, Rehab Center
David Carucci, Olean City Mayor
Christy Covert, VMC Group
Tony Evans, Catt. Co. Youth Bureau Director
Ann Feightner, Catt. Co. Aging Dept. Director
Jodi Fuller, Cattaraugus Community Action
Dr. Charles Ganim, VMC Group
Mary George, Olean City
Jean Gonska, HomeCare & Hospice
Jim Gorman, First Transit
Tricia Hart, Caring Hart's Transport
Ira Katzenstein, Catt/Wyoming Counties Project
Karen Kirsop, Catt/Wyoming Counties Project
Thomas Lecceadone, Catt. Co. Social Services
Lenny Liguori, Directions in Independent Living
Linore Lounsbury, Genesis House
Ginger Malak, Southern Tier West
Sonya McCall, Catt. Co. Council on Alcohol & Substance Abuse
Dawn Miller, Catt. Co. Community Services Director
Rhonda Miller, YMCA
Sharon Noecker, Healthy Community Alliance
Cheryl O'Keefe, Catt. Co. Administration Office
Dan Piccioli, Catt. Co. Social Services Deputy Commissioner
Candy Plants, United Way
Tammy Querns, Mental Health Association
John Sampson, Catt. Co. Veterans Services Director
Jack Searles, Catt. Co. Administrator
Pat Siminski, Catt. Co. Youth Bureau
Vito Sportelli, Transportation Grant Consultant
Carrie Whitwood, Allegany Western Steuben Rural Transportation Network

Jack Searles introduced himself and welcomed the group. Mr. Searles explained that Cattaraugus County is beginning the process of updating its Rural Coordinated Public Transit Human Services Transportation Plan. The plan identifies the transportation needs of individuals with disabilities, older adults, people with low incomes, and the general public, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation. Agencies that wish to apply for funding under the Elderly Individuals and Individuals with Disabilities Program (Section 5310), the Jobs Access Reverse Commute Program (Section 5316), and the New Freedom Program (Section 5317) need to participate in the update of this plan. These Federal Transit Administration programs are administrated by the New York State Department of Transportation. He went on to further express need to change the way we do

transportation, get out of the “silos” of transportation of today. Each agency has a component of transportation in Cattaraugus County.

He stated that the first meeting consisted of County Department Heads, VMC Group and the Rehabilitation Center. He emphasized the need to know of others to be included and involved in this process. Please submit names/agencies with contact information to Cheryl O’Keefe at email: clokeefe@cattco.org telephone: 716-373-8030 or fax 716-701-3726.

Mr. Searles then went on to explain the format of the meetings. He will be the “timekeeper” of the 1-1/2 hour meeting. Given the work that needs to be done, it was suggested that the meetings be held monthly. If you would like to host a meeting, contact Cheryl O’Keefe. Mr. Searles noted that these meetings were to 1) allow a wide range of groups and organizations to provide input into a proposed updated Cattaraugus County transportation plan and 2) to begin to explore opportunities for coordination and cooperation between various groups providing additional funding for transportation services. The actual Rural Coordinated Public Transit Human Services Transportation Plan will be done by the Cattaraugus County Department of Economic Development, Planning and Tourism.

Introductions were made of those in attendance.

Paul Bishop, Cattaraugus County Economic Development, Planning and Tourism Department, spoke about what is needed. Partnerships are very important and are key to the plan. He stated the following are the steps of the plan. 1) Inventory of Provided services; 2) Demographics; 3) Recommendations; 4) Implementing.

This committee will be the working committee.

Carrie Whitwood, Executive Director of Allegany Western Steuben Rural Transportation Network spoke to the committee as to what Allegany County does. They formed the Allegany County Transportation Task Force. Then a plan was set to get money and bring together all areas affected by transportation which includes colleges, businesses, tourism and organizations. They created a survey requesting vehicle fleets, income, funding streams and suggestions for sharing. They also had a User Survey then a Non-User Survey.

Jim Gorman from First Transit suggested having a goal to utilize monies for the whole community.

It was also suggested that the working committee include those with the biggest budgets (people and providers) to brainstorm.

Dr. Ganim, VMC Group, stated that the schools are the biggest transporters but barriers will have to be identified.

Paul Bishop will create a survey and Cheryl O’Keefe will send it to each of the attendees vial email and the postal service.

NEXT MEETING: Thursday, June 19th at 10:00 a.m.
 Rehabilitation Center
 1439 Buffalo Street, Olean

Attached is the survey. If you have not already done so, please complete and submit to Paul Bishop: prbishop@cattco.org or Cheryl O’Keefe: clokeefe@cattco.org

Transportation Task Force

June 19, 2008

Meeting Minutes

Attendees

Brian Abram, Rehab Center
Betsy Bathurst, Olean Child Day Care
James Bellanca, Rehab Center
Paul Bishop, Catt. Co. EDP&T Planner
Wendy Bourgeois, DSS Commissioner
Jeffrey Brown, Cattaraugus Community Action
Melinda Buckley, Rehab Center
Howard Cornwall, HomeCare & Hospice
Christy Covert, VMC Group
Chris Crawford, Catt. Co. EDP&T
Tony Evans, Catt. Co. Youth Bureau Director
Joni Faulkner, HomeCare & Hospice
Michelle Federowicz, NY Connects
Ann Feightner, Catt. Co. Aging Dept. Director
Harris Fitch, Allegany County Transit
Dr. Charles Ganim, VMC Group
Mary George, Olean City
Jim Gorman, First Transit
Dan Harris, HomeCare & Hospice
Tricia Hart, Caring Hart's Transport
Diane Jubera, CABOCES-SETRC
Thomas Lecceadone, Catt. Co. Social Services
Lenny Liguori, Directions in Independent Living
Ginger Malak, Southern Tier West
Pam McGarry, Catt. Co. Community Services
Cheryl O'Keefe, Catt. Co. Administration Office
Dan Piccioli, Catt. Co. Social Services Deputy Commissioner
John Reel, NYSDOT Jack Searles, Catt. Co. Administrator
Walter Reisner, Trans Am Ambulance Services Inc.
Pat Siminski, Catt. Co. Youth Bureau
Gail Smith, United Way
Vito Sportelli, Transportation Grant Consultant
Jeff VanDeCar, Nursing Homes Controller

At 10:02 a.m. in the Rehab Center, Jack Searles introduced himself and welcomed those in attendance. He requested that everyone introduce themselves with a brief explanation of the agency they represent.

Mr. Searles emphasized the need to involve others in this inclusive process. If anyone has names/addresses of people who should be invited to future meetings, please submit names/agencies with contact information to Cheryl O'Keefe at email: clokeefe@cattco.org telephone: 716-373-8030 or fax 716-701-3726.

Paul Bishop and Chris Crawford, from the Cattaraugus County Department of Economic Development, Planning and Tourism, then lead a discussion and showed a powerpoint highlighting past transportation coordination efforts and the development of the last Cattaraugus County Rural Public Transportation Plan in 1995. The 1995 plan needs to be updated.

It was explained that there is a need to bridge the gap between supply and demand with two main principles: efficiency and equity.

In sections B & C of this 1995 plan, there is an inventory of transportation resources. This inventory needs to be updated for the new plan. To do this Economic Development staff is asking that "Inventory of Services and Resources" survey be completed. Copies of the survey used to update this section have been distributed. Please complete this survey if you have not already done so. Please return completed surveys to Cheryl O'Keefe at the contact numbers above

Beyond data collection, the planning effort needed, involves four steps, namely: 1) selection of a lead agency, 2) selection of a Steering committee, 3) compilation and analysis of resource survey and demographic data, and 4) review of this information by the Steering Committee. Discussion then occurred around these topics.

It was agreed that Cattaraugus County Administration with Cattaraugus County Department of Economic Development, Planning and Tourism support would be the lead agency.

There was discussion regarding the membership on the initial Steering Committee. It was decided that this committee will be composed initially of the following agencies/individuals:

- County Administration – Jack Searles
- Cattaraugus County Department of the Aging – Ann Feightner
- Cattaraugus County Department of Social Services – Wendy Bourgeois
- Cattaraugus County Department Community Services – Dawn Miller
- The Rehabilitation Center – James Bellanca
- Cattaraugus/Wyoming Counties Project Head Start – Ira Katzenstein
- Cattaraugus Community Action – Tina Zerbian
- Cattaraugus-Allegany-Erie-Wyoming BOCES – Diane Jubera
- Southern Tier West Regional Planning and Development Board – Ginger Malak
- City of Olean – Mary George
- New York State Department of Transportation – Jim Reel
- Cattaraugus County Department of Nursing Homes – Jeff VanDeCar
- Directions of Independent Living, Inc. – Lenny Liguori
- Olean child Development Center – Betsy Bathurst
- United Way – Candy Plants
- Caring Hart Transport – Tricia Hart
- Willing School Districts – yet to be identified
- Seneca Nation of Indians – yet to be identified

Other members may be involved as gaps are identified in programs/services. Thank you to all who expressed an interest in participating in this committee! The Transportation Coordination Steering Committee will discuss what information will be collected, review plan, form a group knowledge base, and bring others to the table.

It was decided that this **Steering Committee will meet Thursday, July 10 @ 10:00 a.m. at The Rehabilitation Center.**

After the Steering Committee has looked at some of the data available, this information will be compiled and a Transportation Task Force meeting will be re-convened to discuss plan progress, gaps in service, options, challenges and opportunities. At this time the Transportation Task Force has not scheduled a meeting. The Transportation Coordination Steering Committee will determine the date when they have updates to report.

At the end of the meeting there was opportunity for sharing/suggestions/comments. The following suggestions were offered to the Steering Committee:

- ~Day Care and Early Intervention have common transport stops
- ~Low income individuals need transport to work
- ~There are fewer transporters available
- ~Efficiency should be identified by vehicle not passenger
- ~Combine set schedules with on-demand schedules
- ~The rules and regulations of school districts restrict how they can cooperate; they do offer a labor pool and garages
- ~Think regional
- ~Rural setting is a challenge
- ~Has SNI been approached?
- ~Look at other transportation means other than vehicles (i.e. bike trails)

NEXT MEETING of the STEERING COMMITTEE

Thursday, July 10 at 10:00 a.m.

Rehabilitation Center

1439 Buffalo Street, Olean

Please RSVP to Cheryl O'Keefe by July 8th so the meeting space can be arranged accordingly. Her contact information is:

Cheryl O'Keefe

Cattaraugus County Office Building

1 Leo Moss Drive, Suite 0123

Olean, NY 14760

clokeefe@cattco.org

Telephone: 716-373-8030

Fax: 716-701-3726

Transportation Steering Committee
Cattaraugus County Transportation Task Force
July 10, 2008
Meeting Minutes

Attendees

Brian Abram, The Rehabilitation Center
Betsy Bathurst, Olean Child Day Care
James Bellanca, The Rehabilitation Center
Paul Bishop, Cattaraugus County Economic Development, Planning and Tourism
Jeffrey Brown, Cattaraugus Community Action
Melinda Buckley, The Rehabilitation Center
Howard Cornwall, Directions in Independent Living
Chris Crawford, Cattaraugus County Economic Development, Planning and Tourism
Theresa Ellman, Cattaraugus County Department of Aging
Harris Fitch, Allegany County Transit
Mary George, Olean City
Jill Hollowell, Youth Bureau
Jim Gorman, First Transit
Ginger Malak, Southern Tier West
Pam McGarry, Cattaraugus County Department of Community Services
Jerry Mottern, Randolph School District
Cheryl O'Keefe, Cattaraugus County Administration Office
Dan Piccioli, Cattaraugus County Department of Social Services Deputy Commissioner
Candace Plants, United Way Cattaraugus
Jack Searles, Cattaraugus County Administrator
Tina Zerbian, Cattaraugus Community Action

At 10:07 a.m. in The Rehabilitation Center located at 1439 Buffalo Street, Olean, New York, Jack Searles introduced himself and welcomed those in attendance. Everyone in attendance introduced themselves with a brief explanation of the agency they represent.

Mr. Searles briefed the group on the 1995 Transportation Plan. It was noted that a revised plan was now required by New York State and that agencies needed to be included in this plan to allow them to continue to access various transportation funding. Every effort should be made to make sure this plan is as inclusive as possible, representing the needs and abilities of as many providers and users as possible. Given this, if there is someone and/or an agency that you feel should be involved in this process, please submit their names/addresses so they may be invited to future meetings. Send the contact information to Cheryl O'Keefe at email: clokeefe@cattco.org Telephone: 716-373-8030 or Fax 716-701-3726.

While the development of an updated Transportation Plan is important, it was noted that this effort allows a diverse group of individuals with various needs to come together and to begin dialoguing about common issues and concerns regarding the future of transportation services; an important element of almost any human service operation. The exercise of preparing a dynamic transportation plan allows this group to begin preparing for potential future coordinated activities.

Mr. Searles explained that this "subcommittee" of the Cattaraugus County Transportation Task Force would be a working committee and report back to the larger Task Force on a regular basis. This group will be referred to as the Transportation Steering Committee. Because of the amount of work and planning that needs to be done, regular meetings of this working group will need to occur.

Mr. Chris Crawford, with the Cattaraugus County Department of Economic Development, Planning and Tourism then acted as the facilitator for the meeting. He addressed the need to have a more formal organization for this subcommittee. He suggested the appointment of a Chair and Vice Chair of the subcommittee. After a brief discussion it was decided by the group that Dan Piccioli, Deputy Commissioner of the Cattaraugus County Department of Social Services be the Chairman and Jim Bellanca, CEO of The Rehabilitation Center be the Vice chair of the subcommittee. All present were in agreement.

Next Mr. Crawford asked the group, “Who are we” and “What do we do”. Discussion ensued around these questions. Mr. Crawford suggested we begin the process by gathering information starting with the Supply/Inventory side.

This is the result of that session:

Restrictions

Funding regulations
Provider rules
Vehicle accessible and availability
Clientele eligibility
Time based on client type
Operating time
Insurance regulations
Agency budget process
Size of vehicle
Weather
Statewide – limits funding for service

Costs

Market forces
Vehicle costs
Personnel
Liability
Insurances
Maintenance
Type
Gas
Personnel

Methods

Interview/Survey

Where and When Starting From

Existing fixed routes
Times of fixed routes
Where vehicles are based
Fixed 1st and last stops

It was agreed by the group that a follow-up interview process is the best method of gathering information. Please submit questions for this interview survey to Paul Bishop at prbishop@cattco.org or Chris Crawford at cgcrawford@cattco.org

Candace Plants from United Way offered to assist with accessing St. Bonaventure University interns to help with this process. She will look into the details before confirming their availability.

Brian Abram from The Rehabilitation Center reported that he had received a plan from Chautauqua County. He will send you a copy upon request.

What agencies are missing from this process? Please send their contact information to Cheryl O’Keefe.

There was discussion of a general mission statement. This will be an item on a future meeting agenda. Please begin thinking about ideas for this mission statement.

Next Meeting:

There was discussion regarding the next meeting. It was decided that the next meeting will be on July 24, 2008 at The Rehabilitation center, 1439 Buffalo Street, Olean, New York beginning at 10:00 a.m. and lasting about an hour in duration. A calendar of future meetings will be discussed at that time.

Cheryl O'Keefe
Cattaraugus County Office Building
1 Leo Moss Drive, Suite 0123
Olean, NY 14760
clokeefe@cattco.org
Telephone: 716-373-8030
Fax: 716-701-3726

Transportation Steering Committee
Cattaraugus County Transportation Task Force
July 24, 2008
Meeting Minutes

Attendees

Brian Abram, The Rehabilitation Center
James Bellanca, The Rehabilitation Center
Paul Bishop, Cattaraugus County Economic Development, Planning and Tourism
Howard Cornwall, Directions in Independent Living
Chris Crawford, Cattaraugus County Economic Development, Planning and Tourism
Ann Feightner, Cattaraugus County Department of Aging
Jodi Juller, Cattaraugus Community Action
Mary George, Olean City
Ira Katazenstein, Cattaraugus/Wyoming Counties Project Head Start
Pam McGarry, Cattaraugus County Department of Community Services
Dawn Miller, Cattaraugus County Department of Community Services
Cheryl O'Keefe, Cattaraugus County Administration Office
John Ognibene, Cattaraugus County Department of Nursing Homes
Dan Piccioli, Cattaraugus County Department of Social Services Deputy Commissioner
Candace Plants, United Way Cattaraugus
Jack Searles, Cattaraugus County Administrator
Pat Siminski, Cattaraugus County Youth Bureau
Vito Sportelli, Transportation Grant Consultant
Julie Wolf, Interfaith Caregivers, Inc.

At 10:02 a.m. in The Rehabilitation Center located at 1439 Buffalo Street, Olean, New York, Chairman Piccioli introduced himself and welcomed those in attendance. Everyone in attendance introduced themselves with a brief explanation of the agency they represent.

Mr. Chris Crawford, with the Cattaraugus County Department of Economic Development, Planning and Tourism then requested the committee to review the forms (Plan Inventory, Vehicle Inventory, Private Operator Survey, Interview Questionnaire) and submit suggestions/recommendations to him at cgccrawford@cattco.org He used the 1995 format as a base for the forms then built from it. Once there are approved forms they will be distributed to the agencies with the exception of the interview questionnaire. The next step will be completing the Interview Questionnaire. Please submit these suggestions as soon as possible.

Candace Plants confirmed that there will be a group of St. Bonaventure University interns that will assist with the interviewing process.

To answer the question, "Why are we here?", Jack Searles explained the reason the group was brought together. New York State requested the 1995 Plan be updated and those agencies applying for 5310 funds to be involved in the process. The plan should reflect all agencies represented.

Chairman Piccioli expressed to the committee that every agency's input is needed to have this updated plan a working plan. It will take a role reversal for each agency. Each agency needs to be invested in the plan and have input, the benefit in the long run will be great. He suggested that the agencies look at this as an opportunity to be a part of the process.

The next question asked was “Why does this body exist?”. After discussion, the answer consisted of the following: to coordinate & collaborate; to get transportation for those without; improve efficiency; access; maximize mobility; transportation as a vital community service.

This discussion was followed by a discussion to create a mission statement. It is: “The Community Transportation Coordination Committee of Cattaraugus County will strive to create a transportation system that is a vital community service. It will do this by working and collaborating together to meet community through identifying community needs, understanding resources, maximizing access and mobility and minimizing costs.” This statement will be presented at the next meeting of the Community Transportation Coordination Committee of Cattaraugus County.

Meeting date to be announced later.

Next Meeting of the Steering Committee:

Thursday, August 7, 2008

Social Services 1st Floor Training Room

Cattaraugus County Building

Olean, New York

Cheryl O’Keefe

Cattaraugus County Office Building

1 Leo Moss Drive, Suite 0123

Olean, NY 14760

clokeefe@cattco.org

Telephone: 716-373-8030

Fax: 716-701-3726

Community Transportation Coalition of Cattaraugus County Steering Committee

August 7, 2008
Meeting Minutes

Attendees

Brian Abram, The Rehabilitation Center
Paul Bishop, Cattaraugus County Economic Development, Planning and Tourism
Wendy Bourgeois, Cattaraugus County Department of Social Services Commissioner
Howard Cornwall, Directions in Independent Living
Chris Crawford, Cattaraugus County Economic Development, Planning and Tourism
Jodi Fuller, Cattaraugus Community Action Inc
Theresa Ellman, Cattaraugus County Department of Aging – The Linwood Center
Thomas Lecceadone, Cattaraugus County Department of Social Services
Ginger Malak, Southern Tier West Regional Planning
Dawn Miller, Cattaraugus County Department of Community Services
Cheryl O’Keefe, Cattaraugus County Administration Office
Dan Piccioli, Cattaraugus County Department of Social Services Deputy Commissioner
Pat Siminski, Cattaraugus County Youth Bureau

At 10:02 a.m. in the Cattaraugus County Building located at 1 Leo Moss Drive, Olean, New York, Chairman Piccioli introduced himself and welcomed those in attendance. He also thanked the group for their continued commitment to this project.

Mr. Chris Crawford, with the Cattaraugus County Department of Economic Development, Planning and Tourism then reviewed the draft version of the statement. He had broken it down to the “Vision” statement and the “Mission” statement. After some discussion the committee agreed upon the following:

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

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.

There are three “committees” for this transportation project. The complete committee will be referred to as: “Community Transportation Coalition of Cattaraugus County”. The working committee will be recognized as the Transportation Steering Committee. The core committee will be known as the Transportation Team Group.

After much discussion from Mr. Crawford’s PowerPoint presentation of the “Demand” side of transportation, it was agreed that Chambers of Commerce in the County and schools should be invited to the Community Transportation Coalition of Cattaraugus County Committee meetings. Chairman Piccioli offered to make these contacts. The group also agreed upon the following for the demand list:

- *major medical facilities
- *demand points
- *equipment needs
- *Aids – percentage of usage
- *Capabilities - curbside vs door pickup

- *wait time tolerance
- *mobility
- *monitor
- *How do you do it? (How do you determine your budget?)

Private employer

- *Is there a demand for van pooling?
- *shifts

Operators

- *Where are the stops?
- *What is the demand?

For the next meeting of the Transportation Steering Committee, Mr. Crawford will have the forms for review and any necessary editing prior to presenting them to the Community Transportation Coalition of Cattaraugus County.

Next Meeting of the Steering Committee:

Thursday, August 21, 2008

10:00 a.m.

Social Services 1st Floor Training Room

Cattaraugus County Building

1 Leo Moss Drive

Olean, New York

Look for the bright pink sign on the door.

Next Meeting for the Community Transportation Coalition of Cattaraugus County:

Thursday, September 4, 2008

10:00 a.m.

The Rehabilitation Center

1439 Buffalo Street

Olean, New York

Cheryl O'Keefe

Cattaraugus County Office Building

1 Leo Moss Drive, Suite 0123

Olean, NY 14760

clokeefe@cattco.org

Telephone: 716-373-8030

Fax: 716-701-3726

Community Transportation Coalition of Cattaraugus County Steering Committee

August 21, 2008
Meeting Minutes

Attendees

Brian Abram, The Rehabilitation Center
Betsy Bathurst, Olean Child Day Care
James Bellanca, The Rehabilitation Center
Paul Bishop, Cattaraugus County Economic Development, Planning and Tourism
Howard Cornwall, Directions in Independent Living
Chris Crawford, Cattaraugus County Economic Development, Planning and Tourism
Tony Evans, Cattaraugus County Youth Bureau
Mary George, City of Olean
Ira Katzenstein, Cattaraugus/Wyoming Counties Project Head Start
Thomas Lecceadone, Cattaraugus County Department of Social Services
Ginger Malak, Southern Tier West Regional Planning
Sharon Mathe, Healthy Community Alliance
Dawn Miller, Cattaraugus County Department of Community Services
Cheryl O'Keefe, Cattaraugus County Administration Office
Dan Piccioli, Cattaraugus County Department of Social Services Deputy Commissioner
Candace Plants, United Way Cattaraugus

At 10:00 a.m. in the Cattaraugus County Building located at 1 Leo Moss Drive, Olean, New York, Chairman Piccioli introduced himself and welcomed those in attendance. He also thanked the group for their continued commitment to this project.

Chairman Piccioli reported that C. Crawford and he attended an Allegany County Transportation Task Force meeting regarding their transportation project. They learned that Allegany County pays for their transportation system; there are fewer representatives on the committee; and that they have public transportation and a system similar to that of The Rehabilitation Center's system.

J. Bellanca reinforced that the transportation plan needs to be a collaborate effort for it to be successful.

Those present agreed that private operators should not attend our Steering Committee meetings. They do attend in Allegany County.

There was discussion regarding the proposed survey and interview questions. The mailing list of the participating agencies will include the larger group (Community Transportation Coalition of Cattaraugus County).

C. Crawford spoke of inviting the Delevan Mayor, Tony Wenke, to represent the smaller communities.

After much discussion regarding the presentation to the Coalition, it was decided the agenda would include:

- 1) Vision and Mission Statements
- 2) Data Collection Instruments
 - Client to Agency Form
 - Agency to Committee Form
- 3) Pre-Survey Summary
- 4) Process Description
- 5) Sample Maps

6) Interview Preparation

There was discussion of the data collection methods. The group agreed that data collection is important as it accomplishes having the data and the buy-in from the agency. It was discussed that the process would be as follows:

- 1) Surveys go out by electronic as well as paper (hard copy) allowing 2 weeks for completion
- 2) Start the process of scheduling interviews
- 3) Interview Options
 - a. SBU to provide some interns
 - i. Interview training sessions
 - b. Small groups
 - c. P. Bishop & C. Crawford
 - d. Any combination of the above

Both interview and questionnaire would be completed by all agencies.

It was suggested to do a test run of the agencies at the Steering Committee before we go to the larger group.

Also suggested was a press release to the media.

The meeting was adjourned at 11:38 a.m.

Next Meeting of the Steering Committee:

Thursday, September 4, 2008

10:00 a.m.

Social Services 2nd Floor Training Room

Cattaraugus County Building

1 Leo Moss Drive

Olean, New York

Follow the bright pink signs.

Next Meeting for the Community Transportation Coalition of Cattaraugus County:

Thursday, September 18, 2008

10:00 a.m.

The Rehabilitation Center

1439 Buffalo Street

Olean, New York

Cheryl O'Keefe

Cattaraugus County Office Building

1 Leo Moss Drive, Suite 0123

Olean, NY 14760

clokeefe@cattco.org

Telephone: 716-373-8030

Fax: 716-701-3726

**Community Transportation Coalition of Cattaraugus County
Steering Committee**

September 4, 2008
Meeting Minutes

Attendees

Brian Abram, The Rehabilitation Center
James Bellanca, The Rehabilitation Center
Paul Bishop, Cattaraugus County Economic Development, Planning and Tourism
Chris Crawford, Cattaraugus County Economic Development, Planning and Tourism
Ann Feightner, Cattaraugus County Department of Aging Director
Jodi Fuller, Cattaraugus Community Action
Mary George, City of Olean
Barb Hastings, Cattaraugus County Health Department Director
Ginger Malak, Southern Tier West Regional Planning
Sharon Mathe, Healthy Community Alliance
Dawn Miller, Cattaraugus County Department of Community Services Director
Cheryl O'Keefe, Cattaraugus County Administration Office
Dan Piccioli, Cattaraugus County Department of Social Services Deputy Commissioner
Candace Plants, United Way Cattaraugus
Pat Siminski, Cattaraugus County Youth Bureau

At 10:03 a.m. in the Cattaraugus County Building located at 1 Leo Moss Drive, Olean, New York, Chairman Piccioli introduced himself and welcomed those in attendance. He also thanked the group for their continued commitment to this project.

D. Miller explained to the committee how the Agency/Client Survey form was created. After much discussion, it was decided that she revises the draft with the suggestions including a disclaimer. This will be sent with the meeting materials for the Coalition prior to the meeting.

M. George suggested that a representative from S.T.E.L. be invited to the Coalition meeting.

A. Feightner, Director for Cattaraugus County Department of Aging, announced that this was her last meeting representing the County. At the next meeting she will be representing PACE. Cherianne Wold will be representing the Aging Department as Interim Director.

C. Crawford explained the three phases for the plan completion.

Phase 1 – Assessment (thru December 2008)

Data Instrument Development

Vision/Mission Statements

Data Collection

Data Analysis/Issue Id

Phase 2 – System Design (January 2009 – May 2009)

Option Identification/ Research

Preferred Option Chosen

Report Writing/ Negotiations

Phase 3 – Implementation (June 2009 – November 2009)

Job descriptions/Contracts/Forms/SOPS

System logistics determined/test runs/ etc.

After a group discussion, it was agreed upon to have a sample survey. Community Action (J. Fuller) and Healthy Alliance (S. Mathe) agreed to participate. The time line for this is: Receive form; three weeks to collect data and two weeks to process.

The Steering Committee discussed inviting the press to the September 18th Coalition meeting. It was decided that D. Piccioli and J. Bellanca would create a news release to inform the community about the coalition and the coming survey. The County Legislature would be notified prior to the press release.

The agenda items for the Coalition meeting will be:

- 1) Vision/Mission Statements
- 2) Data Collection Instruments
 - a. Client to Agency Form
 - b. Agency to Committee Form
- 3) Pre-Survey Summary
- 4) Process Description
- 5) Sample Maps
- 6) Interview Preparation

The meeting materials to be included in the email:

- 1) All Steering Committee Minutes
- 2) Agency/Client Survey form

The meeting was adjourned at 11:38

Next Meeting of the Steering Committee:

Did we decide on a date?

Next Meeting for the Community Transportation Coalition of Cattaraugus County:

Thursday, September 18, 2008

10:00 a.m.

The Rehabilitation Center

1439 Buffalo Street

Olean, New York

Cheryl O'Keefe

Cattaraugus County Office Building

1 Leo Moss Drive, Suite 0123

Olean, NY 14760

clokeefe@cattco.org

Telephone: 716-373-8030

Fax: 716-701-3726

Community Transportation Coalition of Cattaraugus County

September 18, 2008

Meeting Minutes

Attendees

Brian Abram, The Rehabilitation Center

Betsy Bathurst, Olean Child Day Care

Paul Bishop, Cattaraugus County Economic Development, Planning and Tourism

David Carucci, City of Olean

Christy Covert, VMC Group Inc.

Chris Crawford, Cattaraugus County Economic Development, Planning and Tourism

Lori DeCarolo, Randolph Academy Union Free School

Tony Evans, Cattaraugus County Youth Bureau

Michelle Federowicz, NY Connects

Ann Feightner, Total Senior Care, Inc (PACE)

Dr. Charles Ganim, VMC Group Inc.

Mary George, City of Olean

Marie Hallock, Cattaraugus County Dept. of Aging

Ginger Malak, Southern Tier West Regional Planning

Sharon Mathe, Healthy Community Alliance

Sharon Noecker, Healthy Community Alliance

Cheryl O'Keefe, Cattaraugus County Administration Office

Dan Piccioli, Cattaraugus County Department of Social Services Deputy Commissioner

Candace Plants, United Way Cattaraugus

Pat Siminski, Cattaraugus County Youth Bureau

Name of young man that will be working with Chris – he didn't sign in

At 10:07 a.m. in the Cattaraugus County Building located at 1 Leo Moss Drive, Olean, New York, Chairman Piccioli introduced himself and welcomed those in attendance. He also thanked the group for their continued commitment to this project.

Vision/Mission Statements: D. Piccioli read the vision and mission statements that they Steering Committee developed. He explained that "community" does not mean one of the cities nor a town but is all of Cattaraugus County in its entirety.

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

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.

Again, Chairman Piccioli spoke of the importance of others being involved in this process. Please notify or contact any agency that you feel should be a part of developing this transportation plan. The Steering Committee meets every other week.

Data Collection Instrument: C. Crawford reviewed the conceptual model of the Supply/Inventory side and the Demand/Need side and bridging the gap between the two. He referred to the "traveling salesman problem" with the information needed as where starting, where stopping, costs and rules. He explained that when the Steering Committee discussed the Supply/Inventory side there was a list of restrictions, costs and where/when starting from points. It was decided the method to be used would be interviews

and surveys. The Data Collection Tools would include operator survey; Purchaser/Operatory Survey; Vehicle Inventory and Interview Questions. The data collection tools for the Demand/Need side would include Purchaser Survey (agency-committee form); Client to Agency Survey (who are your clients and their demands); Employer Questionnaire and Interview Questions.

Agency/Client Survey Form: C. Plants explained that this form of 17 questions plus a map was developed from the larger transportation survey. Agencies will complete this form about their clients/customers. This data would then be collected and put into the larger form.

Pre-Survey Summary: P. Bishop reported the Pre-Survey was taken from the requirements of the NYSDOT from the “Locally Coordinated Transportation Plan” Fifteen responses were received from human service agencies, not-for profits, and public providers with 3 school districts. It became apparent that much more information was needed to be included in the process. Of those that responded, most provide a “demand-response” type of transportation service; vehicle fleets were small in size (mostly one or two vehicles with the exception of The Rehabilitation center (95 vehicles); hours of operation were mostly with the hours of 7:00am to 5:00pm on Mondays through Fridays.

Most interesting of all was the comments received in the last few questions at the end of the survey. The four main points and issues were characterized as follows:

Reliability – to be successful, the service must be reliable and dependable;

Availability – the service should be provided not only for appointments and assistance, but also for work, shopping and entertainment.

Flexibility – the service must be flexible in ridership (youth, elderly, handicapped, etc.) in order to utilize vehicles to capacity.

Marketability – the public needs to be educated that the service is available (that component is even missing from some of our current services).

It is certainly appreciated for those that took the time to complete this pre-survey. It was a big help in helping to understand the scope of the issues.

Sample Map: C. Crawford distributed a “sample” or picture in time that was taken from Cattaraugus County DSS for Monday, August 11, 2008 to show pick-ups, drop-offs and trip intensity. This map provided a visual of clusters, hubs and duplications. The map also shows demand points.

Process Description for Coalition Goals: D. Piccioli shared the tentative project phasing that the Steering Committee generated. Phase 1, the Assessment stage, is where the group is now and hopes to be completed by year end. This includes data instrument development, vision/mission statements, data collection and data analysis. The System Design is Phase 2 and includes Option Identification/Research; Preferred Option Chosen; and Report Writing/Negotiations. The tentative completion date is 3/31/09. Phase 3 which is the Implementation stage and to be completed by 12/09 includes Job descriptions/contracts/forms/SOPS; System logistics determined, test runs etc.

Interview Preparation & Survey Completion: Healthy Community Alliance and Cattaraugus Community Action have agreed to participate in a test run of the transportation survey. An agency will have a choice of a preferred distribution method: mailed hardcopy, e-mailed or web-based. Questions will be distributed in advance. The interviewer training will be based on the test run.

Olean Area Transportation System (OATS) Update: M. George reported that the OATS system was originally designed by Cattaraugus County Department of Social Services. It is a service for the general public and is available Monday thru Friday from 7:30am to noon and 1:00pm to 5:30pm. Starting October 1 it will be available Saturdays, same time schedule. The BonaBus has been added as well as the Motherhouse and Friary. The OATS bus is funded by the City of Olean, New York State, passes, St. Bonaventure University,

STOA (State Transportation Operating Association) and soon to be Cattaraugus County. A map of the OATS route with stops was distributed.

Other Discussion: Dr. Ganim from VMC Group offered a transportation program that could be used as a tool to assist with the duplication of routes used by the various agencies, locating hubs and demand locations.

Hornell has a transportation system that can be reviewed at: www.hatrides.com

Within the next week there will be a press release to educate the public of the transportation coalition and hopefully encourage others to become involved.

D. Carucci agreed to be the conduit for Empire Transit, Trailways and Shortline when the committee is at the operator survey stage.

There was a discussion of the importance of attending meetings and the imperativeness to keeping involved. A working lunch meeting was suggested.

Another suggestion was to put the information on the County Web.

The meeting was adjourned at 11:45 a.m.

Next Meeting of the Steering Committee:

Thursday, October 2, 2009 @ 10:00 a.m.

Social Services 2nd Floor Training Room

Cattaraugus County Building

1 Leo Moss Drive

Olean, New York 14760

Follow the bright pink signs.

Next Meeting for the Community Transportation Coalition of Cattaraugus County:

Thursday, October 16, 2008

11:00 a.m. – 1:00

Bethany Lutheran Church, Olean

(Next to the County Building)

United Way will be providing lunch

Please RSVP!!!

Respectfully submitted by:

Cheryl O'Keefe

Cattaraugus County Office Building

1 Leo Moss Drive, Suite 0123

Olean, NY 14760

clokeefe@cattco.org

Telephone: 716-373-8030

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Community Transportation Coalition of Cattaraugus County

Steering Committee Meeting

Thursday, October 2, 2008

10:00 AM – 11:30 AM

DSS 2nd Floor Training Room (follow pink signs)

County Building, Olean, NY

Meeting Minutes

The meeting was called to order at 10:05 a.m.

Center for Transportation Excellence (www.cteny.com)

Dan Piccioli provided a handout that explained the purpose of the Center for Transportation Excellence (CTE), a three-year old for-profit organization based in Buffalo that serves the transportation needs of Western New York. The mission of the CTE closely parallels the mission of our group. They ask the question - "Why Mobility Management?". They answer it as follows:

- To better coordinate local provider fleets.
- To better coordinate and maximize vehicle capacities.
- To greatly improve on time performance.
- Streamline and improve operational efficiencies.
- Streamline and improve billing functions.
- Point clients to alternative transportation.

Dan presented this as an example of how this issue is being in handled another part of our area.

Press Release

A proposed press release was presented to the group. It is meant to be general in nature and would hopefully spur new and renewed interest in the Coalition. Several changes were suggested and they will be made and sent out to the group for final review.

Discussion on Training Session

Candy Plants made the arrangements for the session and lunch at Bethany Lutheran Church. Chris Crawford briefly explained the process for conducting the training session:

- Initial introduction
- Walk-through of the forms
- Discussion of how to conduct interviews

Pat Siminski and Dan will assist Chris in preparing this process. In addition, Jody Fuller explained that Cattaraugus Community Action has already begun the interview process and may be able to provide information on that at the Training Session.

Logo - Presentation and Discussion

Darrel Klute of The Rehabilitation Center has volunteered to work on a logo for the Coalition. A suggestion was made to base it on the mission statement.

Chris sketched a possible logo of a vehicle using CTC as a backdrop.

Pat suggested a theme based on the County's Bicentennial Wagon Train, showing that that spirit of collaboration and cooperation is what we are striving for in the future.

Another suggestion was a wagon wheel with extended spokes to portray motion.

Jim Bellanca emphasized that we want to portray all modes of transportation, not just our buses and vans.

Brian Abram mentioned that “mobility encourages motivation”, and that the logo should reflect the mission of the group, not just the name.

Candy proposed basing the logo on the “➤” formation of geese, showing a group working together to efficiently move forward.

Candy then brought up the idea of having a contest for school kids in our County’s school districts to design the logo.

Other Discussion

Dan and Jim will meet with Linda Quick from BOCES in the near future.

They will discuss the Coalition with her and see if there are possible areas for cooperation.

The Coalition has been invited to speak to the Cattaraugus County Superintendents’ Association in late October. Dan, Jim and possibly Chris will make that presentation.

Brian suggested that we point out to the schools that they may have to participate, in the future, in a plan similar to what we are now doing in order to get funding for their buses and vans.

Jim expressed that it may be premature to portray it that way at this time, since we are trying to find a common ground with the schools.

After discussion, it was decided to use the approach of explaining how and why we came together as a group and to ask the schools how we can help them.

Jim brought up the issue of the lack of participation at the Coalition Meeting on September 18th. After discussion, the following actions would be taken to ensure maximum participation at future meetings:

- More advanced notice needed
- Personal intro from the Chair and Vice-Chair in the advanced notice
- Always present, as much as possible, new information at each meeting
- Evaluation form will be provided at the end of each meeting
- Follow-up calls with those that didn’t attend
- The Steering Committee, at their next meeting, will evaluate each Coalition Meeting

The meeting was adjourned at 11:20 a.m.

Community Transportation Coalition of Cattaraugus County

Steering Committee Meeting

Thursday, October 30, 2008

10:00 AM – 11:30 AM

DSS 2nd Floor Training Room (follow pink signs)

County Building, Olean, NY

Meeting Minutes

The meeting was called to order at 10:05 a.m.

Chairman Piccioli mentioned that we are now entering the data collection phase of this process. It is tedious work but is vital to our efforts.

Scheduling of Interviews

Healthy Community Alliance and Cattaraugus Community Action will be among the first agencies to go through the interview process. Agencies are reminded to collect data from their clients on the Agency to Client Form and then use that data to complete the Demand Side Form.

The following have volunteered to assist in conducting the interviews: Sharon Noecker, Tina Zerbian, Jodi Fuller, Dan Piccioli, Betsy Bathurst, Christy Covert, Walt Reisner, Paul Bishop and Chris Crawford. It is estimated that there could be as many as 35-40 interviews needed, so additional volunteers would be appreciated.

Answering Questions on Forms

Some concern was expressed about the complexity of the forms. It is understood that some agencies may not have the information required - they should complete them to the best of their ability and the interview process will help to fill in any gaps.

Finalization of Press Release

The proposed press release was again presented to the group. Several new changes were suggested. Those changes will be incorporated and it will be released in about a week. The tone of the press release is general in nature and it is hoped that it will spur new and renewed interest in the Coalition and transportation planning.

Other Discussion

Walt Reisner from Trans Am Ambulance Services had several questions and concerns on the forms from the viewpoint of an operator.

The next Steering Committee meeting will be held on Thursday, November 13, 2008.

The meeting was adjourned at 11:34 a.m.

**COMMUNITY TRANSPORTATION COALITION
OF CATTARAUGUS COUNTY**

Steering Committee Meeting

Thursday, November 13, 2008

10:00 AM – 11:30 AM

DSS 2nd Floor Training Room (follow pink signs)
County Building, Olean, NY

AGENDA

- 1) Welcome / Introduction (Dan Piccioli)
- 2) “What will this system look like when the project is completed?”
 1. Who are the key players?
 2. How does the group feel we should get these key players?
 3. What information do we need to know from these key players?
- 3) What are some of the ancillary components that accompany the development of the system? (Marketing, oversight, etc.)
- 4) What responsibilities do we have to the public during and after system development?
- 5) Other discussion
- 6) Next Steering Committee Meeting
- 7) Adjourn

COMMUNITY TRANSPORTATION COALITION OF CATTARAUGUS COUNTY

Thursday, January 8, 2009

10:00 AM – 11:30 AM

DSS 2nd Floor Training Room County Building, Olean, NY

Meeting Minutes

The meeting was called to order at 10:01 a.m.

Update on First Transit/City Agreement – Mary George & Jim Bellanca

J. Bellanca explained the concept of building upon the first step. Olean City to use Rehab buses and routes. NYS and V. Sportelli are working together. The City has added Saturday as a result of the surveys

Interview Updates – Chris Crawford

About one third of the interview process is done. Once they are done, the data will be shared.

Contact with Major Employers – Dan Piccioli

Major employers need to be contacted for their input. Transportation needs would be gathered. A Park 'n Ride was suggested. The five major employers would be Dresser, Olean General Hospital, Olean Medical Group, Wal Mart and County employees. The area Chambers should have the contact information needed for the surveys. This would also offer an opportunity for sharing the transportation project. J. Bellanca suggested a marketing committee to educate the public with the transportation opportunities. C. Plants suggested interns from St. Bonaventure University.

Initial Discussion on Driver Focus Group – Dan Piccioli

C. Crawford suggested to the committee to think about operator questions for interviews. Send your questions to Paul Bishop. Get operator information then driver information. Operators would be First Transit, Carrier Coach and Trans Am.

Other Discussion

The next two Steering Committee meetings are scheduled for 1/22 and 2/5. On 2/19 a Coalition meeting will be scheduled at Total Care (PACE). At the Coalition meeting Ginger Malak will give a presentation on the Regional Transportation Plan.

The meeting was adjourned at 11:15 a.m.

COMMUNITY TRANSPORTATION COALITION OF CATTARAUGUS COUNTY

Thursday, February 26, 2009

10:00 AM – 11:30 AM

Total Senior Care (PACE)

Meeting Minutes

The meeting was called to order at 10:06 a.m.

Progress Update

D. Picciolli reported that 1/3 of the surveys have been returned. He urged those outstanding to submit them as soon as possible.

The first phase, gathering information, of the process is almost done. It was reported that Healthy Alliance and Interfaith Caregivers are in similar missions. About one third of the interview process is done. Once they are done, the data will be shared.

Identified Issues are:

- ~Confidentiality
- ~Mixing population/groups
- ~Safety
- ~Stigma (riding with mental health patients; riding public transportation)
- ~Liability for transporter
- ~Billing – who & how

Olean Area Transportation System (OATS) Update

Olean City and the Rehab Center have partnered their transportation. The next step will be to partner with St. Bonaventure University. The new schedule was distributed.

Regional Rural Transportation Plan – Ginger Malak from Southern Tier West

G. Malak shared with the Coalition the draft of the Rural Regional Transportation Plan. A handout was distributed.

Other Discussion

The next Steering Committee is scheduled for March 12, 2009 @ 2:00 in the Administrative Conference room in the County Building, Olean.

Tours of the Total Senior Care (PACE) facility were given by Ann Feightner following the adjournment of the meeting.

The meeting was adjourned at 11:02 a.m.

Community Transportation Coalition of Cattaraugus County

Thursday, March 12, 2009

2:00 – 4:30 PM

Administrative Conference Room

County Building, Olean, NY

Meeting Minutes

The meeting was called to order at 2:03 p.m. by Chris Crawford, facilitator.

C. Crawford welcomed those in attendance. The agenda items and speakers were John Reel from the New York State Department of Transportation in Albany and Vito Sportelli the City of Olean Transportation Consultant. Their subjects were organizational structure and finances.

Presenter: Vito Sportelli – Olean City Transportation Consultant

V. Sportelli referenced the handout as he spoke regarding the benefits of coordinated transportation services and the funding sources available. He noted that Section 5316 of the Federal Transit Administration is for low income to get to work. He encouraged the Coalition to “pool” funding with keeping the integrity of the services and programs.

Presenter: John Reel – NYSDOT, Albany

J. Reel presented several examples of coordinated transportation systems from around the county. The keys to organizational structure are: 1) Who runs what?; 2) Who’s the boss?; and 3) Who pays and how much? He encouraged the committee to talk with other systems to help define Cattaraugus County’s system. He emphasized that the process should not be rushed through. He suggested a fair system be created so each partner has a win.

Various statements made during the presentations:

- 1) New York State does not like different systems for different riders.
- 2) Sometimes in meshing systems, it doesn’t always go as well as it seems it would, but solutions can be found.
- 3) Encourage VMC to be involved in the process.
- 4) Pool funding with keeping the integrity of the services and programs.
- 5) Do not rush through process.
- 6) Talk with other systems to help design a system for Cattaraugus County.
- 7) Create a fair system so each partner has a win.
- 8) Keep to organizational structure (found in handout).

Homework

Bring ideas for a system after reviewing the handout, keeping in mind the 3 keys to a system and organizational structure.

Other Discussion

Chris Crawford announced his official resignation as facilitator due to his new job.

Vito Sportelli will replace C. Crawford as the facilitator for this coalition. He is the facilitator for the transportation efforts for Madison County as well. The Co-Chairman remain the same with Dan Piccioli and Jim Bellanca.

Below is the schedule for the Steering Committee meetings. They start at 10:00.

March 26 – Administrative Conference Room, County Building, Olean

April 9 – DSS 2nd Floor Training Room, County Building, Olean

April 23 – DSS 2nd Floor Training Room, County Building, Olean

May 7 – DSS 2nd Floor Training Room, County Building, Olean

May 21 – DSS 2nd Floor Training Room, County Building, Olean

The meeting was adjourned at 4:30 p.m.

COMMUNITY TRANSPORTATION COALITION OF CATTARAUGUS COUNTY
Steering Committee Meeting

Thursday, March 26, 2009
10:00 AM – 11:30 AM
Administrative Conference Room
County Building, Olean, NY

Meeting Minutes

Attendees:

Roger Bailey, City of Salamanca Council
Jim Bellanca, The Rehabilitation Center
Paul Bishop, Catt. Co. Economic Development, Planning and Tourism
Howard Cornwall, Directions in Independent Living
Ann Feightner, Total Senior Care (PACE)
Mary Ellen Giblin, Salamanca Area Senior Center & Salamanca Lions
Karen Kirsop, Cattaraugus/Wyoming Counties Project Head Start
Thomas Lecceadone, Catt. Co. Social Services – MA Travel
Dawn Miller, Catt. Co. Community Services
Maureen Myers, Catt. Co. Nursing Homes (by conference telephone)
Cheryl O’Keefe, Catt. Co. Administrator’s Office
Dan Piccioli, Catt. Co. Social Services
Vito Sportelli, Transportation Consultant

Introduction

D. Piccioli, Co-Chairman, called the meeting to order at 10:05 a.m. As a result of C. Crawford’s resignation due to his job, Vito Sportelli will serve as the facilitator in the process of preparing a Rural Public Transportation Coordination plan. He brings to the table a wealth of information and experience and will be instrumental in applying and obtaining various funding streams. He is a key component for this coordinated plan.

Vito explained that Cattaraugus County is required to prepare and attain approval by NYSDOT of a Coordinated Human Services Transportation Plan to enable application and receipt of grant awards from three Federal Transit Administration (FTA) programs. The FTA programs covered by the requirement include: Section 5310, Elderly and Disabled Individuals, the funding source for ReHAbilitation Center bus purchases; Section 5316, Job Access and Reverse Commute (JARC), a resource to fund transportation services that enable public transportation access to jobs for low-income individuals; and Section 5317, New Freedom Initiatives, a funding source for public transportation improvements beyond the requirements of the Americans with Disabilities Act. Vito provided examples of projects that may be eligible for funding consideration under these programs, such as a new or extended bus service that enables low-income individuals to secure employment at a suburban job site under the JARC program or transit access training for disabled persons under the New Freedom program. To be eligible for funding other these sources, proposed projects must evolve from the locally developed coordinated transportation planning process.

Update: Progress of OATS and Rehabilitation Center Collaboration – Jim Bellanca

J. Bellanca has been talking with the grantor regarding continued availability of federal 5310 funding, used to purchase buses for agencies that serve elderly and disabled population groups. To continue to be eligible to receive 5310 funding, a community must adopt a coordinated human services transportation plan.

The Rehab Center has initiated collaboration with the City of Olean concerning the use of its buses. The collaboration includes three (3) components: 1) Sign a partnering agreement – Olean City uses Rehab Center buses to provide OATS service when the Center is not using them; 2) This collaboration can allow The Rehab clients to ride the OATS bus, enhancing their assimilation and independent mobility in the community and 3) This is a bit of a challenge but it will be worked out – The Rehab Center has fixed routes with fixed times, utilized by Center clients. As seating capacity exists on Rehab Center buses, allowing general public OATS riders on the Rehab Center buses will have to be evaluated to not compromise Rehab Center clients' mobility needs.

Discussion on Initial Route Planning – group brainstorm

The discussion focused mainly on “adding blocks” or additional transportation services associated with individual agencies to the OATS system, which provides a foundation for a coordinated transportation system. Cattaraugus County Department of Social Services funded the OATS bus originally. Due to contract cost increases and without the availability of additional funding that could be used to support the OATS, the County could not continue the OATS service contract, Recognizing the importance of OATS service to City residents, Olean City sought and successfully secured federal and state funding to continue the OATS service on the route. Subsequently, the City negotiated contributions to support OATS from the Cattaraugus County Department of Social Services and St. Bonaventure University. Certain medical travel for DSS clients is enabled through the City's OATS bus system. The Rehabilitation Center intends to enter a partnering agreement for OATS. OATS service from Olean to Seneca Allegany casino for employees and visitors is under consideration. As the planning process evolves, major employers such as Dresser Industries, will be contacted to assess their interest and need for public transportation services.

Each person at the meeting offered their agency's potential use for the coordinated transportation system.

~Dawn Miller, Community Services – This County Department has several satellite offices. Patients could be use the system for medical appointments. Many appointments are missed due to lack of transportation. Guidepost customers could possibly seek employment.

~Ann Feightner, Senior Total Care (PACE) – This agency services senior citizens. Many do not drive. Also important is driver training to each requirement of the various regulations of the participants.

~Howard Cornwall, Directions in Independent Living – This agency arranges transportation for their consumers. Most transportation is needed for medical appointments. However, many are for Social Security hearings. With Social Security cutting back on their expenses, these hearings are being scheduled more in Buffalo rather than in Olean. These consumers will need transportation for these appointments.

~Karen Kirsop, Cattaraugus/Wyoming Counties Project Head Start – They service 3-4-5 year old children. Their regulations state they have to use yellow school buses and Q-vests are required by Federal regulations. Their transportation component of their budget has been cut significantly.

~Maureen Myers, Nursing Homes – The Cattaraugus County nursing homes are located in Olean and Machias. Each has 3 shifts as they run 24/7. The employees could benefit from a transportation system. The system could be used for visits to the residents. Many spouses of the residents have to rely on others for transportation to visit their loved ones due to their own health limitations. Once a month the facilities host a couple's luncheon. It is an opportunity to share a meal with your loved one as well as be part of a support system of other spouses. Volunteers would benefit from a transportation system. The nursing homes as is the case with so many agencies and programs depend on the volunteers. It is also beneficial to volunteers to keep active in their communities for their own health. The residents would benefit as it could be used for activities outside of the facilities. The two facilities now share a bus. This limits the number of residents that can participate in activities/day trips.

Other Discussion

The next Steering Committee meeting is scheduled for **Thursday, April 9th @ 10:00** in the 2nd Floor DSS Training Room of the County Building in Olean, New York. Follow the pink signs. The discussion of this meeting will be the various existing organizational models and for a coordinated transportation system what would work for a system in Cattaraugus County.

P. Bishop will arrange for a survey and interview to be done for Salamanca City.

The meeting was adjourned at 11:32 a.m.

COMMUNITY TRANSPORTATION COALITION OF CATTARAUGUS COUNTY
Steering Committee Meeting

Thursday, April 9, 2009
10:00 AM – 11:30 AM
DSS 2nd Floor Training Room
County Building, Olean, NY

Meeting Minutes

Attendees:

Jim Bellanca, The Rehabilitation Center
Howard Cornwall, Directions in Independent Living
Ann Feightner, Total Senior Care (PACE)
Keri Kerper, Olean City
Ginger Malak, southern Tier West
Cheryl O'Keefe, Cattaraugus County Administrator's Office
Kelly Pena, Cattaraugus County Department Community Services
Dan Piccioli, Cattaraugus County Department Social Services
Vito Sportelli, Transportation Consultant
Theresa Ulman, Cattaraugus County Department of Aging

Introduction

D. Piccioli, Co-Chairman, called the meeting to order at 10:04 a.m.

Update: Progress of OATS

Rehabilitation Center/OATS collaboration – J. Bellanca reported that The Rehabilitation Center and OATS are in the process of creating the partnering agreement. OATS wishes to use The Rehab Center buses when it is down time for The Rehab.

Seneca Allegany Casino – The Casino is now at the stage of working out what the services will actually be.

Ellicottville (Holiday Valley) Survey – V. Sportelli reported that there is not much interest with the hotels however; Holiday Valley has agreed to put an article in their yearend newsletter.

Organizational Structure Models

J. Sportelli presented "Components of Coordinated Transportation". After the presentation, there was much discussion as to the next steps. It was decided to recommend to the County and City to establish a Transportation Board that would include representation from the Big 3 (County, City and The Rehabilitation Center). It was also suggested that a meeting be scheduled of the Big 3 and a core group of the Transportation Steering Committee. This meeting would include: Jack Searles, County Administrator; Olean City Mayor Carucci; Jim Bellanca, The Rehabilitation Center; Dan Piccioli, Cattaraugus County Department of Social Services; Mary George, Olean City Transportation;

and Vito Sportelli (facilitator for the Coordinated Transportation Coalition. These key players need to be brought up to date and decisions made. An application for funding is due in 6 weeks.

Survey Status

The surveys are not complete at this time. There are three outstanding surveys to be completed.

Regional Transportation

G. Malak distributed a handout regarding the Regional Transportation plan. Please review prior to the next meeting and have your ideas ready to brainstorm at the 4/23/09 meeting. This will be an item on the agenda. If you are unable to attend the meeting, please submit your ideas/thoughts to Ms. Malak at gmalak@southerntierwest.org

Other Discussion

The next Steering Committee meeting is scheduled for **Thursday, April 23rd @ 10:00** in the 2nd Floor DSS Training Room of the County Building in Olean, New York. Follow the pink signs.

The meeting was adjourned at 11:40 a.m.

Meeting Minutes
Cattaraugus County Coordinated Human Services Transportation Planning Meeting
9:00 a.m.
DSS First Floor Training Room
Leo Moss County Office Building Olean
May 7, 2009

Participants:

Cattaraugus County Administrator Jack Searles
Deputy Commissioner DSS Dan Piccioli
Olean Mayor David Carucci
Community Development Program Manager Mary George
VMC Group President Dr. Charles Ganim
VMC Olean Cattaraugus County Contract Manager Christy Covert
NYSDOT Rural Assistance Program Representative John Reel
Transportation Grant Consultant Vito Sportelli
First Transit Inc., Regional Manager Jim Gorman

Jack Searles County Administrator expressed his objective to support the agencies that have need for the expedient completion of the human services coordinated transportation plan to satisfy applicant requirements to receive federal 5310 funding.

Jack explained the contract services provided by the VMC Group, which manages the County transportation program. VMC facilitates various county departments' clients' access to transporters under contract with the county. It is a cross departmental function. It is countywide. It entails a zone-based reimbursement, intended to minimize transportation costs and maximize funding reimbursement under eligible programs, primarily Medicaid.

The transportation management function serves a high priority clientele for the County. The County Administrator will not permit any diminishment in services to this high-priority clientele. Most recipients are in need of services provided with little options available.

Dr. Charles Ganim presents that VMC Group does all coordination and routing for the County. VMC does not operate vehicles. The basis of the transportation management agreement is to segregate service provision from routing and coordination. VMC is contracted to facilitate or arrange transportation services for specific departments.

County retains competitively bid transportation vendors to provide types of service options. The transporters have contracts with options for renewal.

Funding streams used by County to reimburse transportation for clientele include Medicaid, Older Americans Act, Mental Health, Youth Bureau – Children with Special Needs, Early Intervention Program. Most have to do with Medicaid.

Additionally, a volunteer effort is available using Veterans Administration vans and volunteers to provide transportation for Veterans pursuant to VA guidelines.

VMC Group has a specific contract, as do existing transporters. The County will maintain the contracts and does not intend to re-bid the contracts.

The County Administrator must be cognizant of balancing perceived rural and urban interests in Cattaraugus County for the greater benefit of the County as a whole.

Cattaraugus County Department of Social Services commits TANF funding to support the OATS as a means for job access and employment opportunities for TANF recipients.

Jack Searles stressed that any proposals for transportation service improvement should be of small magnitude and exhibit a high probability for success. Such proposals will serve to educate county legislators and policy-makers toward the feasibility and prudence of undertaking changes to current transportation practices.

Cattaraugus County is prohibited from owning vehicles and will not entertain the creation of a new department to accommodate transportation needs.

Mayor Carucci asked whether or not Medicaid funded transportation services were required to be exclusively available for Medicaid clients. Jack Searles stated that the Medicaid purpose of the rider is a requirement to apply the funding to the reimbursement of the transportation service. But, accepted a premise that the Medicaid funded service could be used for other purposes if Medicaid was not charged and another funding source reimbursed the non-Medicaid transportation services.

Rides are reimbursed as “loaded miles”, i.e., the Medicaid reimburses the service when the client is on the vehicle. There are zone rates of reimbursement across the county.

Mayor Carucci offered the possibility of services utilizing county vehicles to communities not currently served and subsidizing such service with available public subsidies.

Mayor Carucci expressed a willingness to continue to be a grants sponsor for the OATS system, even if services traverse beyond the City municipal limits but, the City cannot be responsible for administering or coordinating a county-wide system.

An idea to expand the scope of the existing county mobility management services, either by utilizing VMC or another such provider, was accepted as a possibility if funding for such purpose could be identified. Such a proposal would emanate from the ongoing planning process conducted under the lead of the Steering Committee. In essence, such a mobility manager or transportation coordinator would have access to and the ability to utilize participating resources, services, and vehicles to facilitate countywide rides.

Jim Gorman suggested that public ownership of vehicles that are now used to provide client based services for the county could result in cost savings to the county. The cost savings and resultant subsidy gains could be used to increase services overall.

Vito Sportelli summarized to the moment that the discussion of the meeting covered the following elements of the evolving plan:

- I. Cattaraugus County Transportation Coalition
 - a. Develop Human Services Transportation Plan
 - i. FTA Section 5310 and others
- II. Transportation Steering Committee efforts
 - a. Inventory services and Resources
 - i. Establish needs and recommended improvements
 - b. Review of possible Organizational Structure
 - i. County-wide responsibilities or transportation organization
 - ii. Independent transit organization

iii. Build on existing functions and partnering agreements

III. Existing Functions and Agreements

- a. Olean Area Transit System (OATS)
 - i. Fixed route service
 1. SBU and Cattaraugus County DSS partnering agreements
 2. Additional partnering agreements
- b. Cattaraugus County Transportation and Mobility Management
 - i. VMC Group, Inc.

At this point, Dr Ganim presented the specific capabilities of the VMC Group as they related to Cattaraugus County contract.

VMC Group is not a transportation company; it is a management consulting company. The company has developed demand response and transportation routing software, based on optimization algorithms.

A call center is established in Olean to handle incoming transportation service requests, with back-up capacity existing in its Niagara Falls office.

Service routing of client rides is undertaken to maximize program funding available. A communications daily log is maintained. A transportation service policy manual, which provides standards for transportation services, has been developed by VMC and is utilizing to manage transportation services.

As an example of the value of VMC services, under its contract in Greene County, VMC saved the county \$650,000 by more efficient deployment of available vehicle inventory.

In Cattaraugus County, VMC has mapped the location of facilities, as well as clientele and this information is available for use in the planning effort.

Jack Searles mentioned that Cattaraugus County has developed advanced Geographic Information Systems technological capacity, which is available to assist the planning endeavor.

Jack Searles related a concern held by a number of County Legislators over costs experienced by other regional transportation organizations and a resultant reluctance to entertain such organizations in Cattaraugus County. Jack suggested that transportation system improvements needed to be promoted as an economic development tool and/or job related.

Coming back to the issue of the need for the plan to support agency application for 5310 vehicles, a conversation with Jan Simpson, NYSDOT 5310 Manager is needed to relate the status of the Cattaraugus coordination planning effort to the requirement associated with 5310 applications for new vehicles. John Reel agreed to participate in such a conversation to review the status of ongoing work.

In summary, the meeting brought the capabilities of the county's mobility manager to the planning effort. The existing capacity of the VMC group is part of the existing inventory of services and resources available for the satisfaction of the needs that are being identified. The inventory of resources, services, interviews conducted will be summarized to identify potential transportation needs. The Steering Committee will accept the needs and work to coordinate and better use the available resources to meet the needs. Needs will be prioritized and included in an action plan. Additionally, alternative solutions to satisfy needs that cannot be accommodated within the existing capacity will evolve. From the alternative solutions, projects will be identified and included in the action plan. Steps to implement the action plan will be taken. The Steering Committee will continue to provide a forum to consider issues associated with the evolving transportation system.

Agenda
May 21, 2009
Steering Committee

- Countywide Coordinated Human Services Transportation Plan
- Organizational structures
 - Independent transportation agency
 - Build on existing partnering agreements
 - Non-profit organization
- Build on existing agreements
 - Opportunity to build on partnering agreements of the City, County, and ReHab Center
 - Majority of vehicles and funding resources dedicated to transportation
 - Existing and anticipated partnering agreements
 - County capacity for mobility management under contract
 - Opportunity to expand existing agreements to coordinate services and resources among 3 to provide additional mobility
 - Meeting minutes May 7th
- Review inventory data
 - City, County, ReHab Center
 - Majority of vehicles and funding resources dedicated to transportation
 - Existing and anticipated partnering agreements
- Review demographic data
 - Majority of Cattaraugus County population is represented by the Steering Committee participants
- Primary objective to continue the plan and associated process
- Problem definition continues to evolve
 - Mapping
 - Facilities
 - Demographic population groups
 - Gaps and duplications
 - Needs identified
 - Prioritized
- Action Plan to satisfy needs
 - Alternative solutions identified
 - Projects evolve from alternative
 - Identification of resources and implementation
 - Priority 1
 - Explore opportunities to build on existing arrangements to build a coordinated system organization
 - County Mobility Manager VMC briefing to Steering Committee
 - Utilize vehicles and resources beyond City, County, and ReHab Center
 - Priority 2
 - Offer the coordinated system organization to other members of Steering Committee
- Steering Committee continues to meet
 - Provide forum to address needs and opportunities for improvements
- Brief Cattaraugus County Coalition Task Force on status

COMMUNITY TRANSPORTATION COALITION OF CATTARAUGUS COUNTY

Steering Committee Meeting

**Thursday, June 25, 2009
10:30 AM – 12:00 PM
DSS 2nd Floor Training Room
County Building, Olean, NY**

Meeting Minutes

- 1) Welcome
- 2) Dan Piccioli distributed the first three sections of the Plan has completed to date.
 - A. Past History and Current System
Completed by Dan using the previous Plan, past meeting data, and survey information. The group was asked to review the information to date and make recommendations for any changes, as specific to each agency. It was suggested to include Suburban Adult Services and to also include after each agency having some form of transportation assistance the source of their funding.
 - B. Inventory of Services
Compiled by Paul Bishop and Candy Plants from data previously gathered by Chris Crawford and Paul through the use of multiple agency and customer surveys over the past year.
 - C. Mapping
Two maps were displayed that showed area hospitals and medical clinics. It was noted that the mapping section was incomplete at this time and that a number of committee members are currently in the process of completing portions of the mapping section. Dan will be contacting those responsible for the maps to coordinate the completion of this section, as it was decided that the maps were needed before the Gaps and Recommendations sections could be completed properly.
- 3) Assignment of the last two sections, Gaps and Recommendations, was discussed. it was determined that a sub-committee including Ginger Malak, Candy Plants and Dan Piccioli would assist with the narrative section for these sections using the map data and also the various survey information submitted by customers and agencies. In addition, the group was asked to identify Gaps and the following areas were submitted:
 - A. No current mobility management entity identified Countywide - no current JART funding.
 - B. No formalized organization responsible for implementing the Countywide Transportation Plan over time.
 - C. No fixed route in the western portion of the County and no links to out of the area routes.
 - D. Need for park and ride lots for commuters.
 - E. Need of a marketing plan and information on existing transportation for residents outside of the immediate Olean area.

4) Recommendations were also identified in addition to the ones which were submitted through customer and agency surveys as such:

- A. Need to formalize Transportation Plan implementation by creating a County Legislative Committee or increasing Legislative involvement or recommendations.
- B. Identify Countywide Mobility Management entity.
- C. Apply for JART funding.
- D. Build partnerships with Allegany, Chautauqua and Erie County systems.
- E. Include Office of Mental Retardation and Developmental Disabilities (OMRDD) and State funded vehicles in future inventory/plan.
- F. Connect County cities with fluid transportation system
- G. Create major transportation hub which all forms of transportation will utilize and where customers will access various routes and multi-county systems.

Dan noted that the "maps" people will set a meeting in the interim and that the next Steering Committee meeting will be held on Thursday, July 23rd at 10:00 in the DSS 2nd Floor Training Room

Appendix B-1
Transportation Providers
That Are
Open To Coordination

Public Bus Routes

Coach USA - East-West Schedule

Coach USA - North-South Schedule

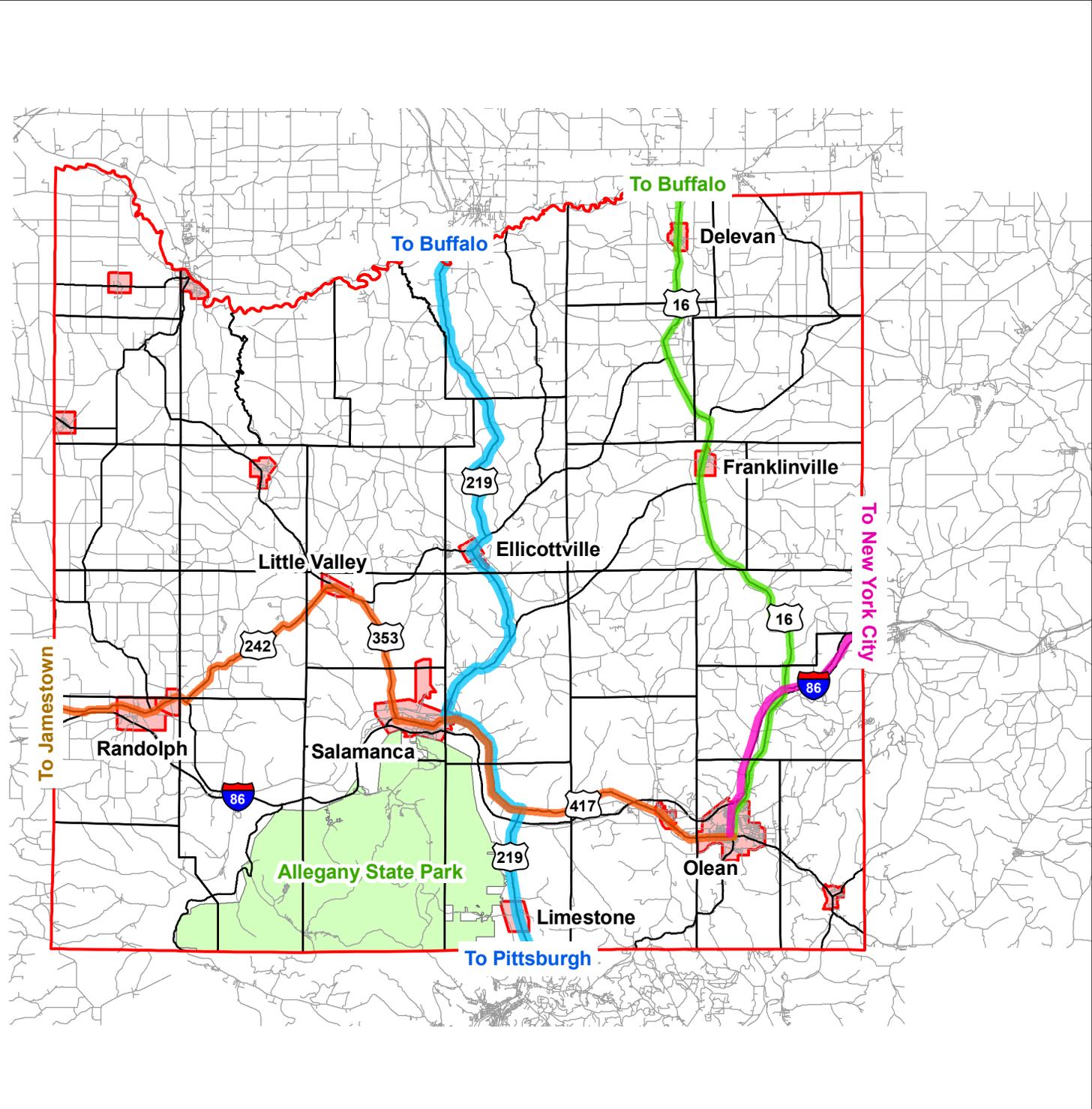
Coach USA Shortline Schedule

Fullington Trailways Schedule

OATS Bus Route - City of Olean

OATS Bus Route - Brochure

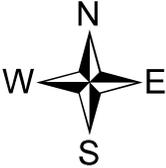
Public Bus Routes Through Cattaraugus County



Legend

- Major Highways
- Coach USA ShortLine
- Coach USA East West
- Coach USA North South
- Fullington Trailways

Note: Carrier Coach does not provide any scheduled public transportation in Cattaraugus County



This map was created using GIS TECHNOLOGY
 Prepared by
 Cattaraugus County
 Department of Economic Development,
 Planning & Tourism
 303 Court St.
 Little Valley, NY 14755
 Paul R. Bishop, Planner
 February, 2009

**COACH USA WESTERN NEW YORK
OLEAN – JAMESTOWN LINE RUN
EFFECTIVE 07/12/2006**

THIS SCHEDULE RUNS DAILY YEAR ROUND (no exceptions)

JAMESTOWN / OLEAN				
DEPART	AM	PM	FULL / FLAG	
Jamestown	6:45	4:45	Full	US News
Falconer	6:52	4:55	Flag	
Kennedy	7:00	5:03	Flag	
Randolph	7:12	5:15	Flag	
East Randolph	7:15	5:18	Flag	
Little Valley	7:30	5:30	Flag	
Salamanca	7:45	5:45	Full	Reeds
Bradford Jct.	8:00	5:55	Flag	
Vandalia	8:03	5:58	Flag	
Alleghany	8:08	6:03	Flag	
St. Bonaventure	8:10	6:06	Flag	
Olean	8:20	6:30	Full	TLC Sunoco
Black Creek	8:40	AM Only	By Request	

OLEAN / JAMESTOWN				
DEPART	AM	PM	FULL / FLAG	
Olean Mall	9:00	6:30	Flag	
Olean TLC/Sunoco	9:05	6:35	Full	
St. Bonaventure	9:13	6:45	Flag	
Alleghany	9:15	6:48	Flag	
Vandalia	9:20	6:53	Flag	
Bradford Jct.	9:25	6:57	Flag	
Salamanca	9:40	7:10	Full	Reeds
Little Valley	9:55	7:25	Flag	
East Randolph	10:07	7:37	Flag	
Randolph	10:10	7:40	Flag	
Kennedy	10:20	7:52	Flag	
Falconer	10:28	8:00	Flag	
Jamestown	10:40	8:10	Full	US News

COACH USA WESTERN NEW YORK

OLEAN – BUFFALO LINE RUN

EFFECTIVE 06/07/2006

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
@ 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
@ 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
@ 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
@ 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
@ 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
@ 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

@ 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.

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.

COACH USA TICKET AGENCIES

Arcade, NY	Holland, NY
Arcade & Attica RR 492-3100	Holland Pharmacy 537-2822
Buffalo, NY	Machias, NY
Metro Trans Center 800-231-2222	Lil's Deli 353-4607
East Aurora, NY	Olean, NY
Kelsey's Jewelers 652-0480	Coach USA Terminal 372-5500

PICK UP LOCATIONS:
 Airport Metro Bus Area
 Galleria Bon Ton East Entrance
 Olean – 301 South Union, Olean, NY

Contact Coach USA for questions: 372-5500 (M-F 8-5) or toll free 1-800-327-8687 (evenings & weekends)

From NEW YORK To BINGHAMTON • ITHACA • ELMIRA • OLEAN

Schedule Number		101	101S	1	103/130	107	3	111	113	113S	115	7	119	5	123	9	125		
FOLDER No. B	2510B																		
Frequency		Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily		
PATCHOUGUE, NY (L.I.)	HTC lv			719a			1156a					315p		605p		853p			
Lake Ronkonkoma (Exit 60)	lv			731a			1208p					324p		617p		901p			
Islip (LIE Exit 55)				741a			1217p					338p		626p		914p			
Melville (Huntington) (Exit 49)				751a			1224p					356p		637p		925p			
Mineola (Carle Place) (130 E. Jericho Tpke.)				808a			1245p					431p		654p		942p			
HEMPSTEAD, NY (Grey. Term., Jackson St.)				818a			1255p					444p		704p					
Queens Village				843a			120p					514p		729p		1022p			
WHITE PLAINS				940a			205p					601p		814p		1103p			
NANUET, NY (Thwy. Exit 14, Park & Ride)				1005a			230p					631p							
Woodbury Common, NY				1040a			300p					707p							
NEW YORK, NY (PABT) (41st & 8th)	HTL lv	800a			1015a	1230p		230p	430p		430p		630p		830p		1100p		
RIDGEWOOD, N.Y. (Rt. 17 N. Park & Ride)	lv	825a			1040a	1255p		255p	455p		455p		655p		855p		1125p		
Newburgh, N.Y.	lv																		
Middletown, N.Y.	lv			1110a			330p					731p							D
MONTECELLO, N.Y.	ar	950a		1145a	1205p	220p	405p	420p	620p			806p	820p	D	D	D	D		
MONTECELLO, N.Y.	lv	955a	1020a	1210p	1210p	225p	425p	425p	625p	630p		825p	825p						
Monticello Gaming and Raceway			1026a							636p				1010p	1035p	1237a	1250a		
Liberty, NY (Jct. Rt. 17 & 52)	lv		1045a							655p							105a		
LIBERTY, NY (Village)	lv		1050a							700p							110a		
Parkville, NY	lv		1100a							710p									
Livingston Manor, NY	lv		1111a							721p									
Roscoe, NY	lv		1120a							730p									D
Hancock, NY	lv		1148a							758p									D
Deposit, NY	lv		1206p							816p									
BINGHAMTON, NY	HTL ar	1135a	1240p		150p	405p		605p	805p	900p	755p		1005p		1205a		240a		
BINGHAMTON, NY	CVB lv	1145a			205p	415p		615p	815p				1015p		1215a		245a		
Whitney Point, NY	lv	1205p			435p			835p					1035p		1235a		305a		
Owego, NY	lv			237p			637p												
ITHACA, NY (Bus Term.)	ar	1250p		315p	525p		725p	* 940p					* 1140p		* 140a		* 415a		
CORNELL, UNIV., NY – Theatre Arts Ctr.	ar	1255p		320p	503p		730p	935p					1135p		135a		410a		
West Campus W-D Lot	ar	100p		325p	535p		735p	930p					1130p		130a		405a		
North Campus CC Lot	CVB ar	105p		330p	540p		740p	925p					1125p		125a		400a		
Binghamton, NY	GL lv	1245p		125p	310p	430p		610p						1055p					
Geneva, NY	ar	300p						825p											
Cortland, NY (40 Grant St.)	ar				400p	520p				840p									
SYRACUSE, NY T (7140) (170-174)	ar			240p	440p	600p				930p									
ROCHESTER, NY	ar	400p		445p	655p	755p		920p		1010p				1210p					
BUFFALO, NY	GL ar	530p		620p	835p	930p		1110p						210p					
BINGHAMTON, NY	CVB lv				210p			615p											
Greene, NY	ar				240p			645p											
Oxford, NY	ar				300p			705p											
Norwick, NY	ar				310p			715p											
Sherburne, NY	ar				330p			735p											
Hamilton, NY (Colgate University)	ar				355p			800p											
Morrisville, NY	ar				405p			810p											
UTICA, NY	CVB ar				500p			905p											
BINGHAMTON, NY	HTC lv				210p			615p					1015p						
Owego, NY	lv				245p			650p											
Waverly, NY	lv				305p			710p					1110p						
ELMIRA, NY	ar				325p			730p					1130p						
ELMIRA, NY	lv				325p			730p					1130p						
Corning, NY	lv				350p			755p					1155p						
Bath, NY	ar				420p			825p					1225a						
Hornell, NY	ar				450p			855p					1255a						
Almond, NY	ar				457p			902p					102a						
Alfred Station, NY	ar				503p			908p					108a						
Alfred, NY	ar				510p			915p					115a						
Belmont, NY	ar				535p														
Jct. 186 & 19, NY	ar				537p														
OLEAN, NY	HTC ar				610p														

* Serves Cornell Campus first

2510A-0322dh

TERMINALS

NEW YORK, NY: Port Authority Bus Terminal, 41st & 8th Ave., 212-736-4700
 All service in North Wing (New Term. Bldg). Short Line Ticket Plaza located on Suburban Concourse. Short Line departs from Suburban bus level, Gates 307-314.

ALBANY, NY: 34 Hamilton St., 518-436-9651
 ALFRED, NY: Alfred Travel Center, 11 West University St., 800-631-8405, ext. 3
 BATH, NY: Misba Market, 51 Liberty St., 800-631-8405, ext. 3
 BINGHAMTON, NY: Short Line Terminal, 105 Chenango St., 607-722-7553
 BUFFALO, NY: Trailways Terminal, 181 Ellicott St., 716-852-1750
 CARLE PLACE/MINEOLA: Stop 24 130 E. Jericho Tpke, 800-631-8405, ext. 3
 COLGATE UNIVERSITY: Student Travel Center, 315-228-6847
 COBLESKILL, NY: A Cut Above Hair Salon, 2 Division St., 518-234-9434
 CORNING, NY: Soul Full Cup of Coffee, 81 West Market St., 607-936-4044
 Pickup and discharge on Chestnut St. and Dennison Parkway
 DEPOSIT, NY: Wheelers Collision, 32 Oak St., call Binghamton for information
 ESCAPE: Suny Binghamton, NY, 607-777-6178
 ELMIRA, NY: Transportation Center, 106 Gray St., 607-734-2001
 HAMILTON, NY: Colgate Travel Agency, 315-228-6841 Also: College Book Store
 HEMPSTEAD, LI: Greyhound Terminal, Jackson Street, 800-631-8405, ext. 3
 HORNELL, NY: Michael John's Mini Mart, 7499 Seneca Road N, 800-631-8405, ext. 3
 ITHACA, NY: Ithaca Bus Terminal, 710 W. State St., 607-277-8800
 ITHACA, NY: SAI (Student Agencies), 409 College Ave., 607-272-2000
 ISLIP, NY: All American Mobil, 700 Motor Parkway, 800-631-8405, ext. 3
 JAMESTOWN, NY: US News Inc., 109 W. Third St., 716-664-7357
 LIBERTY, NY: C.A.C.H.E., 63 South Main St., 845-292-5821
 MELVILLE/HUNTINGTON: Red House Discount, 394 Old Whitman Ave., 800-631-8405, ext. 3
 MIDDLETOWN, NY: Short Line Terminal 14 Railroad Ave., 845-343-3903
 MONTECELLO, NY: Short Line Terminal, Sturgis Rd. (adjacent to County Government Center), 845-794-5500
 MORRISVILLE, NY: Campus Store, Suny Morrisville, 315-684-6073
 NANUET, NY: Tickets at Rockland Travel, 316 W. Rt. 59, Bus Pickup/Discharge at Park & Ride Lot on Rt. 59 opposite entrance to I-87 N (Thruway, Forman Dr)
 G&G Sweet Shoppe, 326 W. Rt. 59, 800-631-8405, ext. 3
 NORWICH, NY: Carmen's Café, 607-336-7574
 NEWBURGH, NY: Short Line Terminal Center, Rt. 17K at Thruway Entrance, 845-561-0734
 OLEAN, NY: Primo Limo Service, 303 Union St. (closed Sundays), 800-631-8405, ext. 3
 ONEONTA, NY: Bus Terminal, 7 Market St., 607-432-2061
 OWEGO, NY: Smoke Shop, 70 N. Ave., 607-687-3483
 POUGHKEEPSIE, NY: Mitt's Cigar & Variety, 270 Main Mall, 845-471-6276
 QUEENS VILLAGE, LI: JD Foods, 219-117 Hillside Ave., 800-631-8405, ext. 3
 Eastbound: Bus stops on Springfield Blvd at Junction of Hillside Ave.
 Westbound: Bus Stops on Hillside Ave.
 RIDGEWOOD, NJ: Ridgewood Park & Ride, 201-444-7005
 Southbound: Short Line Terminal 575, Rt. 17 South
 Northbound: Bus shelter on Rt. 17 North
 ROCHESTER, NY: Trailways Terminal, 187 Midtown Plaza, 716-232-3090
 SCHENECTADY, NY: Travel Center, 2238 State St., 518-341-6113
 SHERBURNE, NY: Big M Supermarket, 607-674-4180
 SUFFERN, NY: Multiservices, 90 Orange Ave., 845-369-7003
 UTICA, NY: Bus Station, Union Station, 315-797-2566
 WAVERLY, NY: Terminal Barber Shop, 239 Broad St., 607-565-2878
 WHITE PLAINS, NY: White Plains Bus Center, 11 Ferris Ave., 914-428-0859
 WOODBURY COMMON, NY: Bus stop near Clock Tower.
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EFFECTIVE JULY 2008

From OLEAN • ELMIRA • ITHACA • BINGHAMTON To NEW YORK

Schedule Number		96	100	12	102	102S	104	2	131/108	6	131	116	116S	118	122				
FOLDER No. B	2510B																		
FREQUENCY		Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Fri/Su	Daily	Daily	Daily	Daily					
OLEAN, NY	HTL lv								945a										
Jct. 186 & 19, NY	lv								1014a										
Belmont, NY	lv								1020a										
Alfred, NY	lv						745a		1045a					245p					
Alfred Station, NY	lv						752a		1052a					252p					
Almond, NY	lv						758a		1058a					258p					
Hornell, NY	lv						805a		1105a					305p					
Bath, NY	lv						835a		1135a					335p					
Corning, NY	lv						905a		1205p					405p					
ELMIRA, NY	ar						930a		1230p					430p					
ELMIRA, NY	lv						935a		1235p					435p					
Waverly, NY	lv						955a		1255p					455p					
Owego, NY	ar						D		D					D					
BINGHAMTON, NY	HTL ar						1050a		150p					550p					
UTICA, NY	CVB ar								1100a						505p				
Morrisville, NY	ar								1155a						600p				
Hamilton, NY (Colgate University)	ar								1205p						610p				
Sherburne, NY	ar								1230p						635p				
Norwick, NY	ar								1250p						655p				
Oxford, NY	ar								1255p						700p				
Greene, NY	ar								120p						725p				
BINGHAMTON, NY	CVB ar								150p						755p				
BUFFALO, NY	GL lv						600a	855a				950a		1125a	130p				
ROCHESTER, NY	lv						745a	1035a						105p	310p				
Syracuse, NY	lv										1250p			310p					
Cortland, NY	lv													350p					
Geneva, NY	ar						835a	1125a							400p				
Binghamton, NY	GL ar						1055a	140p				220p		440p	620p				
CORNELL UNIVERSITY, NY	CVB																		
North Campus CC Lot	lv	110a	415a		640a		905a		1205p			215p		410p	605p				
West Campus W-D Lot	lv	115a	420a		645a		910a		1210p			220p		415p	610p				
Theatre Arts Ctr.	lv	120a	425a		650a		915a		1215p			225p		420p	615p				
ITHACA, NY (Bus Term.)	lv	130a	450a		720a		940a		1240p		1240p	250p		445p	645p				
Owego, NY	ar						1015a		115p					520p					
Whitney Point, NY	ar		535a		805a						335p				730p				
BINGHAMTON, NY	CVB ar	240a	600a		830a		1050a		150p		150p	400p		600p	755p				
BINGHAMTON, NY	HTL lv	305a	610a		840a	740a	1110a		210p		210p	410p	329p	610p	805p				
Deposit, NY	lv												406p		D				
Hancock, NY	lv												424p		D				
Roscoe, NY	ar												450p		D				
Livingston Manor, NY	ar												459p						
Parksville, NY	ar												510p						
LIBERTY, NY (Village)	ar						935a						520p		940p				
Liberty, NY (Jct. Rt. 17 & 52)	ar												320p						
MONTICELLO, N.Y	ar	455a	755a		1025a	1000a	1255p		355p	345p		555p	550p	755p	955p				
MONTICELLO, NY	lv	500a	800a	810a	1030a		100p	110p	400p	410p		600p		800p	1000p				
Middletown, NY	ar			845a				145p		445p									
Newburgh, NY	ar																		
RIDGEWOOD, NY (Rt. 17 South) (Park & Ride Terminal)	lv		D 920a		D1148a		D 215p		D 520p			D 715p		D 915p	1123p				
NEW YORK, NY (PABT) (41st St. & 8th Ave.)	HTL ar	650a	950a		1220p		250p		555p		545p	750p		950p	1159p				
Woodbury Common, NY	lv			925a			220p		525p										
NANUET, NY (Thwy. Exit 14, Park & Ride)				1000a			255p		600p										
WHITE PLAINS				1025a			329p		625p										
Queens Village				1110a			412p		710p										
HEMPSTEAD, NY (Grey. Term., Jackson St.)				D1135a			D420p		D735p										
Mineola (Carle Place) (130 E. Jericho Tpke.)				D1145a			D433p		D745p										
Melville (Huntington) (Exit 49)				D1202p			D447p		D802p										
Islip (LIE Exit 55)				D1213p			D458p		D813p										
Lake Ronkonkoma (Exit 60)				D1232p			D507p		D822p										
PATCHOUGUE, NY (L.I.)	ar			1239p			519p		834p										

From ALBANY To BINGHAMTON

Folder No. 2511	1-22-06	ADT	HTL
Frequency		Daily	Daily
BOSTON, MA	lv	710a	1215p
Albany, NY	ar	1045a	400p
Albany, NY	lv	1100a	430p
SUNY Albany, NY		----	450p
Schenectady, NY		1125a	510p
Cobleskill, NY		1205p	555p
SUNY Cobleskill, NY		1210p	605p
Oneonta, NY		1250p	645p
BINGHAMTON, NY	ar	155p	750p
Binghamton, NY	lv	205p	815p
Monticello, NY	ar	335p	955p
Ithaca, NY	ar	310p	940p
Utica, NY	ar	500p	----
OLEAN, NY	ar	610p	----

GENERAL INFORMATION

This company is not responsible for errors in timetable or inconvenience or damage resulting from delayed buses. Schedules are subject to change.

It is suggested that you read the timetable carefully, especially noting reference marks, which you will find, explained in this timetable. All trips are designed as to days of operation. Please purchase tickets before boarding coaches. This helps everybody.

Tickets are on sale daily, unless otherwise provided.

At points where terminal is not maintained, Coaches will stop on signal.

Holiday Service

Holiday Schedule will be operated on New Year's Day, Presidents Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas. Reduced Service will be in effect on days preceding or following above holidays and during holiday periods for Columbus Day, Veterans Day, Rosh Hashanah and Good Friday.

Ticket Refunds

Regular Full Fare Tickets:

Wholly or partly unused tickets valid for travel will be refunded if presented within ninety (90) days after the last date of possible use and will not be redeemed if presented thereafter.

Wholly unused tickets, which have not been presented and used for transportation, will be redeemed at the purchase price paid less 10%. In the event, failure to use these tickets was the result of any act or default of the Company, the ten (10%) percent will not be deducted.

Application for refund should be mailed to Refund Dept. ShortLine, 4 Leisure Lane, Mahwah, NJ 07430. Refunds take approximately 4 weeks for processing.

Heavily discounted or special fare tickets may not be refundable. Check when purchasing for details.

Commutation Tickets:

Except in the case of job loss, cash refunds will no longer be allowed on commutation tickets. In the event of illness, business travel or vacation, unused tickets may be returned for credit toward the purchase of additional commuter tickets by using the commutation credit voucher. A letter stating the reason for returning tickets with the actual tickets must be mailed within fifteen (15) days after the last date of possible use to ShortLine, 4 Leisure Lane, Mahwah, NJ 07430, to Attention: REFUND DEPT. A personal voucher will be issued and mailed. Only one credit voucher may be redeemed at one time against the purchase of another commuter book of tickets.

Ten (10) trip commuter books will be restricted to a maximum credit of four (4) unused tickets per book submitted.

ADA Notice

Any Passenger requiring an ADA accessible bus must inform us no later than 48 hours prior to departure.

No C.O.D. express or checked baggage over the lines of ShortLine (HTL).

From BINGHAMTON To ALBANY

Folder No. 2511	1-22-06	HTL	ADT
Frequency		Daily	Daily
Olean, NY	lv	----	945a
Utica, NY	lv	----	1100a
Middletown, NY	lv	----	1113a
Monticello, NY	lv	----	1210p
ITHACA, NY	lv	840a	1240p
BINGHAMTON, NY (terminal)	ar	950a	150p
Binghamton, NY (terminal)	lv	1000a	245p
Oneonta, NY		1110a	345p
SUNY Cobleskill, NY		1155a	425p
Cobleskill, NY		1200p	430p
Schenectady, NY		1240p	515p
SUNY Albany, NY		D 105p	D 530p
Albany, NY	ar	115p	540p
Albany, NY	lv	130p	----
BOSTON, MA	ar	520p	----

SCHEDULE NOTES

- CU Operates through Cornell University Campus
- * Serves Cornell Campus First
- D Discharge only
- f Flag stop only.
- T Via Trailways.
- CVB Chenango Valley Bus Lines
- GL Greyhound Lines Inc.
- HTC Hudson Transit Lines/ShortLine
- HTL Hudson Transit Lines/ShortLine
- ADT Adirondack Trailways

Thank you! Your cooperation will make this a more pleasant trip for everyone.

This Company is not responsible for errors in the timetable, inconvenience or damage resulting from delayed buses. Schedules are subject to change.

Hudson Transit Lines, Inc.
 4 Leisure Lane, Mahwah, NJ 07430
 Owns and operates all interstate routes



Coach USA

A STAGECOACH GROUP Company

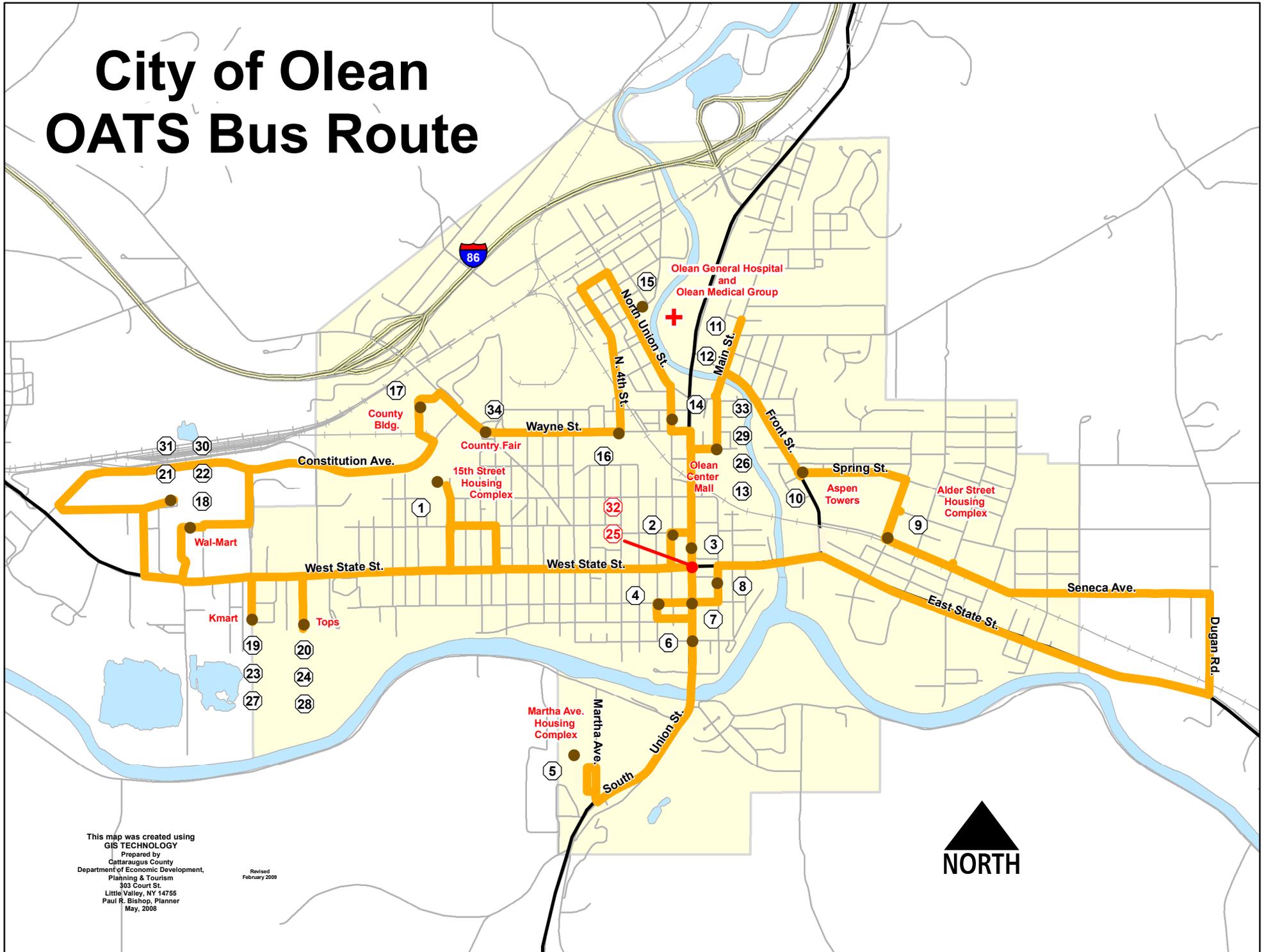


BUFFALO—Du BOIS—PITTSBURGH

READ DOWN		← SCHEDULE NUMBER →	READ UP	
530	600		510	605
Ⓟ	Ⓟ	Folder No. 7158 ← FREQUENCY → 6-17-09	Ⓟ	Ⓟ
9 30		Lv Toronto, ON	GLC Ar 5 45	
12 10		Ar Buffalo, NY (742)	Lv 2 00	
8 15		Lv Cleveland, OH	GL Ar	
10 25		Lv Erie, PA	Ar	
12 20		Ar Buffalo, NY (170)	Lv	
		Lv Cleveland, OH	LFT Ar 5 35	
		Lv Erie, PA	Ar 3 40	
		Ar Buffalo, NY (7165)	Lv 2 00	
10 30		Lv Syracuse, NY	GL-NYT Ar 4 25	
12 15		Lv Rochester, NY	Ar 2 40	
1 45		Ar Buffalo, NY (170)	Lv 1 00	
2 30		Lv ▲ BUFFALO, NY	FAB Ar 12 45	
f 3 15		Springville	11 55	
f 3 40		Ellicottville	11 30	
4 00		▲ Salamanca	11 15	
4 30		▲ Olean	10 45	
f 4 50		Limestone, NY	f 10 25	
5 00		▲ Bradford, PA	10 15	
f 5 25		Lantz Corners	f 9 45	
5 35		▲ Kane	9 35	
f 5 50		Wilcox, PA	f 9 20	
6 00		Johnsonburg	f 9 10	
6 15		Ridgway	f 8 55	
f 6 40		Brockway	f 8 30	
6 55		Ar ▲ Du Bois, PA	Lv ⊕ 8 15	
⊕ 7 25	8 10	Lv ▲ Du Bois, PA	FAB Ar 8 00	6 55
f 7 35	f 8 20	Sykesville	f 7 45	f 6 40
f 7 45	f 8 30	Big Run	f 7 35	f 6 30
7 55	8 40	▲ Punxsutawney	7 25	6 20
8 40	9 35	Lv ▲ Indiana, PA	Ar 6 40	5 35
f 9 20	f 10 15	Apollo	f 6 05	f 4 55
9 25	10 20	▲ Vandergrift	6 00	4 50
9 50	11 00	▲ Monroeville, PA	5 25	4 10
	2 10	Lv Monroeville, PA	GL Ar	Ⓟ 2 30
	5 20	Ar Hagerstown, MD (200)	Lv	Ⓟ 11 30
	7 20	Ar Baltimore, MD	Lv	Ⓟ 9 45
	8 45	Ar Washington, DC	Lv	Ⓟ 8 15
9 50	11 05	▲ Monroeville, PA	FAB	5 25 4 10
10 20	11 30	Ar ▲ PITTSBURGH, PA	Lv 5 00	3 40
	12 10	Ar Pittsburgh Airport, PA	Lv	2 45
12 10	1 10	Lv Pittsburgh, PA	GL Ar 3 40	1 00
3 35	5 20	Ar Columbus, OH (202)	Lv 12 15	9 00
7 55	10 25	Ar Indianapolis, IN	Lv 7 10	4 10
4 40	2 40	Ar St. Louis, MO	Lv 1 10	10 15
11 35	1 40	Lv Pittsburgh, PA (200)	Ar 2 50	Ⓟ 3 00
2 45	5 20	Ar Hagerstown, MD	Lv 11 40	Ⓟ 11 30
4 40	7 20	Ar Baltimore, MD	Lv 9 40	Ⓟ 9 45
5 50	8 45	Ar Washington, DC	Lv 8 10	Ⓟ 8 15
12 30	1 20	Lv Pittsburgh, PA (200)	Ar 4 10	Ⓟ 3 00
2 55	4 40	Ar Cleveland, OH	Lv 1 45	Ⓟ 11 30
7 15	9 45	Ar Detroit, MI	Lv 9 00	↑
9 50	4 55	Ar Chicago, IL	Lv 5 00	Ⓟ 11 25

Ⓟ — Does not operate on Tuesdays, Wednesdays or Thursdays. 7158-0616cb
 All trips operate daily unless otherwise noted in the frequency listing.

City of Olean OATS Bus Route



This map was created using
GIS TECHNOLOGY
Prepared by
Cattaraugus County
Department of Economic Development,
Planning & Tourism
303 Court St.
Little Valley, NY 14755
Paul R. Bishop, Planner
May, 2008

Revised
February 2009



FARE INFORMATION

Adult	\$1.00
Children under 12 years	Free
Elderly or Disabled	\$.50
Route Deviation	2 x regular fare**

Monthly Passes \$25.00

Available at: City Clerk's Office, Municipal Bldg.
Medicaid Managed Care Office, County
Bldg.
One Stop Office, Blue Bird Square

(FFFS Passes issued by Cattaraugus County are accepted.)

**** Personal Care Attendant identified via advance trip reservations shall not be charged a fare.**

EXACT FARE REQUIRED UPON BOARDING

DAYS OF OPERATION

Monday through Saturday. The service will not run on the following holidays: May 25, 2009 (Memorial Day) July 4, 2009 (Fourth of July); September 7, 2009 (Labor Day); November 26, 2009 (Thanksgiving Day); December 25, 2009 (Christmas Day); January 1, 2010 (New Years Day).

ROUTE DEVIATION

The OATS will deviate from the route not more than 3/4 mile to get those individuals who cannot get to a scheduled stop. Call for reservation by the end of regular business hours ***three days before the ride is needed:*** (716) 376-5647 or (585) 268-5860.

LET US HELP GET YOU TO WHERE YOU'RE GOING!

May 2009



Olean Area Transit System

101 East State Street

Olean, NY 14760

For More Information, please contact

City Clerk 8 a.m. - 5 p.m. Monday - Friday

(716) 376-5600

Community Development 9 a.m. - 5 p.m.

Monday - Friday (716) 376-5647

First Transit 8 a.m. - 5 p.m.

Monday - Friday (585) 268-5860

VISIT US ON THE WEB AT:

WWW.CITYOFOLEAN.COM

THE CITY OF OLEAN IS AN EQUAL OPPORTUNITY PROVIDER.
TDD 711

Appendix B-2

Transportation Providers With Coordination Potential

The ReHAbilitation Center / First Transit Routes

Cattaraugus County DSS Routes (Sample)

VMC - Cattaraugus County Department of Aging Routes:

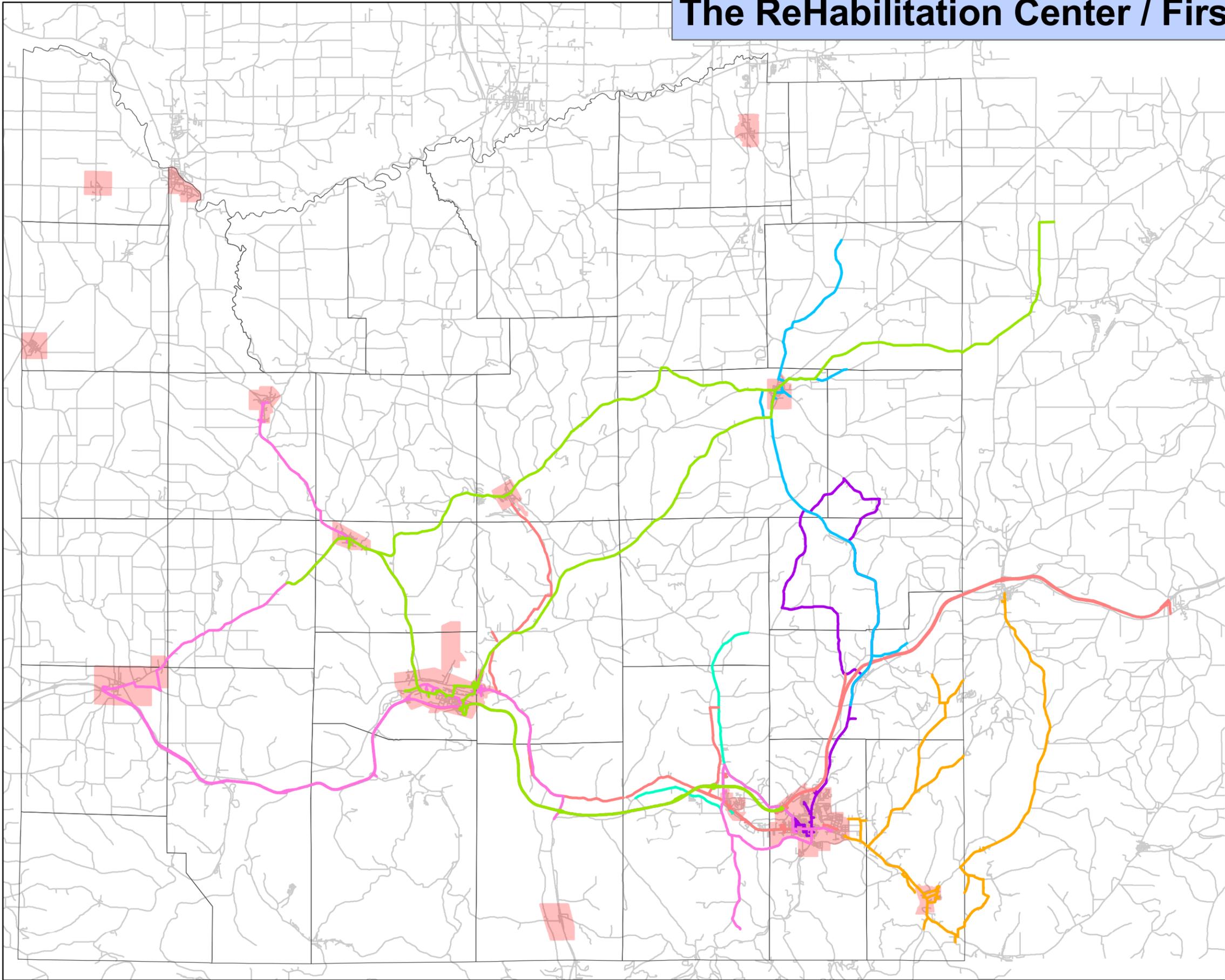
- Wednesday Shopping Run
- Olean Nutrition Site
- Salamanca Nutrition Site
- Allegany Program

VMC - Cattaraugus County Department of Aging and Community Services Routes:

- Delevan to Olean/Allegany
- Maplehurst to Olean/Allegany
- Salamanca/Limestone to Olean/Allegany
- Ceres to Olean/Allegany

Healthy Community Alliance / Interfaith Caregivers Coverage Areas

The ReHAbilitation Center / First Transit Routes



- Legend**
- Roads
 - West Route
 - Salamanca Route
 - Maplehurst Route
 - Ellicottville Route
 - Olean Route 3
 - Olean Route 2
 - Olean Route 1
 - Towns
 - Cities and Villages



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Prepared by
Cattaraugus County
Department of Economic Development,
Planning & Tourism
303 Court St.
Little Valley, NY 14755
Paul R. Bishop, Planner
July, 2009

Pick-ups, Drop-offs and Trip Intensity for Monday, Aug. 11th - Cattaraugus County DSS



Legend

Drop-Off Locations by # of Drop-offs

- ★ 1
- ★ 2
- ★ 8

Pick-up Locations by # of Pick-ups

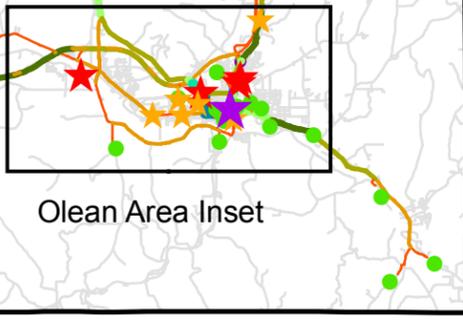
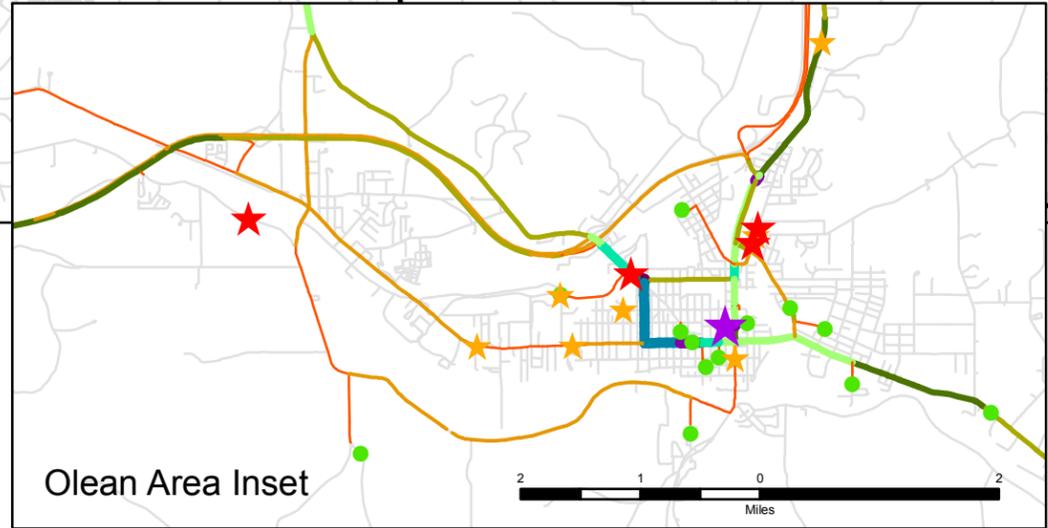
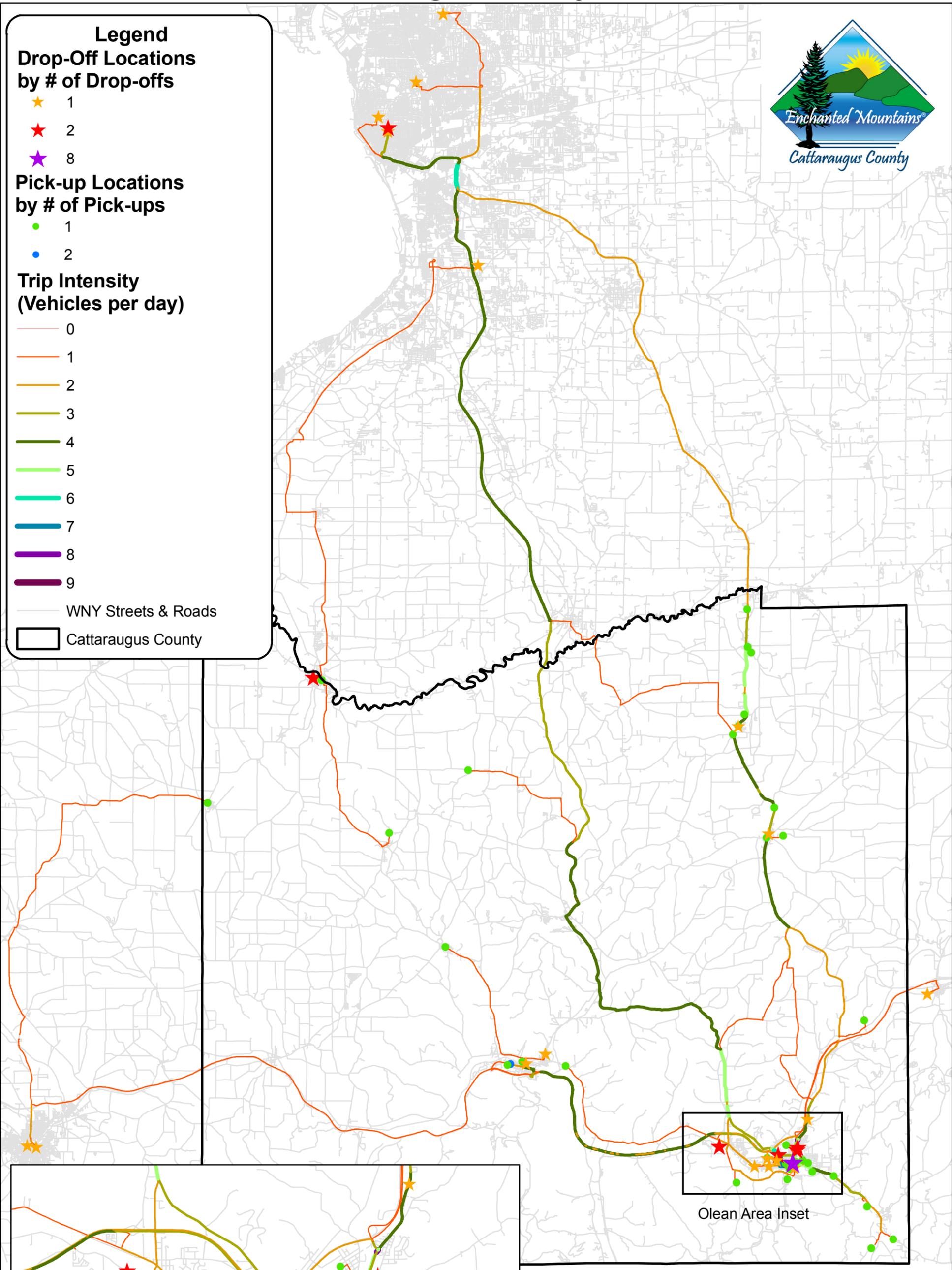
- 1
- 2

Trip Intensity (Vehicles per day)

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

WNY Streets & Roads

Cattaraugus County

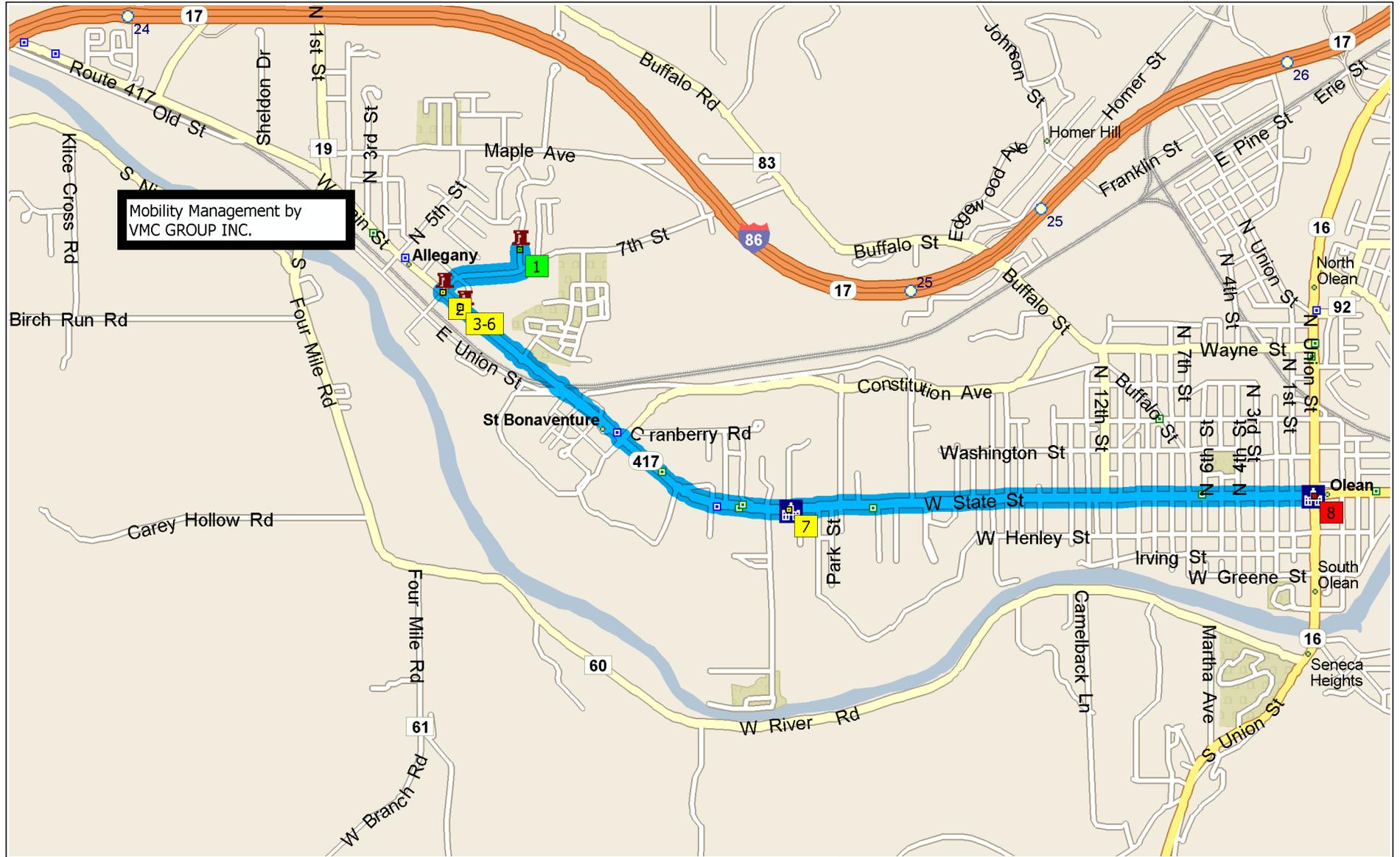


Data Sources :

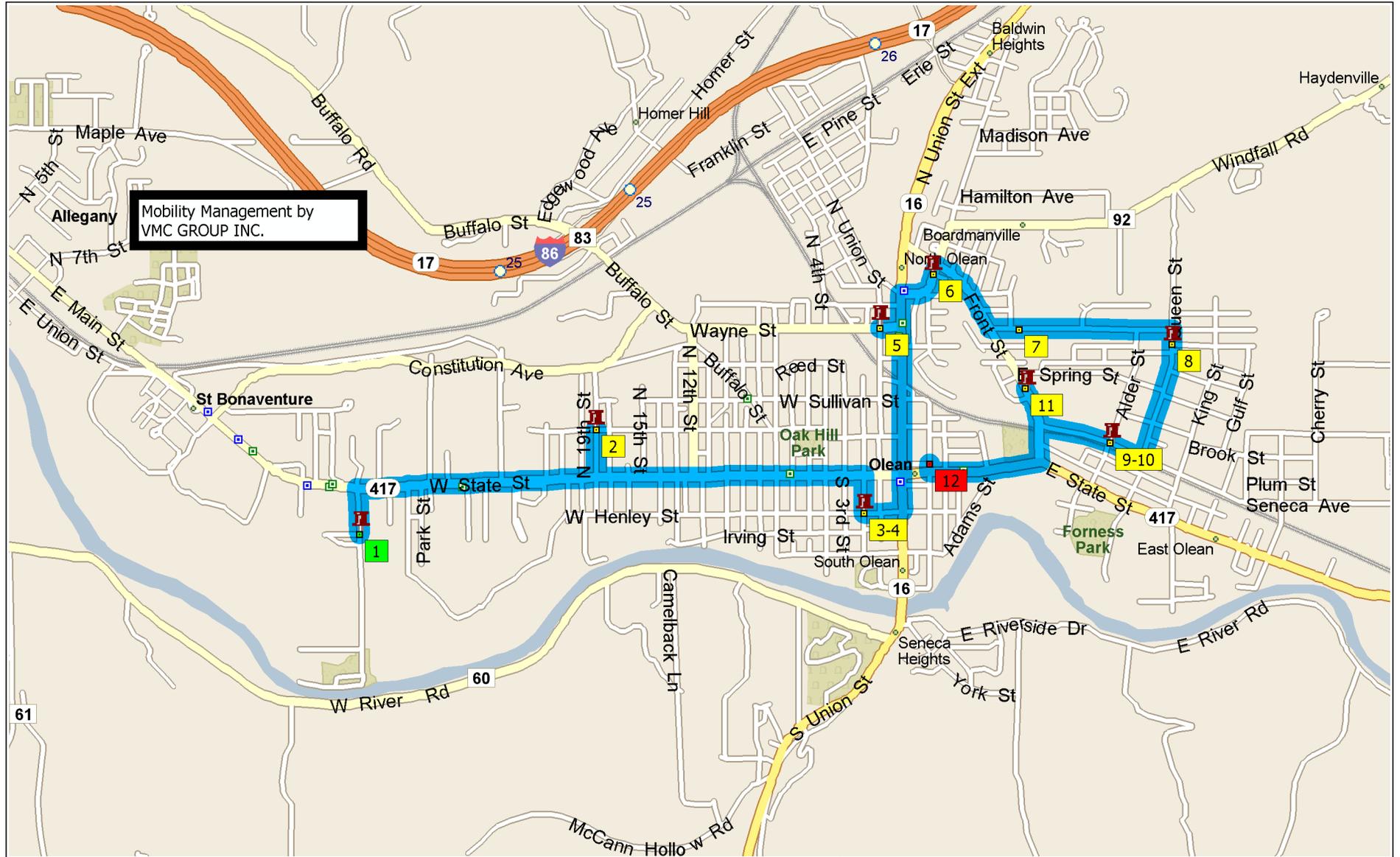
Road data provided by GDT Inc.
Route data provided by Mapquest
Pickups provided by Catt. County DSS
Dropoffs provided by Catt. County DSS



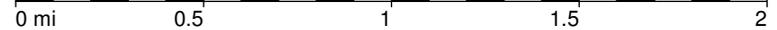
CATT. CO. DEPT. OF AGING - WEDNESDAY SHOPPING RUN



CATT.CO. DEPT. OF AGING - OLEAN NUTRITION SITE



Mobility Management by
VMC GROUP INC.

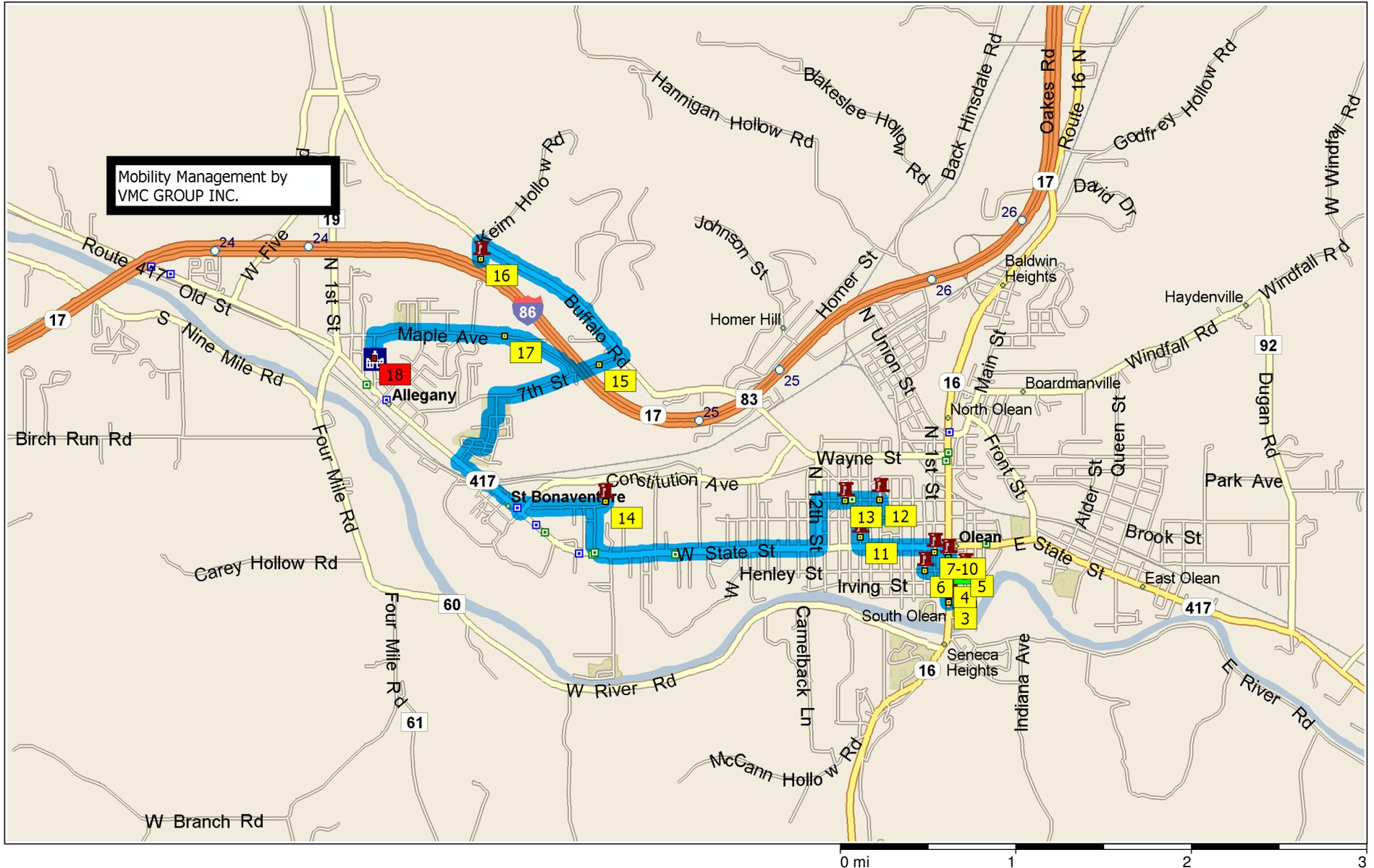


CATT.CO. DEPT. OF AGING - SALAMANCA NUTRITION SITE

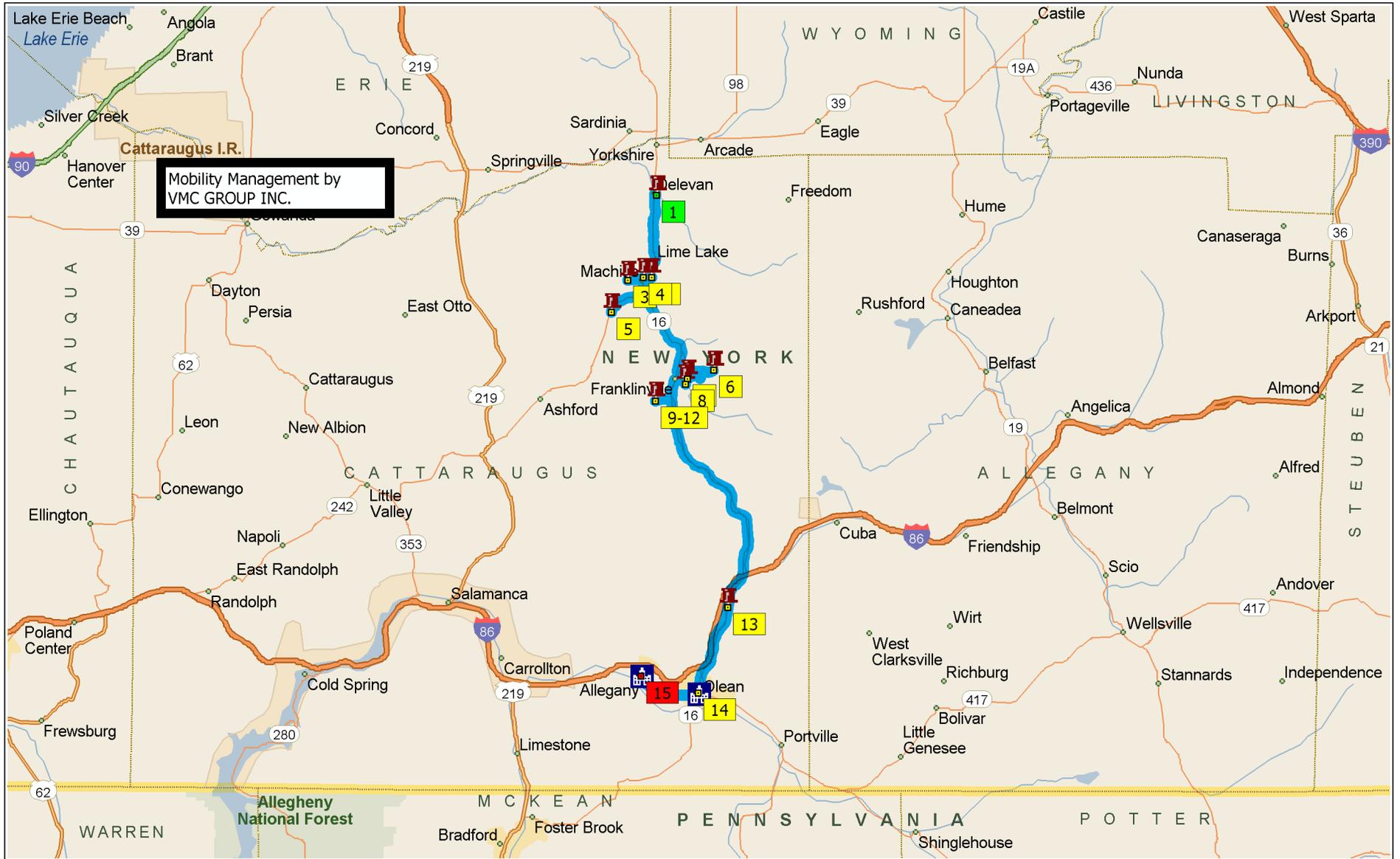


Mobility Management by
VMC GROUP INC.

CATT.CO. DEPT. OF AGING TO ALLEGANY PRGM

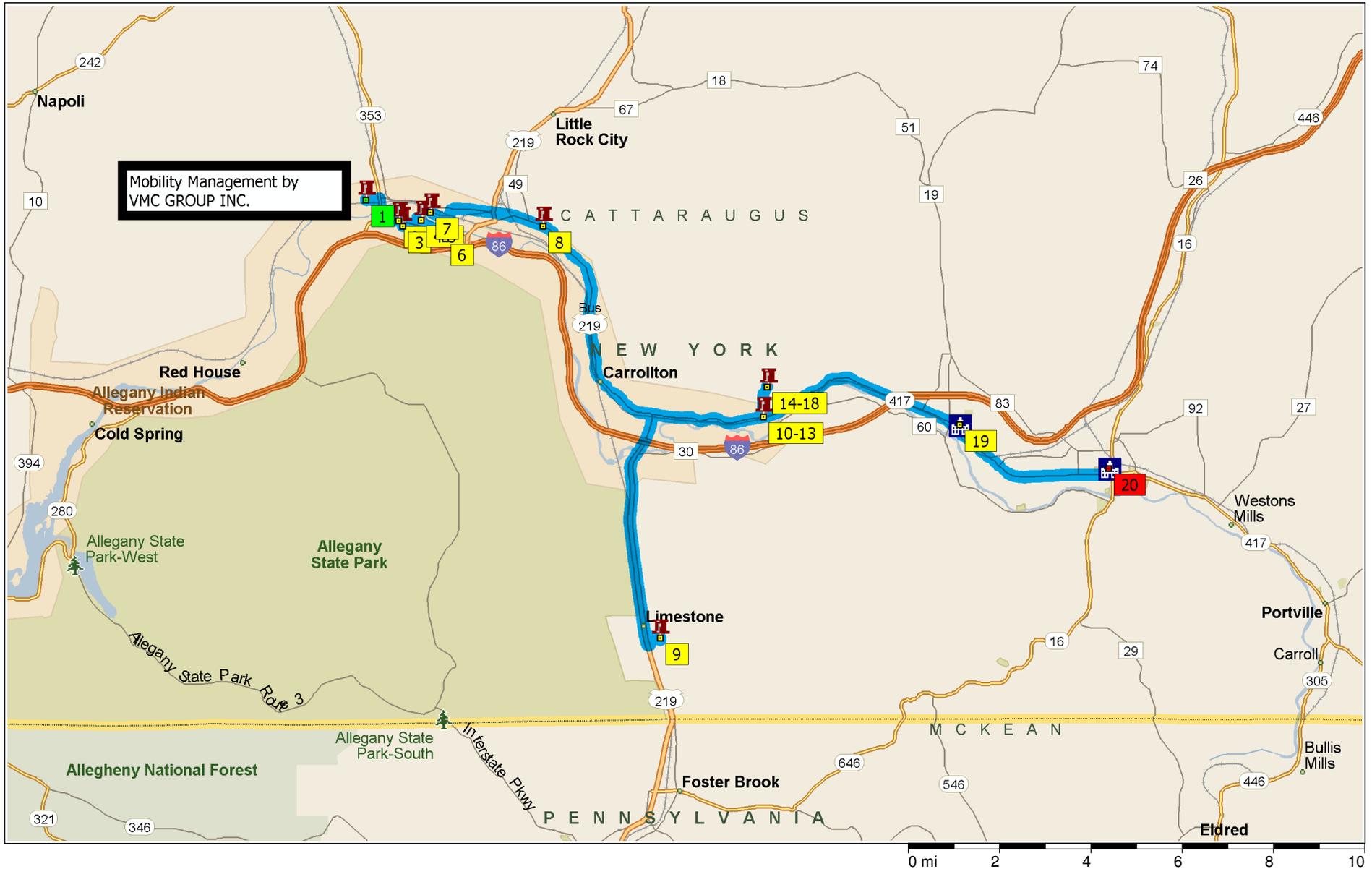


CATT.CO. DEPT. OF AGING & COMMUNITY SERVICES COMBINED TO OLEAN & ALLEGANY PRGMS.

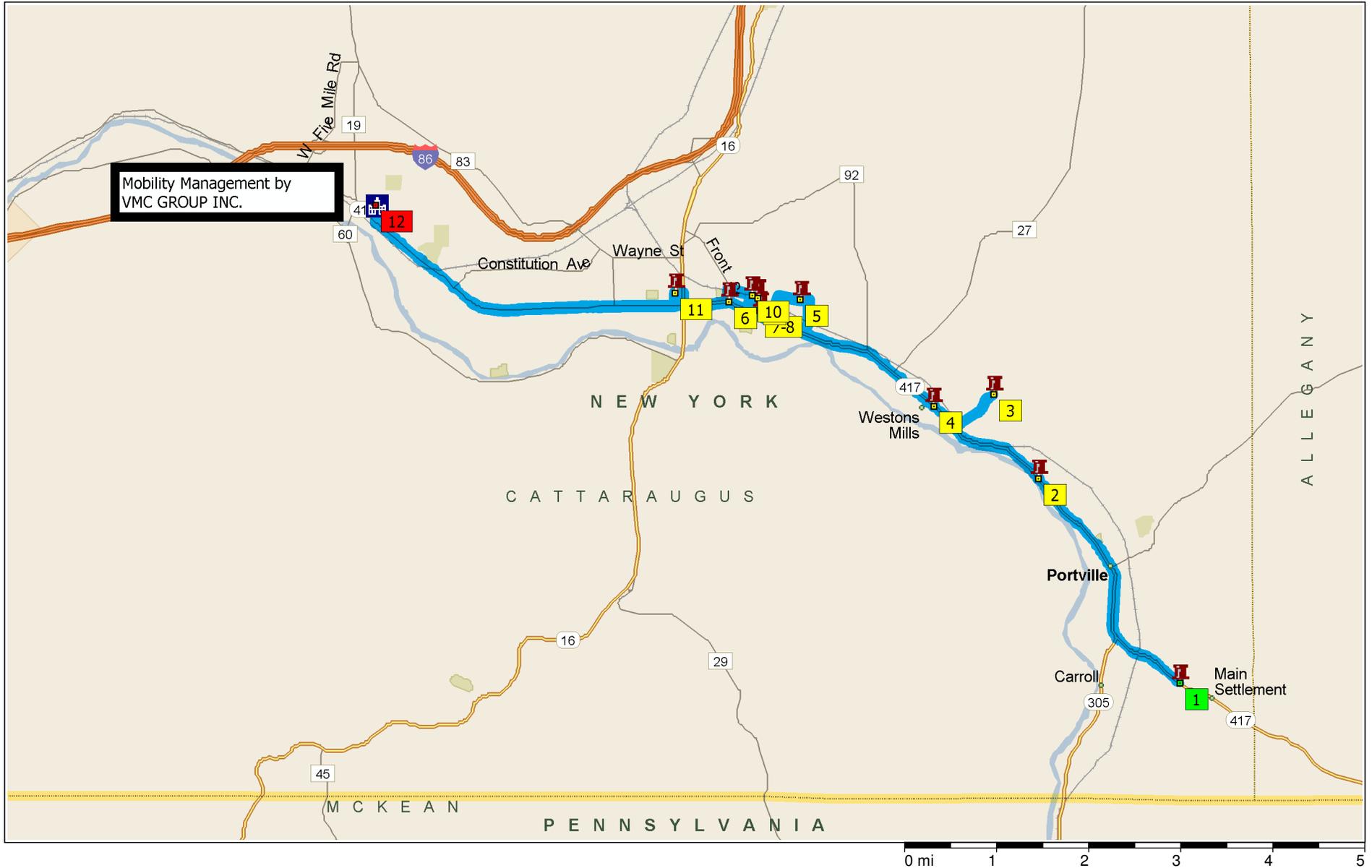


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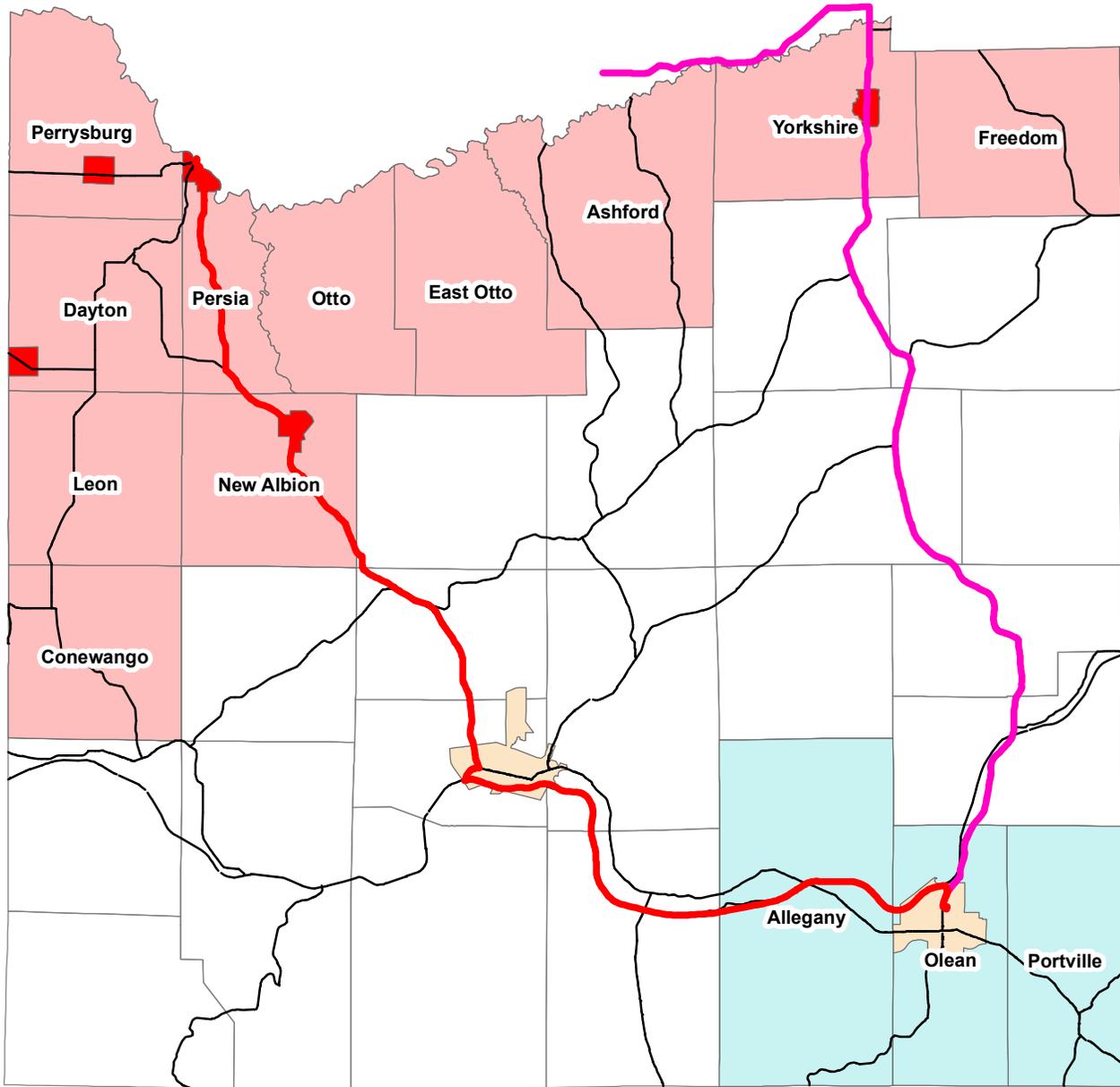
CATT.CO. DEPT. OF AGING & COMMUNITY SERVICES COMBINED TO OLEAN & ALLEGANY PRGMS.



CATT.CO. DEPT. OF AGING & COMMUNITY SERVICES COMBINED TO OLEAN & ALLEGANY PRGMS.



Coverage Area for Healthy Community Alliance and Love INC (in Cattaraugus County)



**Coverage Area (approx. 85% of clients)
for Interfaith Caregivers**

Legend

- HCA Gowanda_Olean
- HCA Springville_Olean



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303 Court St.
Little Valley, NY 14755
Paul R. Bishop, Planner
July, 2009

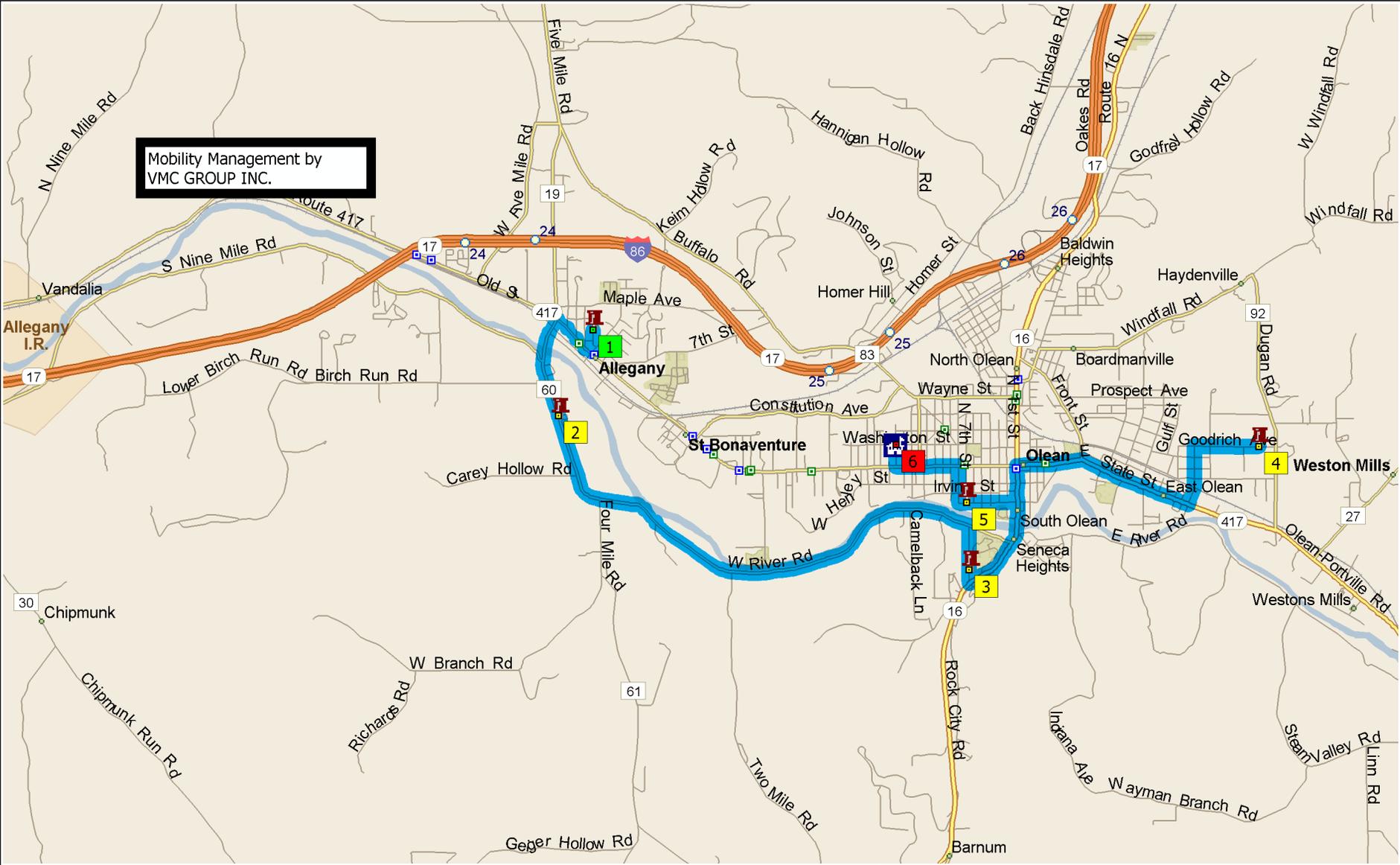
Appendix B-3

Transportation Providers With Limited or No Coordination Potential

VMC - Cattaraugus County Youth Bureau Age 3-5 Preschool Routes:

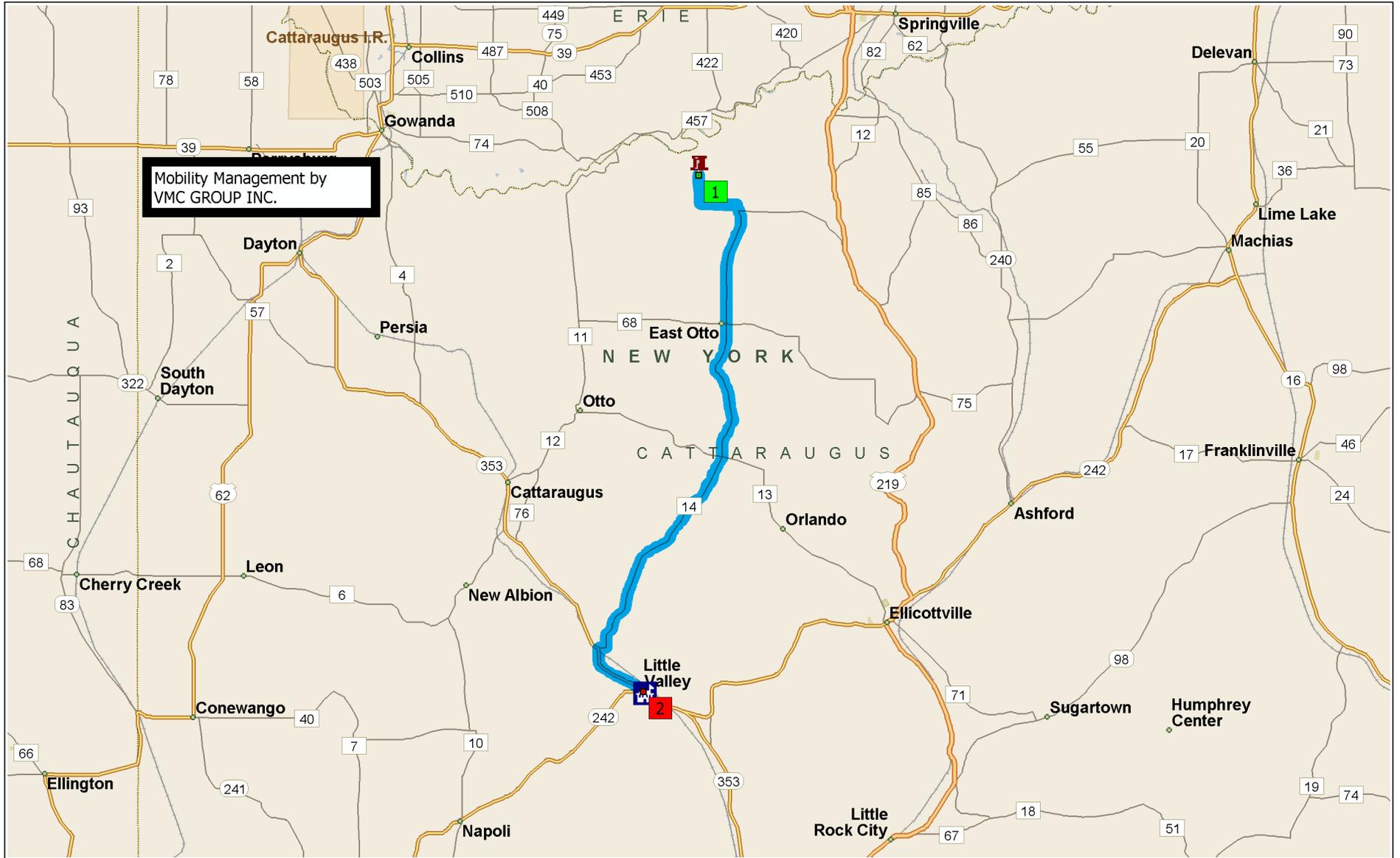
- Allegany-Limestone and Hinsdale to Salamanca
- Allegany-Limestone and Olean to Olean
- Cattaraugus-Little Valley
- Cattaraugus-Little Valley and Ellicottville to Springville
- Franklinville and Pioneer to Springville
- Gowanda, Pine Valley and Cattaraugus-Little Valley to Cattaraugus-Little Valley
- Pioneer to Arcade
- Randolph to Cattaraugus-Little Valley
- Salamanca to Cattaraugus-Little Valley
- Salamanca, Ellicottville and Cattaraugus-Little Valley to Springville
- Gowanda to Springville

CATT.CO. 3-5 PRESCHOOL PRGM (ALLE-LIMESTONE & OLEAN SCHL.DIST. TO OLEAN)

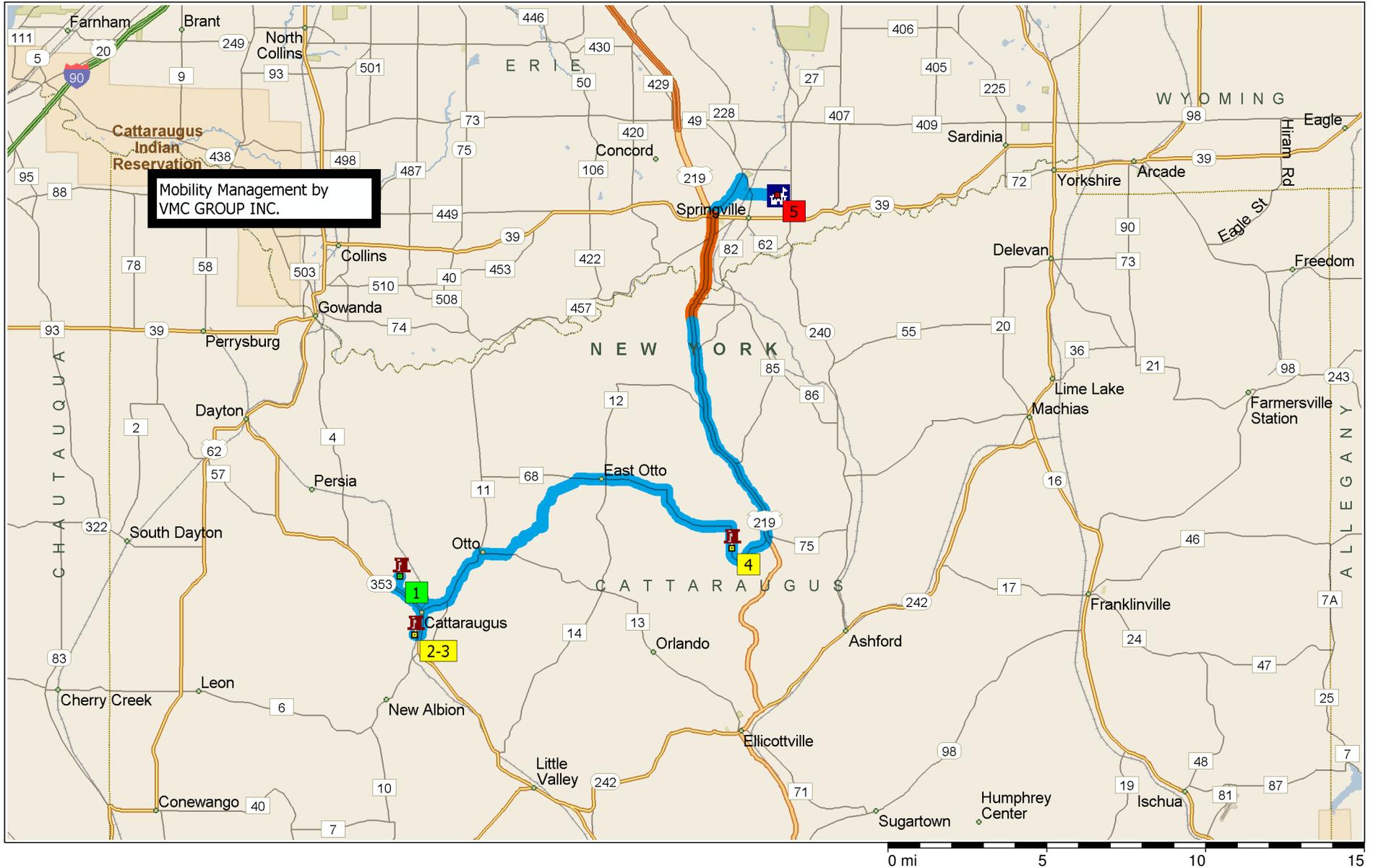


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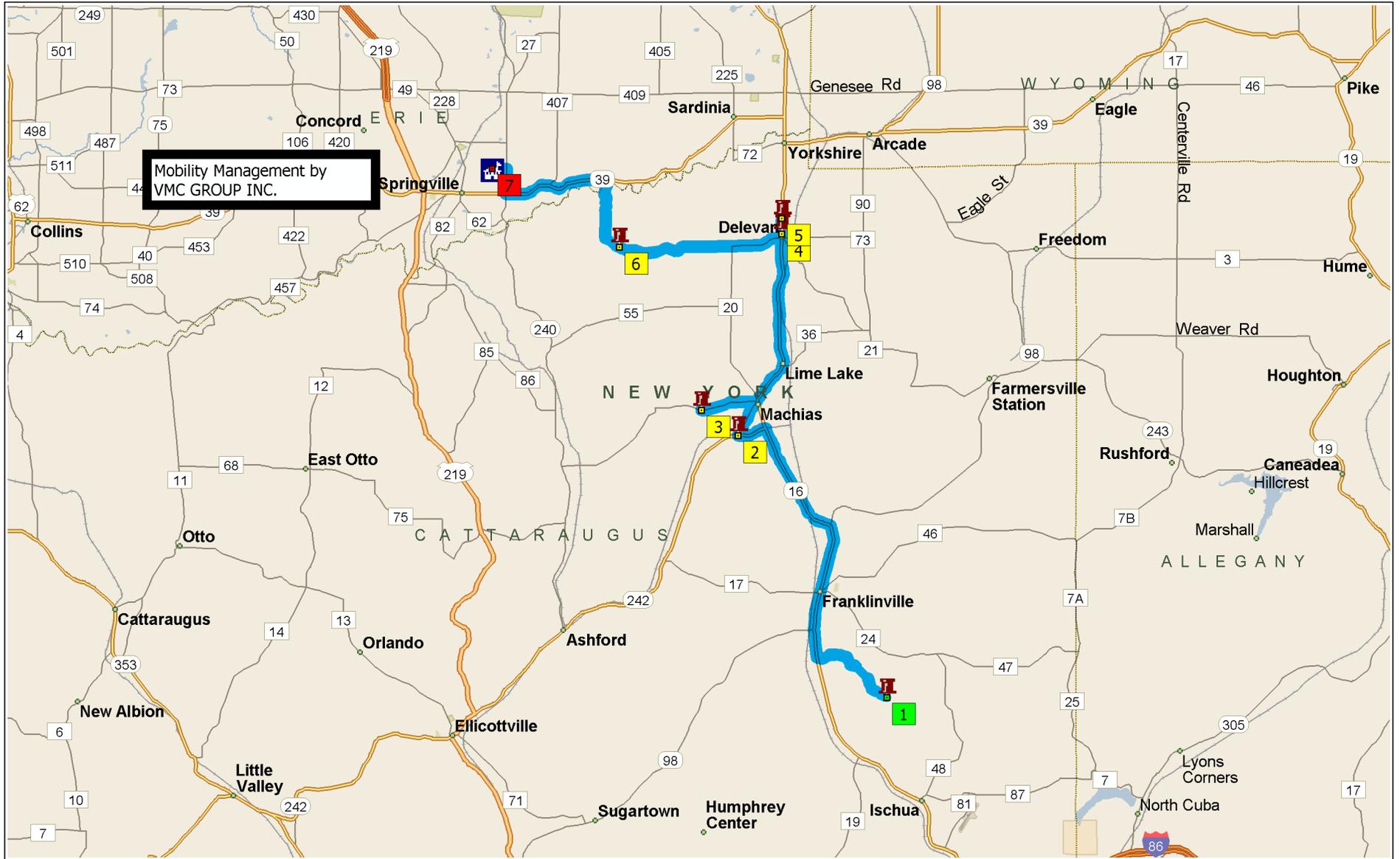
CATT.CO. 3-5 PRESCHOOL PRGM (CATT-LITTLE VALLEY SCHL. DIST.)



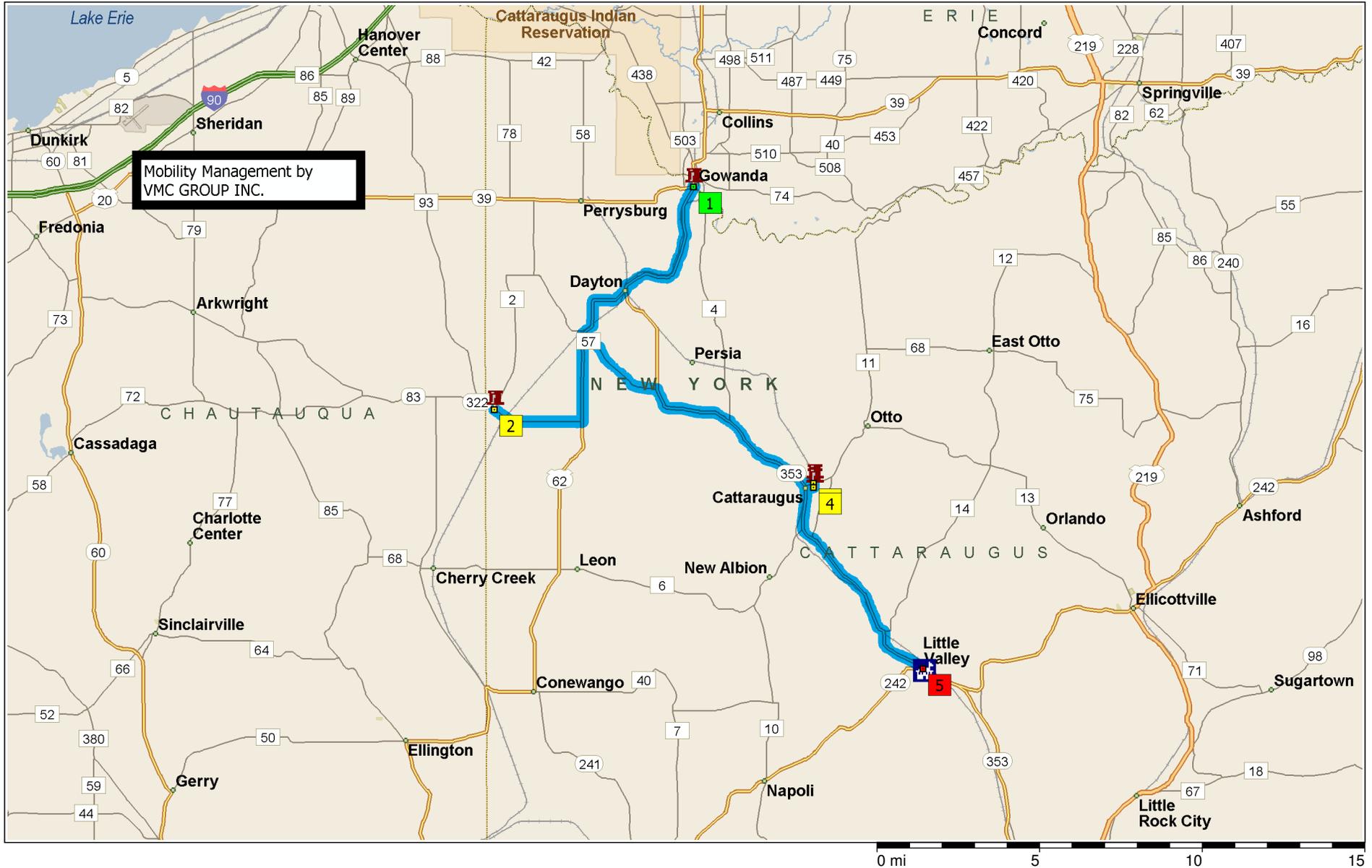
CATT.CO. 3-5 PRESCHOOL PRGM (CATT-LV & ELLICOTTVILLE SCHL DIST.TO SPRINGVILLE)



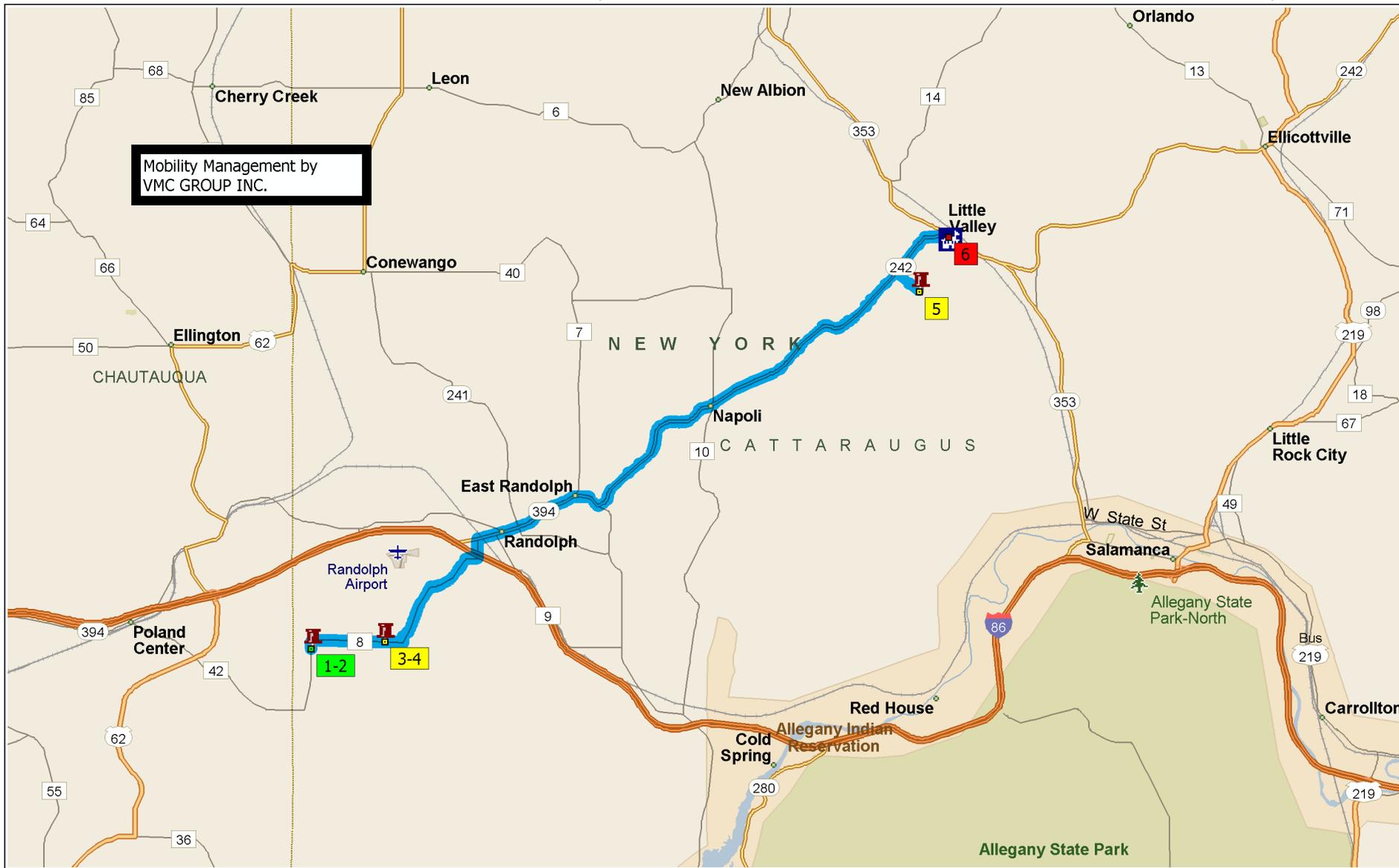
CATT.CO. 3-5 PRESCHOOL PRGM (FRANKLINVILLE & PIONEER SCHL. DIST. TO SPRINGVILLE)



CATT.CO. 3-5 PRESCHOOL PRGM (GOWANDA, PINE VALLEY, C-LV SCHL DIST TO CATT-LITTLE VALLEY)

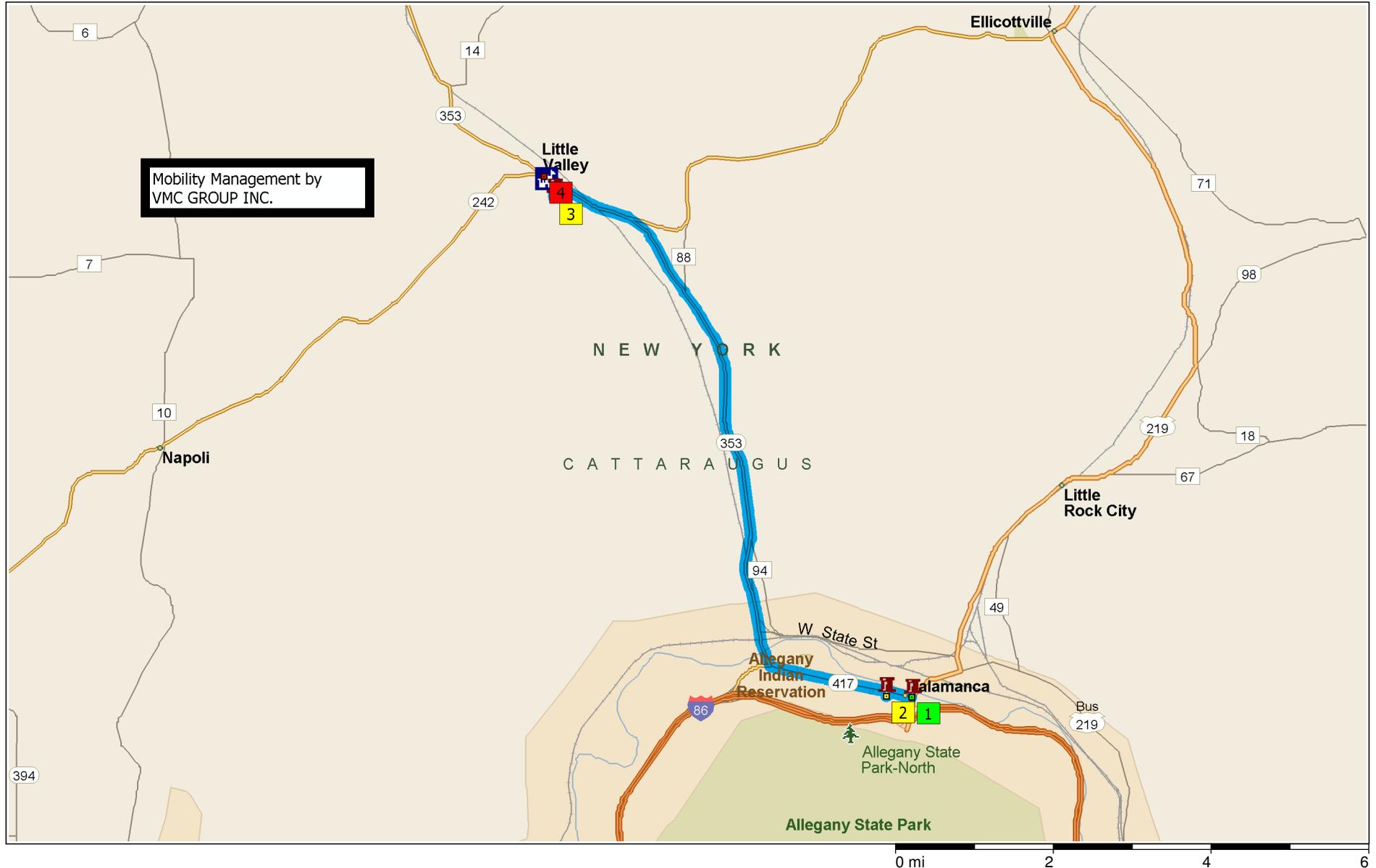


CATT.CO. 3-5 PRESCHOOL PRGM (RANDOLPH SCHL. DIST. TO CATT-LITTLE VALLEY)

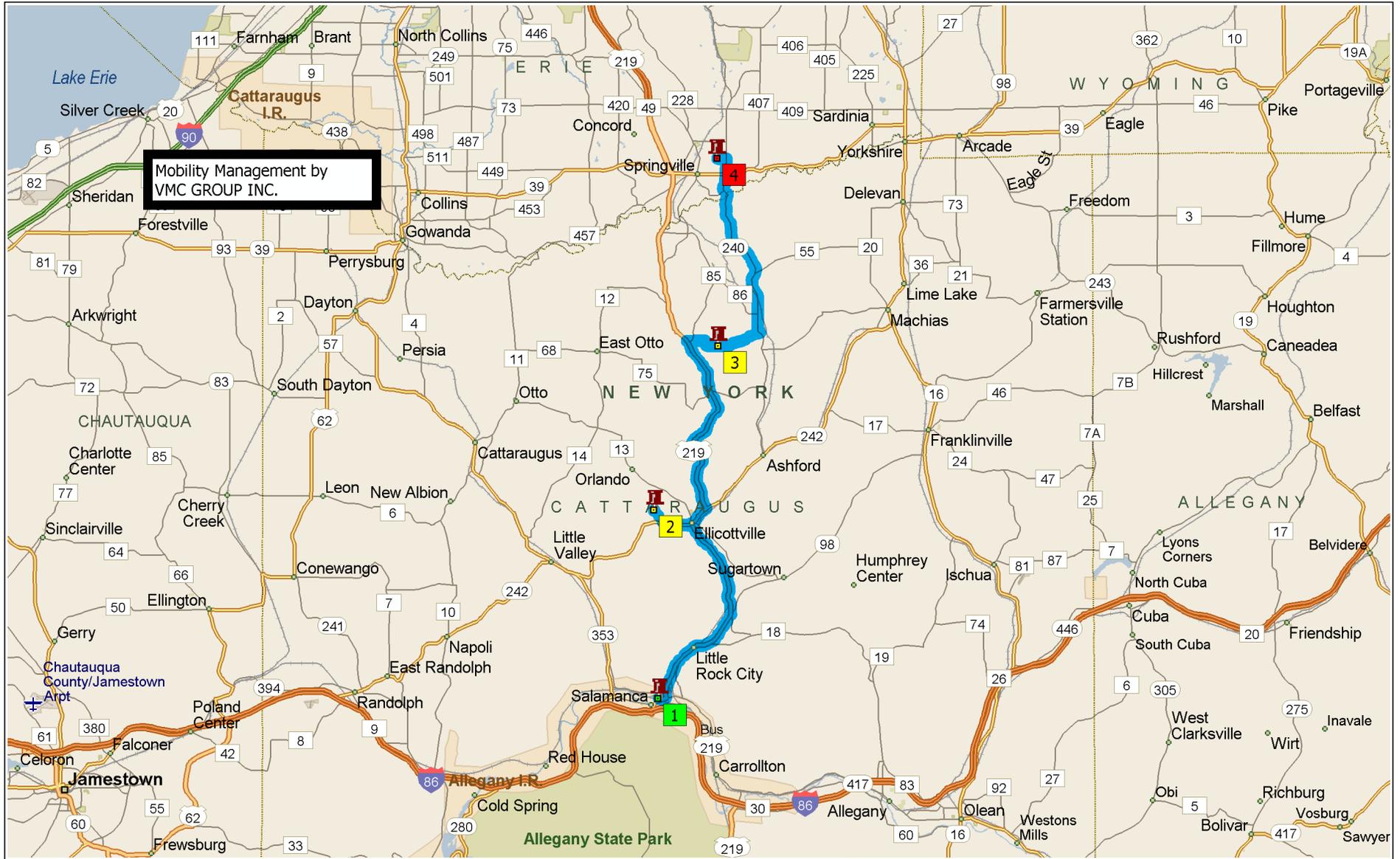


Mobility Management by
VMC GROUP INC.

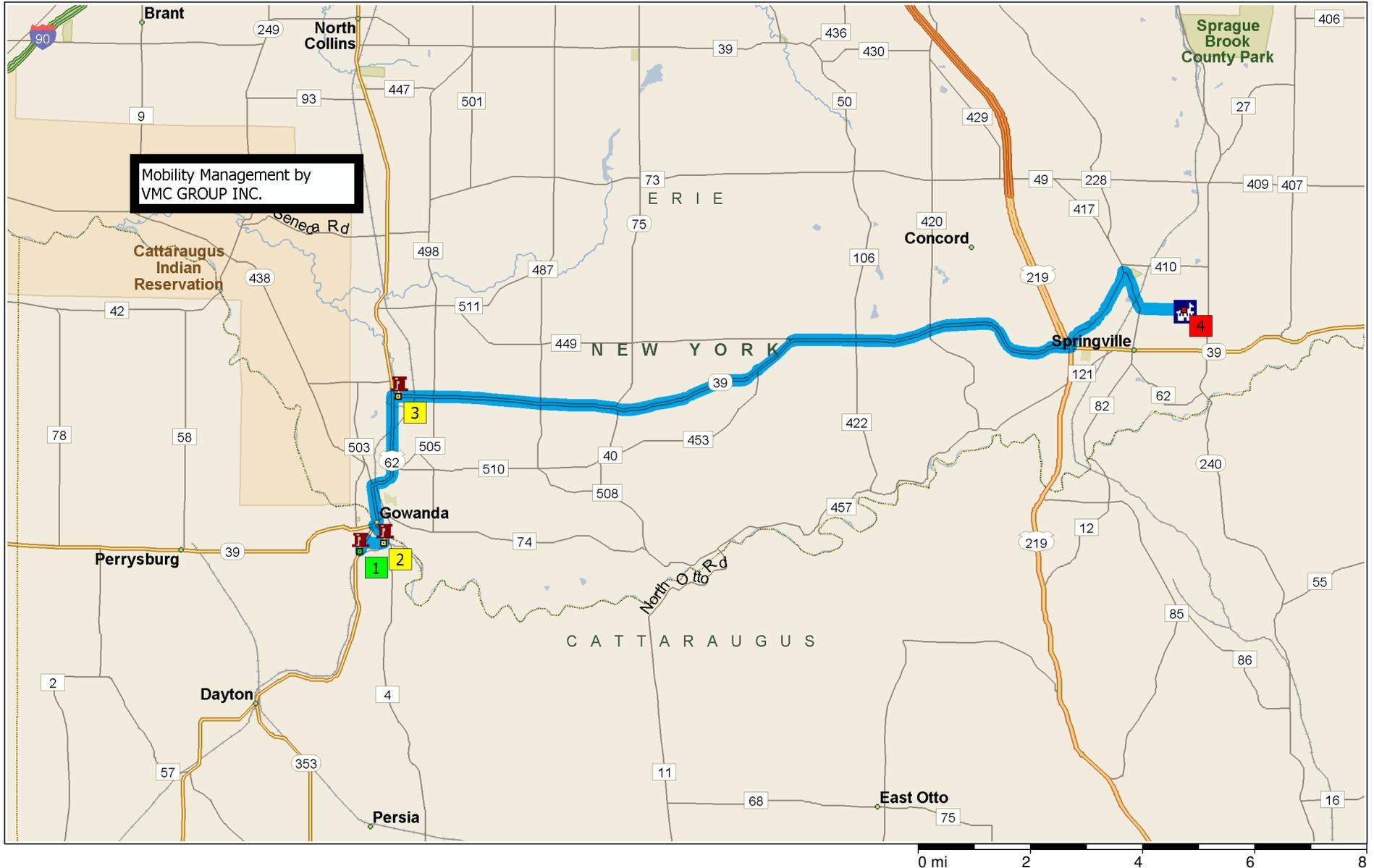
CATT.CO. 3-5 PRESCHOOL PRGM (SALAMANCA SCHL. DIST. TO CATT-LITTLE VALLEY)



CATT.CO. 3-5 PRESCHOOL PRGM (SALAMANCA, ELLICOTTVILLE, CATT-LV TO SPRINGVILLE)



CATT.CO. 3-5PRESCHOOL PRGM (GOWANDA SCHL. DIST. TO SPRINGVILLE)



Appendix C

Tabulation of Survey Responses Inventory of Services and Resources

Inventory of Services and Resources

Inventory of Services and Resources - Agency Contact Information

INVENTORY OF SERVICES AND RESOURCES FOR COORDINATED TRANSPORTATION PLAN - CATTARAUGUS COUNTY, NY

NO.	AGENCY	TYPE OF SERVICE	SERVICE AREA	CLIENTELE	ADA VEHICLES	CAR	VAN	BUS	TOTAL
1	Cattaraugus Community Action	Human Service (Demand Response)	Countywide	Low Income and Victim Services	0	0	1	0	1
	Derby Apartments	Human Service (Demand Response)	City of Olean	Low Income	0	2	0	0	2
2	Genesis House of Olean	Human Service (Demand Response)	Countywide	Low Income and Homeless	0	0	0	0	0
3	Mental Health Association in Cattaraugus County	Not-for-Profit (Demand Response)	Countywide	Diagnosed Mental Illness	0	0	1	0	1
4	The Pines Healthcare and Rehabilitation Centers	Human Service (Demand Response)	Route 16 Corridor	Nursing Home Residents	1	0	1	0	1
5	City of Olean (OATS)	Fixed Route and Route Deviation	Olean and Allegany	Public	2	0	0	2	2
6	Cattaraugus County: Department of Social Services	Human Service (Demand Response)	Countywide	Low Income, Disabled, Elderly	0	0	0	0	0
7	Cattaraugus County - Department of Community Services	Human Service (Demand Response and Subscription)	Countywide	Certified Disabilities	0	0	2	0	2
8	Cattaraugus County - Department of Aging	Human Service (Subscription)	Countywide	Elderly	0	0	0	0	0
9	Cattaraugus County - Youth Bureau	Human Service (Demand Response and Subscription)	Countywide	Youth (0 to 3 years)	0	0	0	0	0
10	Cattaraugus County - Health Department	Human Service (Demand Response)	Countywide	Family Planning, Early Intervention	0	0	0	0	0
11	Cattaraugus County - Veterans Service Agency		Countywide	Veterans and Families	0	0	0	0	0
12	Cattaraugus County - NY Connects				0	0	0	0	0
13	The ReHAbilitation Center	5310 Not-For-Profit (Subscription)	Countywide	Disabled and Elderly	28	24	25	43	92
14	HomeCare & Hospice	Not-For-Profit (Demand Response)	Western New York	In-Home Care To All Age Groups	1	2	1	0	3
15	Total Senior Care, Inc. (PACE)	Not-For-Profit (Demand Response)	Countywide	Elderly	0	0	0	0	0
16	Healthy Community Alliance								
17	Love INC	Not-For-Profit (Demand Response)	Northern Cattaraugus County, Springville	Low Income, Elderly, Public	0	0	2	0	2
18	First Transit, Allegany County Transit	Public - Bus		Public					
19	United Way of Cattaraugus County	Not-For-Profit	Countywide	Non-Profit Organizations	0	0	0	0	0
20	Caring Hart's Transport	Non-Emergency Assisted Care Transportation	Western New York	Public					
21	Cattaraugus & Wyoming Counties Project Head Start	Human Service (Demand Response and Subscription)	Cattaraugus and Wyoming Counties	Children (Low Income Families)		1	3	7	11
22	Directions in Independent Living								

INVENTORY OF SERVICES AND RESOURCES FOR COORDINATED TRANSPORTATION PLAN - CATTARAUGUS COUNTY, NY

NO.	AGENCY	TYPE OF SERVICE	SERVICE AREA	CLIENTELE	ADA VEHICLES	CAR	VAN	BUS	TOTAL
		Human Service (Demand Response)	Cattaraugus and Allegany Counties	Disabled	0	0	0	0	0
23	Cattaraugus County Council on Alcoholism and Substance Abuse	Not-for-Profit (Demand Response)	Countywide	Chemically and Behaviorally Disabled	0	0	4	0	4
24	Olean Child Day Care Center	Daycare, Not-For-Profit (Demand Response)	Olean and Allegany	Children	0	0	2	0	2
25	CAEW-BOCES	School (Demand Response and Subscription)	Cattaraugus-Allegany-Erie-Wyoming Counties	Public (Children to Seniors)					
26	Randolph Academy Union Free School District	School (Demand Response and Subscription)	Western New York	Schoolchildren	0	2	2	1	5
27	Trans Am Ambulance Services	Ambulances, Wheelchair Vans and Medicab Car	Cattaraugus and Western Allegany Counties	Public	Yes				
28	Interfaith Caregivers	Not-For-Profit (Demand Response)	Southern Cattaraugus County	Low Income, Elderly, Public	0	0	0	0	0
29	Coach USA / Shortline Bus	Public - Bus		Public					
30	Fullington Trailways	Public - Bus		Public					
31	Carrier Coach	Public - Bus		Public					
32	Alle-Catt Taxi Service	Public - Taxicab		Public					
33	Ellicottville Transportation Co.	Public - Taxicab		Public					
34	Reed's Cab Service	Public - Taxicab		Public					
35	Silver Roads Taxi	Public - Taxicab		Public					
36	Southern Tier Transportation	Public - Taxicab		Public					
					32	31	44	53	128

AGENCY CONTACT INFORMATION AND RECOMMENDATIONS AND OBSTACLES FOR COORDINATED TRANSPORTATION PLAN - CATTARAUGUS COUNTY, NY

NO.	AGENCY	CONTACT	CONTACT INFORMATION	RECOMMENDATIONS	MAJOR OBSTACLES
1	Cattaraugus Community Action	Jodi Fuller	(945-1041) jfuller@ccaction.org	Develop countywide system	
	Derby Apartments	Jeffrey Brown	(372-0429) jbrown@ccaction.org	Reliable public transportation	Inability to travel outside city to other areas for work. Often late for work or appts. due to unreliable schedule
2	Genesis House of Olean	Linore Lounsbury	(373-3354) ghouse@roadrunner.com	Reliable, on-time, charge everyone, consistent route	
3	Mental Health Association in Cattaraugus County	Joann McAndrew	(372-0208) jmcandrew.mhacc@verizon.net	Need public transportation in evening hours	Currently unaffordable for those not covered by Medicaid
4	The Pines Healthcare and Rehabilitation Centers	Maureen Myers	(373-1910) mmmyers@cattco.org		
5	City of Olean (OATS)	Mary George	(376-5647) mgeorge@cityofolean.org	Coordinate transportation service providers to optimize resources.	Establish shared payment model. Publicize to promote utilization.
6	Cattaraugus County: Department of Social Services	Dan Piccioli	(701-3553) dppiccioli@cattco.org	Increase coordination and availability/access. Increase marketing awareness of availability	Provide vendor w/customers. Affordable for all. Provide access to pick up and drop off points. Marketing. Timing/Frequency. Passenger mixture
7	Cattaraugus County - Department of Community Services	Dawn Miller	(701-3294) dmmiller@cattco.org	Affordable, dependable, available public transportation	Currently routes are not countywide or appealing to working people
8	Cattaraugus County - Department of Aging	Cherianne Wold	(373-8032) cwold@cattco.org	Share assets & resources, eliminate duplication of stops & drops. Collaborate w/faithbased	Need County Coordinator/Entity to draw down funds, ie: muni or non-profit
9	Cattaraugus County - Youth Bureau	Pat Siminski	(938-2618) pasiminski@cattco.org		
10	Cattaraugus County - Health Department	Barb Hastings	(373-8050) bhastings@cattco.org		
11	Cattaraugus County - Veterans Service Agency	John Sampson	(701-3297) jbsampson@cattco.org		
12	Cattaraugus County - NY Connects	Michelle Federowicz	(701-5601) mfederowicz@cattco.org		
13	The ReHabilitation Center	Jim Bellanca	(375-4730 ext. 512) jbellanca@rehabcenter.org	More options for providers, less limitations and more flexibility on who can ride	Large, rural County more costly transportation than metro. Communication and an understood, cohesive, comprehensive plan/blueprint.
14	HomeCare & Hospice	Carol Mahoney	(372-5735) cmahoney@homecare-hospice.org		
15	Total Senior Care, Inc. (PACE)	Ann Feightner	(379-8474) afeightner@totalseniorcare.org		
16	Healthy Community Alliance	Sharon Noecker	(532-1010) noeckers@hcanetwork.org	Coordinate Wyoming/Allegany/Catt Counties to provide a mass system	Marketing, funding, Coordinate use of existing services, serves entire county
17	Love INC	Wendy Cocca	(592-3469) loveinc592@aol.com		
18	First Transit, Allegany County Transit	Jim Gorman	(268-5680) jim.gorman@firstgroup.com		
19	United Way of Cattaraugus County	Candy Plants	(372-3620) UWcattco@verizon.net		
20	Caring Hart's Transport	Tricia Hart	(457-3051) info@caringhartswny.com		
21	Cattaraugus & Wyoming Counties Project Head Start	Ira Katzenstein	(373-2447) ikatzenstein@headstartnetwork.com		
22	Directions in Independent Living	Lenny Liguori Howard Cornwall	lennyiguori@roadrunner.com hcornwall@oleanilc.org		
23	Cattaraugus County Council on Alcoholism				

AGENCY CONTACT INFORMATION AND RECOMMENDATIONS AND OBSTACLES FOR COORDINATED TRANSPORTATION PLAN - CATTARAUGUS COUNTY, NY

NO.	AGENCY	CONTACT	CONTACT INFORMATION	RECOMMENDATIONS	MAJOR OBSTACLES
	and Substance Abuse	Laura Elliott-Engel, Sonya McCa	(373-4303 ext. 509) admin@cccasa.org		
24	Olean Child Day Care Center	Betsy Bathurst	(372-4225) bzbets@yahoo.com	Additional transportation funding	Barrier to coordination of duplicated services
25	CAEW-BOCES	Lynda Quick	(376-8254) lynda_quick@caboces.org		
26	Randolph Academy Union Free School District	Lori DeCarlo	(358-6866) ldecarlo@randolphacademy.org		
27	Trans Am Ambulance Services	Walt Reisner	(372-5871) wreisner@transamservices.com		
28	Interfaith Caregivers	Megan Taylor	(372-6283) megantaylor@interfaithcaregiversinc.org		
29	Coach USA / Shortline Bus		(800-631-8405)		
30	Fullington Trailways		(372-4546) 301 S. Union St., Olean, NY		
31	Carrier Coach		(373-5589) 502 N. Barry St., Olean, NY		
32	Alle-Catt Taxi Service		(372-7171) 718 E. State St., Olean, NY		
33	Ellicottville Transportation Co.		(699-8294) 5141 Route 219, Great Valley, NY		
34	Reed's Cab Service		(945-3333) 303 Central Ave., Salamanca, NY		
35	Silver Roads Taxi		(373-1717) 718 E. State St., Olean, NY		
36	Southern Tier Transportation		(372-4646) 808 Reed St., Olean, NY		

Appendix D
Demographic Data

Census Block Groups

Census Block Groups - Cities

Census Data By Block Group

Population Density

Population Density - Cities

Elderly Population Density

Elderly Population Density - Cities

Mobility Limited Population Density

Mobility Limited Population Density - Cities

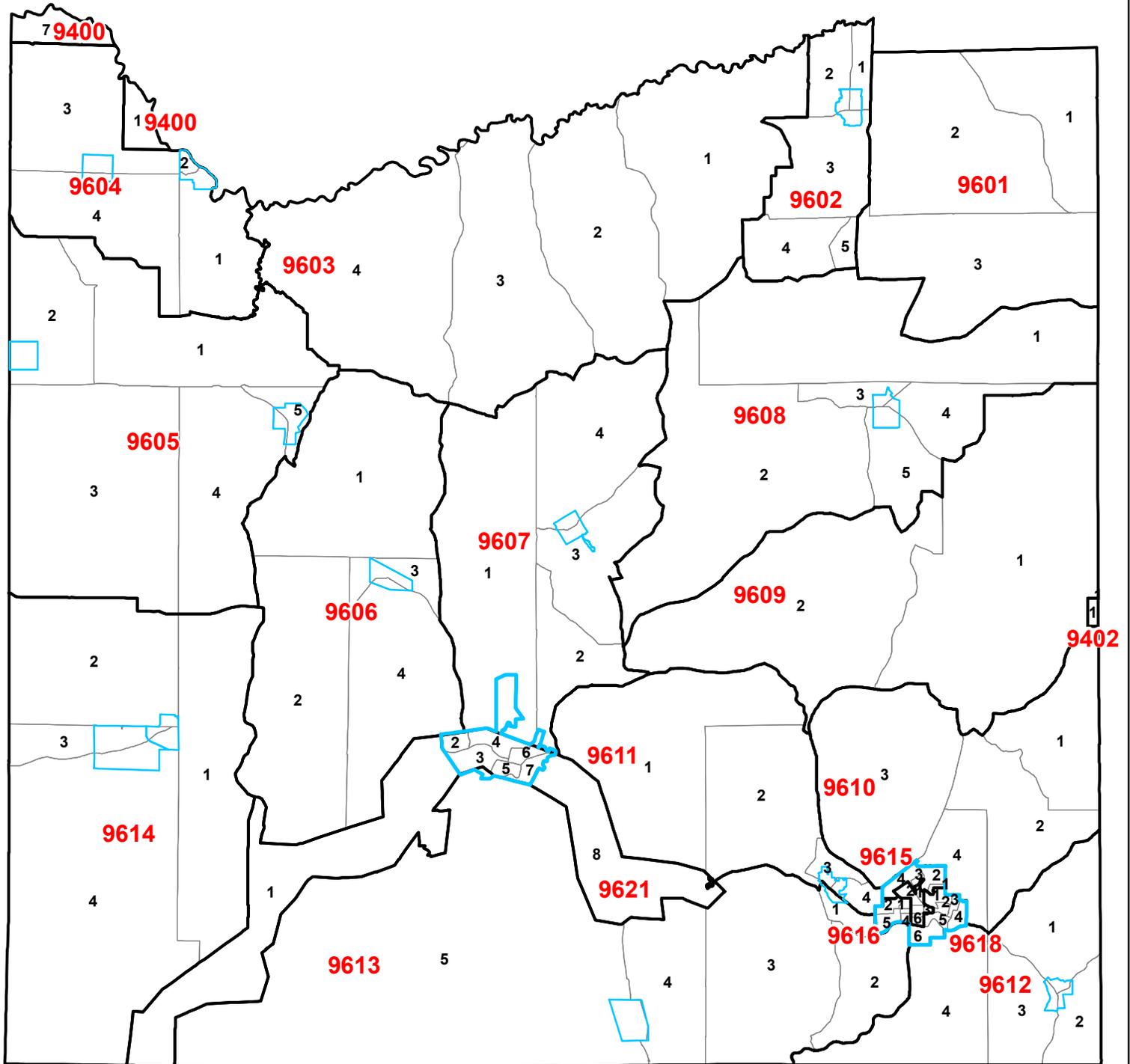
Zero Vehicle Household Density

Zero Vehicle Household Density - Cities

Below Poverty Population Density

Below Poverty Population Density - Cities

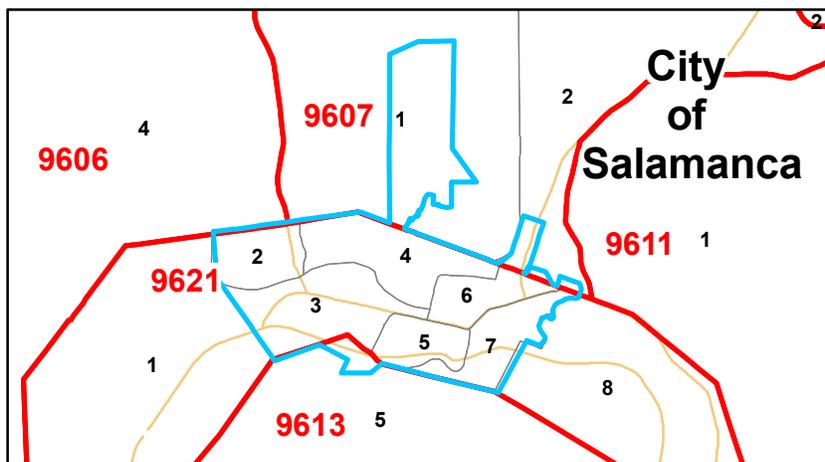
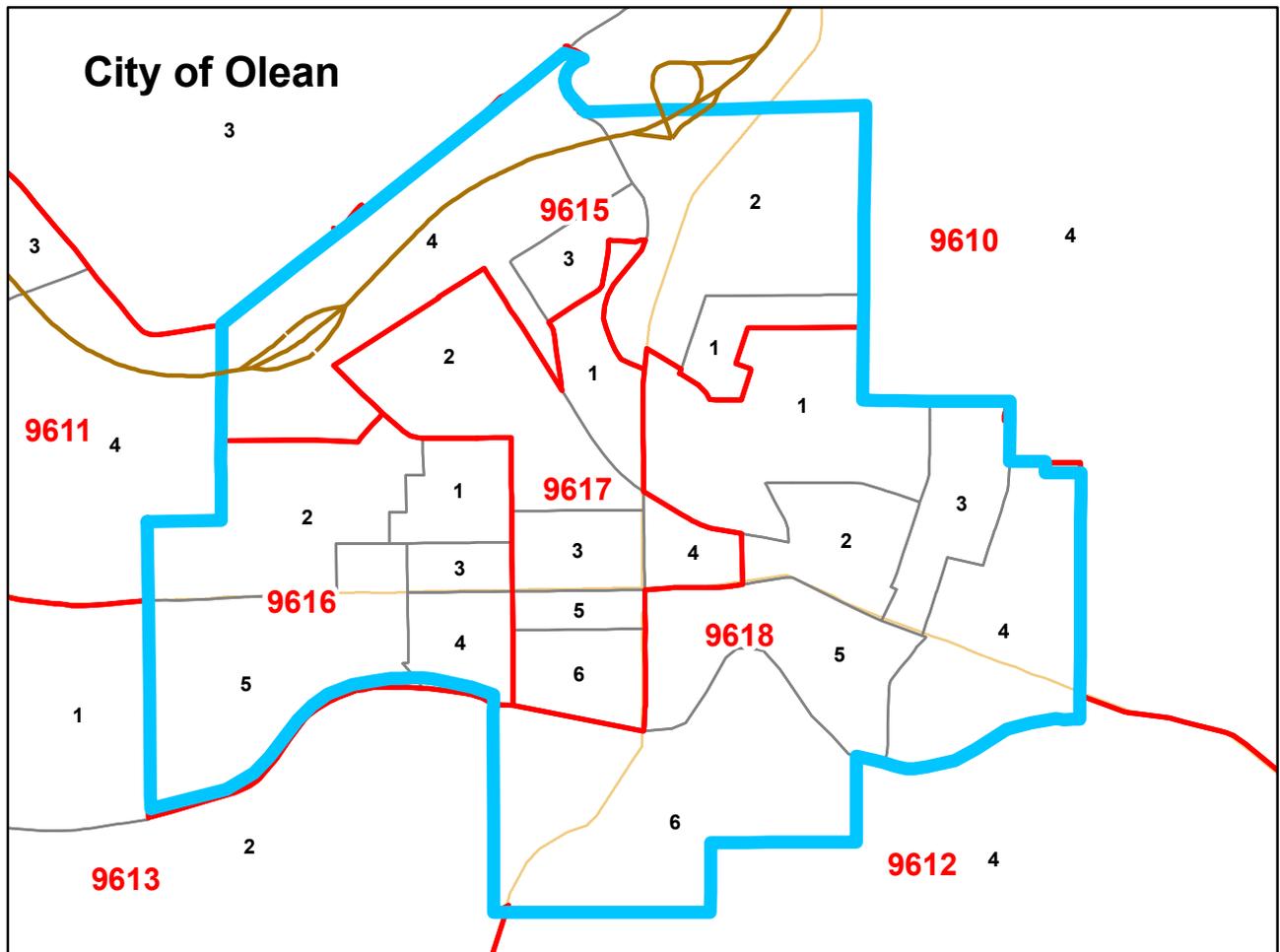
Census Tracts and Block Groups Cattaraugus County, NY



Data Source:
U. S. Census Bureau, 2000 Census Block Groups

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Little Valley, NY 14755
Paul R. Bishop, Planner
July, 2009

Census Tracts and Block Groups Cities of Olean and Salamanca Cattaraugus County, NY



Data Source:
U. S. Census Bureau, 2000 Census Block Groups

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July, 2009

CENSUS DATA FOR COORDINATED TRANSPORTATION PLAN - CATTARAUGUS COUNTY, NY

Census Tract	Census Block Group	Total Population	Population per square mile	Total Elderly (60+ yrs)	Elderly (60+ yrs) per square mile	Total Zero Vehicle Households	Zero Vehicle Households per square mile	Total Households	Households per square mile	Total Below Poverty Population	Below Poverty Population per square mile	Total Mobility Limited Population	Mobility Limited Population per square mile	Land Area (square miles)	Comments
9400	1	184	77	16	7	13	5	66	28	39	16	7	3	2.4	Cattaraugus Indian Reservation
9400	7	198	59	14	4	0	0	63	19	52	15	10	3	3.4	Cattaraugus Indian Reservation
9402	1	2	5	0	0	0	0	1	3	0	0	0	0	0.4	Oil Springs Indian Reservation
9601	1	1255	81	136	9	12	1	435	28	132	9	24	2	15.5	
9601	2	1526	50	214	7	15	0	539	18	199	6	66	2	30.7	
9601	3	806	28	128	4	6	0	301	10	94	3	47	2	28.7	
9602	1	992	445	298	134	10	4	448	201	200	90	33	15	2.2	
9602	2	1471	324	192	42	20	4	564	124	221	49	78	17	4.5	
9602	3	1219	103	196	17	14	1	479	41	83	7	46	4	11.8	
9602	4	640	93	120	17	21	3	244	35	108	16	35	5	6.9	
9602	5	669	678	229	232	5	5	216	219	93	94	20	20	1.0	
9603	1	1597	43	273	7	15	0	600	16	110	3	42	1	37.0	
9603	2	1223	41	161	5	2	0	469	16	55	2	62	2	30.1	
9603	3	899	27	132	4	7	0	336	10	76	2	25	1	33.4	
9603	4	1084	25	204	5	12	0	409	9	121	3	36	1	43.1	
9604	1	1046	83	325	26	25	2	363	29	80	6	41	3	12.5	
9604	2	1324	3290	301	748	22	55	546	1357	220	547	19	47	0.4	
9604	3	1253	64	274	14	4	0	500	26	157	8	34	2	19.5	
9604	4	1081	62	192	11	10	1	408	23	152	9	64	4	17.4	
9605	1	646	24	107	4	7	0	237	9	69	3	31	1	26.4	
9605	2	986	69	174	12	16	1	375	26	120	8	22	2	14.4	
9605	3	1932	42	211	5	113	2	504	11	697	15	79	2	46.0	
9605	4	712	30	104	4	22	1	247	10	200	8	18	1	23.8	
9605	5	1050	373	190	68	12	4	404	144	128	45	30	11	2.8	
9606	1	920	26	145	4	10	0	361	10	90	3	30	1	35.1	
9606	2	696	21	134	4	13	0	240	7	65	2	25	1	33.5	
9606	3	891	235	169	45	8	2	353	93	109	29	9	2	3.8	
9606	4	1001	42	155	7	7	0	364	15	123	5	33	1	23.7	
9607	1	788	21	138	4	12	0	313	8	46	1	34	1	37.5	
9607	2	1350	145	263	28	4	0	532	57	122	13	47	5	9.3	
9607	3	733	52	221	16	15	1	348	25	65	5	20	1	14.1	
9607	4	829	39	221	10	8	0	372	18	73	3	14	1	21.2	
9608	1	909	21	170	4	21	0	341	8	101	2	39	1	43.2	
9608	2	1067	22	200	4	12	0	415	8	128	3	42	1	49.5	
9608	3	739	276	129	48	18	7	300	112	91	34	21	8	2.7	
9608	4	643	84	145	19	8	1	251	33	113	15	21	3	7.6	
9608	5	1127	152	192	26	13	2	411	55	101	14	44	6	7.4	

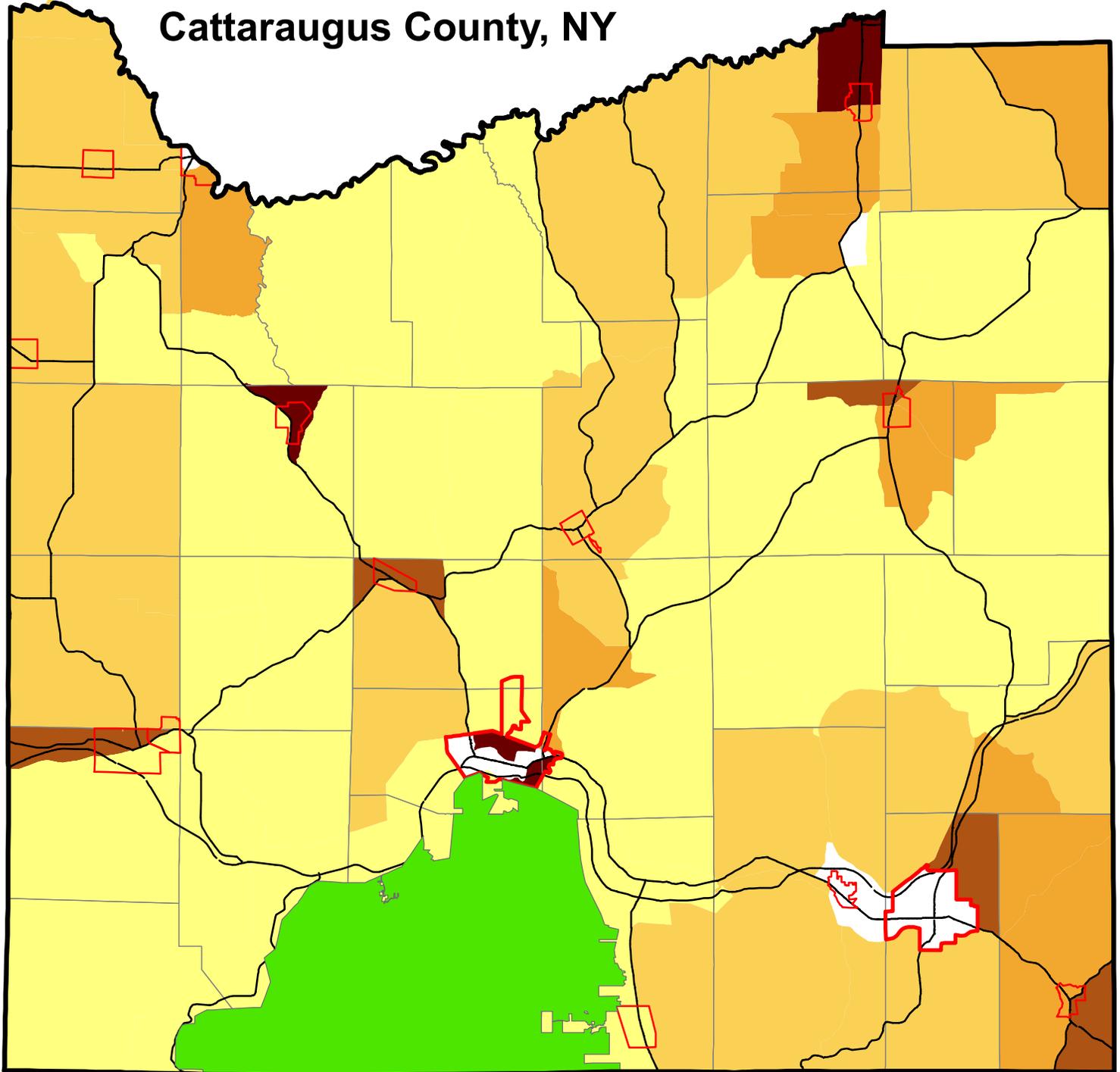
CENSUS DATA FOR COORDINATED TRANSPORTATION PLAN - CATTARAUGUS COUNTY, NY

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9609	1	1801	29	378	6	25	0	668	11	270	4	98	2	63.1	
9609	2	914	20	113	2	11	0	336	7	101	2	40	1	45.5	
9610	1	625	44	135	9	8	1	233	16	103	7	18	1	14.2	
9610	2	1606	101	329	21	20	1	638	40	215	13	40	3	16.0	
9610	3	1386	48	188	7	6	0	525	18	118	4	19	1	28.9	
9610	4	1087	170	261	41	9	1	445	70	67	10	20	3	6.4	
9611	1	826	24	242	7	18	1	328	10	47	1	39	1	34.0	
9611	2	927	46	219	11	16	1	403	20	15	1	13	1	20.3	
9611	3	1316	821	266	166	13	8	493	307	151	94	8	5	1.6	
9611	4	1418	926	246	161	10	7	416	272	97	63	33	22	1.5	
9612	1	1378	110	287	23	10	1	514	41	190	15	37	3	12.5	
9612	2	925	174	161	30	9	2	362	68	69	13	6	1	5.3	
9612	3	912	108	235	28	3	0	388	46	88	10	21	2	8.4	
9612	4	639	37	84	5	11	1	240	14	76	4	2	0	17.3	
9613	1	1987	1294	169	110	11	7	339	221	178	116	83	54	1.5	
9613	2	647	70	77	8	0	0	251	27	24	3	8	1	9.3	
9613	3	1360	48	239	8	0	0	496	18	94	3	41	1	28.3	
9613	4	545	39	85	6	4	0	205	15	72	5	17	1	14.0	
9613	5	820	8	170	2	12	0	330	3	112	1	43	0	106.6	
9614	1	1034	35	185	6	10	0	379	13	127	4	31	1	29.5	
9614	2	1180	45	159	6	29	1	383	14	200	8	31	1	26.4	
9614	3	1226	225	256	47	15	3	448	82	65	12	27	5	5.5	
9614	4	1757	28	351	6	32	1	685	11	125	2	71	1	63.4	
9615	1	583	5331	217	1984	21	192	250	2286	79	722	14	128	0.1	
9615	2	711	1208	194	330	13	22	295	501	32	54	0	0	0.6	City of Olean
9615	3	620	6445	119	1237	12	125	253	2630	117	1216	21	218	0.1	
9615	4	630	838	77	102	21	28	259	344	46	61	29	39	0.8	
9616	1	1186	9135	153	1178	31	239	481	3705	183	1410	35	270	0.1	
9616	2	728	1929	155	411	5	13	312	827	83	220	26	69	0.4	
9616	3	537	8669	152	2454	31	500	234	3778	69	1114	31	500	0.1	City of Olean
9616	4	812	7372	132	1198	6	54	306	2778	143	1298	24	218	0.1	
9616	5	843	1810	342	735	0	0	288	619	22	47	27	58	0.5	
9617	1	571	4152	36	262	19	138	266	1934	95	691	28	204	0.1	
9617	2	602	1553	80	206	9	23	302	779	127	328	54	139	0.4	
9617	3	808	6547	75	608	20	162	383	3103	165	1337	24	194	0.1	City of Olean
9617	4	501	6142	115	1410	0	0	269	3298	146	1790	64	785	0.1	
9617	5	519	7977	117	1798	23	354	214	3289	114	1752	45	692	0.1	
9617	6	811	6616	206	1681	12	98	330	2692	167	1362	12	98	0.1	

CENSUS DATA FOR COORDINATED TRANSPORTATION PLAN - CATTARAUGUS COUNTY, NY

Census Tract	Census Block Group	Total Population	Population per square mile	Total Elderly (60+ yrs)	Elderly (60+ yrs) per square mile	Total Zero Vehicle Households	Zero Vehicle Households per square mile	Total Households	Households per square mile	Total Below Poverty Population	Below Poverty Population per square mile	Total Mobility Limited Population	Mobility Limited Population per square mile	Land Area (square miles)	Comments
9618	1	967	2071	244	523	10	21	401	859	133	285	29	62	0.5	
9618	2	823	4500	228	1247	0	0	344	1881	157	858	19	104	0.2	
9618	3	672	3525	224	1175	7	37	289	1516	79	414	0	0	0.2	City of Olean
9618	4	712	1630	78	179	9	21	272	623	0	0	0	0	0.4	
9618	5	661	2149	87	283	25	81	315	1024	158	514	37	120	0.3	
9618	6	1050	1426	219	297	0	0	383	520	247	335	59	80	0.7	
9621	1	639	28	103	5	0	0	232	10	119	5	23	1	22.7	
9621	2	444	755	84	143	11	19	178	303	120	204	9	15	0.6	
9621	3	1626	1308	416	335	18	14	605	487	396	319	33	27	1.2	
9621	4	549	484	115	101	6	5	256	226	179	158	26	23	1.1	Allegany Indian Reservation
9621	5	1563	3196	287	587	25	51	633	1294	312	638	22	45	0.5	(includes City of Salamanca)
9621	6	1303	2624	267	538	23	46	548	1103	203	409	30	60	0.5	
9621	7	230	347	50	75	3	5	90	136	44	66	4	6	0.7	
9621	8	450	33	107	8	7	1	175	13	123	9	28	2	13.7	
Totals		83955		15987		1181		32023		11095		2747		1309.9	

POPULATION DENSITY PER SQUARE MILE Cattaraugus County, NY



Legend

-  Towns
-  Cities
-  Villages
-  Allegany State Park
-  Major Highways

Population Density per square mile

-  5 - 35
-  36 - 75
-  76 - 150
-  151 - 275
-  276 - 500

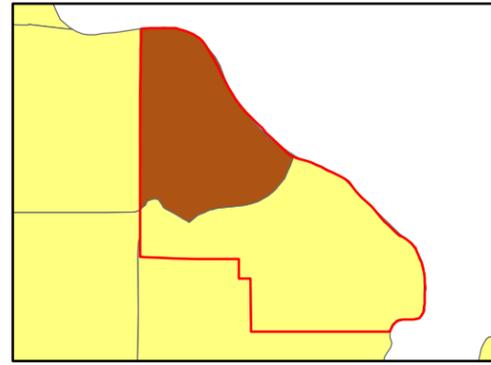
White areas
will be detailed
on separate maps



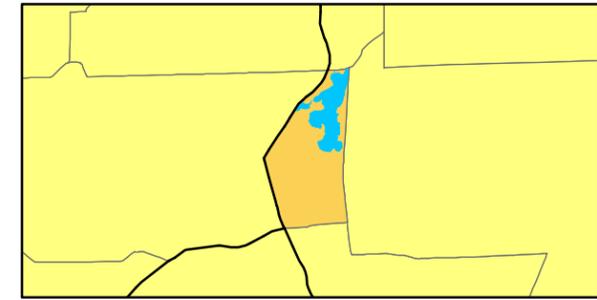
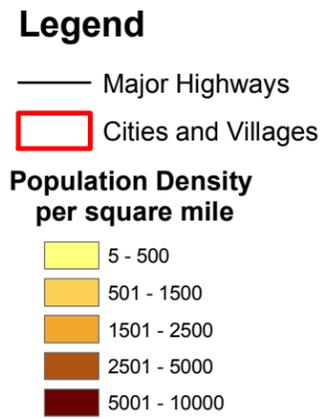
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July, 2009

Data Source: U. S. Census Bureau, 2000 Census Block Groups

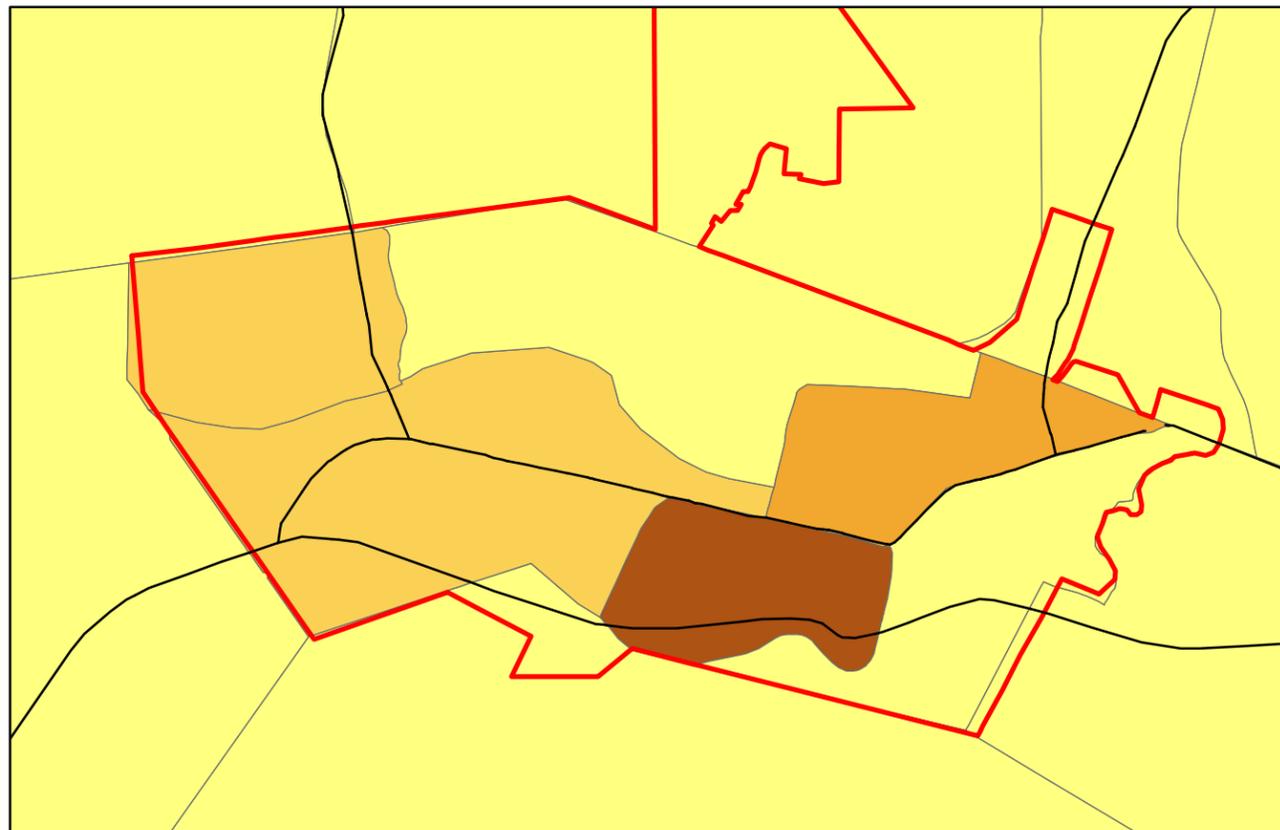
POPULATION DENSITY PER SQUARE MILE Cattaraugus County, NY



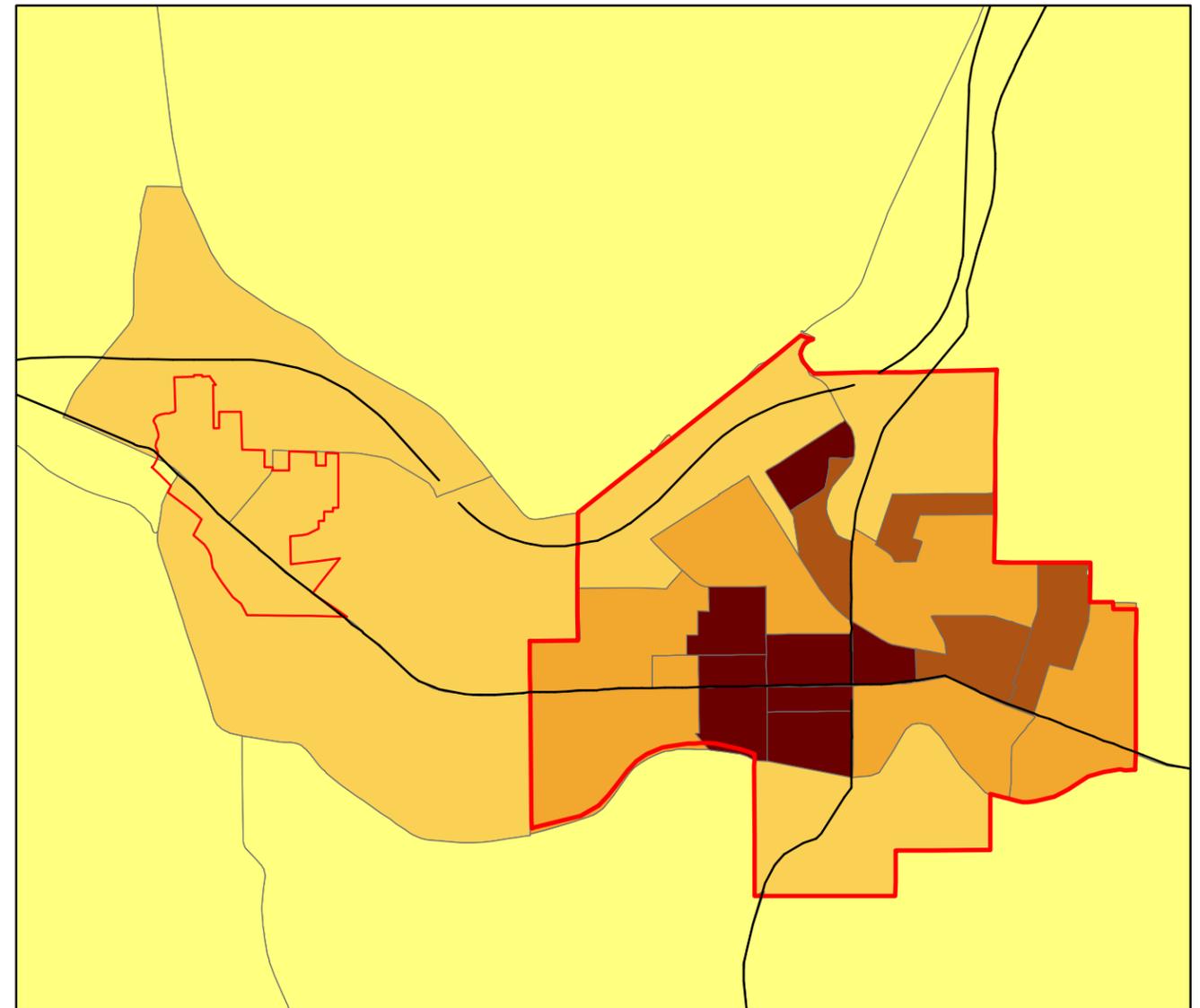
Village of Gowanda



Town of Machias



City of Salamanca



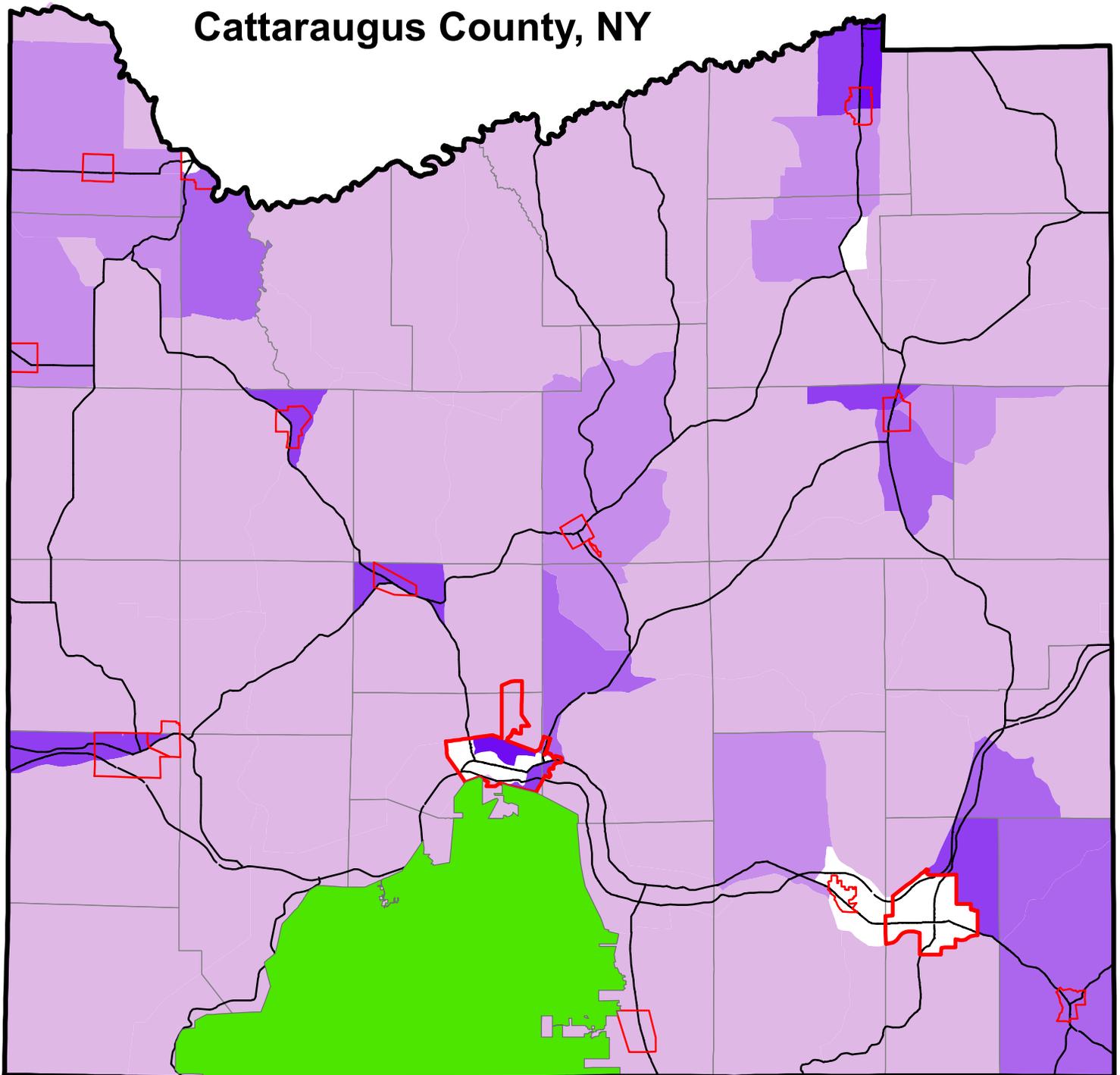
City of Olean Area

Data Source: U. S. Census Bureau, 2000 Census Block Groups



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July, 2009

ELDERLY POPULATION DENSITY PER SQUARE MILE Cattaraugus County, NY



Legend

-  Allegany State Park
-  Cities
-  Villages
-  Major Highways
-  Towns

Total Elderly Population per square mile

-  0 - 10
-  11 - 20
-  21 - 30
-  31 - 75
-  76 - 135

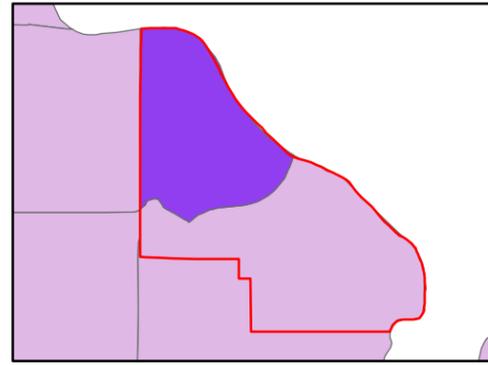
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July, 2009

Data Source: U. S. Census Bureau, 2000 Census Block Groups

ELDERLY POPULATION DENSITY PER SQUARE MILE Cattaraugus County, NY



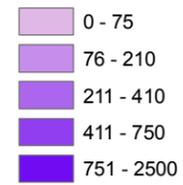
Village of Gowanda

Legend

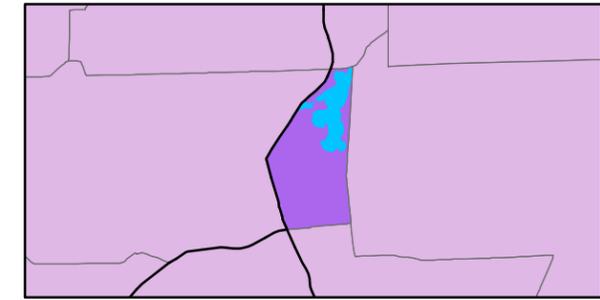
— Major Highways

▭ Cities and Villages

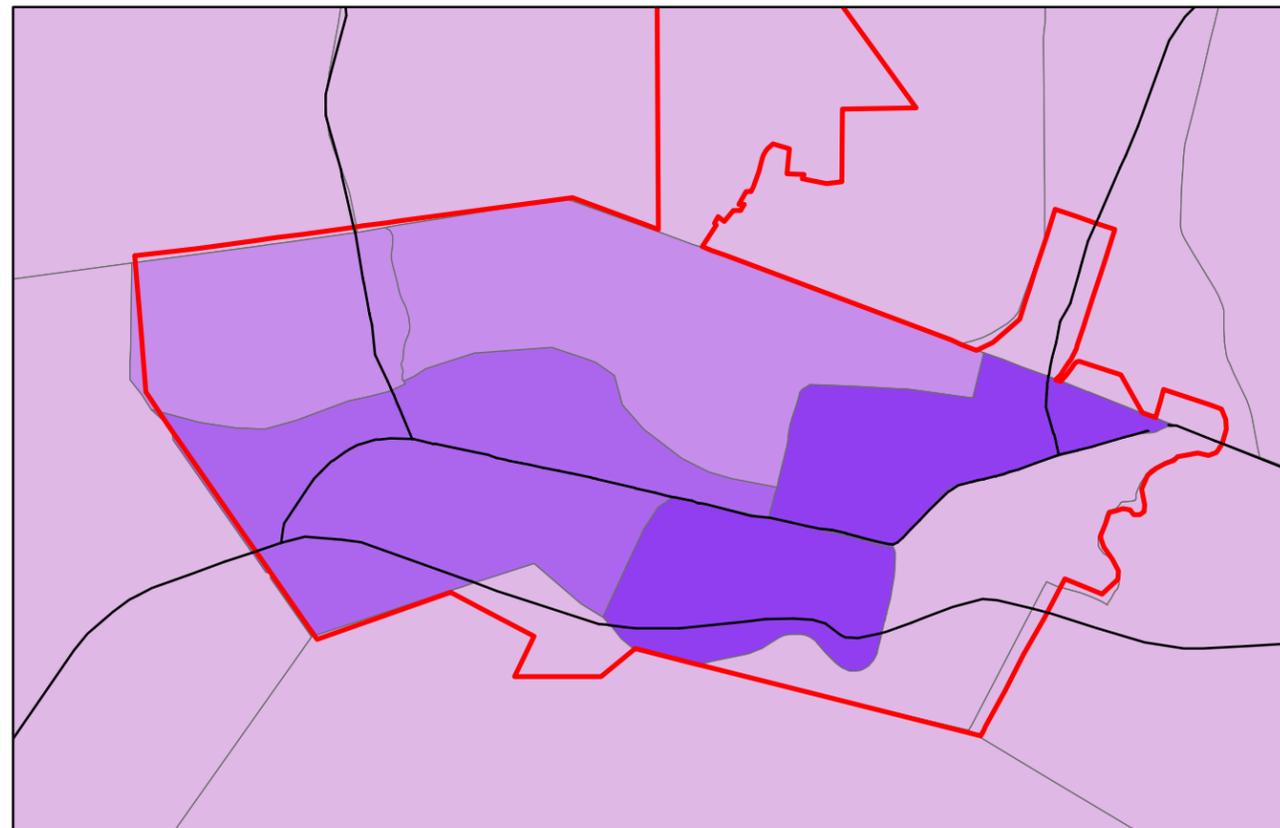
Elderly Population Density
per square mile



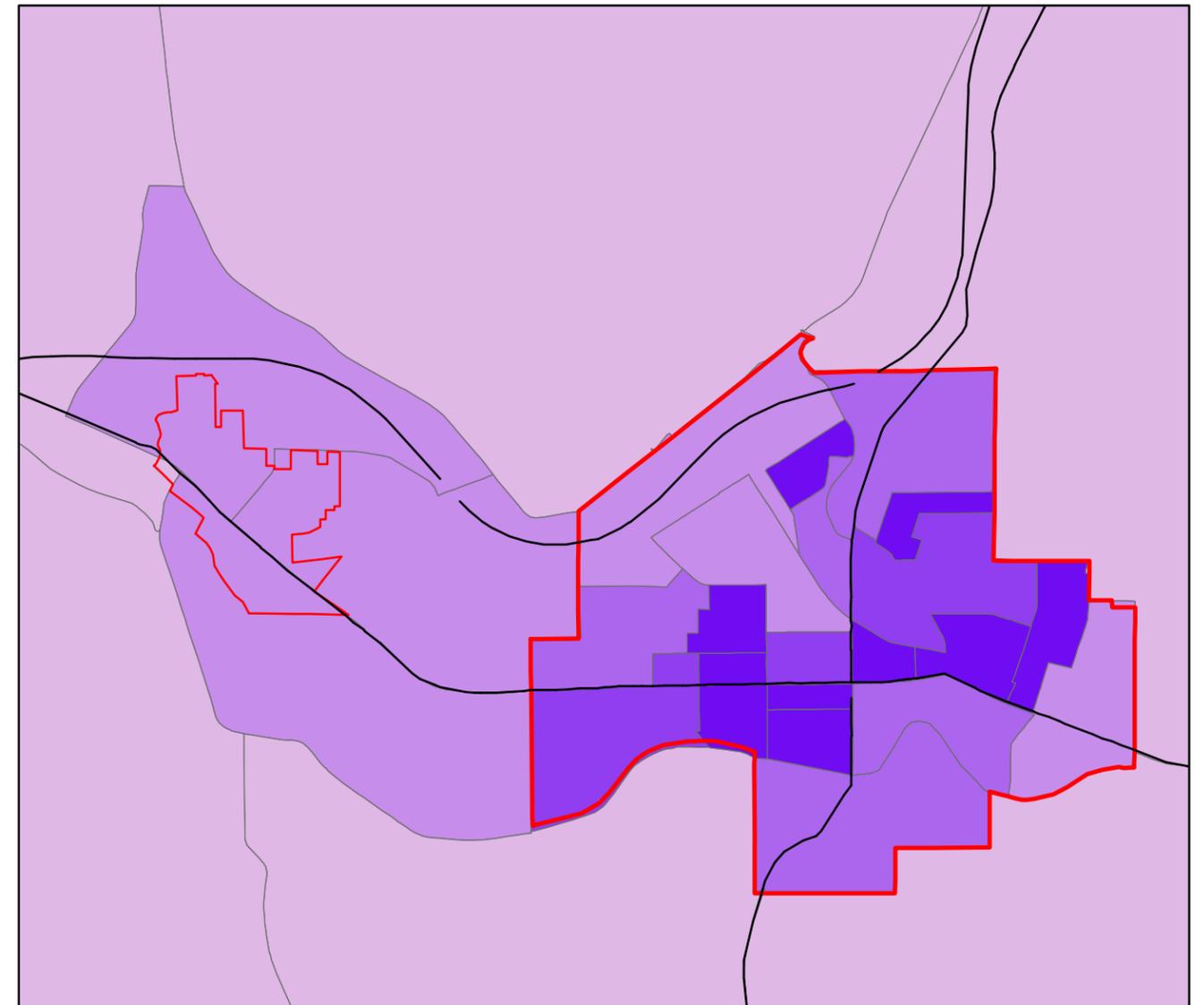
Elderly includes those age 60 and over



Town of Machias



City of Salamanca



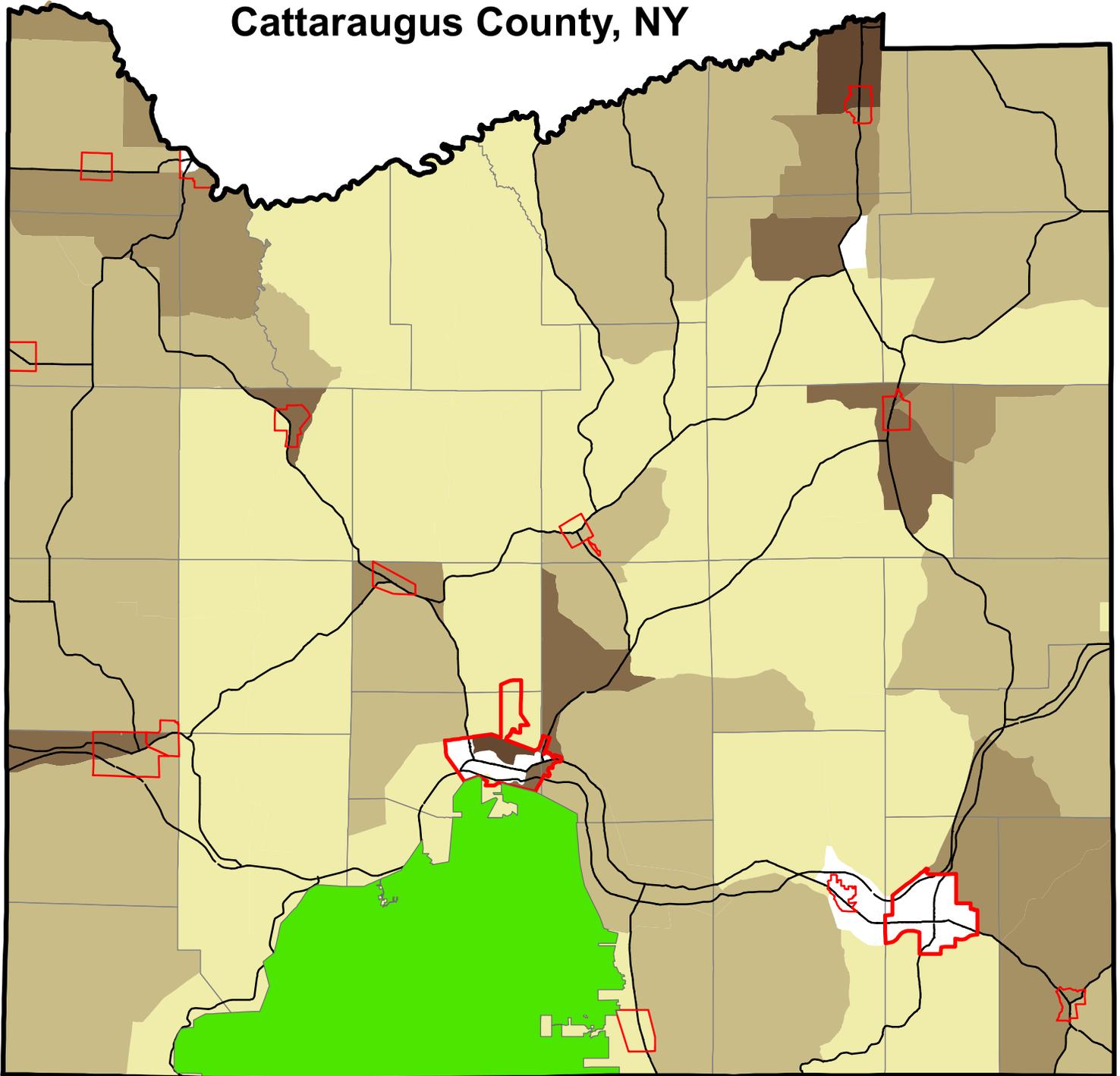
City of Olean Area



Data Source: U. S. Census Bureau, 2000 Census Block Groups

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Paul R. Bishop, Planner
July, 2009

MOBILITY LIMITED POPULATION DENSITY PER SQUARE MILE Cattaraugus County, NY



Legend

-  Allegany State Park
-  Cities
-  Villages
-  Major Highways
-  Towns

Mobility Limited Population Density per square mile

-  0 - 1
-  1.1 - 2
-  2.1 - 4
-  4.1 - 10
-  11 - 25

White areas
will be detailed
on separate maps

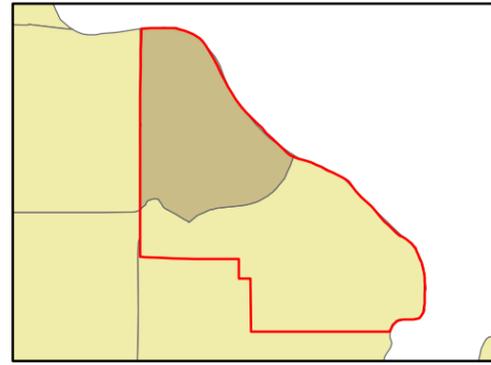


Data Source:
U. S. Census Bureau,
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MOBILITY LIMITED POPULATION DENSITY PER SQUARE MILE Cattaraugus County, NY

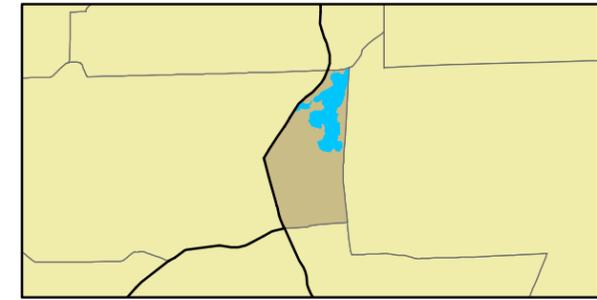
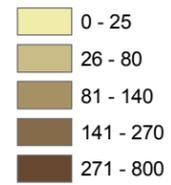


Village of Gowanda

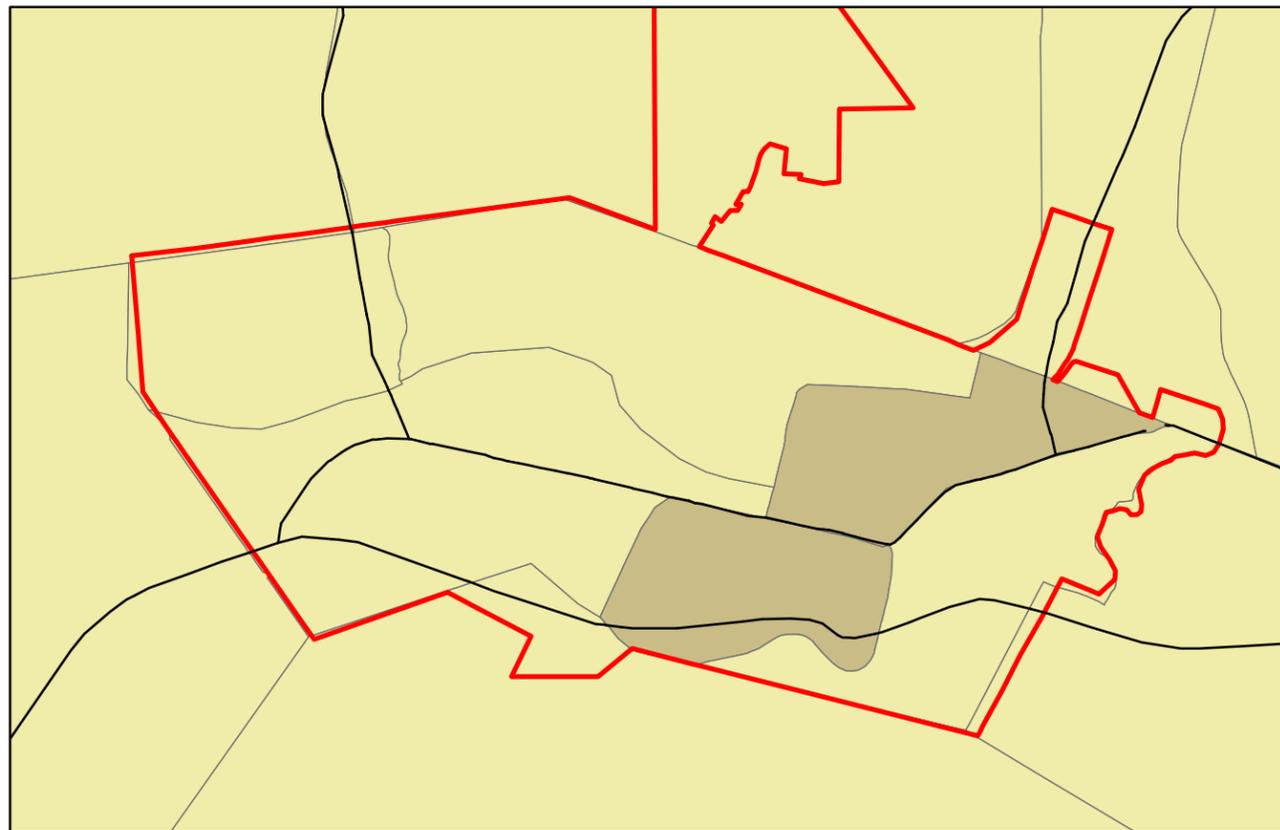
Legend

- Major Highways
- ▭ Cities and Villages

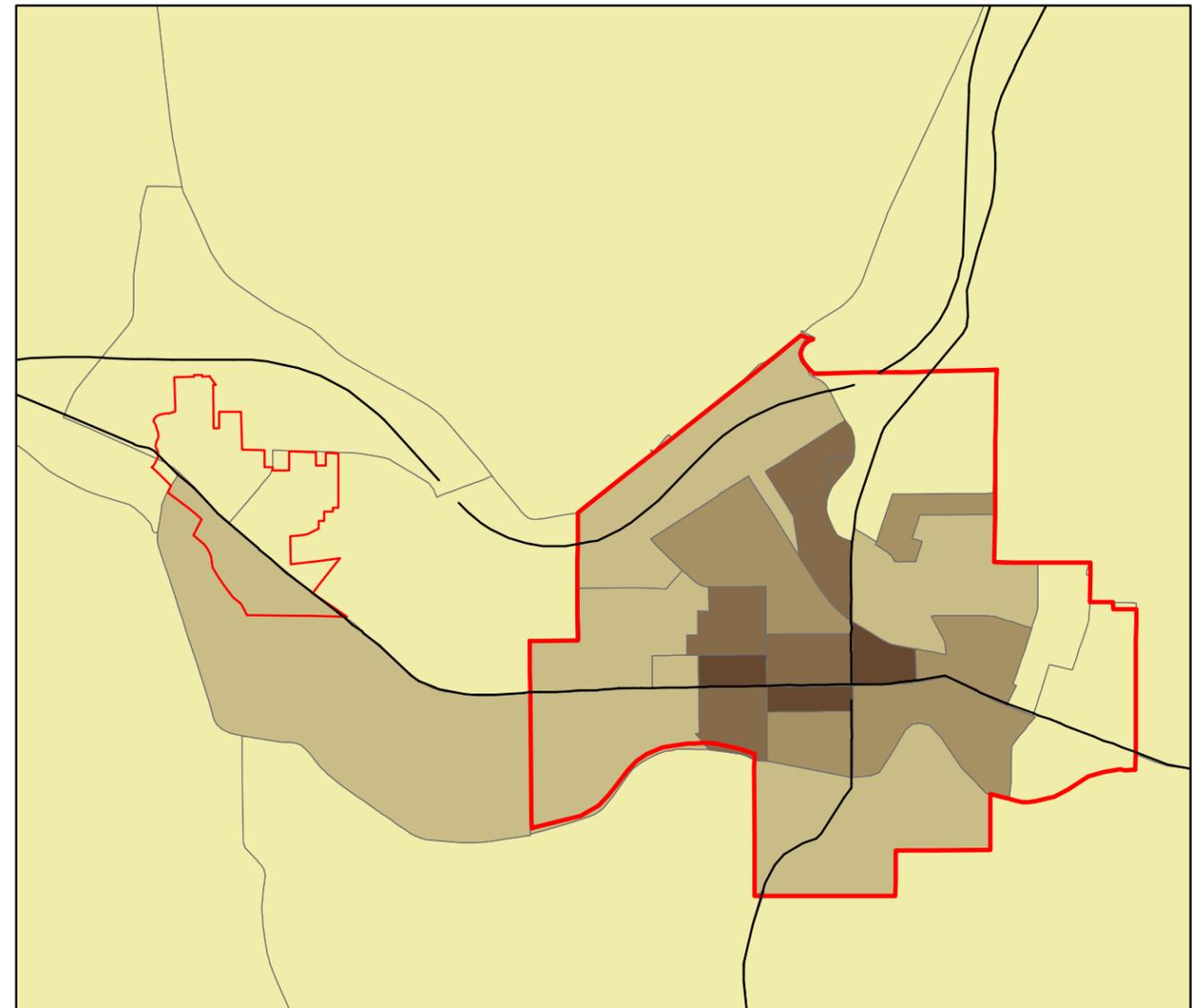
Mobility Limited Population Density per square mile



Town of Machias



City of Salamanca



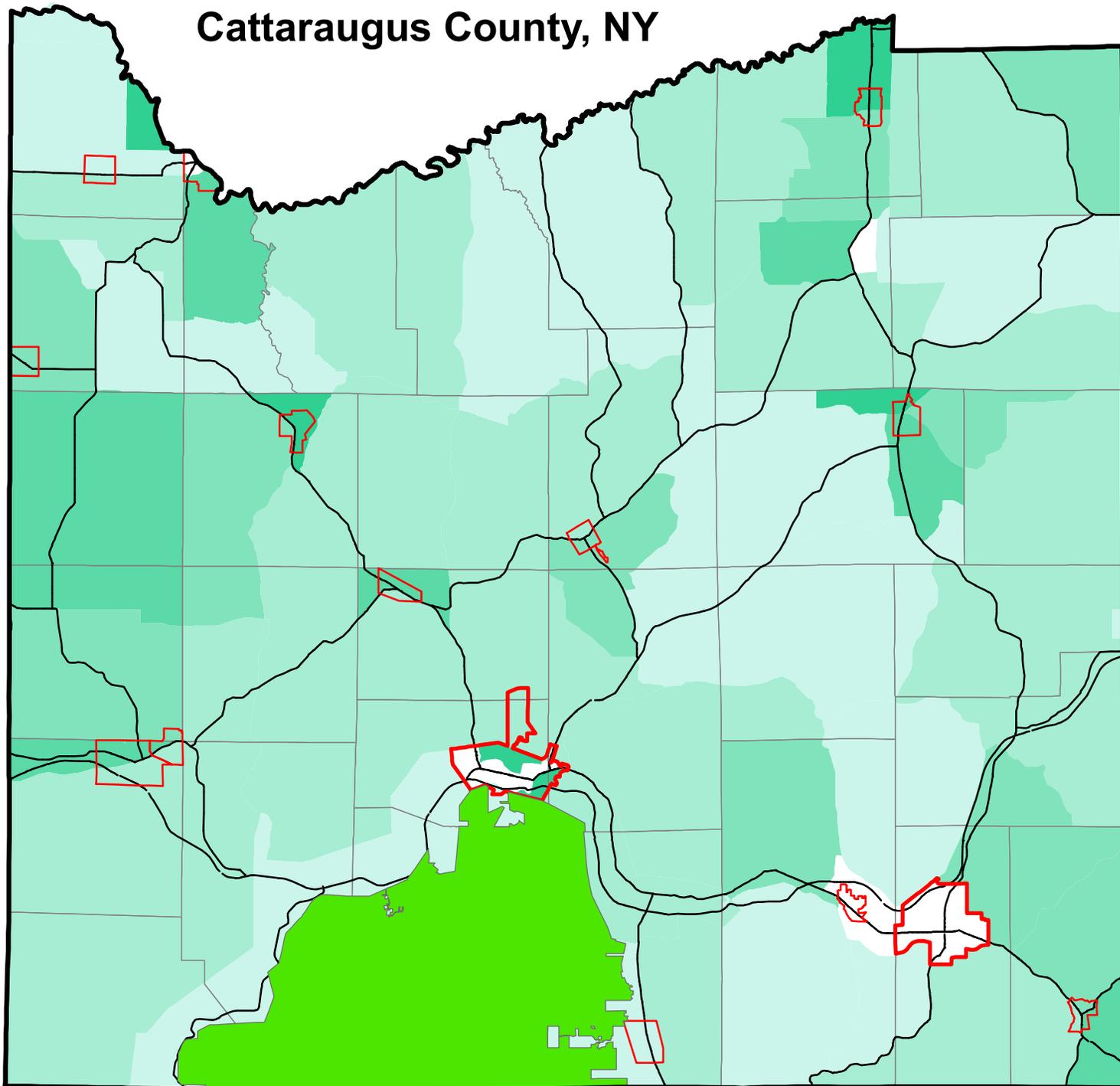
City of Olean Area

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ZERO VEHICLE HOUSEHOLD DENSITY PER SQUARE MILE Cattaraugus County, NY



Legend

-  Allegheny State Park
-  Cities
-  Villages
-  Major Highways
-  Towns

Zero Vehicle Household Density per square mile

-  0 - .25
-  .26 - .65
-  .66 - 1.5
-  1.6 - 3
-  3.1 - 7

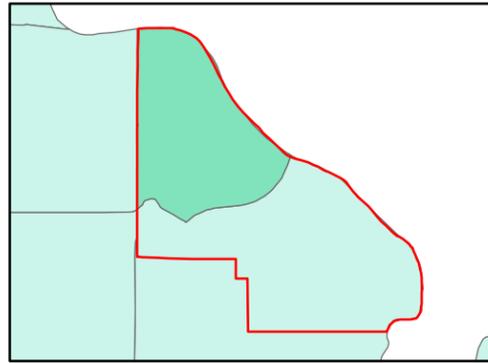
White areas
will be detailed
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ZERO VEHICLE HOUSEHOLD DENSITY PER SQUARE MILE Cattaraugus County, NY



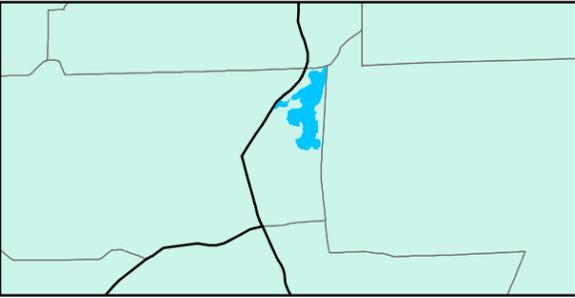
Village of Gowanda

Legend

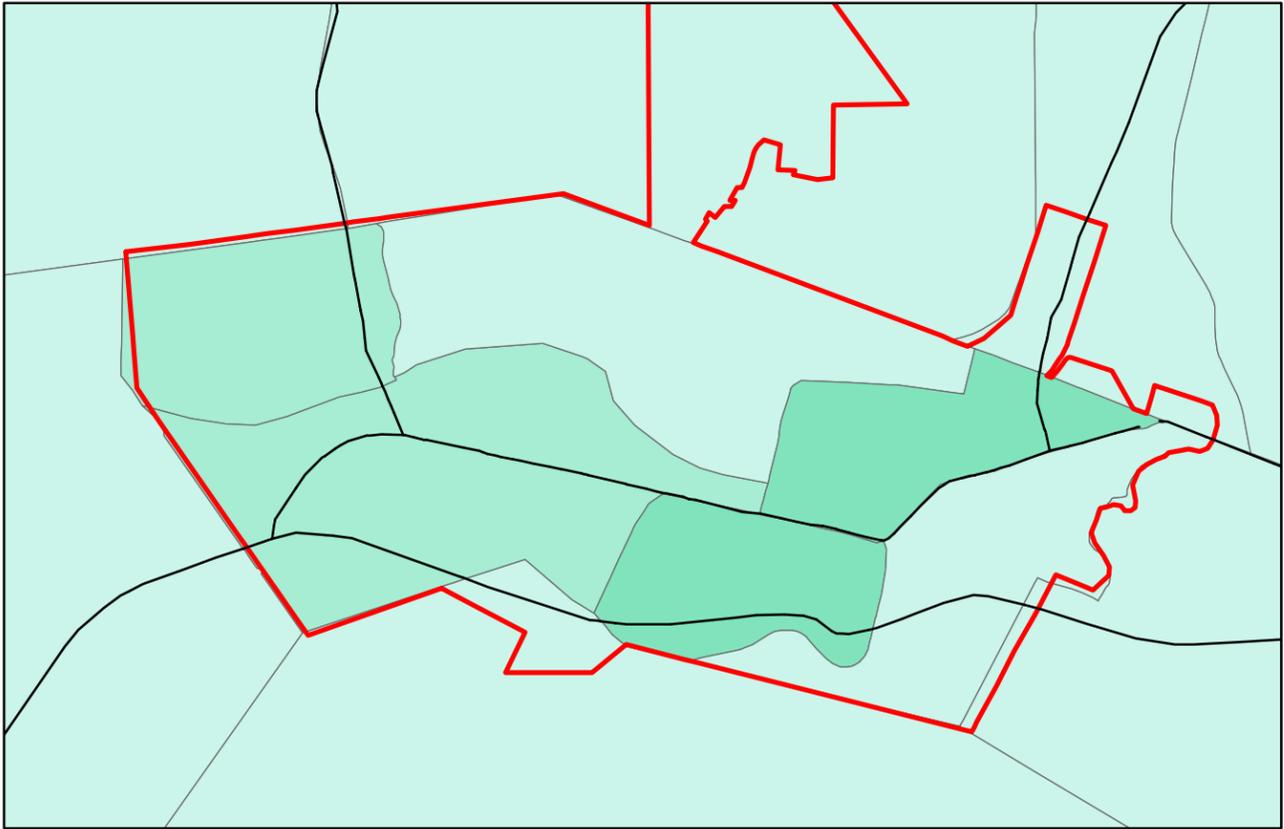
- Major Highways
- ▭ Cities and Villages

**Zero Vehicle Household Density
per square mile**

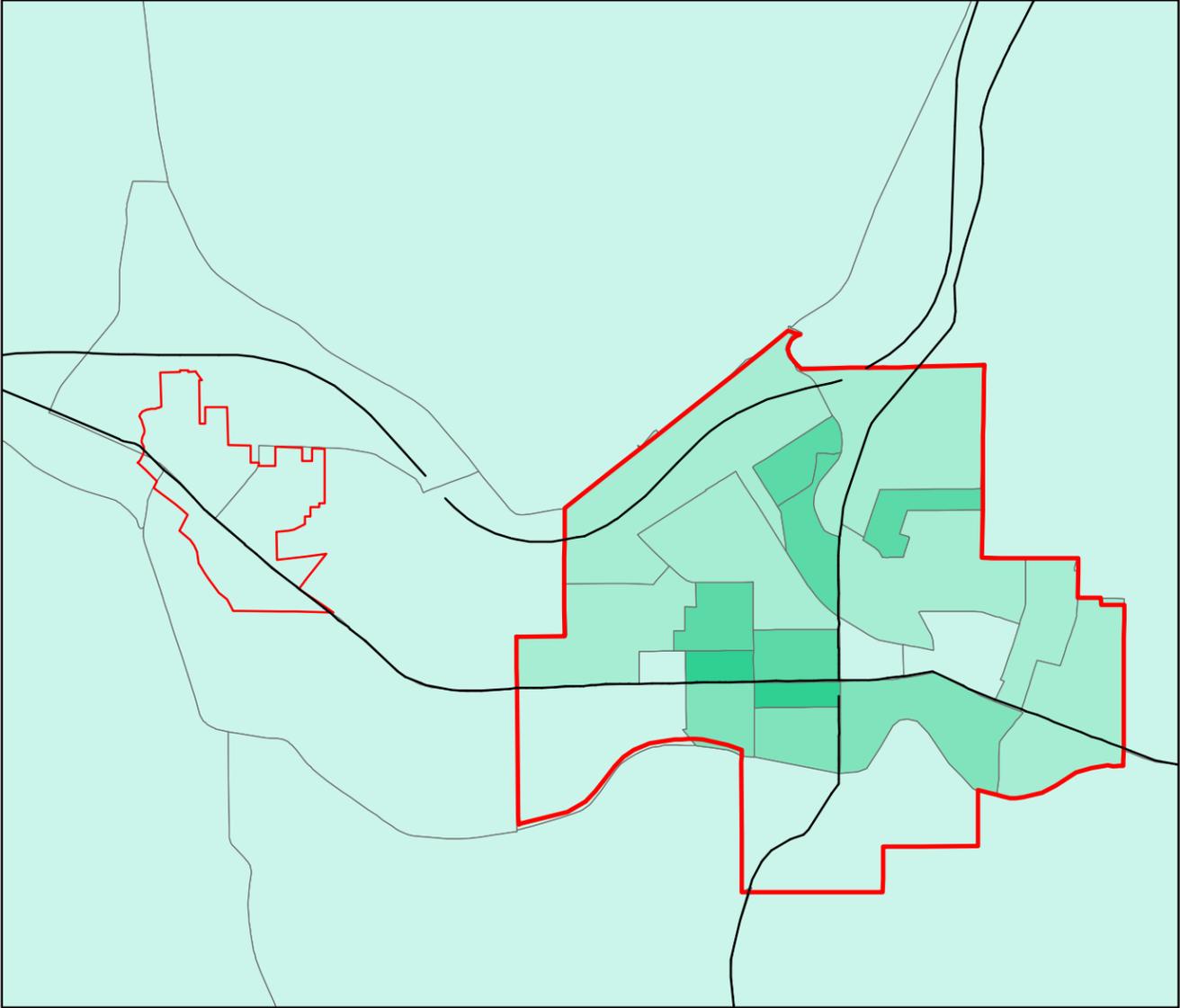
- 0 - 10
- 11 - 35
- 36 - 100
- 101 - 250
- 251 - 500



Town of Machias



City of Salamanca



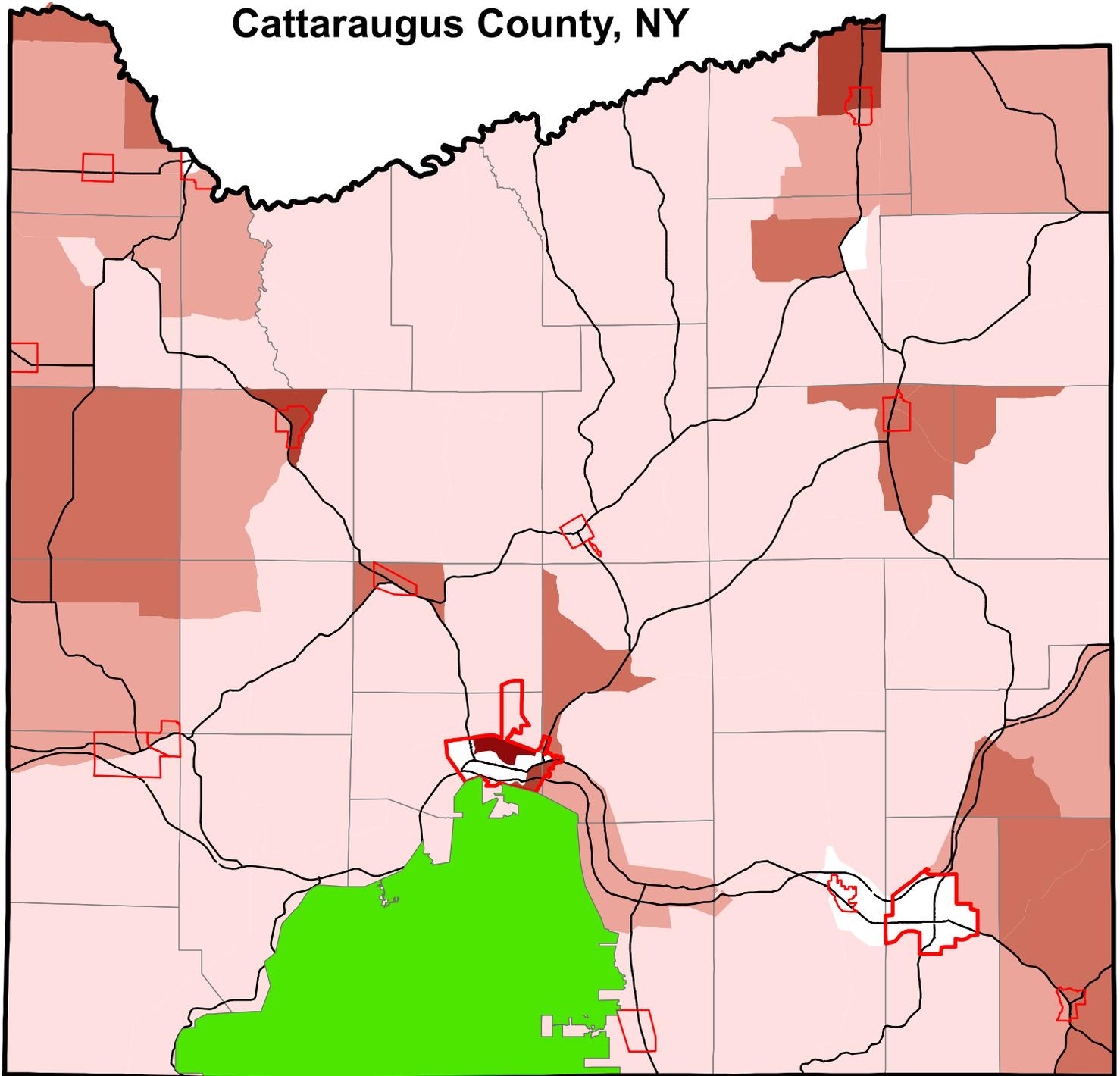
City of Olean Area

Data Source: U. S. Census Bureau, 2000 Census Block Groups



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BELOW POVERTY POPULATION DENSITY PER SQUARE MILE Cattaraugus County, NY



Legend

-  Allegany State Park
-  Cities
-  Villages
-  Major Highways
-  Towns

Below Poverty Population Density per square mile

-  0 - 5
-  6 - 12
-  13 - 35
-  36 - 90
-  91 - 160

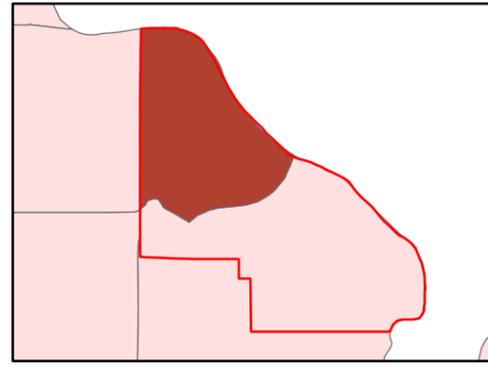
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Data Source:
U. S. Census Bureau,
2000 Census Block Groups

BELOW POVERTY POPULATION DENSITY PER SQUARE MILE Cattaraugus County, NY

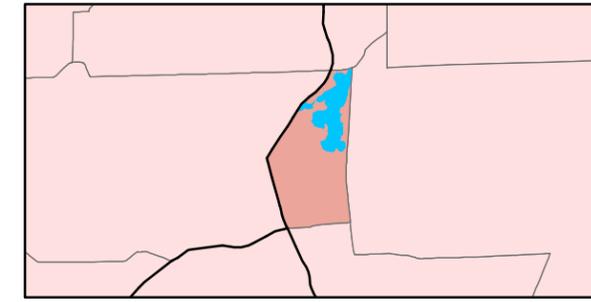
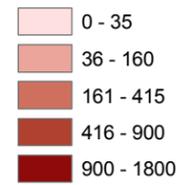


Village of Gowanda

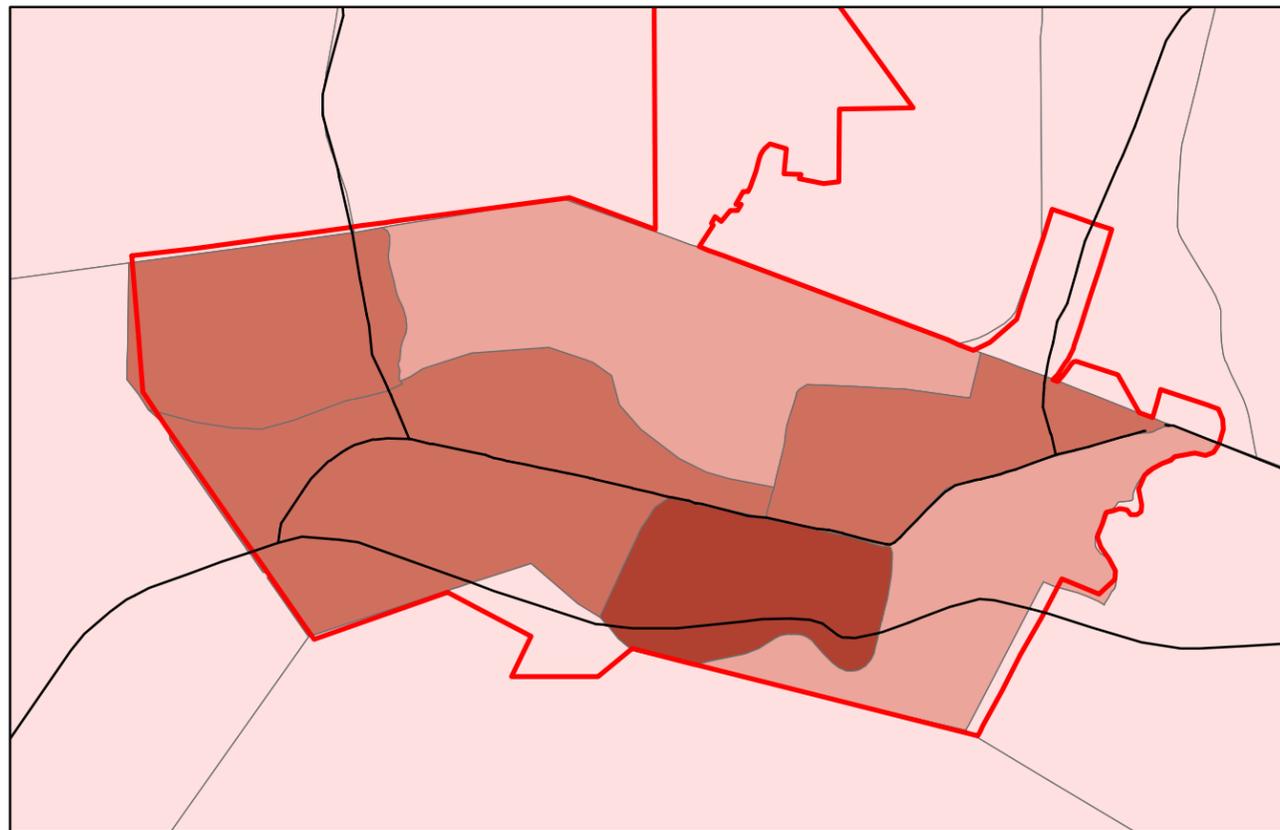
Legend

- Major Highways
- ▭ Cities and Villages

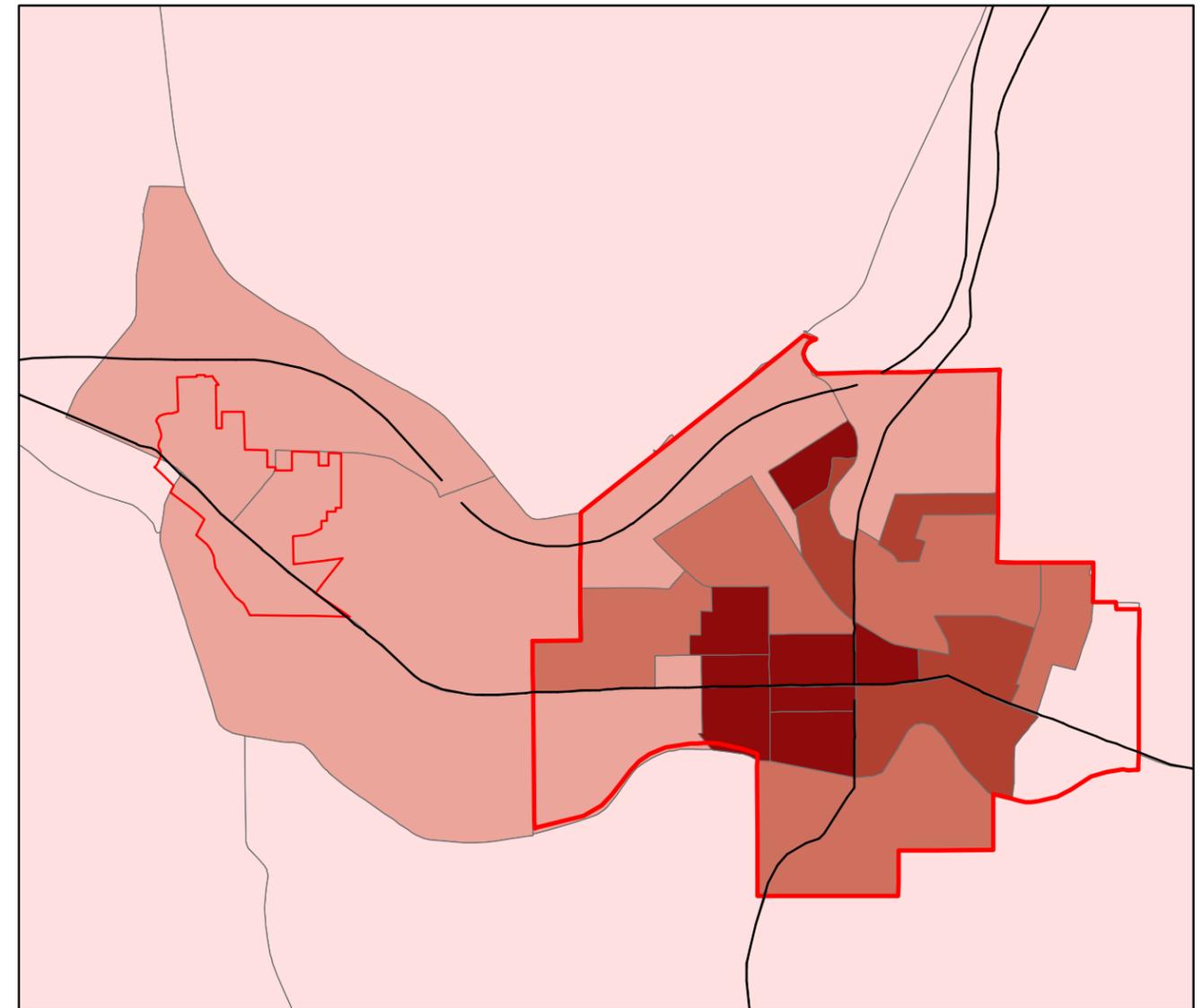
Below Poverty Population Density per square mile



Town of Machias



City of Salamanca



City of Olean Area

Data Source: U. S. Census Bureau, 2000 Census Block Groups



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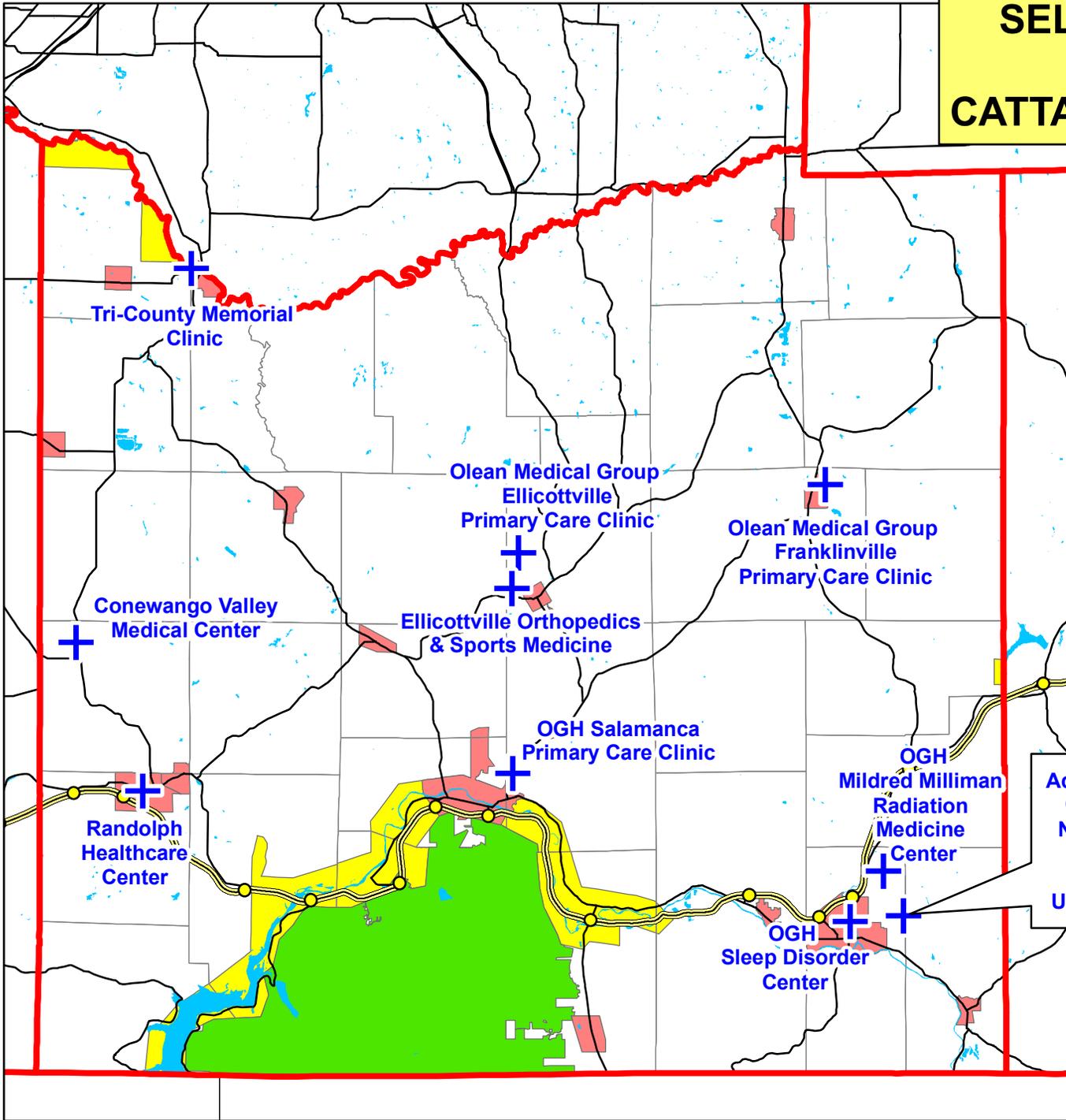
Appendix E
Clinics and Hospitals

Selected Clinics in Cattaraugus County

Selected Hospitals in Western new York

SELECTED CLINICS IN CATTARAUGUS COUNTY

*Community
Transportation
Coalition
of
Cattaraugus County*



Additional Olean Clinics:
 Olean Medical Group
 N. 8th St. Health Clinic
 VA Clinic
 Medical Arts
 University Primary Care



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SELECTED HOSPITALS IN WESTERN NEW YORK

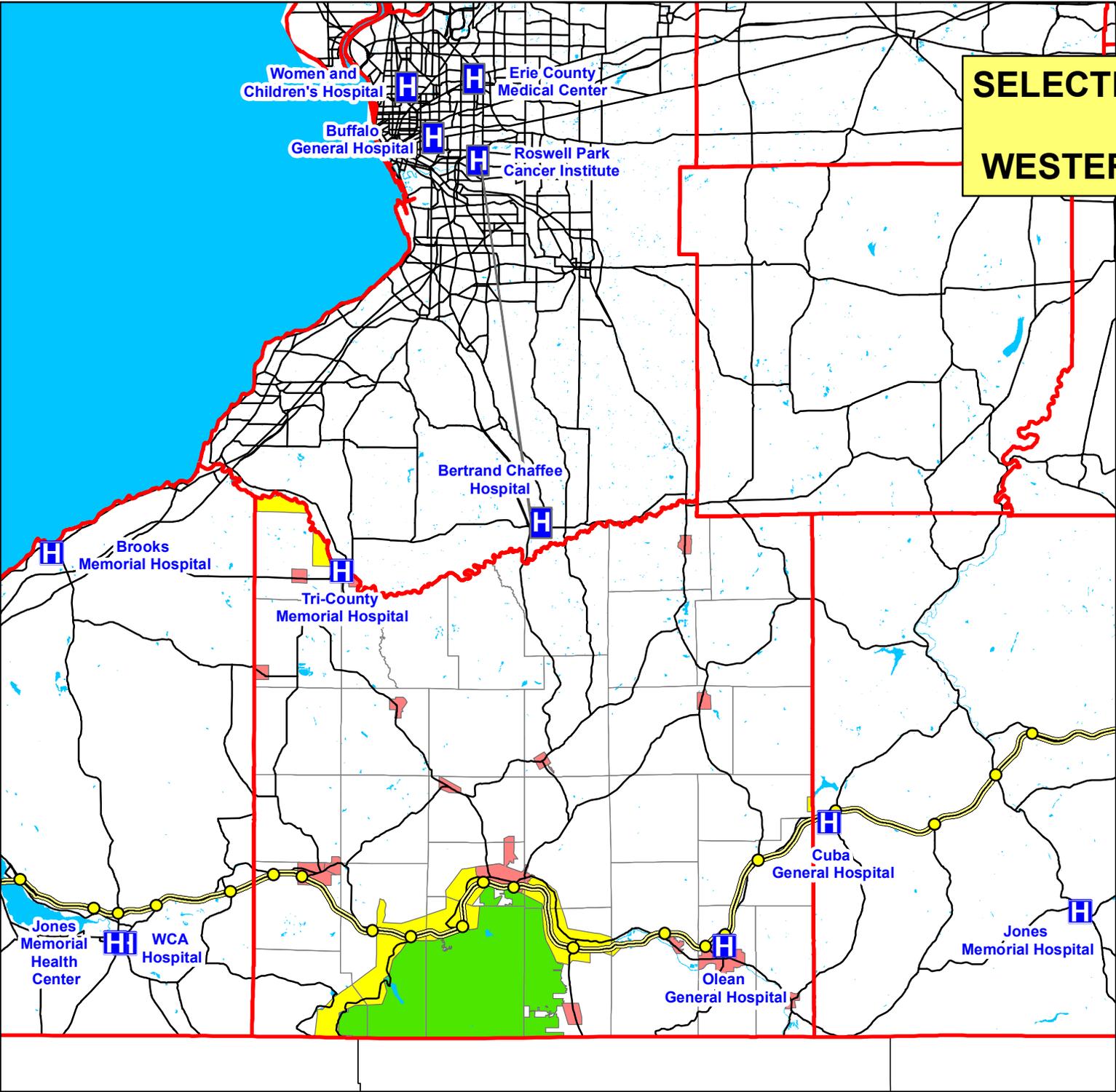
*Community
Transportation
Coalition
of
Cattaraugus County*



0 3 6 12 Miles



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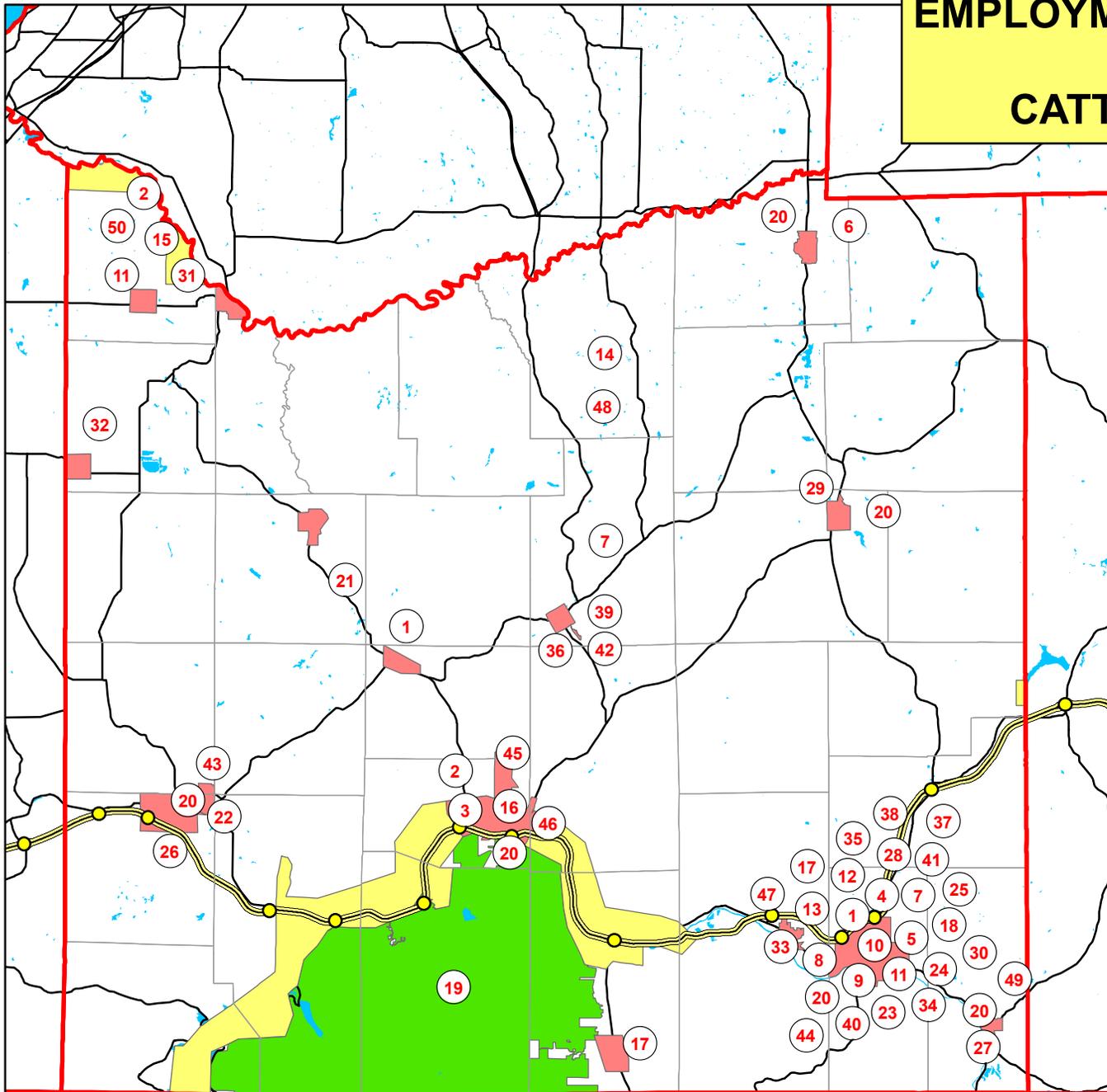
Appendix F

Major Employers

Employment Concentrations in Cattaraugus County

List of Major Cattaraugus County Employers

EMPLOYMENT CONCENTRATIONS IN CATTARAUGUS COUNTY



*Community
Transportation
Coalition
of
Cattaraugus County*



**Numbers correspond to Cattaraugus County Employers list.
This list includes the top 50 employers in Cattaraugus County.**

CATTARAUGUS COUNTY EMPLOYERS

No.	Estimated Number of Employees	Employer	Type
1	1366	County of Cattaraugus	Government
2	1300	Seneca Nation of Indians	Government
3	1247	Seneca Allegany Casino & Hotel	Amusement and recreation
4	875	Dresser-Rand - Turbo Products Division	Air and gas compressors
5	700	Cutco Cutlery, Vector Marketing	Direct selling establishments
6	632	Pioneer Central School District	Education, school
7	600	BOCES, Cattaraugus-Allegany	Education, school
8	585	St. Bonaventure University	Education, university
9	574	The ReHABILitation Center Subcon Industries	Rehabilitation
10	550	Olean School District	Education, school
11	523	WNY Developmental Disabilities Svcs Ofc (JN Adam)	Rehabilitation
12	415	Olean General Hospital	General medical and surgical hospitals
13	369	Wal-Mart	Retail
14	350	West Valley Environmental Services LLC	Refuse Systems
15	339	Gowanda Schools	Education, school
16	325	Salamanca Central School District	Education, school
17	288	Allegany/Limestone School District Ofcs	Education, school
18	275	Olean Wholesale Grocery Co-Op	Grocery stores
19	246	Allegany State Park	Amusement and recreation
20	238	Community Bank NA	Bank
21	235	Cattaraugus/Little Valley Central School	Education, school
22	221	Randolph Central School	Education, school
23	217	Jamestown Community College - Catt. Campus	Education, community college
24	214	Dal-Tile Corporation	Tile
25	204	Olean Advanced Products (Division of AVX Corp.)	Capacitors
26	200	Skibeck Pipeline Co.	Water, sewer, and utility lines
27	200	Portville Central School District	Education, school
28	200	Olean Medical Group	Offices and clinics of medical doctors
29	200	Franklinville Central School	Education, school
30	200	Cooper Power Systems	Surge arresters and fuses
31	199	TLC Health Network	General medical and surgical hospitals
32	183	Pine Valley Schools	Education, school
33	180	Advanced Monolithic Ceramics	Electronic capacitors
34	150	Stroehmann Bakeries, LC	Bread
35	142	City Of Olean	Government
36	140	Holiday Valley Resort	Amusement and recreation
37	126	Hinsdale Central School	Education, school
38	125	Home Depot	Retail
39	125	Fitzpatrick & Weller, Inc.	Hardwood dimensions and flooring mills
40	120	The Connection	Inbound and outbound call center
41	112	Henkel Loctite Corp.	Adhesives
42	112	Ellicottville Central School	Education, school
43	105	Randolph Academy Union Free Schl. Dist.	Education, school
44	104	Rieds Food Barn	Grocery stores

CATTARAUGUS COUNTY EMPLOYERS

No.	Estimated Number of Employees	Employer	Type
45	104	Philadelphia Furniture Mfg. Co.	Wood furniture
46	99	Absolute Care of Salamanca	Skilled nursing care facilities
47	98	Kmart	Retail
48	96	West Valley Central School	Education, school
49	90	Spragues Maple Farms	Maple syrup and restaurant
50	90	Forts Grocery Inc	Grocery stores